**Name: Afreen Nikhat**

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**Education:** **Bachelors of Computer Science Engineering & Technology in 2008**

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**PROFESSIONAL SUMMARY:**

* Over 8+ years of Professional Experience in different environments and platforms including Data Analysis, data warehousing, data modelling, data mapping, data lineage, data profiling, Informatica Data Quality (IDQ), Informatica Data Analyst (IDA), Informatica Power Center and Client - Server applications in Healthcare Industry.
* Understanding the full healthcare lifecycle including all payers and end to end revenue flow within the industry.
* Knowledge in the ETL Extract, Transform and Load of data into a data ware house/date mart and Business Intelligence BI tools like Business Objects Modules Reporter, Supervisor, Designer, and Web Intelligence.
* Efficient in elicitation techniques like interviewing, questionnaires, brainstorming, focus groups and cost/benefit analysis.
* Hands on experience with Cognos Data warehouse/ETL and reporting tools, HIPAA EDI transactions such as 835, 837 (P, D, me) 276, 277, 278 etc.
* Extensively worked in defining the Match and Merge Rules in the MDM Hub by creating Path components, Columns and rules. Implementing MDM solutions and real time enterprise application integration.
* Strong understanding of FACETS and Facets Data Model working on data model and data extracts.
* Proficient in Master Data Management (MDM), JDE, ADAPTIV.
* Experience working with the medical claims and HIPAA HEALTH EVENTS code that was feed to the PHR PERSONAL HEALTH RECORD application.
* Experienced in working with different databases including, SQL, NoSQL, Oracle.
* Well versed with HL-7, HIPAA, EDI Electronic data interchange Transaction, Medicare Medicaid, claim processing from point of entry to finalizing, claim review, identifying claims processing problems, their source and providing alternative solutions.
* Extensive experience with Medicare/Medicaid processing as well as the Claims/Billing.
* Strong hands-on ability to use SQL in RDBMS SQL Server, Oracle for verifying source data preparation and assisting of data design input and trouble-shooting. Strong knowledge of Business Intelligence, Data Warehousing and Business Architecture.
* Conducted JAD sessions with CRMs SME, system Architectures, Technical teams and other stakeholders for open and pending issues Highly expert in developing and implementing web-based applications with C and MS Visual Studio .NET.
* Excellent Knowledge in Electronic Medical Record EMR / Electronic Health Records EHR modules and process flow.
* Experienced working in Facets online modules such as Billing, Provider, Claims and Membership modules.
* Excellent knowledge on Medicare, Medicaid, Medicare Advantage, Medigap, HIPAA Standards, EDI Transactions, EHR/EMR, HIE and HIX.
* Created Logical/physical Data Model in Erwin and have worked on loading the tables in the Data Warehouse.
* Experience in SQL, DML, and DDL, writing complex SQL queries and testing scripts for data validation against relational Databases including Data warehouse systems.
* Experience with healthcare system, Medicaid and with prime focus on claims adjudication, provider, eligibility and prior authorization.
* Experience in analyzing the Revenue Cycle management of the health stream respective to existing billing system, Claims processing etc.
* Experienced with Data Warehousing, Star and Snowflake schema, normalization / De-normalization, Extraction, Transformation and Loading (ETL) and Business Intelligence (BI) tools.
* Experience in data Standardization, data cleanse and enrich to resolve the Completeness, Conformity consistency and accuracy using Informatica Data Quality (IDQ).
* Experience in data Standardization, data cleanse and enrich to resolve the Completeness, Conformity consistency and accuracy using Informatica Data Quality (IDQ).
* Good experience in Data profiling on the business data to identify data anomalies and define/create rules to cleanse data using Informatica Data Analysis and Developer tools.
* Experience in analyzing large amounts of data from various sources, such as medical claims, hospital records, and patient demographics.
* Expertise in Data Modeling with expertise in creating Star Snow –Flake Schemas, FACT And Dimensions Tables, Physical and Logical Data Modeling using Erwin.
* Well versed in writing queries/Scripts for Data Analysis and QA reporting and testing.

