**Amardeep**

**Sr. Business Analyst**

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**SUMMARY:**

* **Over all around 10+ years** **of progressive work experience in business analysis, project coordination, project management** and software development in the Information Technology industry.
* Excellent Analytical skills to understand the business process and Functionality, Requirements and to translate them to system requirement specifications. Developing functional specifications for business process refinement and automation, data modelling, system Architecture, conducting feasibility studies, scope.
* Proficiency with Rational Enterprise Suite (Requisite Pro, Rational Rose, ClearCase, ClearQuest) in support of the RUP methodology.
* Expertise in Data Modelling using tools likes ERWIN, ER/Studio and MS Visio along with the hands on experience in using Forward Engineering and Reverse Engineering functionality.
* Hands-on knowledge of enterprise repository tools, data modelling tools, data mapping and data profiling tools.
* Experienced in developing an end to end project in Citizen Portal, Financials modules in Curam 6.0.
* Experienced in writing IEG scripts using the IEG2 editor, curam data mapping, work queue provisioning within Curam 6.0 framework.
* Curam Citizen's Account configuration and hands on Life Events within Curam 6.0 framework.
* Security implementation to curam applications to prevent cross site scripting and sql injection hacks.
* Worked on Ant scripts for building Curam Application.
* Worked on SDLC methodologies-Waterfall, Iterative Development for the study link project based on Curam framework.
* Experiences in using modeling tools Rational Software Modeler (RSM) and IBM Rational Modeler in various Curam projects.
* Experience in creation of artifacts and management of various roles specified by the Agile Methodology. Extensive risk management experience conducting fraud and risk investigations for financial institutions and payment processing organizations.
* Proficient in technical writing, documentation, oral presentation and delivery. Strong problem solving and analytical skills with a high learning acumen to adapt to new technologies.
* Experience in Software Analysis & Design, Gathering Functional and Business Requirements, Specifications, User Interface Specifications, Technical Design, Test Cases and Test Plans.
* Extensive experience with Business Process Modelling and Business Re-Engineering.
* Experience working with business users as well as senior management.
* Experience developing project plans, schedules, and estimates -MS Project /Office proficient.
* Adept at identifying risks and producing mitigation plans.
* Expert in user interface designing and creating screenshots using wire frames and comps, and expert in using tools like MS Project and MS Visio.
* Strong Knowledge of UML, RUP, Rational Suite including Rational Rose, RequisitePro etc.
* Experienced in manual and automated testing for both front-end and backend. Extensively used automated test tools of Mercury like Quality Centre, Quick Test Pro, Win Runner, Test Director, Performance and Load Runner Testing.
* In-depth knowledge of creating Use Case, Activity, logical, component and deployment views with Rational tools to extract business process flows and workflows thereby helping development and quality assurance teams in understanding the requirements.
* Strong Knowledge of Business Intelligence, Data Warehousing and Business Architecture.
* Experience in conducting GAP analysis, User Acceptance Testing (UAT), SWOT analysis, Cost benefit analysis and ROI analysis.
* Detail oriented, quick learner, good listener with strong problem solving skills.
* Team player with Project Management and Leadership skills. Enjoy working in a team environment and accomplishing goals as a team while meeting deadlines.
* Excellent verbal and written communications skills, self-starter, and the ability to manage multiple and varied tasks simultaneously in a dynamic, team environment

**Areas of expertise include:**

* Business Analysis
* Project Management
* Data Analysis
* Data Visualization & Presentation

### TECHNICAL SKILLS:

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| **Utilities** | Microsoft Office, PowerPoint, Visio, MS-Project |
| **Programming Languages** | Java, Servlet, JSP, PL/SQL, SQL |
| **Database** | Oracle, SQL, MS Access |
| **Scripting Languages** | JavaScript, HTML, Ajax |
| **Change Management Tools** | Rational Clear Quest, MS Office, Snag-It |
| **BI Tools** | Crystal Reports, Business Objects |
| **Testing tool** | QC, QTP, Win runner, Load Runner |

**WORK EXPERIENCE:**

**Virginia Healthcare Exchange - Richmond, VA 07/2016- Present**

**Sr. Business System Analyst**

The project is a part of the state sponsored implementation of the Patient Protection and Affordable Care Act 2010 aka Obama Care and its implementation, which proclaims creation of new competitive private health insurance markets to provide individual and small employers access to affordable health coverage. The Virginia Healthcare Exchange is currently developing companion guides to define business rules, connectivity, and standards for health insurance issuers to offer QHPs through individual and Small Health Options Plan (SHOP) market exchanges compliant

