**PROFESSIONAL SUMMARY:**

* An IT professional with over 8 years of experience as a Business / Systems Analyst in all phases of SDLC with the Healthcare Industry.
* Outstanding skills in Business Requirements Gathering, Functional Requirements Gathering, Business Process Reengineering, Requirements Traceability Matrix (RTM) and Software/System Requirements Specification (SRS).
* Knowledge and experience of Health Insurance Portability and Accountability Act (HIPAA).
* Proficient in working with Business Analysis, Risk Analysis, Business Process Models, Business Flow Diagrams, and Business Requirement Documentation.
* Design, conversion, and configuration experience.
* Worked in healthcare sector with prime focus on Claims Adjudication, Migration, Provider, Eligibility and Prior Authorization for Medicare and Medicaid program.
* Experienced in Software Development Life Cycle such as Waterfall, Agile, Hybrid, and RUP Methodology with proficiency in Business Analysis and Modeling.
* Experience working with API and defining endpoints.
* Well - versed in writing and documenting Business Plan, Business Requirement document (BRD), Business Technical Requirements Document (BTRD), Functional Specification document (FRS), Test Plan, Test scenario, Test Case as well as involved in white box, black box, Integration, Functional, Regression, System and Smoke testing.
* Experienced with in-depth Data Analysis, Troubleshooting and ETL Requirements.
* Strong analytical, communication, problem-solving, decision-making, and organizational skills.
* Extensive experience in designing Use Cases, Process Flow Diagrams, Context Diagrams, and User Workflow Diagrams.
* Worked on different types of web services - SOAP, Restful, and have proper understanding of different formats like XML, JSON.
* Experience in web-services or APIs integration with third party products - Inbound Outbound and Getter services.
* Good knowledge of different modules within healthcare (Membership, billing, enrollment, Claims, capitation, providers).
* Created data modeling artifacts: ER diagrams, mapping documents, and various UML Diagrams.
* Experience in conducting/facilitating Joint Application Design/User Acceptance Testing (JAD/UAT) sessions with excellent organizational and presenting skills.
* Hands on experience on facilitating and gathering requirements with several elicitation techniques: Document Analysis, Interface Analysis, Prototyping, Reverse Engineering, Observation, Survey, Interview, Brainstorming, Focus Groups, and Requirements Workshops.
* Experienced in Clinical Data Interchange Standards and Consortium (CDISC) and Health Level 7 (HL7) to improve the data exchange between the trading partners and improver the information system interoperability to improve medical research and analyze other effective methods of healthcare services.
* Experienced in Facets and its modules such as Claim, Member/Subscriber, Billing, Provider, Medicare, Medicaid and experienced with several Facets Batches.

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| **Microsoft Technologies:** | MS Project, Visio, Excel, Word, Outlook, PowerPoint |
| **Requirements Management** | JIRA, Confluence, TFS |
| Business Modeling | MS Visio |
| **Defect Tracking Tools** | JIRA, TFS (Azure DevOps) |
| **Databases/ BI Tools** | SQL Server |
| **Languages/Standards** | SQL, XML, HTTP, XML, |
| **SDLC Methodologies** | Agile Scrum, Waterfall |

**CVS Health, Richmond, VA (Remote) Mar 2022- Till Date**

**Business System Analyst**

CVS Health is building a world of health around every consumer. Our unmatched reach allows us to deliver high-quality, affordable health care when and how individuals choose. We’re on a mission to deliver superior and more connected experiences, lower the cost of care and improve the health and well-being of those we serve.

