Maha G. Thulasi

Systems Analyst Advisor at Anthem, Inc.
Richmond, Virginia, United States

Summary

• Seasoned technical Business Analyst, Project Manager with about 12 years of IT experience in project management, business analysis, BPM (Pega), CRM (Salesforce), GIS
• Possess advance technical, analytical (SQL, Excel-pivot tables, Tableau dashboards) and problem-solving skills.
• Work in conjunction with business team, program managers, architects, DEV / QA leads during planning, DEV, design, testing, deployment, and, support phases of a software project.
• Experience in various business domains – Healthcare, Dental Insurance, Automotive (Manufacturing), GIS, Energy & Utility (Electric, Upstream oil / gas), Transportation
• Proficient in Agile (Scrum), Iterative and Waterfall methodologies
• Certified Scrum Master (Certificant ID: 000514529), Certified Pega Business Architect (V 7.1) – View My Transcripts. CCBA, CBAP training in-progress.
• Lean Sigma white belt trained for IT processes

Experience

Anthem, Inc.
3 years 7 months

Systems Analyst Advisor
April 2022 - Present (1 year 2 months)

• Possess comprehensive business knowledge on various lines of businesses (commercial, government), utilization management rules, auto-approval of pre-authorization requests, pre-auth requests creation via portals or faxes or incoming calls or feeds.
• Capture technical requirements for algorithm based, procedure code based, and template based auto-approval process. Part of Pre-certification look up tool's development team.
• Work with several business teams to capture the end-to-end workflow of data and to help keep the scope tight for development release purposes.

Systems Analyst
November 2019 - April 2022 (2 years 6 months)

Dominion Energy
Sr. Business Systems Analyst
October 2018 - October 2019 (1 year 1 month)
Richmond, Virginia Area

• Function as a BSA in the upgrade of monolith application to microservices, and, containerized applications
• Work closely with product owner and other stakeholders to obtain the product's vision, scope and business objectives.
• Liaison between development (system architect, DEVs) and stakeholders teams to identify and document working solution
• Create project (sprint, and, release) backlog and other project artifacts such as project implementation plan, Acceptance criteria.
• Responsible for creating JIRA projects and keeping them up-to-date based on DEV/QA team's progress.
• Work with QA in testing the product, and, verifying test cases before shipping the product for UAT / GA.
• Adept in triaging defects, UAT feedback, and, getting them added to the backlog based on their priorities.
• Work on user feedback from delivery team and get them prioritized by product owner to confirm the development schedule.
• Assist PM and executive teams by providing weekly project / sprint updates and by keeping the project schedule (or release plan) current based on sprint progress

Timmons Group
PM/BA
November 2015 - October 2018 (3 years)
Richmond, Virginia

• As a Scrum Master, conduct project kick-off meetings, product planning, sprint planning, daily stand-up, retrospective and review meetings using agile/ scrum process.
• As a BA, work with stakeholders in identifying project vision/objectives, personas, user stories, visual design (wireframes/mock-ups), Acceptance Criteria and technical requirements as part of Project Discovery and present Discovery findings at Project Check-point/client management meetings.

• Conduct requirement gathering meetings (grooming sessions), resourcing, project delivery meetings to ensure smooth development and availability of resources amongst shared projects

Delta Dental Insurance Company (Tech Mahindra)
Lead Business Analyst
2014 - 2015 (1 year)
San Francisco, California

• Capture the business requirements, business rules for this Salesforce and Pega integration project. The project involves automation of dental insurance rate generation for prospects and enrolling/implementing the prospects with DDC' business process.
• Effectively communicate between the business and technical teams.
• Work with business and SA in implementing key PRPC functionality (work group, work basket, work list routers, decision rules, declarative expressions, portals/harness, report generation specs)
• Interact with various upstream/downstream applications' owners and make sure Pega' integration points are in-tact.
• Sync-up with QA, IT team and ensure the defects are addressed during defect triage meeting.
• Work with IT team in setting up the IT maintenance/admin portal for users' access and task assignments in the application.
• Demo the application after every iteration deployment, perform smoke test for the E2E workflow (from Salesforce to Pega to external applications), and coordinate with QA team, IT team.
• Led Early Business Validation (EBV) sessions presenting the application and walking through the process flow to the business users. Train the users in Pega' workflow.

Ford Motor Company (Tech Mahindra)
Lead Business Analyst
2014 - 2015 (1 year)

• Experienced with Gap Analysis to check the compatibility of existing systems with new business requirements.
• Dynamically participate in data architect review for database design change. Provide requirements, use-case documents for review.
• Prepared and reviewed mapping documents (Source to Target) for data migration between SQL server and teradata
• Functionally tested (FT) interfaces (batch-job input/output), web services (SoapUI). Obtain FT, SIT, and UAT sign-off from clients through direct

interaction. Rules harvest COBOL programs and prepare workflows and rules catalog for dev teams
• Involved in Business Process Automation with PEGA systems Smart BPM suite – PEGA RULES Process Commander (PRPC)
• Gathered requirements using Application Profiler, Accelerator (Direct Capture of Objectives - DCO), development of workflows, activity and case management within Pega - PRPC.
• Led the DCO sessions to create application profile identifying actors, objectives, work types, use cases for user profile/reports.
• Acted as a liaison amongst the business owners, operations, and the technical areas throughout the project cycle.
• Created TO-BE process flow maps and models of the application for review with the business team.
• Created data dictionary documents to capture property attributes.

