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**QUALIFICATIONS PROFILE**

* Highly organized and conscientious System Analyst with over seven years of IT work experience working in a Medicaid systems environment with a strong emphasis on the operations of the Eligibility procedures and methodology.
* Experience working collaboratively with remote and internal development teams to design and analyze technical solutions and testing methods.
* Strong knowledge of the System Development Life Cycle (SDLC), including the ability to define and document specifications.
* Knowledge of databases, SQL structures and writing queries. Proficient analytical, troubleshooting, and debugging skills
* **Key Strengths:** Excel at developing strong relationships with staff, senior executives and clients. Adapt quickly to new and evolving environments.

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| **Programming Languages:** | SQL Query (Mainframe and DB2 applications), HTML and Java |
| **Technical Skills:** | MMIS, MEDS, Curam/Access (Worker and Client portals), Microsoft Office Professional Suite |
| **Application Software\Tools:** | Change Man, File Aid (Mainframe and DB2 applications), QA Hiperstation(Automated Script Testing Tool), Mainframe and Program Utilities, Internet Tools |

**SKILL MATRIX**

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| **Skills** | **Brief Description** |
| 8 years translating business requirements or policy documentation into test cases and scenarios. | Involved in Creating business scenarios and test cases to validate the business requirements and ensure business requirements are met, Create business scenarios for solutions, enhancements & customizations to validate the business requirements and conduct reviews to ensure business requirements are met  Analyze and document business processes, functions, needs and elicit requirements using interviews, document analysis, requirements sessions, use cases and scenarios to align all stake holders and project vision |
| 8 years building test cases and scenarios into test systems | Efficient in restore and back-up operation across multiple test systems and also boost the performance of EOD jobs and front end application response time, Design Test scenarios, Test cases and test scripts and upload them on share drive  Expertise in creating System Test Plans, developing and maintaining test cases/scripts, analyzing bugs, interacting with development team in fixing bugs. |
| 2 years of experience testing IBM Curam software | Worked as a Curam tester at Clemson University. Experience in automation, functional,regression and integration testing of CURAM application with the Medicaid Determination System implementation software packages and CURAM/Access Solution for Healthcare Reform Worker Portal and Client Portal (IBM software). |
| 8 years of experience supporting Project Management and SCDHHS. | Participate in project team review of business requirements documentation to ensure that all request function and design specifications are addressed. Link document information to share drive. |
| Strong verbal and written communicate. Publish status reports of all open issues and gaps found during test phase and articulate the details to the Development teams. | Experience utilizing JIRA as a defect reporting tool, Generate and issued progress status report to management, Collected and generate reports for management review  Updated Project documentation and was responsible for reporting project status/ progress to the management by performing Earned Value Analysis. |
| 8 years large enterprise or e-business systems experience. | Promoted to managing all areas of the firm’s two primary services and acting as e-business consultant, Perform daily maintenance and reconciliation of the Universal budget Management Database for the E-Business department, Adhere to all presentation architecture and enterprise development standards. |
| 8 years of experience supporting healthcare operations (preferably Medicaid), business processes | Serve as a System Analyst for the Medicaid Eligibility Determination Systems of (SCDHHS) South Carolina Department of Health and Human Service, in which I gather, complies, synthesizes, create project plan and create test scenarios according to business requirements. Deep knowledge of Federal and State Medicaid mandatory policy and procedures |
| Proficient in Atlassian tool suite including JIRA and Confluence | Create team specific Agile process flow in JIRA to move tasks from one activity to another, Helped Scrum master across the company to customize JIRA for their requirements. |
| Prior experience working in a standard SDLC (waterfall methodology) & in an AGILE delivery. | Involved in Complete Software Development Lifecycle (SDLC) from Business Analysis to Development, Testing, Deployment and Documentation, Project was implemented using the Agile (SCRUM) Methodology to produce artifacts in the different phases of the Software Development Life Cycle (SDLC). |
| Public Sector/Gov't Experience - ICD-10 and Medicaid experience is desirable. | Experience in Medicaid, where I worked for for the Medicaid Eligibility Determination Systems of (SCDHHS) South Carolina Department of Health and Human Service |
| **Education** | **Brief Description** |
| Bachelor's degree in a technical, business, or related field. Years of experience can substitute for formal education. | Bachelor Degree in Healthcare Information Systems, 2013, Franklin University; Columbus, OH |
| **Certification** | **Brief Description** |
| Technical and/or Project Management certifications from recognized sources are desirable. | ComTIA A+ Essentials, CIW V5 (2008) and SQA Software Tester |

