

Vandana Hari

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PROFESSIONAL SUMMARY:

- 6+ years of experience as a **Business Analyst** in multiple domains like **Banking, Insurance** and **Health care** industries in application enhancement, migration, and development projects.
- Experience as an accomplished leader and facilitator between Business and Information Technology by effectively collaborating, facilitating, leading, and coaching multi-diverse teams.
- Good hands-on experience in requirement analysis in terms of identifying Personas, Requirement's classification & management, building **AS-IS** and **To-Be** Models, conducting and Identifying **GAP** analysis etc.
- Strong experience in producing project artifacts and deliverables like Business requirement document (BRD), Functional requirement document (FRD), Use case documentation and user stories and creating and managing Requirement traceability matrix.
- Proficient in creating use-case diagrams, activity diagrams and UML class diagrams and Use case, UML class diagram, Activity diagrams, wireframes, Prototypes, user stories, epics & themes.
- Extensive working knowledge of all phases of the **SDLC** and methodologies such as **waterfall, agile and Agile methodologies**.
- Worked with the Data Analyst to create **data mappings** in Functional requirements; Well versed with **SQL/writing queries**.
- Experience with **Agile management tools** (e.g. **ADO, Jira**)
- Experience in **Power BI** with Data Modelling and generating Reports
- Strong experience in developing source to target data mapping documents and in XML and XSD.
- Experience in all phases of Data **Modeling - Conceptual, Logical and Physical modeling** for both OLTP and Data warehousing environments.
- Facilitated and participated in **Joint Application Development (JAD)** sessions to gather the requirements and to resolve the revolving issues and to facilitate the coordination between the teams.
- Creative thinker and **analytical problem-solver** with demonstrated ability to multitask and deliver innovative projects from planning through execution under the pressure of fast-paced, time-sensitive environments.
- Self-directed to meet end-user requirements, cost, and quality objectives through timely development and execution of information system functions, computer operations, and programming systems.
- Experienced in **API testing** using **Postman, SoapUI** to check if APIs are returning the data in **JSON, XML** format as defined in **API documentation** using **Swagger** and required by workflow.
- Experienced in **STLC** and coordinating with **Regression Testing, Black-Box Testing, System Integration Testing (SIT), User Acceptance Testing (UAT)** teams.

Technical Skills:

SDLC	Waterfall, Agile, Scrum, RAD, Kanban
Operating System	Windows 98/2000/XP/Linux
Languages	SQL
Testing Tools	HP- ALM, SOAPUI and Postman
Database	MS Access, MySQL , Oracle 10/11g, MS SQL server, IBM DB2
Modelling Tools	MS Visio and Draw io
Business Analysis/Reporting Tools	HP ALM , MS Project, JIRA , Confluence, Power BI, ADO
Protocols	Http, Https, SMTP, FTP, SOAP
Documentation	Adobe Acrobat9 Professional, Microsoft Visio, Microsoft Office, Share point
Defect Tracking Tools	HP ALM QC 11.0 , Team Foundation Server and ADO
Microsoft Tools	Azure DevOps, MS Project, MS Visio , MS Office Suite, Office 365, MS Outlook

WORK EXPERIENCE:

Business Analyst

AG-First Farm Credit. (Columbia, SC)

Loan Management System

May 2021 – Till Date

Project Description:

AgFirst is a wholesale funding bank serving a large contingent of affiliated banks along the East Coast and in Puerto Rico. It is part of the national Farm Credit System, a nationwide network of borrower-owned lending institutions and specialized service organizations. This project involves migration of loan management system from legacy mainframe to Future state architecture

Responsibilities:

- Collaborate with stakeholders to understand their business objectives and needs
- Gathering requirements, elicitation, and documenting scope of the project via BRD
- Analysis and preparation of Functional Specification Document
- Collaborate with Product Owner, Business Users, and Technical Team to write and elaborate user stories in Azure Dev-ops(ADO) to include acceptance criteria and business rules, planning and estimating efforts
- Build, organize, help prioritize and maintain the project backlog over the course of the project, often serving as a partner and mentor for the Business Lead/Product Owner.
- Excellent documenting skills under (change management process) by defining As-is system and To-Be system expected by business users with optimal solution
- Actively involved in business requirement phase to provide functional solutions
- Involved in Data/Field Mapping, process flow design and screen layout design activities
- Coordinating between Business users/Developers and Testers throughout project life cycle

- Actively involved in design and testing phase to minimize requirement gap
- Maintain Business Process documentation.
- Write user acceptance test (UAT) scripts and facilitate user acceptance testing
- Developed test scenarios, test conditions and test plans based on business requirements, technical specifications.
- Coordinate with different enterprise teams to produce better business outcomes
- Create/Manage reports and dashboards for customers/stakeholders
- Strong communication skills, including prioritizing, problem solving, Analytical thinking and interpersonal relationship building

Environment: Agile-Scrum, Azure Dev-Ops (ADO), Kanban, SQL, SharePoint, Enterprise Architect, MS Visio, Postman, Insomnia, Draw io, Power BI

Business Analyst
HMSA (Honolulu, HI)
January 2019 – April 2021

Project Description:

This project was developed to ensure the claims were processed correctly; the objective of this project was to add additional features like verification & Validation of documents submitted by Members for claims to be done digitally. Additionally, a portal was designed for the members to submit and track the claims statuses. The portal was integrated with the existing Member portal and Claims portal.