**Responsibilities:**

* Performed impact analysis on business policies
* Participated in gathering high level 834 EDI transaction configuration requirement sessions and created configuration document.
* Prepared and maintained Questions Log with product owner and other SME (Subject Matter Experts)
* Prioritize and developed user scenarios for EDI transactions
* Facilitated daily stand ups and managed task board with user stories and board
* Prepared and tracked burn down charts and velocity charts for timely delivery of projects
* Utilized corporation developed Agile SDLC methodology used Scrum Work Pro and Microsoft Office software to perform required job functions
* Experience in designing and defining User Interface Requirements (UIR) and visual patterns by creating wire frames and story boards
* Gathered and wrote requirements for Exchange Shopping Portal to identify the functionalities as envisioned by the business owners and communicated them to the design team using various documents
* Worked with the VHBE design team to gather the configuration items for various integration points between issuers and Exchange systems which included web service call, SFTP transfer and web portal redirects
* Prepared GAP documents involved with 834, 820 transactions in collaboration with other team members.
* Used the Curam software to improve care coordination, preventing gaps in care for people.
* Defined mapping process using the Department of Insurance format for transfer of Provider Directories to the Exchange
* Worked on Ant scripts for building Curam Application.
* Extracted data from several databases to create a master list of possible level 1 and level 2 error codes for 999 and TA1 acknowledgements.
* Produced/lead the team in creation of integrated process modules needed to replicate end to end business process flows of the Curam solution.
* Ran reports using Excel and Business Objects to compare and verify data
* Conducted Business Requirements walkthrough with the business owners as well as the Technical Stake holders
* Suggested changes to the Physical Data Warehouse Model based on the ETL and Referential Integrity gap requirements.
* Companion guides -Wrote companion guides to help communicate the custom requirements for the KHBE system in addition the HIPAA EDI guidelines.
* Documented User Scenarios for the project and worked with Issuer Liaison Team to ensure every possible GAP and error has been identified and communicated to VHBE Business.
* Maintained the Traceability Matrix table, Questions Log and to uniquely trace the identified business policies to the Guidelines and Requirements for issuers being engaged working with two types of Exchanges (Individual and SHOP Exchange)

**Environment:** RUP, UML, MS office, MS Visio, Excel, MS Project, SAS, SQL, Oracle, Rational Rose, Rational Requisite Pro, Java, HTML, Oracle, Crystal reports, QTP, Clear Case, Clear Quest.

**Department of Health & Human Services - Saint Paul, MN 07/2014 - 06/2016**

**Sr Business Systems Analyst- Curam**

The Division of Medicaid and Long-Term Care encompasses the Medicaid Program, Home and Community Services for Aging and Persons with Disabilities and the State Unit on Aging. Additionally, the Division administers non-institutional home and community-based services for individuals qualified for Medicaid waivers, the aged, adults and children with disabilities and infants and toddlers with special needs. The project work was to deal with different system change request that came from the clients in processing the claims, workarounds, payment methodology all set up over the IBM mainframe network governing different smaller linked organizations

**Responsibilities:**

* Analyzed and tested Data Interface needs.
* Assisted in monitoring ancillary data transactions and addressed problems with HL7 messages.
* Experience with HL7 interface integration
* Responsible for creating SIPOC, swim-lane, UML uses case business process representations.
* Worked on System Change Request (SCR) sent by the clients to change the current work process and work methodology for some pre-entered process using IBM Lotus Notes, Microsoft Access and Microsoft SharePoint.
* Used Curam framework to drive requirements, process flow documents, and subsequent design estimation. Used Query Analyzer, Execution Plan to optimize SQL Queries.
* Gap Analysis: Analyzed the client's applications programs to determine the impact of the HIPAA final rule on EDI Transaction Set and Code List implementation and defined the changes to bring the affected systems into HIPAA compliance.
* Responsible for working with Curam Business Application suite.
* Worked with FACETS Team for HIPAA Claims Validation and Verification Process (Pre-Adjudication.
* Used Curam to design Business solutions and Business requirements.
* Used detailed knowledge of the application features and functionality to assess the scope of the business needs throughout the analysis and completion of enhancement specification.
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA. Set up test environment to facilitate Test Plan.
* Active participation in development of Curam Business Application suite.
* Worked on IBM Mainframe dealing with different claim types, by adjusting, processing or entering new claims.