**Responsibilities:**

* Worked through Software Development Life Cycle (SDLC) from Requirements, Analysis, Design, and Implementation through Testing.
* Involved in analysis of requirements for Medicaid and Commercial line of businesses.
* Hands on experience with writing User stories in Agile Scrum environments.
* Responsible for the full lifecycle from gap analysis, mapping, implementation, and testing for Medicaid Claims.
* Facilitated Scrum ceremonies like Sprint Planning, Daily Stand Up, Sprint Review and Sprint Retrospective.
* Used JIRA to document user stories, acceptance criteria, attach mock-ups and more components.
* Prepared Business Requirement Document (BRD) and drafted Systems Requirement Specification (SRS). Analyzed, modified, and validated these documents.
* Created and maintained user stories using JIRA/Confluence.
* Worked on electronic Medicaid eligibility verification system and the Medicaid intermediary along with their roles in billing processing.
* Created Medicaid, Coordination of Benefits (COB) during the testing effort.
* Validate 834 EDI files, request for batch job to load the files and validate membership in FACETS
* Used MS Visio for Process modelling, Process mapping and Business Process flow diagrams. Understood the AS-IS system, developed the TO- BE system concepts and prepared the System Process Maps.
* Developed Conceptual and Logical ER diagrams for the database. Created Data Dictionary for the data models.
* Worked with QA team to design and develop Test Plan and Test Cases to perform User Acceptance Testing (UAT), Functional Testing and Regression Testing.
* Involved in Facets Implementation, involved end-to-end testing of Facets Billing, Enrolment, Claim Processing and Subscriber/Member module.
* Performed Data Mining to find correlation and pattern in existing data and constructed SQL queries.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions.
* Developed Web Services to communicate to other modules using XML based SOAP and WSDL protocols.
* Used data analysis techniques to validate business rules and identify low quality missing data in the existing enterprise data warehouse (EDWH).
* Set claim processing data for different Facets Module.
* Gathered requirements and developed process flows diagrams in accordance with Medicare and Medicaid rules and regulations pertaining to the Facets configuration and evaluated the impact of proposed changes.
* Performed data analysis using SQL, data profiling and validation on the various source data systems and feeds and cleansed and standardized the data.
* Created a team specific agile work flow in JIRA to move tasks from one activity to another.
* Coordinated the backlog and sprint cycles with the Product Owner to ensure that the milestones are achieved.
* Gathered Business Requirements. Gap Analysis of Client requirements generated workflow process and necessary documents for the project by interacting with stake holders, and SMEs.
* Prepared data visualization and data analytics reports with Tableau software.
* Worked on Pivot table and V-lookups in MS Excel.
* Involved in comprehensive functional testing during the development process ahead of QA and UAT.
* Extensively used complex SQL to retrieve and manipulate data in the database for data validation within the UAT phase.
* Actively worked with the Business Users in the UAT phase by helping them build test scenarios, test cases and resolving any anomalies in the results of the reporting elements.

**Environment:** Agile Scrum, JIRA/Confluence, TFS, Medicaid, MS SQL Server, Data Warehouse, Tableau, MS Visio, MS Project, MS SharePoint, SQL, MS Office, Excel (Pivot Table, V-Lookups), XML, HTML, UAT, Windows.

**Humana, Richmond, VA Oct- 2020 – Mar 2022**

**Business Systems Analyst**

As a BSA, I worked to develop a fully automated, real-time claims processing system for complete, on-line mediation of medical, dental, vision, and disability claims and encounters as per HIPAA guidelines. The system allowed the efficient and timely management of all relevant data clinical, financial, and administrative throughout the organization enabling the sharing of information between subsystems.

**Responsibilities:**

* Utilized Agile Scrum Methodologies to configure and develop process, standards, and procedures.
* Worked in a structured PMO environment managing projects from initiation to closure.
* Gathering needs from the business owner.
* Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
* Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules, and work breakdown structures.
* Track and communicate team velocity and sprint/release progress.
* Consulted with stakeholders to gather and document requirements for data governance projects, helping to establish agreed upon data definitions and consistent data capture across the company.
* Involved in testing Facets for Group Information, Enrolling Subscribers, adding members, Related Entities, Class/Plan definition, Premium Rate Tables.
* Involved in claim adjudication process of Facets application.
* Involved in Facets Implementation, involved end-to-end testing of Facets Billing, Enrolment, Claim Processing and Subscriber/Member module.
* Set claim processing data for different Facets Module.
* Risk Mitigation & Risk Evaluation at regular intervals of Project Duration and solving any problems through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.
* Conducted requirement gathering, walkthroughs and demos for clients, leadership, development, and QA teams.
* Analyzed “TO BE” scenarios based on the data that are currently required to generate reports.
* Organized and facilitated Agile and Scrum meetings, which included Sprint Planning, Daily Scrums or Stand-ups, Sprint Review & Retrospective.
* Created Business Requirements Documents (BRD), Functional Requirement Document (FRD) and maintained the Traceability Matrix.
* Performed GAP Analysis of client requirements, generated workflow process, flow charts and relevant artifact.
* Tracked product backlog, sprint backlog, and time estimates using agile tools like JIRA.
* Defined and designed the data sourcing and data flows, data quality analysis, working in conjunction with the data warehouse architect.
* Used JIRA for tracking defects.
* Extensively worked on XML mapping, web service & SOAP UI testing.
* Created verifying Tableau reports by writing complex SQL statements with joins, aggregate functions, and filter &search criteria to verify the integrity and correctness of the report outputs.
* Wrote SQL scripts for back-end testing.
* Performed User Acceptance Testing (UAT) and provided pre- and post-implementation support.
* Defined and analyzed test cases, test scripts, bugs, interacted with QA/ development teams in fixing errors and conducted User Acceptance Test (UAT).

