­ **PROFESSIONAL SUMMARY**

Over 8 years of professional experience as a **Business Systems Analyst/ Sr. Business Analyst** with expertise in **Software Development Life Cycle methodologies (SDLC)** and **Business Process Re-engineering** in **Health Care Sector** with focusing mainly on **Requirements gathering**, **Documentation**, **Statistical and Data Analysis**, and **Test Planning and Execution**.

* Adept knowledge about all the stages in a **Software Development Life Cycle (SDLC)** including the deliverables at all the stages: proficient with industry standard methodologies like, **Waterfall, Agile, Scrum**, **Waterfall – Scrum Hybrid**.
* Sound knowledge of concepts like **Gap Analysis, Risk Analysis, Impact Analysis, SWOT Analysis.**
* Excellent Business writing skills in writing **Business Requirements Document (BRD), Functional Specifications Document (FSD), Systems Design Specification (SDS), Software Requirement Specification (SRS)**
* Thorough exposure of conducting **JAD sessions** and different elicitation techniques like; **Brainstorming,** **Laddering**, Surveying interviews with **Subject Matter Experts (SME)** and the stakeholders to get a clear understand of the business requirements, business process, business rules, and data requirements.
* Conducted group meetings with the stakeholders and business owners for requirements gathering. Facilitated **JAD** sessions to understand what the business needs are what are the objectives of the project. Was actively involved in documenting the requirements and converting the requirements into **Business Requirements Document (BRD**), **Functional Requirement Document (FRD)**, **Software Requirement Specification (SRS).**
* Good knowledge in **Claims Management Processing**, **Medicaid, Medicare**, **Centers for Medicare & Medicaid Services (CMS)**, Health Assessment Systems, **Health Level – 7 Standards, HIPAA, ICD 9**, **PPACA (Patient Protection and Affordable Care Act)**, Compliance Issues, HL7 Message Validation, **Electronic Health Records (EHR)**
* Well versed with the conversion standards of **HIPAA 4010 to 5010** and **ICD-9 to ICD-10** **Codes**. Exposure to **HIPAA Compliance requirements** and **HL 7 standards**. **HIPAA Transaction and Code Sets (EDI 834, 835, 837, 270, 271, 276, 277, ICD-9, ICD-10)**, Electronic Health Record **(EHR)**/Electronic Medical Record **(EMR)**.
* Used MS Office extensively **(MS Word, MS Excel, MS Access, MS Visio, MS PowerPoint, MS Outlook, MS Project)** for performing calculations, creating graphs, analysis, presentation and documentation throughout the projects.
* Performed Client handling and manage client requirements and relationship for the project along with **Product owner (PO)**, **Project Manager (PM)**, **SME’s**, **Business Owners,** Business Users, and stakeholders.
* Proactively teamed with the PO to help in Prioritizing the **Release Backlog** and **Product Backlog** to achieve maximum Business Value, to vertically slicing the **EPICS** into user stories using the **INVEST criteria**
* Experienced in Project Management i.e. in **Designing** of the product, **Development** of the product, **Testing** of the product and **Implementation** of the product
* Domain Expertise in **Health Care Insurance industry (Payer).** Strong in-depth knowledge on **Medicare, Medicaid**, **Pharmacy Benefits Management PBM, ICD 10 conversion**, **HIPAA** and Healthcare reform initiatives.
* Efficiently handled projects across various functions in different phases of the Software Development Life Cycle.
* Strong knowledge in **Web Services**, **n-Tier SOA Architecture** using **SOAP**, **REST** and **FIX** APIs. Strong understanding of **XML**, **JSON** and **FIXML** messages; Was responsible for **API documentation** using MS Excel, **Postman**, **Swagger**
* Extensive knowledge in **Data Migration** using **Data Warehousing** basics, **Migration from OLTP to OLAP** cube using **ETL** tools such asInformatica Power Center and Data Profiling to design intuitive dashboards for **Business Reports**
* Having good experience in writing **SQL Queries**. Wrote SQL queries using **My SQL Workbench**, and SAS Clinical SQL.
* Worked in complete project life cycle of Analysis, Design, Implementation, Integration Testing, and Functional testing including; **Unit Testing, Smoke Testing, Integration Testing, System Testing, Sandbox Testing, Black-Box Testing** using LoadRunner, Cucumber, Selenium, and Unified Functional Testing.
* Good Knowledge of different phases **(phase I to IV) of Clinical Trials** in various therapeutic areas like **Oncology, Pulmonary, Cardiovascular and Epidemiology.** Worked on **Adverse Events**, **Demographics**, and **Lab Examination**
* Reviewed **Clinical Study Protocols, CRF Forms, Data Analysis Plan Documents,** clinical applications in the pharmaceuticals, and collaborated with the clinical data management to **Annotate the CRF’s and eCRF’s.**
* Good understanding of standards specific to **Clinical Trials** such as **CDISC**, **SDTM**, and **ADaM**, Experience in providing **Clinical Study Reports**, compliant with **FDA guidelines** in **21 CFR Part 11** for electronic submissions.
* Proficient in SAS Macro language. **SAS MACROS, SAS/SQL, SAS/BASE, SAS/STAT, SAS/GRAPH, SAS/ODS**

