|  |  |  |
| --- | --- | --- |
| TOMAR DUSHYANT SINGH  Sr. Business Analyst | | |
| *Marker with solid fillTampa, FL* | *Email outline dushyant.singh90@yahoo.com* | *Receiver outline +1-206 455 8340* |
|  | OBJECTIVE |  |
|  |  |
| Dedicated IT Professional with 9+ years of diverse experience in the information technology industry, specializing in e-commerce, telecom, transportation, banking, and pharmacy domains. Known for consistently adding value to businesses and clients by delivering top-notch software systems and optimizing business processes to meet organizational needs.   * Proactive in gathering crucial information from business users, ensuring adherence to strict and challenging deadlines. * Excellent analytical, communication, organizational, interpersonal, and critical thinking skills. Proficient in conflict management and change management. * Valuable experience in KYC/AML Processes – worked on CDD, EDD, Risk Scanning, Account Onboarding, etc. * Firsthand experience in implementing Nice-Actimize solutions, encompassing WLF, SAM, CTR, and CDD components. * Proficient in various process methodologies, including Business Process Flow, Swim Lane, UML, and Use Case diagrams. * Extensive background in developing comprehensive documentation such as Business Requirement Documents (BRD), Functional Requirements Documents (FRD), User stories, Use Cases, Test cases, and Test plans. * Well-versed in Software Development Life Cycle (SDLC) methodologies, encompassing traditional approaches like Waterfall and Agile methodologies such as Scrum, Safe, Scrum ban, Water Scrum Fall, and RUP. * Elicited requirements using various techniques like Joint Application Development (JAD) sessions, Interview sessions, Document analysis, Focus Groups, Requirement workshops, and Questionnaire over the years. * Well experienced in Mainframe application design, development, testing implementing using COBOL, CICS, DB2, VSAM, JCL and testing IMS based applications * Well experienced in Mainframe application design, development, testing implementing using COBOL, CICS, DB2, VSAM, JCL and testing IMS based application. * Salesforce Development and Administration * Software Design Patterns and Architecture Styles (microservices, REST, event-driven architecture) * Apex, Visualforce, Lightning, Salesforce APIs * Leading Development Teams and Stakeholder Collaboration * Software Development Methodologies (Waterfall, Agile, Scrum) * Cloud Technologies (AWS, Azure) * Programming Languages (Java, Python) * Leadership and Organization Skills * Excellent Written and Verbal Communication. * Demonstrated expertise in analyzing and implementing complex, emerging technology hardware and software projects, with a focus on data-related tasks such as data modeling, data bridging, and root cause analysis of data errors. * Proficient in Microsoft SSIS, MS SQL Server, and Oracle, with a deep understanding of their functionalities and capabilities. * Familiarity with the full technical stack environment, including Informatica, MuleSoft, COBOL, Java, Salesforce, .NET, Oracle, Snowflake, and GoAnywhere. | | |
| **KEY SKILLS** | EXPERIENCE |  |
|  |
| * Project Management * Requirements gathering * Fit-Gap analysis * User acceptance testing * Training * End-User Support   **TOOLS KNOWN**   * Microsoft SQL Server, * JIRA, * Scrum Work Pro, * Visio, * Adobe Experience Manager (AEM), * Jenkins, * Docker, * Kubernetes, * Ansible, * Terraform, * SAP Hybris, * Adobe Analytics   **CERTIFICATION**   * Salesforce (Administrator) * Agile SAFe | **July 2021 – Present**  **Sr. Business Analyst • PharMerica, Tampa FL**   * Proficient in gathering and analyzing business requirements. * Performed gap analysis to identify areas where existing processes and systems fell short of business requirements. * Recommended process improvements and solutions to enhance efficiency and optimize business operations. * Facilitated user acceptance testing, ensuring comprehensive documentation and proper execution of test cases. * Provided training and support to end-users on new processes and systems. * Maintained project artifacts and documentation throughout the project lifecycle. * Conducted comprehensive market research to analyze competitors' product offerings, pricing strategies, and market share. * Identified opportunities and threats in the pharmacy market based on competitive analysis findings. * Provided strategic recommendations to senior management based on competitor insights. * Strong knowledge of health insurance, HMO (Health Maintenance Organization), and managed care principles, specifically in relation to Medicaid and Medicare regulations, ensuring adherence to industry guidelines and compliance standards. * Well-versed in the Affordable Care Act and eligibility criteria, enabling effective analysis and interpretation of relevant regulations for business decision-making and project implementation. * Proactive and self-motivated, displaying