**Environment:** Windows 2000/XP, Microsoft Office SharePoint, Rational Requisite Pro, MS Office, MS Project, SQL Server, MS Project, MS Visio, MS Access, EDI, HL7, Documentum 2.0., UML

**DHHS State of Nebraska - Lincoln, NE 02/2013 – 06/2014**

**Business Analyst-Curam**

The aim of the project was Claim processing and to build an efficient and productive environment by reducing the error rate in claims and to comply with HIPAA 5010 mandate for incorporating and processing ICD-10 codes. The new Claims Processing MMIS (Medicaid Management Information System) will replace the old legacy system and will automate all the business areas. As a Business Analyst, I was involved with drafting the migration plans for the Claims Processing data, implementation of the new ICD-10 codes and HIPAA 5010 guidelines and for mapping everything from business processes and policy changes to communication plans

**Responsibilities:**

* Used Curam framework to drive requirements, process flow documents, and subsequent design estimation. Used Query Analyzer, Execution Plan to optimize SQL Queries.
* Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Worked in HL7 transactional environment.
* Worked with Curam System implementation, Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPAA 834 and proprietary format files and Reports development.
* Developed straightforward DBMS queries, knowledge of HL7 and xml interface messaging.
* Implemented automated COB processing of Medicare claims into Facets
* Active participation in development of Curam Business Application suite.
* Tested and delivered Inbound/Outbound Facets interfaces.
* Facilitate HIPAA integration and applied ANSI ASC X12 standards for 837 (P, I, D), 270/271, 276/277, 278, and 835 transactions
* Used Curam to design Business solutions and Business requirements.
* Documented the process flow & Business Use Case for the EDI transaction 835, 837 & tagged them in RequisitePro
* Designing Functional Specifications for the target physical database.
* Facilitated JAD sessions for Requirement Validation with Dept. Of Health & Human Services (DHHS) to gather requirements for the new MMIS.
* Analyze different data crosswalks, complicated logic & look ups required by different fields for the source to target transformations.
* Analyze EDI -X12 data elements captured by the existing system to validate it against the data elements required for new system.
* Developed and maintained a requirements work plan and assessed the performance metrics of the team members.
* Development of EAMS module for ADJ and DEU using Curam framework.
* Worked with legacy team in developing BRD for multiple system change requests and participated in system testing.

**Environment:** Unix, Documentum, Windows NT/XP, Oracle, SQL, SQL Server, Business Objects, TestDirector, LoadRunner Rational Rose and Requisite Pro, MS Visio, MS Project, UML, XML, Rational Clear Quest, Rational Clear Case, RUP, Microsoft Excel, Microsoft Word, Microsoft Power Point.

**Gentiva Health Services - New York, NY**- **10/2010 – 12/2012**

**Business Analyst / Project Coordinator**

Gentiva Health Services Inc. is the nation's leading provider of comprehensive home healthcare and related services. The Company offers a full range of clinical services, including skilled nursing, Cardiac and Pulmonary care, Disease and Pain Management etc. The Data Warehouse team was developing application to maintain the Consumer information in a central repository. The primary objective of this project is to develop a healthcare system making extensive use of data marts. Data extracted from different operational databases is aggregated, transformed and loaded into the target database. Ad-hoc reports are generated for business analysis

**Responsibilities:**

* Analyzed business requirements and prepared high-level design documents, developed and documented prototype and screen mock-up, prepared and reviewed use case scenarios and test. Created Systems requirement document (SRD), functional (FRS), and technical requirement specification for application development.
* Created Use cases, activity report, logical components to extract business process flows and workflows involved in the project using Rational Rose, UML and flow chart tools such as Microsoft Visio.
* Siebel System Administration and maintenance
* Gathered, Analyzed and translated business requirements into system specifications utilizing UML and RUP methodology.
* Strong experience in SAP BW involving implementation, configuration, acceptance testing, documentation of end user manuals and Support
* Mentored BW/BI team and involved in knowledge transfer sessions.
* Created Aggregates on Info Cubes to improve the query performance
* Actively worked in configuration Portal ivies for BW Reports
* Conducted Joint Application Development (JAD) sessions with IT groups. Identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them
* Worked on the AMS icon project. Gathered the business requirements from the client, prepared the requirement document and came up with the Icon Mock-up.
* Defined business and technical requirements, performed project management for a couple of business acquisitions. Automated the hiring process, benefits and payroll conversion processes for 14,000 new employees into the PeopleSoft HRMS 8.9 and PeopleSoft Payroll systems.
* Enhanced and maintained Assigned Risk System and Voluntary Auto System using COBOL II, CICS and OS/JCL.
* Designed and developed Use Cases Diagrams, Sequence Diagrams, OOAD using UML and Business Process Modeling. Helped with data modeling and defining the conceptual and logical model of the data warehouse.