**Technical Skills:**

**Databases:** MS Access 2000/97/95/3.1, MS-SQL Server 2000, Oracle 8i/9i, SAS database, SQL Server2000/2005/2008, Oracle 9i/10g, MS Access SQL \*Loader, PostgreSQL, Oracle 1g,11g, SQL Server 2008, SQL Developer, SQL and PL/SQL (Function, Procedure & packages), R Programming, MSBI (SSRS and SSIS).

**Business tools:** HL7, HIPAA, FHIR, EHR, Rational Requisite Pro, Doors, UML 1.4, MS Visio, MS Office, MS Excel, MS Power point.

**Operating Systems:** Windows/Linux.

**Testing Software:** Clear case, Clear Quest, SQL, ODBC, Oracle PL/SQL, and Rapid SQL, TSQL.

**Methodologies:** Rational Unified Process RUP, Software Development Life Cycle SDLC, Gap Analysis, Use Cases, Workflow diagrams.

**Testing Tools:**NUnit, Visual Studio Team System.

**PROFESSIONAL EXPERIENCE**

**Walgreens, Deerfield, IL Sep 2020 - Present**

**Sr. Data Analyst**

**Responsibilities:**

* Worked with Data Analysis Primarily Identifying Data Sets, Source Data, Source Metadata, Data Definitions Data Formats, Data Validation, Data Cleansing, Data Verification and Identifying Data Mismatch.
* Created various profiles using Informatica Data Explorer (IDE) & Informatica Data Quality (IDQ), from existing sources and shared those profiles with business analysts for their analysis on defining business strategies in terms of activities such as assigning matching scores for different criteria etc.
* Actively participated in HL7 working group activities and implemented the MITA Medicaid Eligibility Architecture based on HL7.
* Used SQL and SAS skills to perform ETL from DB2 and Teradata databases and created SAS datasets, SAS macros, Proc/data steps and SAS formats as required.
* Operationalised Collibra with Rochade, the former being used for Data Governance and the latter for Data Lineage.
* Involved in Writing programs and SAS macros to assist other team members in resolving issues during conversion, and explained their use and functionality to the team.
* Drove feature engineering for the AI, ML models for demographics, vitals, labs, medications, clinical events, healthcare utilization, and comorbidities and HIT Interoperability FHIR Server(s) and FHIR API management.
* Responsible for envisioning and architecting the enterprise-level Identity and Access Management Infrastructure initiative, addressing the need for compliance with the HIPAA regulations pertaining to security and privacy of patient health information. Importing large amount of data (Enrollment, Medical claims, Pharmacy Claims) from various healthcare group to SCIO SAS system.
* Created and enhanced the existing reports and dashboards in Cognos query studio and report studio to fit user requirements.
* Created Data Governance Framework, operationalization of Collibra.
* Created a relational model and dimensional model for online services such Clinical EMR records.
* Designed and developed MDM data model and integration of WebSphere Process Server.
* Worked with Data Architect in Designing the CIM Model for Master Data Management.
* Used knowledge of Health Care Information Systems EMR model to develop proposed workflow in MS Visio.
* Expertise in MS SQL Server suite of products like SSRS, SSIS and SSAS of MS SQL Server.
* Involved the implementation of MDM concept with upstream and downstream integration of different applications in agile environment.
* Carried out Maturity Assessment of Data Governance and use of Collibra.
* Work with various healthcare providers to determine which providers will has access to the shared care record system.
* Facilitated workshops to educate providers on the advantages of healthcare interoperability using HL7 FHIR messaging.
* Developed various charts and graphs like bar chart (side-by-side, stacked), line graphs, pie -charts etc. by using chart expert of Crystal Reports.
* Reviewed the data model and reporting requirements for Cognos Reports with the Data warehouse/ETL and Reporting team.
