***Career Summary***

* *Around 6+ years of experience in the Healthcare, Retail and services Industries.*
* *Proficiency in SDLC life cycle, understands the workflow concept, ability to gather and document the* ***'As-Is'*** *and* ***'To-Be'*** *processes.*
* *Experienced Business System Analyst with expertise in Business Analysis, Requirement Gathering, and Requirement documents creation.*
* *Expert in SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.*
* *Functional experience with concentration on Use Case modeling using UML, Business Process Modeling, Data Modeling, Change Management, Technical Training, Software Development methodologies, QA testing, and Systems Testing interfaces, Reports, Letters.*
* *Good expertise in creating Test Cases on the basis of product features, client requirements and technical documents.*
* *Developed, executed and maintained Test Scripts, Reviewed and documented system and implementation Test Strategy Documents for Parallel Testing, and system integration testing.*
* *Great communication skills, client relations, presentation and negotiations with creative approach to problem solving through use of excellent analytical skills.*
* *RUP, Rational Unified Process: Inception phase-define scope; elaboration phase-analyze needs; construction phase-create product/source code; transition phase-delivery, installation and user sign offs.*
* *Experience on both Agile and Waterfall Software development methodology.*
* *Used project management tools like MS-Project for status reporting and planning.*

***Technical Skills***

***Project Methodologies:*** *SDLC, Agile, Rational Unified Process (RUP), UML*

***Business Modeling Tools:*** *MS Visio, UML,*

***Operating Systems:*** *Windows NT/XP/2000/2007, UNIX*

***Database:*** *SQL server, Oracle, DB2*

***Quality Assurance:*** *Quality Center, Test Director*

***Business Applications:*** *Microsoft Office Suite, MS VISIO, MS Project*

***Professional Work Experience***

***Xerox, Webster, NY Dec 2014- Present***

***Business Systems Analyst***

***BCBS Premera, Mountlake Terrace, WA Jan 2013 – Oct 2014***

***Business Systems Analyst***

*Premera is a health benefits company serving 1.6 million people, from individuals to Fortune 100 companies. They provide health, life, vision, dental, long-term care coverage, and other related services. I was involved in the implementation of MAPD program to include* ***Claims, and member / subscriber modules in the system****. We handled transition from 4010 to 5010 of HIPAA EDI Claim Transaction - 837,* ***Claims******Payment & Remittance Advice*** *- 835,* ***Claim Status Request & Response*** *- 276/277 transactions, 270/271.*

*Premera Blue Cross is the leading healthcare insurance provider of the state of Washington. It offers affordable individual and group health plans, worldwide coverage, extensive networks, prescription drug coverage, leading health improvement programs and more. Primary role on this project was* ***ICD-9 and ICD-10***

***Responsibilities:***

* *Facilitated JAD sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.*
* *Worked on Agile sprints methodology while conducting impact and risk analysis for continuous time finance & asset pricing, stochastic processes & simulations, credit derivatives, structured products, documentation, value at risk, risk & return optimization.*
* *Worked on creating specifications for transitioning business from* ***HIPAA 4010A to 5010 and from ICD-9 to ICD-10.***
* *Lead JAD/JAR sessions with IT Owners, IT Stewards and Business Owners and Business Stewards to understand enhancements needed by them.*
* *Executing SQL Queries  for the reports before mass and after mass reports to check for* ***claims*** *routing*
* *Edit* ***claims (EDI Claims)*** *with UltraEdit.*
* *Created Use-Cases and Requirements documents to document business needs.*
* *Requirements were gathered through interactions and meetings and periodic walkthroughs with loan analysts, credit analysts and other potential users of the application.*
* *Conducted Use-Case reviews and identified gaps, leading to improvements/enhancements in the same.*
* *Created and maintained the Requirements Traceability Matrix (RTM)*