**Environment:** Agile/Scrum, JIRA, SQL Server, HIPAA, Data Warehouse, Data Governance, MS Visio, MS Project, UAT, SQL, HTML, XML, MS Office Suite, UAT, Windows.

**United Nations Development Programme, NYC, NY May 2017 – Oct 2020**

**Jr. Business Analyst**

The United Nations Development Programme is a United Nations agency tasked with helping countries eliminate poverty and achieve sustainable economic growth and human development. The UNDP emphasizes developing local capacity towards long-term self-sufficiency and prosperity.

**Responsibilities:**

* Involved in implementation of AGILE Scrum Methodology to the project.
* Interacted closely with the Subject Matter Experts (SME) for gathering data, analyzing problems, and writing solutions for the problems being encountered and documenting them.
* Participated in requirements gathering/JAD sessions, working closely with Project Manager(s), SME's, Vendor and Business Users.
* Define and document requirements and use cases.
* Responsible for gathering requirements and creating user stories with acceptance criteria.
* Prepared system Test Plan and scenarios for Test Scripts with the help of Test Management tool TFS (Azure DevOps).
* Participated in Sprint Meetings, served as a Business Systems Analyst to understand the IT System Inventory for GDPR assessments.
* Performed Gap Analysis and made AS-IS documentation for all the applications.
* Managed Test results and defects using TFS (Azure DevOps) defect tracking tool.
* Developed UML, Use Case diagrams and Activity diagrams which enabled business and developers to understand the system; also created business process flow charts using MS Visio and BPM tools.
* Participated and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings.
* Involved in System testing, Regression Testing and User Acceptance Testing (UAT) manually.
* Performed negative and positive testing using SQL Queries.
* Conducted manual (UAT) User Acceptance Testing and (UT) Usability testing.
* Facilitating business/functional requirement review, approval, and sign-off sessions.
* Documented the UAT Plan for the project and worked with the UAT Team to ensure all acceptance criteria for the requirements have been included in the UAT task plan.

**Environment:** Agile Scrum, TFS Azure DevOps), MS Visio, MS Office, MS SQL Server, Data Warehouse, Data Protection, MS Azure, MS Project, MS SharePoint, SQL, HTML, XML, MS Azure, UAT, Windows.

**Molina Health, Bronx, NY Jan 2016 - Apr 2017**

**Business Analyst**

Molina Healthcare, Inc. is a managed care company headquartered in Long Beach, California, United States. The company provides health insurance to individuals through government programs such as Medicaid and Medicare.

**Responsibilities:**

* Responsible for checking member Eligibility, Provider Enrolment, Member Enrolment for Medicaid, and Medicare claims.
* Followed thoroughly development Life Cycle (SDLC) to create the provider portal, which allows providers to access patient
* Followed Agile Scrum Methodology in SDLC.
* Reviewed extensive SQL Queries with complex multi-table joins and nested queries.
* Involved in testing the conversion of the application into web application using XML web services.
* Developed test cases and test scripts and assisted Quality Assurance activities, with system integration testing and user acceptance testing (UAT), developing and maintaining quality procedures and ensuring that appropriate documentation is in place.

**Environment:** Waterfall, SQL Server, Data Warehouse, TFS, HTML, EDI, Facets, HIPAA, SOAP UI, UAT, MS SharePoint, MS Office Suite, Windows.

**EDUCATION AND CERTIFICATION**

**• MA in in Conflict Analysis and Research— Jamia Millia Islamia University, New Delhi, India**

**• Post Graduate Diploma in Conflict Analysis and Research— Jamia Millia Islamia University, New Delhi, India**

**• Bachelor's in business administration - Delhi University, New Delhi, India**