**SUMMARY:**

* Around 8 years of Business Systems Analyst with extensive experience in various IT domains. In-depth knowledge of Software Development life cycle, AGILE, SCRUM, and Waterfall methodologies.
* Experience in Project Management and Business Analysis activities with the objective of new business identification, proposals, SOW's, Functional documents, and more.
* Experience in performing Business Process Analysis, involved in application redesigning and enhancements and Gap analysis.
* Proficient at coordinating with stakeholders, vendors, Subject Matter Experts (SMEs), Project Manager (PM) and end users and elicitation of requirements through Joint Application Design (JAD) sessions, brainstorming sessions, interviews, surveys and questionnaires, prototyping, benchmarking, requirements workshops, document analysis, Joint Application Requirement (JAR) sessions and Rapid Application Development (RAD).
* Developed generation process for **QNXT** configuration for utilization management team.
* Strong Experience in Smoke, Functional, Regression, Performance, System Integration Testing (SIT) and User Acceptance testing (UAT) for the highly structural and complex systems. Experience in bug tracking system & process and database testing using SQL.
* Have also worked on all the environments of QNXT and Facets which includes the Test Environment, Development Environment and Production Environment.
* Strong in Analyzing Business Requirements & develop comprehensive Test plans, Test Strategy to ensure comprehensive Requirement Traceability. Proficient in creating and managing Use Case scenarios, User Stories, Test cases, Test reports and Test scripts.
* Experience in assisting with performing service pack updates and critical path testing, utilizing my knowledge of QNXT applications to maintain the system.
* Worked on Facets including Claim processing (online and batch adjudication), Case management, Customer service, Member/subscriber administration, Provider network management and reporting.
* Excellent organization, analytical and problem-solving skills, and ability to quickly learn new technologies. Good Communication, interpersonal, and Teamwork skills.
* Experience with health care systems: QNXT, Medicare Part A, B, C, D, Medicaid systems, Technical Report Type 3 (TR3) Implementation Guide, and Companion Guide.
* Experience with TriZetto QNXT 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.
* Good working knowledge of Claims processing, claim adjudication process, claims management process, real time claims adjudication, Electronic Medical Records / Electronic Health Records (EMR/EHR) and Medicaid Management Information System (MMIS), and Medicaid Information Technology System (MITS).
* Developed, executed and supported UAT test scripts to ensure the system’s behavior is consistant with the business requirements. UAT testing consists of Analyzing Business Requirements, Identifying UAT Scenarios, Define the UAT Test Plan, Create UAT Test Cases, Run the Tests, Record the Results and Confirm Business Objectives are met.
* Experience with TriZetto QNXT 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.
* Established controls to avoid costly claim processing errors; added SQL scripts to validate results, fee schedules, and possible configuration conflicts
* Excellent knowledge of HIPAA standards, EDI (Electronic data interchange) Transaction Set EDI X12 837, 270/271, 276/277, 278, 834, 835, Implementation and Knowledge of HIPAA code sets, ICD-9, ICD- 10coding and HL7.
* Lead on project to clean up corrupt provider records within **QNXT** affecting claims payment.

**PROFESSIONAL EXPERIENCE:**

**Express Scripts, Franklin Lakes NJ(Remote) Aug 2021 - Present**

**Business Analyst -**

**Responsibilities:**

* Attended Reliability meetings to escalate any high-risk issues to senior management for immediate attention.
* Led the initiative on migrating legacy job submission tool to web based which was responsible for processing 100+ data loads for client delivery. Responsible for providing all the requirements and testing and served as the operations lead for testing and certifying all the migrated jobs.
* Created SOP’s necessary to ensure training is given to Customer Service Representatives.
* Worked on closing the production tickets using Service Now application.
* Developed generation process for QNXT configuration for utilization management team.
* Write SQL scripts for adding, changing or deleting various benefit or contract data to or from QNXT that would take several man hours to complete via the front-end software
* Proficient in dealing with Medicare and Medicaid requirements to meet the CMS standards.
* Created Business requirements and discussed with cross-functional teams using JAD sessions.
* Integrated and extracted source data using SSIS ETL tool and stored procedures created in SQL Server Management Studio (SSMS), and developed transformation logic and designed ETL packages
* Lead on project to clean up corrupt provider records within QNXT affecting claims payment.
* Maintained traceability to Business Requirement transformed into Functional Requirements.
* Involved in testing QNXT Member, Provider, Claims Processing, Utilization Management, Accumulators, Contracts and Benefits.
* Worked on Configuration on the following modules: Carrier, Sponsor, Policy Administrator, Contracts, Benefits, Fee Schedules, Claim Finance Codes, Providers, Member, Configuration, Medical Codes, Claims, and Claims Workflow
* Reviewed TSD and made sure all the functional requirements are traced
* Created data dictionary, Data mapping for ETL and application support, DFD, ERD, mapping documents, metadata, DDL and DML as required.
* Develop, execute and support UAT test scripts to ensure the system’s behavior is consistant with the business requirements. UAT testing consists of Analyzing Business Requirements, Identifying UAT Scenarios, Define the UAT Test Plan, Create UAT Test Cases, Run the Tests, Record the Results and Confirm Business Objectives are met.
* Analyzed and resolved all payment manager issues within QNXT.
* Tracked the defects using Clear Quest and held daily meetings to ensure their closure
* Prioritized issues, creating claims testing scenarios to validate and ensure that system implementations, conversions, contract and benefit builds/updates, fee schedules updates, etc., were functioning properly within QNXT system.