|  |  |
| --- | --- |
|  | **SKILLS** |

|  |  |
| --- | --- |
| *Methodologies* | **Waterfall, Spiral, RUP, Agile (Scrum, SAFe), Scrum-Waterfall Hybrid** |
| *Languages* | **SQL, UML, XML, JSON** |
| *Databases* | **MS-Access, SQL Server 2005 & 2008, MYSQL** |
| *ALM Tools* | **JIRA, Rally, MS Project, SharePoint** |
| *Testing Tools* | **Cucumber, LoadRunner, Selenium, UFT, Postman, Swagger, Test Director, QTP** |
| *Management and Modeling tools* | **Rational Clear Quest, Requisite Pro, Rational Rose, MS Visio** |
| Operating System | **MS Windows (XP, VISTA, 7) and UNIX** |
| *Data Analytics* | **IBM SPSS Modeler, SPSS Statistics** |
| *Reporting Tools* | **Tableau, PowerBI, Oracle Business Intelligence Enterprise Edition (OBIEE)** |
| *SAS Environments* | **SAS/Base, SAS 9.1.3, SAS/Macro, SAS/Access, SAS ODS, SAS Enterprise Guide** |

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  | **WORK HISTORY** |  |

**United Health Group, Minneapolis, MN** (October 2016 – Present)

**Business Systems Analyst**

The objective of the project was to improve healthcare quality, coordination, and access by extensively customizing and configuring EHR and EDR to fit the provider’s needs. The customization was incorporated into the systems which resulted in increased communication, increased opportunity for further collaboration, and gave directions for the future projects.

