**Jyothi Sunkara**

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**Professional Summary**

Have 15+ years of experience as a **Sr Manager/Business Analyst** in providing IT solutions for Healthcare & BFS verticals. Expert in leveraging technology, research and leading automation projects that make sense in finding solutions by understanding "WHAT" is current process, "WHY" we have current process and "HOW" we can optimize & finetune current process.

**Work Experience**

* Exposed to all phases of development using Methodologies like traditional **Waterfall model and Agile development** methods with various Scrum Teams.
* Experienced in analyzing PBM industry standard **NCPDP D.O Claim testing** for Plan benefit drug utilization Management and formulary analysis.
* Subject Matter Expert in analyzing **Medispan formulary database** files and worked with BRM teams in NDC/GPI drug conversions, Obsolete drug exclusions, MONY and Rx OTC code updates on Generic Brand product tier alignment.
* Expertise in **Claim Adjudication, Member Impact, Health rule payment Claim analysis**, COB claim review member & client pricing analysis.
* Expertise in Finetuning of **DB scripts, Creating Triggers/views**, **Data Optimization, Database Reengineering and Data Reverse engineering** methodologies.
* Worked with multiple cross functional teams in **creating client server API service requests** to in house webservice tools like EzQry, TestBed generator and BB lite services.
* Created business requirements in-lieu with **Jenkins and JSON files to build the ODM rules** development, process to create request and response JSON files from IBM ODM rule engine.
* Skilled in **business and system requirement analyses and functional specifications** with supporting business process flows, Gap Analysis, Risk Analysis, Data Analysis, Cost Benefit analysis.
* Strong experience in **Requirements Management** including requirements elicitation,mapping, documentation, solution assessment and validation, Change Management, Scope Management and communicating requirements across key stakeholders.
* Experience in facilitating in **Joint Application Development (JAD)** sessions and White Board Sessions with end-users, SMEs team, Architects and design group development and QA team for project meetings and walkthroughs.
* Experience in delivering **large client state implementations** for BCBS TN/Carefirst/Centene /Wellmark etc across **Medicaid/MEDD/HIX/Commercial** line of business with standard and custom UM/Formulary templates.
* Extensive experience in System, Functional, Integration, Regression, User acceptance Testing of Web applications and Mainframe’s data.

**Education Details:**

* **Master of Technology** in Information Technology form Karnataka State University, India in year 2011.
* **Bachelor of Technology** in Computers & Information Technology from Jawaharlal Nehru Technological University, India in year 2005.

**Technical Skills**

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| Languages | Java, Java Script, Python, RPG Free Format, RPGLE, CLLE, SQL/400, Cobol/400, DB2/400, MQ Series, Oracle, Java, HTML, PL/SQL |
| Testing and UMLTools | Salesforce, Digital AI Agility, HP Quality Center 11.0, Selenium IDE, Quick Test Pro, Test Director, Rational Requisite Pro, Visio, Rational Rose, Issue Tracker, Visual Studio |
| Database and Database Access Tool | Oracle, DB2, MS-SQL Server, MS-Access, SQL Developer |
| Application/Web Servers | Anaconda, WebLogic, Eclipse, ServiceNow, IBM WebSphere, TWS Scheduler, Control-M Scheduler, Hawkeye, Jira, Rally, VersionOne Agility |
| Version Control | Gitlab, ALDON, Implementer, ClearCase |
| Operating Systems | iSeries, Windows W2K/XP, UNIX (Solaris), IBM Mainframe (ES 9000). |

**Certifications**

* Certified inpracticing **Leading SAFe 6.0** (Scaled Agile)
* Certified Professional as **Certified Scrum Product Owner (CSPO®)**
* Lean **Six Sigma Yellow Belt** Certified Professional.

**Professional Experience**

**CVS Health, Irving TX**

**Senior Manager**  **Oct 2021 – Till Date**

**Project Description: TAS**

Working as a Product Manager for Testing Automation System to automate current manual Query and Claim testing process. TAS will automatically pick these cases for execution. TAS use Mapping and Validation configurations, UM & formulary requirements stored in BBLite Database and BCA.