Chevron (Tech Mahindra)
GIS Analyst
2011 - 2014 (3 years)
California

• Work with new applications and technologies and develop proofs of concept that can be utilized in Chevron's San Joaquin Valley Business Unit.
• Development of GIS applications and online mapping tools for Chevron's GIS users. Develop spatial views and feature classes using ArcSDE to be used in the GIS applications.
• Access and use SDE databases (SQL server) and work with spatial views and feature classes (and various components of geodatabase)
• Automate jobs using python scripts and FME(Spatial ETL)
• Co-led and taught GIS/ArcGIS training sessions for Geology and Engineering team. Developed/modified course material/data required for training.

Awards & Appreciations
• Received 'Bravo Award' as part of Satyam Rewards & Recognition program
• Received 'Certificate of Appreciation' as part of Chevron Recognition & Award program for expertise and prompt response to a GIS work request that helped increase safety awareness at one of Chevron' Gas Plant facilities.
• Received 'Certificate of Appreciation' as part of Chevron Recognition & Award program for leadership skills, class organization and an understanding of GIS software and how it applies to the petroleum industry.

IDV Solutions

GIS Analyst Intern
2011 - 2011 (less than a year)
Lansing, Michigan Area

• Identified and initiated data creation/conversion, geoprocessing, development, and map service support to software product and solutions project teams.
• Coordinated a corporate-level data repository system for efficient re-use of analytical and demographic resources. Write extendable utilities to streamline geographic data format conversions.
• Processed and analyzed US census data using ADO.NET objects in C# (visualization demo - http://uxblog.idvsolutions.com/2011/08/american-enclaves-app-is-live.html).
• Created and managed database using SQL server 2008. Familiar with SQL server spatial data types (presented a lunch and learn session on it).
• Consulted with sales staff and clientele on business requirements and concepts to gather requirements and provide solutions.

Esri
Student Assistantship
2011 - 2011 (less than a year)

• Assisted with conference set up, registration and technical workshop sessions

Michigan State University
Graduate Assistant
2009 - 2011 (2 years)
East Lansing, Michigan

• Awarded 2-year scholarship worth $32000+ per year for the Master of Science program
• Lab Instructor for graduate-level GIS courses teaching practical and theoretical spatial concepts including instruction in Structured Query Language, PostGIS, Javascript, GPS locations mapping and consumer map service APIs
• Online Instructor for advanced level Remote Sensing course covering digital processing and classification techniques.
• Modeled algorithm sequences for object-oriented classification.
• Proficient in vector and raster based calculations and analysis.
• Developed 'R' routine to convert *.grd files into *.netcdf and 'R-readable' arrays

• Developed and simulated landscape ecology pattern metrics (FRAGSTATS) using IDL
• Re-wrote, tested, and coordinated 800-level Remote Sensing technical curriculum to support a global software crossover.

GIS/Cartography projects
• Geocoded NY schools using TIGER dataset for MSU Education department and Health/Epidemiology facilities for MSU Geography department.
• Developed map portfolio (https://www.msu.edu/~govindas/map-portfolio.html) with both static (https://www.msu.edu/~govindas/geo426/images/TravelTimeMap.pdf) and animation maps (Flash action script - https://www.msu.edu/~govindas/images/flowmap.swf, https://www.msu.edu/~govindas/geo426/images/final.swf) of interesting environmental phenomena utilizing great cartographic skills.
• Wrote a GIS chapter on Vector analysis (overlay) for 300-level online GIS course.

Cognizant Technology Solutions
Programmer Analyst
2007 - 2008 (1 year)
Chennai Area, India

• Developed software solutions for healthcare provider networks (Mainframes, VAX/VMS platforms. COBOL, Assembly language, REXX)
• Acted as SPOC for an eight member product claims system business rules team within 5 months of project experience. Developed on-screen applications for intermediate processes in healthcare claims systems.
• Coordinated with team members and consolidated weekly project status reports for project leads and managers.
• Delivered Knowledge Transfer (KT) sessions to entry level trainees
• Cognizant Certified Professional in COBOL, DB2, VAX/VMS and healthcare domain

---

Education

Michigan State University
MS, GIS, Remote Sensing · (2009 - 2011)

Anna University
BE, Geo-Informatics · (2003 - 2007)

D A V Higher Secondary School Chennai
· (2001 - 2003)

D A V Senior Secondary School Chennai
· (1998 - 2001)