**Responsibilities:**

* Organized and facilitated **JAD sessions** to elicit the requirements and document the client requirements for the customization of the **EHR** and **EDR** devices and converted the requirements into **Business Requirements Document** (BRD) and **Functional Requirements Documents** (FRD) as per the client’s requirements.
* Interviewed the stakeholders from different departments to identify their current needs and understand their **Current Workflows** and **Ideal Workflows**, to created process diagrams documented **As-Is** and **To-Be** **business processes**.
* Worked closely with the PMO to develop the **Project Plan** and helped the SME’s in analyzing the reports for **Project Execution**. Was involved in requirements gathering with the clinicians and other healthcare practitioners
* **HIPAA 5010 and ICD 10 compliance** check were carried out by developing a checklist of compliances.
* Worked with the system architects in understanding and designing the **User Interface** as per the stakeholders needs by preparing a systems design document. Helped in **Developing Functional** and **Technical Design Specifications**
* Assisted the Project Manager and the development team in understanding the requirements for developing generic **(History of Previous Illness) HPI templates** used to document each of the **Chief Complaints**
* Actively documented the **HPI templates** whichwere used by the patients with the diagnoses of bronchitis, otitis media, sinusitis, pharyngitis, and upper respiratory tract infection
* Assisted the team in conducting **Technology Acceptance Model Questionnaire (TAMQ)** which was used to assess participants’ perceptions towards ease-of-use, usefulness, and intent to use before and after the template changes**.**
* Used **IBM SPSS Statistics** to analyze **Pre and Post-Test Data**. Participants responses were evaluated using descriptive statistics to obtain means of percentage.
* Used **JIRA** for **Issue Tracking**, user story management and **Requirements Traceability** weekly progress reports relating to the progress of the process were submitted to the Project Manager
* Used the ETL Tool; Informatica Power Center for Data Mapping and performing transformations. Well versed with various **Data Warehousing Concepts**, **Schemas, Data Marts, Data Structures,** and **ER Diagrams**.
* Used **SQL Server** for writing **SQL Queries** to perform **Data Retrieval, Manipulation, Analysis and Validation**.
* **Tested & Documented REST Web Services** in **JSON** for the EHR systems & EHR Connect in **Postman** and assisted the QA lead in automating the **Web Service Testing** using **UFT**
* Formulated and executed **Test Scenarios and Test Cases** based on functional requirements documents (FRD) and helped to develop the **Test Plan**; performed **Sanity Testing** to validate reports and dashboards
* Worked with **Application Development Team** on **Test issues** and conducted daily status meetings with Development and User Team during UAT, Coordinated with Project Management in **Planning and Implementing Test Schedule for UAT**

***Environment*:** Hybrid Agile, MS Visio, MS Excel, JIRA, Tableau, Postman, JSON, REST Web Services, XML, UFT, HTML, IBM SPSS Statistics, SQL, JIRA

**Grange Insurance, Columbus, OH** (May 2015 – September 2016)

**Business Analyst**

The objective of the project was to continuously develop and refine medical practices to help ensure that care is delivered in the most efficient and effective manner possible. The project was to give the payers a clear vision of claim lifecycle from submission to the organization through payer adjudication. The project is to implement a web-based claims processing and management application.

**Responsibilities:**

* Provided life cycle support in Facet’s enhancements to facets workflow and network management suite with pricing and network modeler application – was actively involved in gathering business requirements, assisting in functional design, technical design, and production support documentation for the interfaces
* Performed impact analysis during the project to manage requirements churn by checking the feasibility in maintaining triple constraints and discussing them in **Daily Scrum Stand-up Meeting**.
* Actively assisted the product owner in **Prioritizing the Product Backlog** as per the maximum business value along with proactively working on grooming User Stories in planning activities using **INVEST** criteria.
* Assisted in the creation of **Deployment Flow Chart** in conjunction with development, infrastructure, and network teams containing information for effectively deploying and maintaining the health admin application.
* Was actively involved in designing the data models conducted normalization and de-normalization of data to fit OLTP and OLAP frameworks, slicing and dicing of data marts for analytical decision-making support across the teams
* Designed test cases, test plans, test scripts and test scenarios to perform functional testing, regression testing, and defects logging using JIRA. Defined acceptance criteria for user stories for user **Acceptance Testing** using **Cucumber**
* Tracked issues in JIRA and allocated tasks, managed user stories and the and the RTM during project duration
* Worked on **FACETS TriZetto** transactions, and **Health Insurance Claims Processing System**. Was actively involved in analyzing the mainframe reports for the members /eligibility/claims and mapping the fields with **FACETS reports**
* Performed Facets data modeling that included; planning, designing, implementation of the data. Performed testing by developing moderate SQL queries involving joins and unjoins.
* Validated basic SQL scripts to verify the application **CRUD operations** on database using **MySQL**
* Bridged the gap between the internal and external business groups (Claims, billing, provider management, provider agreement management, customer service, capitation) and the project team
* Generated **UML Diagrams** mainly, **Use Cases**, **Activity Diagrams**, and **Sequence Diagrams** to define the interactions between the user and the system using Microsoft Visio
* Coordinated with the **Web Services** team in documenting requests and responses for the **REST Web Services** in **JSON**. Manually tested and executed the Web services using **Postman** and helped the QA team in automation
* Supported the team in designing the **Test Strategy, Test Cases**, and **Companion Guide** from the **development stage** to the **production stage** including internal requirements and external requirements
* Designed and supported in **Test Strategy**, **Test cases**, and **Companion Guide** from development stage to production, including both Internal and External Requirements and logged defects into defect tracking.
* Created automation **Test Plans**, **Test Strategy** to build **Test Cycles, Test Scenarios** using **Test Director** to perform **User Acceptance Test, Sandbox Testing** and **Regression Testing** using **HP** **Quick Test Professional**, and **Load Runner**