Responsibilities:

- Identifying the functional requirements & Non-Functional requirements from the Vision document provided by Product owners.
- Identifying relevant stakeholders or Actors associated with the project users from each department.
- Helped the team in prioritizing and working with them in achieving the target without delays.
- Performed GAP analysis to find and identify the opportunities between 'As-Is' and 'To-Be' process.
- Used JIRA to track the activities of the project's activities and tracking the team's activities and progress.
- Worked on various other smaller components as part enhancing the claim processing to identify all the fields and process as expected.
- Worked on various task orders, projects and enhancements allocated by the organization.
- Worked extensively with stakeholders and various internal business teams as part of project scope meetings.
- Gathered requirements for processing of EDI 835 Remittance File, 837 (I, D, P), 277-U, 270/271, 276/277, 278 and so on as per the requirement.
- Identified the business teams, stakeholders within the organization that could be impacted as part of the new project and reached out to the affected parties to resolve the issue.

- Elicited requirements from the stakeholders and sponsors through brainstorming sessions, one on one meeting, questionnaire, feedback etc.
- Worked closely with the IT teams to analyze how the needs of the stakeholders could be developed and incorporated and followed up with the appropriate teams to identify the alternatives.
- Worked closely with the PO's while developing the Business Requirement Document to stay in scope of the project.
- Coordinated with the development team & QA in creating the user stories and prioritizing them as per the infrastructure.
- Worked with the business approvers and stakeholders in getting the approval on the requirements.
- Created use cases and activity diagram through the implementation of UML methodologies.
- Participated in daily scrum meetings, sprint planning and review meetings.
- Used MS Visio for process flow diagrams to communicate to the development team and for better understanding of the senior management teams.
- Assisted the testing teams to create test cases which aligned with the requirements gathered.
- Worked with the QA teams to make sure the User Acceptance Testing was properly done to avoid defects in the future.
- Updated the business rule document when there was a need for an enhancement.

Environment: Waterfall, Agile, Jira, MS Visio, Windows 2000/XP, MS Office Suite, MS Project, SQL.

Jr. Business Analyst
Key Bank (Pittsburgh, PA)
Global Pricing Reference Data
March 2017 – December 2018

Project Description:

This project is part of Reference Data Technology which captures asset price requests from downstream systems throughout the enterprise and requests and validates asset level pricing from external vendors like Bloomberg, Reuters, Six, Thomson Reuters and Intraday etc. Agile methodology formed as the basis for planning the project's progress and I acted as an interface between the business unit and technology team to ensure smooth flow of activities such as requirement analysis, designing, coding, and testing while shifting through the various timelines.

Responsibilities:

- Gathered requirements from Customers, Delivery team leads through a customer calls and managed Communication between key project stakeholders.
- Performed GAP analysis to find and identify the opportunities between 'As-Is' and 'To-Be' process.
- Have on going communication with customers and ensure they are having transparency.
- Created use cases and activity diagram through the implementation of UML methodologies
- Developed the test scenarios, test conditions and test plans based on business requirements, technical specifications and/or product knowledge along with the Test lead.
- Used JIRA to track the activities of the project's and tracking the team's activities and progress.

- Participated in daily scrum meetings, sprint planning and review meetings
- Used MS Visio for process flow diagrams to communicate to the development team and for better understanding of the senior management teams.
- Worked with the data analysts and DB team for data mappings and data discrepancies.
- Coordinated with the development team & QA in creating the user stories and prioritizing them as per the infrastructure.
- Assisted the testing teams to create test cases which aligned with the requirements gathered.
- Worked with the QA teams to make sure the User Acceptance Testing was properly done to avoid defects in the future.
- Maintained Traceability Matrix throughout the project.
- Updated the business rule document when there was a need for an enhancement.
- Worked with tools such as BIRST, SharePoint, Enterprise Architect.
- Documented User Manual Training Release Notes & Lessons Learnt documents, KT documents and moved them to SharePoint 2010.

Environment: Agile-Scrum, SQL, JIRA, SharePoint, Enterprise Architect, MS Visio.

Jr. Business Analyst

Optum Healthcare (Minneapolis, MN)

August 2016 – March 2017

Project Description:

The project was to enhance a web-based claims processing and management application to manage health insurance claims electronically that provided real-time patient insurance information. The application connected to the organization's largest all-payer network of commercial and government health plans nationwide to provide a wealth of real-time patient benefit information. Data was met with HIPAA compliance standards and the privacy of transactions was protected with the highest level of security.

Responsibilities:

- Analyzed the business modules and their impact on the current system.
- Conducted brainstorming sessions within the team to generate ideas through which the billing processes for provider, member and broker payments can be done more efficiently
- Gathered requirements from the operations team to develop a robust billing process for accurate payments to the stakeholders
- Followed the RUP model for creation of documentation to be used by the IT Team.
- Created requirement specification documents based on interactions with the end users through JAD Sessions and analysis of their existing systems.
- Created use cases, use case models, workflows, and system specification document using RUP methodology.
- Analyzed the end-user requirements and their objectives to create requirement specification documents and use cases.
- Assisted with building EDI 837 (I, D, P), 835, 277-U, 270/271, 276/277, 278, and 834 transactions processing flow
- Understood the business logic, designed requirements, and communicated them to the development teams.
- Generated documentation and designed Use Cases
- Maintained Traceability Matrix throughout the project.

- Mentored end-users on Requirements Specifications techniques and Software Development Life Cycle.
- Worked closely with the teach teams to determine technical parameters for EDI and other related processes including communication, security, and privacy.
- Created transaction sets requirement, usually with MS Excel, for transactions such as HIPAA 270/271, 276/277, 835, 837 (I, P, & D), 835 remittances and others.
- Analyzed the requirements and formulated a test plan for functionality testing and integration testing of the application.
- Involved in creating requirements that complied with HIPAA, HL7, and ANSI X12 format regulations to protect the privacy of the employees insured under any policy.
- Understood rules and regulations of HIPAA as imposed during Electronic Data Interchange (EDI).

Environment: MS Project, RTM, MS Visio, Windows 2000/XP, MS Office Suite, SQL server, MS Access