*2Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.*

* *Used Rational Clear Quest for bug reporting.*
* *Prepared documents such as Project Scope, Project Vision, Project Success, Business Requirements, Functional Specification, Data Warehouse Process Flow (****SQL*** *queries & Crystal Reports) using MS Office (Word, Excel, Visio) and dashboards*
* *Was responsible for tracking issues that are detected and updating the status of existing issues based on the daily meetings with the off-shore team.*
* *Executing* ***SQL*** *Queries  for the reports before mass and after mass reports to check for* ***Claims*** *routing*
* *Designed and developed scenarios based on business requirements.*
* *Followed the RUP methodology for the entire SDLC.*
* *Interacting with other teams through walkthroughs, teleconferences, meetings, etc. to resolve various issues.*
* *Involved in project status meetings, QA review meeting, and System Test meeting.*
* *Wrote test cases and test scripts for the User Acceptance testing. . Design, write and maintain data requests and/or queries to support the business.*
* *Identify data process improvements and leverage technology to automate and streamline existing processes.*
* *Assist in the development of ad-hoc reports or presentations as needed by senior management.*

***Environment:*** *SDLC, RUP,* ***SQL****, UML, JAD/RAD, ECMS,* ***MS Visio****,* ***MS Project****, MS Office (****MS Word, MS Excel, MS PowerPoint, MS Visio****), Oracle, Rational Requisite Pro, Web Based Application (IIS)*

***HEB, San Antonio, TX Jun 2010 – Dec 2012***

***Business Analyst***

*HEB Grocery Company is a privately held San Antonio, Texas-based supermarket chain with more than 315 stores throughout Texas and northern Mexico. The target is centralized management of not only its website, but its call center and order management systems, as well. Worked on the Content Management System (CMS) requirement updates. Completed implementation of NetSuite integrated CRM/ERP system which included: defining implementation strategy; converting company’s legacy financial system, Point-Of-Sale (POS) system and internet store to NetSuite; training office, sales and warehousing personnel on the software; and redesigning Internet, Warehouse, and Order Fulfillment and Shipping operations.*

***Responsibilities:***

* *Created Business Workflow based on the requirements gathered from the client.*
* *Developed business requirements document (BRD), User stories, User requirements and functional requirements.*
* *Pulled information for retail POS to gather data and generate reports to track trends of sales and targets.*
* *Managed requirement activities using an iterative and incremental methodology such as Agile using User stories and Acceptance Criteria.*
* *Thorough testing of* ***Content Management System (CMS) and Content Related Service (CRS)*** *which includes applying of any product discounts, promotions, publisher discounts.*
* *Organized team meetings on a regular basis and involved in active discussion in order to improve the quality by better strategies and analytical approach.*
* *Designed and developed scenarios based on business requirements.*
* *Facilitated JAD sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.*
* *Gather requirements by conducting meetings and brainstorming sessions with senior management of the Research Group and SMEs and document them.*
* *Establish documentation for agile methodology for implementation with a very water-fall-centric development team.*
* *Working with clients to better understand their needs and present solutions using structured SCRUM approach.*
* *Developed the Project Scope and Vision document in assistance with the Project Manager.*
* *Experienced in data warehouses and data marts for business intelligence reporting and data mining along with developing and documenting process flows for business processes.*
* *Gathered requirements for the integration of online ecommerce system with the* ***supply chain system***
* *Extensively used* ***MS Visio*** *to develop the solution concept, business timeline and wireframes.*
* *Performed User Acceptance Testing (UAT) for various web based and database related applications.*
* *Provided client mentoring, analysis and documentation of website and* ***ERP*** *process activity diagrams, use case models, use cases, and system requirement specifications for the integration.*
* *Interacting with the development and testing teams to improve overall quality of the software.*
* *Extensively use Microsoft Project or similar tools such as Open Workbench to document project plans.*
* *Developed SQL queries using SQL Navigator to extract data from the target tables to prove the data mapping.*
* *Wrote SQL queries to retrieve data from databases after data migration.*
* *Carried out queries from customer data base using SQL*
* *Introduced Agile and RUP methodologies to reflect liquid nature of front-office improving time-to-market*
* *Designed the UI of the application, prototyping and wire framing in* ***MS Visio*** *for better illustration of the application.*
* *Performed extensive requirement analysis including Data analysis and Gap analysis.   
  Defined Functional Test Cases, documented, Executed test script in* ***CRM*** *system.*
* *Worked with Quality Control Teams to develop Test Plan and Test Cases.*

***Environment:*** *MS Visio, MS Word, AGILE, MS Project, Rational Requisite Pro, SQL Server, UAT, SQL*

***Education***

*Bachelors in Computer science*