**PROFESSIONAL EXPERIENCE:**

**Clemson University, Clemson, South Carolina; 1/09 – 8/17 Information System/Business Analyst I:**

* Serve as a System Analyst for the Medicaid Eligibility Determination Systems of (SCDHHS) South Carolina Department of Health and Human Service, in which I gather, complies, synthesizes, create project plan and create test scenarios according to business requirements
* Work within State and Federal guidelines according to procedures
* Support Project Managers with project development and deliverable of Quality Assurances tasks
* Assists development teams to solve testing issues and correcting problems based on business document requirements
* Participate in project team review of business requirements documentation to ensure that all request function and design specifications are addressed
* Involved in systems life cycle to include designing, testing, implementing, maintaining specifications, supporting software and testing
* Create High Level Business Scenarios ,Test Plan, Test Scenarios, review test cases and track progress and defects.
* Perform various types of test such as functional, regression, negative and installation testing identified in business requirement documents
* Document and analysis required information of data needed for reporting and decision making
* Use SQL to write queries, batch programs and generate system test scripts for different scenarios, covering all aspects of project functionality
* Coordinate programs or JCL release to QA, UA and Production environment
* Participating in product readiness and project release decisions
* Assist team members in analysis, design, testing and implementation of their project tasks
* Knowledge of (MMIS)Maintenance Management Information System and (MEDS) Medicaid Determination System implementation software packages and CURAM/Access Solution for Healthcare Reform Worker Portal and Client Portal (IBM software)
* Knowledge and experience with CURAM workflow and rules in child services modules.
* Experience utilizing JIRA as a defect reporting tool
* Clear understanding of CURAM Solution for Healthcare reform
* Verbal and written communication with internal and external customers regarding projects and implementations

**Lubrizol Corporation, Painesville, Ohio; 4/08 to 8/08**

**Temporary position through Volt Professional Placement Service, Beachwood, OH**

**Document Management Analysts:**

* Organized and prepared documents, such as document image, to allow easy access to information
* Document and link engineering drawing to documents stored in SAP (Systems Applications and Products) Materials Management
* Revised maintenance documents equipment guidelines
* Provided reference services and assistance to users needing stored materials
* Generate and issued progress status report to management
* Document and analyze information of data needed for review and decision making

**Lubrizol Corporation, Wickliffe, Ohio; 05/07 to 02/08**

**Temporary position through Volt Professional Placement Service, Beachwood, OH**

**Archivists Analysts:**

* Organized and prepared archival records, such as document descriptions, to allow easy access to information
* Create and maintained accessible computer archive information storage in Access databases
* Organized, indexed, packaged and prepared storage labels of archival documents
* Provided reference services and assistance to users needing archival materials
* Preserved records, documents, films, videotape, disk or computer formats as necessary
* Researched and recorded the origins and historical of archival materials
* Administer policy guidelines concerning public access and use of materials

**Lubrizol Corporation, Wickliffe, Ohio; 3/03 to 5/07**

**Temporary position through Volt Professional Placement Service, Beachwood, OH**

**Document Control Specialist:**

* Maintain present and historical documents by adding and deleting files in Access Database on 2003 network
* Plan, schedule and coordinate projects according to specific need
* Prepared project documentation, software configurations and procedures
* Designed and revised forms used to tracked project data and adjust as needed
* Prepares maps, charts and graphs to assist in project over
* Collected and generate reports for management review
* Monitor system performance, handle troubleshooting, and configure software/hardware problems
* Develop and write procedures for implementing, using, and troubleshooting files
* Trained and assist users in diagnosing and solving software/equipment problems

**Perry Nuclear Power Plant, Perry, Ohio; 08/00 – 12/02**

**Temporary position through Adecco Temporary Service, Mentor, Ohio**

# Administrative Assistant*:*

* Processed outage personnel via Plant Access Data System (PADS).
* Managed and maintained personnel radiation protection qualification and training schedules.
* Retrieved and maintained over 10,000 records on Windows 2000 network.
* Retrieved archival data of component repairs and replacement via MPL number.
* Scanned, entered, and maintained classified documents in Window 98 environment.
* Prepared training material using Microsoft Word, Excel and PowerPoint presentation.
* Developed and wrote Nuclear Plant’s off-site transfer records procedures.
* Organized and scheduled transfer of classified documents to Records Management.

**EDUCATION:**

* Lakeland Community College; Kirtland, Ohio

Associate of Applied Business Information ***Microsoft Networking Option, 2007***

* Franklin University; Columbus, OH

Bachelor Degree in ***Healthcare Information Systems, 2013***

**CERTIFICATIONS:**

## ComTIA A+ Essentials, CIW V5 (2008) and SQA Software Tester