**Responsibilities:**

* Product Management and Product Ownership: Voice of business to initiate a $10M initiative for bringing pharmacy benefits management processes and products back to internal management. Consulted with Enterprise Pharmacy leadership to define goals, success measures (KPI and OKR), product features for PBM operations.
* Develop user stories in Rally and define acceptance criteria for development team to Plan releases, analyze preferences and refine agile methodology based on results.
* Conducting work sessions with scrum team, stakeholders across the board, including QA, business, and the development team to make sure they understand current manual testing process and have clear business in product objective.
* Understanding and anticipating risks, complexities and managing resources effectively based on needs of development process at each iteration.
* Collaborating with prospective business users for Health Plan and Employer client teams to understand and anticipate their current manual testing process, needs, and translate them into product requirements.
* Providing ODM rule requirements technical specification to IBM ODM developers to author the ODM rules for Mapping and validation services in ODM.
* Conducting sessions with Benefit Automation teams and BRM teams to understand the Client customization and analyzing Request and Response JSON files.
* Coordinating and Partnering with Benefit automation, BBLite DBA, Salesforce, EzQRY & EzTest application teams for access and calling their web services from TAS application to get required JSON files and data files.
* Managing the TAS product road map, maintaining backlog and prioritizing them based on changing requirements, creating, and updating user stories. Overseeing all stages of product creation including design and development.
* Managed about 20 resources from multiple vendor teams worked on developing and testing functionality for the subgroup’s module across different geographical locations.

**CVS Health, Irving TX**

**Senior Manager Feb 2019 – Oct 2021**

**Project Description:** **FMS Migration**

Worked as Senior Manager for Formulary Management System (FMS). FMS will centralize all Formulary and UM lists for business units to access, eliminating discrepancies between publications, adjudication, and Formulary/UM reporting. It will also enhance our rebate research accuracy, improving financials for clients and CVS Health.

**Responsibilities:**

* Lead and managed multiple vendor teams to provide estimates, budget reviews, guidance and support as needed. Ensure projects get completed on time, within budget and meet required quality standards.
* Acted as a primary liaison collaboration between clinical, Information systems departments and stake holders to ensure that business needs are being met.
* Collect requirements and business process information, document them in Business Requirement Document (BRD) post analysis of the business requirements by analyzing the Risks associated and strategies used to assess and mitigate them.
* Created business requirements in-lieu with Jenkins and JSON files to build the ODM rules development, process to create request and response JSON files from IBM ODM rule engine.
* Automated CLAIM compare process to perform Claim compare for processed claims before and after FMS formulary Migration to make sure health rule payments are adjudicating without any impact.
* Simultaneously managed multiple SDLC enhancement projects in Pharmacy Benefit Management System (PBM).
* Skilled in business and system requirement analyses and functional specifications with supporting business process flows, Gap Analysis, Risk Analysis, Data Analysis, Cost Benefit analysis and concept of operations for system utilizing company standards, processes, and procedures.
* Maintained the administration tool to control user access to Agile-PLM client services.
* Develops and maintains requirements traceability matrix document to ensure the project requirements are being implemented.

**CVS Health, Irving TX**

**Sr Business Analyst Feb 2017 – Feb 2019**

**Project Description: OPIOID Implementation Employer/Medicaid/MEDD**

In CVS Health starting 2017 Opioid implementation has been opted for 2000+ client carriers and it get implemented in quarterly releases. In 2018 it has been implemented for Med D clients, this targeting is identical to CMS targeting for Med D clients.