* Implemented MDM process to take strategy to roadmap and design development activities. Delivered MDM roadmap & MDM Architecture.
* Created a road map for the client for the planning, developing, and implementing of MDM solutions, enabling consolidation of MDM data following Mergers and Acquisitions.
* Thorough Knowledge in creating DDL, DML and Transaction queries in SQL for Oracle and Teradata databases.
* Implemented metadata standards, data governance and stewardship, master data management, ETL, ODS, data warehouse, data marts, reporting, dashboard, analytics, segmentation, and predictive modelling.
* Participated in Facets Table data Modelling planning, designing, implementation of the data warehouse and conducted testing by developing complex SQL queries.
* Worked with the business/functional unit to assist in the development, documentation, and analysis of functional and technical requirements with in FACETS.
* Worked on Facets Output generation, Interface development and Facets Migration Projects.
* Managed the online Master Data Management request tool for new requests ensuring proper decision-making on master data creation, data standardization, duplication checks, data field accuracy and completeness while meeting acceptable turnaround time. Complete large database clean-up projects to ensure data integrity.
* Reviewed EDI companion guides for all payers to ensure compliance, edit integrity and maintain up-to-date list of payers’ contacts.
* Worked on Implementing metadata standards, data governance and stewardship, master data management, ETL, ODS, data warehouse, data marts, reporting, dashboard, analytics, segmentation, and predictive modelling.
* Generated complex SQL subqueries with inner, outer joins, and aggregate functions to update and delete data in Oracle database and Netezza data warehouse.
* Converted HL7 to FHIR Resources for Interoperability goals across systems.
* Provide technical support for the Master Data Management environment for implementing fixes for identified data integrity and customer data processing issues.
* Ensured different internal external systems exchanged data according to the specification to transform data from enterprise data warehouse to SQL Server load data to fact tables.
* Performed SQL Backup and Restore tasks on Various SQL Servers.
* Document and communicate changes throughout the user organization, supporting Information System Change Management (ISCM) and compliance.
* Responsible for executing User Interface Testing, System Testing, Data Quality Testing on the configuration design and prototypes.
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Conducted user interviews and documented business and functional requirements. Assisted quality assurance team to functional-test the new HL7 interfaces always keeping in mind HL7 and HIPAA guidelines, and coordinated user acceptance testing using derived test data.
* Tested the HL7 File formats received from different Vendors validated the parsing and Data Loader (BizTalk, SSIS Process) functioning using SQL Statements in the backend.
* Defined, developed specs for federal reporting specific to Medicare Advantage. Contributed to software process-reengineering efforts aimed at evolving previous software development practices to adopt Lean/Agile and Scrum practices.
* Preparing System Test Cases from functional and technical requirement and Use case documents and performing System Testing. Data mapping, logical data Modelling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.
* Extensive involved in Conducting Market Research, Feasibility Studies, Data Analyses, System Analyses, Gap Analyses, and Risks Analyses.
* Created Source to target data mapping documents identifying key data elements and prepared Data Flow Diagrams.
* Highly involved in data reporting, exchange, and archival, data conversion functionalities, validation programs, keyword resources, related products, services, and information.