exceptional initiative and the ability to excel in an independent work environment with minimal supervision. * Excellent time management and organizational skills, ensuring efficient project execution, prioritization of tasks, and timely delivery of high-quality results.Bottom of Form * Led process reengineering initiatives to optimize medication dispensing workflows and enhance patient safety. * Collaborated with pharmacists and healthcare professionals to identify process bottlenecks and implement improvements. * Improved pharmacy efficiency by streamlining inventory management and prescription fulfillment processes. * Analyzed pharmacy processes to identify inefficiencies and areas for improvement. * Experience in **writing System Test plans, defining Test cases,** developing and maintaining Test scripts, Shell scripts, documenting all phases of **QA process and Release management using PVCS** * **Experience in writing System Test plans, defining Test cases,** developing and maintaining Test scripts, Shell scripts, documenting all phases of QA process and Release management using PVCS * Created process maps to visualize medication dispensing workflows and enhance process transparency. * Implemented process improvements that resulted in reduced wait times and improved patient satisfaction. * Utilized Crystal Reports for data reporting, trend analysis, data forecasting, and visualization. * Conducted performance measurements against baseline documents and contributed feedback reports. * Elicited requirements through various techniques, including JAD sessions, surveys/questionnaires, interviews, requirement workshops, focus groups, and interface analysis. Conducted **GAP Analysis** to derive requirements. * Claims Processing: Proficiently handle pharmacy claims processing, encompassing adjudication, billing, and reimbursement. Skilled in working with industry-standard claim formats (such as NCPDP) and collaborating with pharmacy benefit managers (PBMs) or third-party administrators (TPAs). * Prior Authorization and Clinical Review: Conduct thorough prior authorization and clinical review processes for pharmacy claims. Evaluate medication requests based on clinical guidelines, formulary restrictions, and therapeutic appropriateness. * Pharmacy Benefit Design: Demonstrate proficiency in designing and implementing pharmacy benefit plans that strike a balance between cost control and optimal patient outcomes. Well-versed in plan designs, copay structures, step therapy protocols, and specialty drug management. * Formulary Management: Successfully oversee formulary management, including formulary development, maintenance, and updates. Conduct comprehensive formulary reviews, evaluate new drug therapies, and effectively manage formulary exceptions. * Compliance and Regulatory Knowledge: Possess a strong understanding of healthcare compliance regulations, including HIPAA, ACA, CMS guidelines, and state-specific pharmacy regulations. Ensure adherence to regulatory requirements and maintain accurate documentation. * Provider Network Management: Effectively manage pharmacy provider networks, encompassing contracting, credentialing, and network optimization. Collaborate with pharmacies to ensure network adequacy, quality standards, and compliance. * Drug Utilization Review (DUR): Conduct thorough drug utilization reviews to identify potential drug therapy problems, such as therapeutic duplications, drug interactions, or inappropriate medication use. Implement interventions to enhance patient safety and optimize medication therapy. * Pharmacy Data Analysis: Proficiently analyze pharmacy claims data, identify trends, and generate insights to support cost management initiatives, formulary optimization, and quality improvement programs. Utilize pharmacy analytics tools and software for data Bottom of Form     **July’2019-Feb’2021**  **Business Analyst • Conduent Incorporation, Tampa, FL**   * Conducted thorough requirement gathering, fit-gap analysis, and various analyses such as Cost-Benefit, feasibility, impact, and risk analysis. * Created comprehensive documentation including BRD, FRD, and SRS. * Utilized techniques like GAP analysis, As-Is/To-Be analysis, and Impact Analysis. * Collaborated closely with business users and Applications Leads throughout the application lifecycle. * Proven track record of successfully implementing and supporting ERP systems. * Proficient in Agile tools for user story creation, task management, and backlog grooming. * Extensive knowledge of SAP modules, including [relevant modules], with hands-on experience in configuration, customization, and integration. * Proficient in business analysis techniques, requirements gathering, process mapping, and stakeholder management. * Excellent communication, presentation, and collaboration skills with a proven ability to work effectively across cross-functional teams. * Used JIRA for issue tracking, ticket