***Environment:*** Hybrid Agile, MS Project, MS Excel, XML, HTML, MS Office, SharePoint, MS Visio, FACETS, SOAP UI, JSON, Test Director, Cucumber, UML, SQL, QTP, Postman

**Aflac, Columbus, GA** (December 2013 – April 2015)

**Business Systems Analyst**

The main objective of the project was to track patients and keep up-to-date patients information in a single repository. The web portal was required to be HIPAA compliant and needed to store patient’s demographics, factsheets received from doctors, various other health related documents, contacts and noted tracking information. The portal implemented an appointment scheduling module to schedule appointments, reporting module to generate reports in various formats.

**Responsibilities:**

* Created a relationship with the project team, customer interfacing including **Line of Business LOB** and interface partners to discuss the **As-Is System** and develop the **To-Be System** concept after client interviewing
* Was responsible for defining the scope and implementing business rules of the project, gathering business requirements, and documentation by eliciting information from the business users and potential stakeholders.
* Successfully conducted **JAD sessions** which helped synchronize the different stakeholders, SME’s on their objectives and helped the developers to have a clear understanding of the project and its progress
* Was responsible for writing the **Functional Requirements Document (FSD)** and **User Requirement Specification URS.**
* Created flow charts and process flow diagrams including **Use Case Diagrams**, **Class Diagrams**, **Activity Diagrams**, to show the interaction of the user with the system in an effective manner using **BPMN,** and **MS Visio**
* Good knowledge of **HIPAA ASC X12** **version 5010** **Guidelines**. Advised changes for the overall system architecture; system design, procedures, and workflows in compliance with **HIPAA/EDI formats** to the development team
* Coordinated with the clients, **Subject Matter Experts** and developers in successfully resolving the action items.
* Designed and maintained the **Requirements Traceability Matrix (RTM), User Story Management** using **JIRA**
* Successfully maintained and updated **SharePoint** site with the project documentations based on the progress.
* Assisted the **Web Services** team in documenting requests and responses for the **REST Web Services** in **JSON**; Worked on **Service Oriented Architecture (SOA)** mainly on **REST Web Services** and executed them.
* Manually tested and executed the **Web Services** using **Postman** and helped the Quality Analyst Team in automation of the **REST Web Services** Testing using **Selenium** tool. Assisted the Web Services team in documenting API’s
* Assisted the **QA team** in creating **Test Plans**, **Test Cases** and performed **UAT User Acceptance Testing**, **Functional Testing** and logged defects into **Defect Tracking Report**
* Conducted presentations of the QA test results to the stakeholders and users and documented modifications and requirements.

***Environments***: Hybrid-Agile, MS Office Suite, SharePoint, MS Visio, MS Project, UML, JIRA, JSON, REST Web Services, XML, SOA, BPMN, Load Runner, Selenium, Postman

**Emblem Health, New York City, NY** (October 2012 – November 2013)

**Business Analyst**

The objective of the project was to upgrade the existing health insurance system. In this project we developed a web-based application and a direct portal to register insurance policies for prospective clients. A new MMIS system was developed for centralizing all the healthcare transactions this project was a large IT project replacing the Medicaid claims payment system.