**Baxter International,** **Deerfield-IL. Apr 2018 – Aug 2020**

**Data Analyst**

**Responsibilities:**

* Responsibilities include developing strategy for data cleansing and data migration, writing functional and technical specifications, creating source to target mapping, designing data profiling and data validation jobs in DataStage, and creating ETL jobs in DataStage.
* Have considerable expertise in Data Analysis, Data Profiling Quality, Data Governance and Master Data management MDM.
* Conducted knowledge sharing sessions on Business Process Modeling Notation and Healthcare Payer business for team members.
* Performed claims Processing and Billing is done through PBM Health Trans and Claims Accumulation and Adjudication is done through Diamond.
* Lead Business Intelligence reports development efforts by working closely with MicroStrategy, Teradata, and ETL teams.
* Working on Membership Datawarehouse MDW including the areas like Members, Benefits, Products, Groups, etc as Database Analyst and Business Systems Analyst, and same also for Enterprise Datawarehouse EDW.
* Responsible for the development and implementation of enterprise data warehouse EDW with emphasis on data warehousing, OLAP, star schemas or reporting cubes for reporting and data analysis.
* Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.
* Tested HIPAA Gateway Application Interface for all inbound and outbound messages Healthcare Eligibility 270 and 271, Healthcare Claim Status request 276 and 277, Healthcare Claim 837 and 835.
* Interacted with the users and logged any defects, enhancements from the UAT and communicated them to the development team.
* Design and develop the data load process using Informatica PowerCenter and XML Style sheets and ACORD XML.
* Involved in Administration, Database Design, Performance Analysis, and Production Support for Large VLDB and Complex Databases up to 1 Terabytes.
* Worked on EDI transaction 835 and 837 to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes.
* Created and maintained Data Dictionary and DB Schema for the database. Helped in standardization of naming convention, development of system inventory, source system metadata and DBMS metadata.
* Senior level SQL query skills Oracle and TSQL in analyzing and validating SSIS ETL database data ware house processes.
* Created SAS programs that are used for data validation, statistical report generation and program validation and automated the Edit Check programs using Macros.
* Validated the test data in DB2 tables on Mainframes and on Teradata using SQL queries.
* Obtained Data requirements, identified data sources, determined the content of data fields and created Data Mapping Documents and performed Data Extraction and Data Compilation using SQL queries.
* Experience with designing and verifying databases on Oracle and SQL Server RDBMS using Entity-Relationship Diagrams ERD.
* Performed the Analysis Design workflow for various processes by following the Rational Unified Process RUP to document Use Cases.
* Conducted Joint Application Development JAD sessions with IT groups. Identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them.
* Conducted current state study which included data collection methodologies, data quality and data integration problems, data storage and infrastructure related issues.
* Designed and implemented basic SQL queries for QA Testing and Report / Data Validation.
* Documented business workflows textually as well as in UML diagrams State diagrams according to RUP, for the stakeholder review.
* Created Business Requirement Document BRD, Functional Requirement Specification FRS document, User Requirement Specification URS and Change Request CR document for system application development.
* Lead multiple project teams of technical professionals through all phases of the SDLC using technologies including Oracle, Erwin, DataStage, Data Warehousing, WebSphere and Cognos.
* Created DTS and SSIS Packages to vendors in which records were loaded Daily, also to other data resources such as Excel, Access, flat file, and XML in order to Create and maintain a centralized data warehouse.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle. Worked with ODS and OLAP system.
* Created a test plan and a test suite to validate the data extraction, data transformation and data load and used SQL and Microsoft Excel.
* Data conversion from other platforms to native database. Creating Customized modules or data maintenance.
* Conducted User Acceptance Testing, gathered and documented User Manuals and Business Rules.

**Wisconsin Department of Health Services, Madison-WI. Feb 2017 - Mar 2018**

**Data Analyst**

**Responsibilities:**

* Creating and maintain data model/architecture standards, including master data management (MDM).
* Extensively tested the ETL mappings which were developed to load data from Oracle and SQL Server sources into the Oracle Staging/Target Area.
* Perform GAP Analysis between existing and TO-BE Business process Models to understand the additional functionalities required meeting HER standards. Electronic Data Interchange (EDI), EMR, EHR, HL7.
* Involved in (Master Data Management) MDM to help the organization with strategic decision making and process improvements. (Streamline data sharing among personnel and departments)
* Used MDM tool to support Master Data Management by removing duplicates, standardizing data (Mass Maintaining), and incorporating rules to eliminate incorrect data and filter data as per requirements.
* Created SQL tables with referential integrity and developed queries using SQL, SQL\*PLUS and PL/SQL.
* Understand the As Is system and develop the To Be system concept and also prepare the System Process Maps.
* Involved in conducting presentations of the Q/A test results with analysis to the stakeholders and users and documented modifications and requirements.
* Worked on multiple FHIR implementations in Provider and Payer domain using FHIR STU3 and R4.
* Designing test scripts for testing of Claims in Development, Integration and production environment.
* Tested the HL7 File formats received from different Vendors validated the parsing and Data Loader (BizTalk, SSIS Process) functioning using SQL Statements in the backend.
* Participated in all phases of the Facets Extended Enterprise (TM) administrative system implementation including the planning, designing/building/validation (DBV), and Go-live support phases.
* Assigned tasks among development team, monitored and tracked progress of project following agile methodology.
* Helped design data warehouse solutions and business intelligence dashboards and scorecards.
* Identified the impacts the HIPPA 5010 project had on enrollment Claims, FEP (Medicare and Medicaid program). Maintained proper communication with the developers ensuring that the modifications and requirements were addressed and also monitored these revisions.
* Involved in compatibility testing with other software programs, hardware, Operating systems and network environments.