management, defect management, and requirement traceability. * Led and mentored development teams, providing technical guidance and fostering a collaborative environment. * Implemented software development methodologies, such as Agile or Scrum, to streamline development processes and enhance team efficiency. * Demonstrated expertise in cloud data warehousing, successfully leading and contributing to the design and implementation of data warehousing solutions on platforms like AWS and Snowflake. * Proven ability to perform source-to-target data mapping, translating business requirements into technical specifications, ensuring data integrity and alignment with business objectives. * Implemented and configured Salesforce.com and Conga CLM for contract lifecycle management processes, resulting in improved efficiency and streamlined workflows. * Customized Salesforce.com objects, fields, validation rules, and workflows to align with contract management requirements, ensuring accurate and compliant data management. * Integrated Salesforce.com with other systems to facilitate seamless contract data exchange and improve data integrity. * Led initiatives to enhance contract management capabilities, resulting in increased user adoption and improved contract lifecycle processes. * Collaborated with cross-functional teams to gather requirements, design solutions, and deliver successful Salesforce.com and Conga CLM implementations. * Achieved [specific achievement or milestone] by optimizing contract management processes, resulting in cost savings and improved operational efficiency. * Familiarity with AWS cloud services, such as Redshift, S3, and Glue, enabling seamless integration and leveraging cloud-native functionalities for data warehousing and analytics projects. * Experience with Snowflake, a cloud-based data warehousing platform, enabling the creation of scalable and performant data solutions, including data loading, querying, and administration. * Proficient in Tableau for data visualization and reporting, creating interactive dashboards and reports to communicate insights effectively and facilitate data-driven decision-making. * Preferred knowledge in Sigma, Informatica PowerCenter/IICS, and demonstrating the ability to work with diverse tools and technologies in the data integration and analytics ecosystem. * Designed and implemented integrations with cloud technologies like AWS or Azure, enabling seamless data exchange and enhancing overall system capabilities. * Familiarity with the AWS (Amazon Web Services) platform and related tools used for analytics and data management, such as S3 (Simple Storage Service), Redshift (data warehousing), and Glue (data ETL), is valuable for working in a cloud-based environment. * Conducted workshops and training sessions to educate users on ERP functionalities and best practices, resulting in improved user adoption and satisfaction. * Advanced SQL scripting skills are essential for data manipulation and analysis. Knowledge of Python is considered a plus, indicating proficiency in a programming language often used for data tasks. * Utilized programming languages like Java and python to validate the system functionality and performance. * Led BA team analyzing business impact and capturing requirements for SWIFT 2008-'12 release changes. * Demonstrated expertise in conducting interviews, documenting business requirements, creating workflows, and managing project timelines. * Created Mock-Ups screens and Wireframes using Visio for User Interface components for client verification. * Experienced in reviewing and developing written documentation for coding or correction of ETL solutions between Microsoft SSIS and Oracle platforms. * Skilled in gathering, developing, and documenting requirements using various methods, ensuring clear communication between business stakeholders and technical teams. * Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.     **July’2018 – July’2019**  **Lead Engineer / Sr. Business Analyst • Verizon, Tampa, FL**   * Proficient in analyzing business processes, creating workflows, and documenting requirements. * Functioned as a scrum master, facilitating meetings, and following Agile testing methodologies. * Demonstrated expertise in developing and managing digital products for various devices, including mobile phones, tablets, wearables, and IoT devices. * Led cross-functional teams in the design and development of user-centric digital products compatible with multiple device platforms. * Developed comprehensive product strategies and roadmaps, considering device-specific capabilities, user behaviors, and market trends. * Collaborated closely with hardware and software engineers to ensure seamless integration between devices and digital products. * Conducted user research and usability testing on different devices to optimize user experience and interface design. * Implemented responsive design principles to