**Responsibilities:**

* Information regarding the current **MMIS system**, interfaces, and business processes was elicited during a **JAD session.** **Brainstorming** and **Laddering** sessions were also conducted to elicit specific information.
* Worked closely with **Business Directors**, **Project Managers** in various business areas to gather, analyze and document the requirements and supported the project manager throughout the development lifecycle.
* Created **Business Requirements Document (BRD)**, **Systems Requirements Specification (SRS)**, and **Requirements Traceability Matrix (RTM)** with the assistance from the business group and IT team members.
* Conducted **Impact Analysis** when there is any change in requirements and updated the **Business Requirements Document (BRD)** and **Systems Requirements Specification (SRS)**.
* Used **Rational Requisite Pro** for managing the project requirements comprehensively to promote effective communication amongst the team members and reduce the risk.
* Created **Use Cases** to define the role of the users who receive claims, users who process claims, and users who adjudicate claims. Used **MS Visio** to develop **Use Case Diagrams, Activity Diagrams.**
* Performed **Gap Analysis** for **HIPAA 4010 837P** and **835** transactions and **HIPAA 5010 837P and 835**
* Conducted **Use Case** reviews and identified gaps leading to improvements/enhancements in the same
* Worked with HIPAA Team for the implementation of **X12 ANSI 270/271** and **276/277** Companion guides for Pharmacy and Dental claims. Cross-functional team member in the implementation of the **ANSI X12** involving **837** HIPAA compliance and 835 Remittance Advice.
* Wrote **Test scenarios** and **Test Cases** for testing the migration of **EDI HIPAA 4010 to 5010** and the processing of member enrollment and benefits, batch jobs corresponding to the claims 837 and real time transactions.
* Recorded Tracking System Defects in **Rational Clear Quest**. Wrote **Test Scenarios**, **Test Cases** and executed them.

***Environment***: Waterfall - Hybrid, MS Visio, UML 2.0, MS Office Suite, MS SharePoint, FACETS, Test Director, UML, SQL, Rational Requisite Pro, Rational Clear Quest

**Apollo Hospital, Hyderabad, India** (July 2011 – September 2012)

**Business Analyst**

The project was to create a web - based Health care application. The system connected a group of doctors and gave them a forum to interact, both at the personal and public level where they could discuss diseases and treatments receive and offer advice. The doctors would also be able to improve their knowledge levels and even access a remote database. This enabled team members to securely access and print time-sensitive materials anywhere in our enterprise or over the web regardless of the file format.

**Responsibilities:**

* Conducted meetings and **Brainstorming Sessions** involving User community to **Identify, Analyze** and **Formalize Requirements** and establish working relationships with business users and other stakeholders.
* Involved actively throughout the **Software Development Life Cycle (SDLC).** Conductedmeetings with the business users and SME’s in eliciting the information and gathering the requirements and documenting the requirements
* Prepared **Business Requirement Document (BRD)** and **Functional Requirement Document (FRD)**, to access all the needs of the software and solutions that are going to be needed by the new program
* Gathered requirements for new templates from doctors and nurses through interviews. Was responsible for the creation and implementation of business requirements
* Created artifacts such as **Use Cases**, **Activity Diagrams**, and **Sequence Diagrams** using MS Visio. Played a key role in **Planning, Testing**, and **Implementing** system enhancement requests that were generated
* Identified and documented **Business Rules** and defined **Functional Definitions,** Responsible for coordinating, tracking and updating project issues, risks and change controls that impacted the BA Team
* Worked with Data Analyst in **Data Mapping** of feeds from reference data systems to in-house applications.
* Involved in updating system **Test Plans** and guided Software Quality Team in **Developing Test Strategies** during various Test Cycles. Assisted in **Developing Test Scenarios** and **Deriving Test Cases** based on **Business Requirements**, Technical Specifications in **Test Director**
* **Managed Defect Management process** and **Conducted Defect Review Meetings** from daily defect report with PM
* **Coordinated** the **with UAT testing group** and provided technical assistance in planning and implementing Test Schedule for UAT. Worked with **Application Development Team** on **Test Issues** and conducted daily status meetings with Development and User Team during UAT
* Monitor and drive cooperate **cGMP** inspection **Readiness** always through ensuring **cGMP Compliance** to regulatory requirements as well as any other statutory rules applicable in the development, manufacturing and packaging of injectable products.