Fidelity Investments Health and Welfare, NY (Remote) Mar 2020 - Jul 2021

Business Analyst

**Responsibilities:**

* Acted as an autonomous individual within Fidelity’s Benefits Plan services, where I supported Fidelity’s clients that were outsourced to Health and Welfare services.
* Worked on Fidelity oracle system “HOBS” to update client data. Manually fixed COBRA claims among other issues for Fidelity clients.
* Responsible for configuration of QNXT 4.7 for Medicare provider contract and various payment methodologies for client in Coral Gables Florida.
* Performed Extraction, Transformation and Loading (ETL) using Informatica power center.
* Worked with the clients and operations team members to support the Health and Welfare Annual Enrollment project.
* Established controls to avoid costly claim processing errors; added SQL scripts to validate results, fee schedules, and possible configuration conflicts
* Analyzed complex health domain related documentation/requirements to understand, analyze and act on data for output to clients.
* Used experience in healthcare for requirements regarding benefit for subscribers are met.
* Analyzed the client source data to identify issues, potential causes, and suggested remediation.
* Executed Functional and System integration testing.
* Used JIRA, SQL, HOBS (Health and Other Benefits), FHB (Fidelity Health and Benefit), and Benefit Builder to complete different tasks.
* Configure all authorization and COB templates within QNXT.
* Excellent documentation and communication skills
* Define the ETL mapping specification and Design the ETL process to source the data from sources and load it into DWH tables.
* Experience in the Health Care Domain
* Strong analytical and communication skills and solid grasp of the organizational structure
* Assist with training of clients QNXT configuration team on applications and best practices for both Medicare and Medicaid products.
* Integrated Data stage Metadata to Informatica and created ETL mappings and workflows.
* Used JIRA, SQL, Microsoft applications including Word, Excel, and Outlook

Kindred Healthcare, Louisville, KY Oct 2017 – Feb 2020

**Business Analyst**

**Responsibilities:**

* Gather requirements and document the proposed processes to the existing system. Modules included: Claims Processing Files and HIPAA Guidelines adherence across the company.
* Experience in claims processing applications, claim adjudication process, claims management process, Electronic Medical Records and Electronic Health Records (EMR/EHR).
* Experience with TriZetto QNXT System implementation, Claims and Benefits configuration set-up testing,
* Worked on claims, Claim adjudication Membership, Eligibility, Accumulators.
* Assist internal infrastructure team with QNXT schema questions/solutions.
* Enhanced applications with Claim Numbers duplicate Numbers could be allowed in the system.
* Updated the Electronic Claims, Patient Screen and Sales Administration processes.
* Claim Transactions and Billing Transactions - Created flows for adequate matching of Claims. Matched Billing File and EDI Claim File records upon receipt.
* Developed Stored Procedures to test ETL Load per batch and provided performance optimized solution to eliminate duplicate records.
* Responsible for system integration testing of 837 claim files, 834 eligibility files and 270/271 interface files to ensure required interactions are met during the SDLC process.
* Involved in creating and executing test cases, test plans for EDI 837 Claims (I & P) Transactions.
* Validated Inbound and outbound 837 transactions, including but not limited to the loading and correcting any errors with the process of EDI inbound and outbound files.
* Created Test File to be sent to the Vendors for approval.
* Provided release management strategy checklists and change management techniques.
* Presented and assisted end users for education and training about the new system.
* Generated reports using SQL and MS Excel spreadsheets.
* Involved in Source Data Analysis, analysis and design mappings for data extraction.

**EDUCATION:** BS in Computer Science from University of Central Punjab, Lahore in 2016