ensure consistent and optimized user interfaces across various screen sizes and resolutions. * Leveraged device-specific features and technologies, such as location services, sensors, and push notifications, to enhance product functionality and engagement. * Collaborated with cross-functional teams to configure AWS Glue ETL workflows, extracting, transforming, and loading data from various sources into Redshift. * Contributed to data modeling and schema design in Redshift, optimizing query performance. * Implemented fine-grained access controls and encryption mechanisms to protect sensitive data in Redshift. * Proactively monitored Redshift cluster performance, identifying bottlenecks, and optimizing cluster resources. * Managed backup and restore procedures, ensuring data availability in case of disruptions. * Demonstrated cost management skills by efficiently scaling Redshift resources to align with usage patterns. * Led the development and maintenance of ETL workflows using AWS Glue, automating data transformation processes. * Integrated Glue with multiple data sources, including databases and external APIs, enabling seamless data ingestion. * Implemented error handling mechanisms, improving the reliability of ETL processes, and reducing downtime. * Documented ETL workflows, data mappings, and transformation logic, facilitating collaboration with stakeholders. * Ensured ETL processes adhered to data security best practices, including encryption and access controls. * Maintained AWS Glue Data Catalog, cataloging metadata and organizing data structures. * Developed and customized Salesforce applications using Apex, Visualforce, Lightning, and Salesforce APIs, meeting business requirements and ensuring data integrity. * Collaborated with cross-functional teams to design and implement solutions using software design patterns and architecture styles, resulting in improved system stability and maintainability. * Participated in Agile development processes, attending daily stand-ups, sprint planning, and retrospectives to drive efficient project delivery. * Well-versed in regulatory standards, and customer lifecycle related to Telecom Sector. * Experienced in building web applications using AEM CMS, including site architecture and workflow development. * Collaborated with developers to troubleshoot issues and improve CI/CD pipeline. * Developed and implemented test automation scripts. * Documented CI/CD processes, infrastructure, and tools.   **August 2017 – May 2018**  **Business Analyst • CVS Health, Woonsocket, RI**   * Conducted requirements gathering sessions with healthcare stakeholders to identify and document business requirements for the IWMS implementation, ensuring alignment with healthcare facility management needs and objectives. * Analyzed existing healthcare facility management processes and identified opportunities for improvement and automation using the IWMS, resulting in streamlined patient flow, enhanced equipment management, and improved regulatory compliance. * Collaborated with technical teams and architects to design IWMS solutions tailored to healthcare facility management, considering patient safety, privacy, and compliance with healthcare regulations. * Collaborated with stakeholders and subject matter experts from the Pharmacy department through working sessions and research. * Conducted testing at each stage of the ETL process using SQL queries. * Developed HL7 messaging in HTML and XML formats for the bi-directional case and disease report exchange, adhering to HL7 specifications. * Analyzed existing healthcare facility management processes and identified opportunities for improvement and automation using the IWMS, resulting in streamlined patient flow, enhanced equipment management, and improved regulatory compliance. * Modifying COBOL programs to sent files from Mainframe to Client/Server. * Successfully led the implementation and customization of TRIRIGA, an Integrated Workplace Management System (IWMS), to streamline facility management processes and improve operational efficiency. * Collaborated closely with stakeholders to gather and document business requirements, ensuring alignment with organizational goals and objectives for the TRIRIGA implementation. * Conducted in-depth analysis of existing facility management processes, identified pain points, and designed optimized workflows within TRIRIGA to drive process improvements and enhance productivity. * Collaborated with technical teams and architects to design IWMS solutions tailored to healthcare facility management, considering patient safety, privacy, and compliance with healthcare regulations. * Configured the IWMS system to align with healthcare facility management requirements, implementing workflows, forms, user roles, and permissions tailored to healthcare operations and compliance needs. * Led user training sessions, equipping healthcare facility staff with the knowledge and skills to effectively utilize the IWMS system in their respective roles. Provided ongoing support and addressed healthcare-specific questions and issues to optimize system adoption and utilization. * Assisted in change management efforts related to the IWMS implementation in healthcare facilities, developing communication strategies and training materials tailored to the healthcare context. Ensured smooth transition and adoption of the IWMS system while adhering to regulatory compliance requirements.   **May 2016 – June 2018**  **Business System Analyst • Wells Fargo, San Francisco, CA**   * Assisted in administering and reviewing Client Risk Scoring, Client Identification, Client Onboarding, and KYC documentation oversight. * Identified risks, issues, and problems in workflows, configurations, and Maximo integrations, providing recommendations for problem resolution. * Led and managed teams in Smoke Testing and Regression Testing, ensuring functionality aligns with business requirements. * Conducted thorough and risk-based customer due diligence on new and existing clients to assess potential money laundering risks. * Verified customer identities through various reliable sources, such as government-issued IDs, utility bills, and corporate documentation. * Assessed customer transactions and account activities to detect and investigate suspicious behavior. * Successfully managed end-to-end CCAR/Y9C reporting processes, coordinating with various stakeholders and ensuring smooth execution from data collection to submission * Analysis and modifications of PLAS Mainframe system for process flow corrections. * Excelled in meeting strict reporting deadlines, ensuring timely submission of CCAR/Y9C and Call Reports to regulatory authorities. * Analysis of data both on Mainframes and SQL server database. * Implemented and enforced AML policies and procedures to comply with local and international regulations. * Implemented a real-time payment processing system, reducing transaction processing time by 30%. * Led a cross-functional team to ensure compliance with industry regulations and standards, resulting in successful audits. * Developed and maintained liquidity forecasting models, improving cash management accuracy by 15%. * Experienced in delivering Banking & Finance projects with expertise in Retail & Commercial Banking, Risk & Regulatory, and knowledge of Basel I, II, III. * Proficient in AML modules, including Watch List Filtering, Suspicious Activity Monitoring, CTR, CDD, and EDD. * Developed and maintained sophisticated liquidity forecasting models, optimizing cash management accuracy by 15% and minimizing financial risks. * Collaborated with regulatory compliance teams to ensure adherence to industry regulations and standards, resulting in successful audits and maintaining the company's reputation for sound financial practices. * Assisted in conducting research and analysis on regulatory frameworks, including Basel III and MiFID II. * Implemented security controls, countermeasures, and monitoring tools to mitigate risks and respond to security incidents. * Developed and maintained security policies, standards, and procedures to ensure compliance with regulations and industry best practices. * Collaborated with clients and stakeholders to identify requirements, use cases, and develop functional specifications. * Provided expertise in Maximo relevant to the associated business/functional area. * Testing Mainframe applications for modifications made. * Prepared test data for Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD) based on research and verification. * Created use cases and business models, analyzed Actimize job failures, and resolved issues through deep analysis and support. * Conducted data analysis using SQL queries on SQL databases. * Excellent communication skills for client interaction and engagement with management at various levels.   **May 2012 – March 2014**  **QA Analyst • Mphasis, Pune**   * Collaborated with business and development teams in the Agile lifecycle to assess business and functional requirements. * Analyzed and reviewed business requirements, contributing to the creation of test strategy and estimation. * Created test cases by actively working with Business Analysts. * Provided updates in daily Scrum meetings and status meetings. * Developed test scripts and gathered expected test results. * Performed testing at each stage of the ETL process, including initial load testing, delta load testing, data mart testing, and data reconciliation/validation/acceptance in the warehouse. | | |
|  | EDUCATION |  |
| **MASTER’S DEGREES:**  University of Harrisburg, Pennsylvania, PA  July 2020 – Oct 2022  Project Management  Indiana Tech University, Fort Wayne, IN  Aug 2015 – May 2017  Industrial Engineering Management  **BACHELOR’S DEGREE:**  Jawaharlal Nehru Technological University, Hyderabad, India  June 2008 – May 2012  Aeronautical Engineering | | |