**Environment:** Windows 2000/XP, Microsoft Office SharePoint 2007, Rational Requisite Pro, MS Office, SQL Server, Agile, MS Project, MS FrontPage 2003, MS Access, JavaScript, DB2, J2EE, XML, Document 2.0., UML

**Equitas Microfinance Pvt Ltd, Chennai, India, 07/2006 to 06/2008**

**Project coordinator**

**Responsibilities:**

* Analyzed business requirements, prepared high-level design documents, and developed a prototype of the functional features of the web applications.
* Coordinated the functional testing and integration testing and supported production migration.
* Managed a six-member team to develop a “benefits management” website for the human resource department. Responsible for production migration and post-production maintenance activities.
* Prepared Business Requirement Documents (BRD’s) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype, Use Cases, UML diagrams for overall system.
* Conducted knowledge transition sessions for new team members.
* Facilitated and managed meeting sessions with committee of SMEs from various business areas including Credit Profiling, Asset /Cash Management, and Marketing Analysis. Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Conducted Joint Application Development (JAD) sessions and interviewed Subject (SME’s), asking detailed functionality aspects of business process and carefully updating the information to the requirements in an easily understandable format.
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse. Assisted in presenting reports and analysis to help guide the management. Logged defects to Rational Clear Quest and interacted with developers to resolve the defects then verify fixes and close bugs
* Exclusively used SQL, T-SQL for designing modifying and maintaining the SQL Server Tables, Views and Stored Procedures accordingly
* Dedicated a good portion of time with the QA team in front-end, back-end and Regression testing.
* Coordinated with the business partners in conducting the UAT (User Acceptance) Testing.
* Organized cross training of team members and users to become more responsive.
* Assisted in development of training materials for new technology and process improvements

**Environment:** Microsoft Office Suite (Word, Excel, Outlook, MS project, Visio, PowerPoint), Windows XP, Rational Suite, Mercury Suite (Win Runner, QTP, Test Management Quality Center, Test Director), Test Management, Mercury Test Director, Load Runner

**American Express – Chennai, India 8/2004 – 06/2006**

**Business Analyst**

**Project: Credit Card Usage in Customer Services Industries**

**Responsibilities:**

* Analyzed business requirements and prepared functional requirement documents and technical understanding documents for business and technical user use.
* Provided resolutions of low and medium priority service incident report pertaining to the web application that manages incident reports logged by the customer service representatives.
* Involved in the update and coordination activities of the defect resolutions during user acceptance test phase. Designed functional specifications for customization of credit card functionality in Accounts Receivables.
* Conduct JAD (Joint Application Development) sessions with business users to identify area where the legacy systems needed change and implemented the changes and subsequently worked with developers to implement the changes.
* Identify and manage issues, risks, constraints and change requests for projects as well as those applications that can affect projects resulting in successful implementations. Extensively used Visual Basic to create macros in order to make data migration testing more useful and compared results from the legacy databases to the new CRM database.
* Created workflow scenarios, designed new process flows and documented the Business Process and various Business Scenarios and activities of the Business from the conceptual to procedural level.
* Involved in the documentation and technical writing of the requirements in an elaborate way.
* Reviewed the data model and reporting requirements for Cognos Reports with the Data warehouse/ETL and Reporting team. Wrote several SQL scripts for massive data extracts and manage the data conversion and extraction process. Created DTS Packages for migration of data between MS SQL Server database and other databases like MS Access, MS Excel and Flat Files.
* Involved in performance tuning of the database, which includes indexing and optimizing SQL statements.
* Created detailed source – target database mapping with transformation required.
* Designing by effective data modeling, implementing database standards and processes.
* Understand and articulate business requirements from user interviews or JAD sessions and then derive FRS (Functional Requirement Specifications) based on the BRD/ URS (User Requirement Specification). Some instances also create MD (Minor Development Requirement Documents) for minor or fast track projects.
* Created UML diagrams such as Use Case Diagrams, Activity Diagrams, Data-Flow Diagrams using Rational Rose and MS Visio to define the Business Process and Data Process model.

**Environment:** Windows XP, Rational Suite (Rational Rose, Requisite Pro, Clear Quest, Clear case), SQL, Mercury Suite (Win Runner, QTP, Quality Centre, Test Director), RUP, UML, Test Management, MS Visio, MS Project, MS Office.

EDUCATION:

Bachelor of Science in 2001 from Madras University, Chennai, India