***Environment:***Hybrid Waterfall, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), MS-Project, UML, Clear Case, Clear Quest, Test Director

**Serco Global Services, Hyderabad, India** (August 2010 – June 2011)

**ACE analyst / Business Analyst**

The focus of AdWords enhanced campaigns was on increasing mobile advertising of the pharmaceuticals and other medical equipment’s. The purpose was to show ads across devices with the right ad text, sitelink, app or extension, without having to edit each campaign for every possible combination of devices, location and time of day.

**Responsibilities:**

* Conducted various **JAD Sessions** to determine the filters to be used with search and advanced search
* Working one-on-one with business owners, recommending and answering questions on how **AdWords** can work
* Participated in all the phases of **Software Development Life Cycle (SDLC)** using a **Hybrid Methodology**
* Created Use **Case Diagrams**, **Activity Diagrams**, **Sequence Diagrams** and **ER Diagrams** using **MS Visio**
* Managed all documents required in waterfall methodology making requirements available to all team members for traceability of the requirements. Assisted the PM in risk analysis and assessing the impact of the same on the project
* Maintained complex testing activities and computation financial activities using **MS-Excel**
* Provide unparalleled customer service and support for **AdWords**, **AdWords Express**, and **Google Analytics**.
* Created **Test Data**, **Test Procedures**, **Test Cases**, writing automated test scripts and documentation
* Used quality center for defect tracking and maintained defect repository and followed defect life cycle until it was closed. Documented the weekly Project Status Report to assess the progress of the project
* Performed **UAT** along with the business analyst to rectify and resolve problems rose during UAT.

***Environment***: Waterfall, MS Project, MS Visio, MS Office Suite, SharePoint, SQL, Oracle, Java, MS Visio, AdWords, AdWords Express, Google Analytics

**Manipal Hospitals, Mangalore, India** (December 2009 – August 2010)

**Jr. SAS Programmer**

The scope of the project is to implement marketing strategy, evaluate performance and to validate initial

program assumptions, analyze time - trended data to improve performance forecasting of future programs.

Worked on clinical trial safety and efficacy data which is a phase II double blind, double dummy DSMB study. Followed CDISC SDTM standards and Prepared SDTM and ADaM datasets. Generated Summaries and listings as well.

**Responsibilities:**

* Executed **Data Analysis**, **Statistical Analysis**, **Generated Reports**, **Listings** and **Graphs** using SAS. Was responsible for providing SAS programming and analysis support for several studies in close collaboration with Statisticians
* Interact with other departments such as Clinical Operations, Project Management, and Data management to ensure a high level of client satisfaction through successful execution of projects
* Developed, modified, validated and implemented SAS programming as per **Statistical Analysis Plan (SAP)**
* Generated reports in SAS, creating **RTF, HTML listings** **and Tables** using **SAS ODS** for ad-hoc report generation and analysis. Created Dynamic Macro Arrays by using SQL and with data step programs
* Analyzed the CRF and eCRF’s and generated reports to support the ongoing evaluation of retention programs
* Interacted with other departments such as **Clinical Operations**, **Project Management**, and **Data Management** to ensure a high level of client satisfaction through successful execution of projects
* Created reports in the style format **(RTF, PDF and HTML)** using **ODS statements** and **PROC TEMPLATE**. Used **DBLOAD** procedure to load data into the database effectively prepared and published various performance reports and presentations
* Worked with complex datasets to extract customized reports using **PROC/SQL**, **PROC/FREQ,** **PROC/SORT**, **PROC/REPORT**, **PROC/MEANS** for creating a preferred list of customers as per the given requirements from business analysts

***Environment***: SAS v8, SAS v9, SAS/BASE, SAS/STAT, SAS/GRAPH, SAS/MACROS, SAS/SQL, SAS/ACCESS, SAS/ODS, Oracle 9i Windows XP