**Aster dm healthcare ltd-Hyderabad, India Jul 2013 - Jun 2016**

**Data Analyst**

**Responsibilities:**

* Elicited and gathered requirements using prototype design, interviews, document analysis, surveys, site visits, use cases, scenarios, business analysis, task analysis and workflow analysis for various maintenance and new applications.
* Develop implementation guidelines and principles for practice-based clinical applications, including various practice management and EMR systems.
* Conducted knowledge sharing sessions on Business Process Modeling Notation and Healthcare Payer business for team members.
* Involved in requirement gathering and testing of consumer web portal for the enrolment of Medicare members.
* Participated in Facets Table data modeling planning, designing, implementation of the data warehouse and conducted testing by developing complex SQL queries.
* Assisted others in defining technical solutions for projects utilizing the Oracle RDBMS.
* Completed project to gather data from physicians in order to update the EMR system and GE Centricity EMR system with the provider's specialties, addresses, National Provider Identification NPI number, and other pertinent information. Used that information to form HL7 interface with the Hospitals.
* Worked with key members from various cross-functional teams to analyze various third-party CRM solutions to make a 'buy vs build' decision. Conducted cost/benefit and impact analysis.
* Develop and implement change control policies and procedures for EMR template change requests.
* Facilitated review of Enrollment, Claims, Commissions, and membership portlets' designs with architects and developers to ensure that the goals of the portal requirements were satisfied.
* Involved in making Use Case Diagrams, Activity Diagrams, and using analysis and design models tools like MS Visio, Rational Rose through RUP, Agile and Waterfall Model.
* Involved in Business Intelligence reports development efforts by working closely with MicroStrategy, Teradata, and ETL teams.
* Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL.
* Was responsible for sales and marketing specializing in practice management, managed care systems, thin-client technology, Electronic Media Records EMR/HER and full integration tools.
* Prepared a handbook of standards and Documented standards for Informatica code development.
* Involved in all phases of software development life cycle SDLC in RUP framework
* Used SAS for pre-processing data, SQL queries, and data analysis, generating reports, graphics and statistical analysis.
* Interacted with the users and logged any defects, enhancements from the UAT.
* Developed SQL-based data warehouse environments and created multiple custom database applications for data archiving, analysis, and reporting purposes.
* Involved in performing defect tracking activities using Rational Clear-Quest.
* Facilitated meetings with business users to perform process modeling by re-engineering Using RUP and formalize and documenting business requirements Using UML.
* Recorded retention stored in Knowledge Link. Ad Hoc reporting, Admin for MS Project, Excel dbase and pivot tables, Clarity and MS Project Server Admin duties.
* Participated in an enterprise level Electronic Medical Records EMR system implementation.
* Designed Data Flow Diagrams DFD’s, Entity Relationship Diagrams ERD’s, and web page mock ups using modeling tools.
* Imported XML files with hierarchies are maintained under Hierarchy.
* Responsible for developed Use Case Diagrams, Activity Diagrams and Functional Diagrams using Visio.
* Conducted and was speaker for various internal trainings and discussion forums.
* Involved in regular reports, feedback, and communication with management coordinated team members and maintained the project presentation and documentation of the project.