**Responsibilities:**

* Took lead to analyze the plan details and testing of MME strategy for Employer Commercial client’s carriers which are coded in both Traditional and Cross reference plan coding.
* Based on Opioid implementation custom needs created tool to compare and provide analysis report for Opioid UM list vs Opioid Smart Edit List.
* Provided Opioid Support with through analysis & global test review strategy design. This analysis & approach helped both Coding & Testing team to come with quick timelines.
* Provided high level SME review for high priority clients and trained testing/coding team on Custom gap/issue leakage during bulk plan implementations. This helped to identify more issues for Clients like Centene/Care First/BCBS etc. and get them fixed.
* Streamlined process and made required enhancements to perform cert testing from the history claims extracted from Prod and rerun them back in pre-Prod with Prod eligibility.
* Initiated new testing approach which will be helpful for the clients which go through yearly MOB updates and gains client confidence as they see live history claims processed results in Test environment.
* For Centene Client needs designed Clinical Reporting tool to compare Client MFL against CVS Clinical coding. Created Clinical report tool and delivered Clinical reports after every Centene new implementation. This brought Centene false positive issues to ‘0’.

**CVS Health, Irving TX Jul 2013 – Feb 2017**

**Sr Business Analyst**

**Project Description: Clinical/Benefit Testing**

CVS Caremark is a retail pharmacy and pharmacy services businesses accounted for around 25% of the United States total prescription revenues. Develop tools to analyze various customized Query Reports and validate against CVS client plan requirements.

**Responsibilities:**

* Participate in code reviews and code walk through for the stories developed by Client Services scrum team as well as other scrum teams. Once plan benefit Coding completed in RXCLAIM System, work with team to perform Query database (DB) testing by coding SEQUEL/VB scripts.
* Created Query Test strategy, to review coding against client intent. This proved to be an efficient and quicker way to catch the coding issues. Further enhanced and developed “EzQRY++” tool which holds all scripts to pull Plan and Clinical data coded in the RXCLAIM system. This includes creating the Queries, Views and SQL Scripts which can be executed through “EzQRY++”.
* Validating the drug data, accum and drug edits populated as expected or not before release of these plans live on into production. If any differences are identified these will be sent to BME's and upon their review will be fixed. This helps CVS Caremark to increase its revenue and avoid fines on unintended Claim Rejections.

**United Health Jun 2011 – Jul 2013**

**Business Analyst**

**Project Description: UHG OPTUMRx- Fresh Start**

The Rx-Fresh Start then retains the PBM to administer the pharmacy benefit for its members or employees. PBMs do this by automating administrative services, obtaining discounts on drugs (ingredient cost), and managing drug utilization.

**Responsibilities:**

* + Involved in the entire life cycle of the Project includes project initiation, Estimates, Requirements, Design/Analysis, Coding, Unit testing, Deliverables, QA/UAT fixes and Deployment.
  + Adapted the functionality in short span and helped offshore to execute. Gained the confidence of the OPTUM Rx Project Managers and leads.
  + Apart from planning and deliverables, provided Training for new associates in to the project, assuring process adherence, Process improvement activities, Risks tracking and knowledge management activities.
  + Provided facilitation to QA team and UAT team to get their sign-off in on time, along with handling the last phase of requirement changes.

**HSBC US/Canada/Pacific Dec 2009 – Mar 2011**

**Sr Software Engineer**

**Project Description: Intraday Conversion of DD & TD transactions, EMV Chip Enabled Cards.**

HSBC Bank to introduce the EMV chip compliant cards in accordance with Interrace Association’s rules and regulations. All ATMs, debit cards, hardware and software must be EMV chip compliant. To convert Magnetic Stripe cards to EMV Chip cards will be executed in Bankcard offline

**Responsibilities:**

* + Interact with the Onsite team to understand the business requirements.
  + Creating and analyzing functional specs and technical specs.
  + Design, develop and perform unit testing as per business specifications provided/prepared.

**HSBC Asia Pacific Feb 2008 – Dec 2009**

**Software Engineer**

**Project Description: Update ABM to MQ, Institutional Fund Accounting Asia.**

IFAS(Institutional Fund Accounting Asia) is an In-house project of HSBC. Capture the data of various securities and markets from the third parties (Bloomberg, Reuters etc), once the data is captured convert it to CSV format and send to various servers (Datamart,GoldenSrc etc) by MQ Channel.

**Responsibilities:**

* + Involved in creating the display screens and generating reports.
  + Preparation of technical specs as per the requirement.
  + Establishing the MQ Channel in place of ICF file communications.
  + Providing Unit Testing & Regression testing in time to time.