MARY JHANE PINGCAS

**SUMMARY OF SKILLS**

* Business Systems Analyst professional with 10+ years of strong experience in software development within financial, banking and healthcare industries.
* Experienced in all phases of Software Development Life Cycle (SDLC), including Requirement Gathering and Documentation, Use Casing, Functional Specification, Business Case Analysis, Quality Assurance and Testing.
* Extensive knowledge of Object-Oriented Analysis and Design using Unified Modeling Language (UML), Rational Unified Process (RUP), Agile, Waterfall, Requisite Pro, IBM Rational DOORS and MS Visio.
* Experienced in JIRA and Ribbit for keeping track of the stories.
* Knowledge in the ETL (Extract, Transform and Load) with Informatica into a data warehouse/date mart and Business Intelligence (BI) tools like Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence).
* Adept in creating Use cases/User Story, Test Cases, Test Plans, various UML Diagrams like Wireframe Diagrams, Sequence diagrams, Class and Object diagrams, Activity diagrams, collaboration diagrams using MS WORD/VISIO.
* Worked in Financial Services Industry and possesses excellent knowledge in Capital Markets in areas such as Fixed Income, Equities, Risk, Over the Counter (OTC) Derivatives, Electronic Trading Floor Applications, Financial Reporting using Business Objects, SAP BW and Spreadsheets, leading, and managing Business Process Re-engineering.
* Skilled with SQL queries for Data Analysis and Modification.
* Expertise in broad range of technologies, including business process tools such as MS Project, MS Excel, MS Access, MS Visio, technical assessment tools, Micro Strategy Data warehouse, Data Modeling and Design.
* Experienced in interacting with business users and executives to identify information needs, gather Requirements, and authoring Business Requirement Documents (BRD), Use Case Diagrams, Activity Diagrams, Sequence Diagrams using UML modeling.
* Expert in translating business objectives into prioritized Functional Requirements and recommending feasible solutions to business problems.
* Excellence in training and mentoring team members with product knowledge and business processes.
* Outstanding organizational skills including ability to multitask, prioritize, and manage complex issues.
* Experienced in system validation planning and execution. Wrote IQ, OQ, PQ scripts to validate in house and third-party applications
* Extensive experience in business analysis, gap analysis, cost/benefit analysis, risk analysis, testing, development of functional specifications and project planning.

**TOOLS**

**SDLC Methodologies** Waterfall, Agile and Hybrid

**Frameworks** Scrum and Kanban

**Project Management Tools** JIRA, DevOps, Rally, TFS, MS Project, HP ALM

**Engineering Tools** IBM Rational DOORS,Git, Visual Studio,Unit test, HL7, LIMS, Code analysis, Windows, AWS, cloud environment management, MS Office, Master Control, 1EDI Source HQ, EDI VAN/SFTP/AS2 Connection details.

**EXPERIENCE**

**Sr. Business System Analyst**

**PDI Healthcare, Woodcliff Lake, NJ Sept 2021 – Present**

* Communicate with all stakeholders and develop documentation for Business Requirement, Functional Requirement, Use Cases, Technical Specifications.
* Lead requirement analysis and verification, ensuring that requirement statements are complete, consistent, concise, comprehensible, Traceable, feasible, unambiguous and verifiable.
* Analyze Electronic Data Interchange (EDI) specification from all trading partners and develop technical specification to help gather or translate data.
* Data mapping, setting up parameter in EDI map manager based on the EDI requirement as per each trading partner.
* Develop ETL processes and work with the developers for GAP Analysis for the data load.
* Expert in SQL against SQL Server, and DB2 databases using tools like Toad, SQL Programmer and Rapid SQL.
* Collaborate with offshore team in handling daily operations and ensure we don't leave any failures / change tasks unattended, provide necessary training sessions.
* Supporting Incident Management, Problem Management, Change Management & Release Management activities
* Involves full exposure towards Microsoft technologies like SQL, Exchange, and SharePoint.
* Reproduce client scenarios and testing the product behavior in the test lab and work closely with Support Management, Software Engineers and Sustaining Engineering to expedite resolution for client’s issues.
* Monitor and perform quality assurance for EDI and other data related projects.
* Work closely with business associates, development and testing resources and estimate the time required to finish the requirements assigned and report it to the manager.
* Experience in Data Governance Policies, Business Glossary, Data Dictionary, Reference Data, Metadata, Data Lineage, and Data Quality Rules.
* Provided guidance and support to project teams regarding HIPAA requirements, ensuring that systems and processes align with regulatory guidelines.
* Experience in Healthcare/Biomedical/Pharma industry compliance and regulatory standards like HIPAA, HL7, EDI, and FDA.

**Environment:** Agile, Azure DevOps, MS Visio, LIMS (Laboratory Information Management System), UML Diagram, MS Office, 1EDI Source HQ, Microsoft Sequel Server Management Studio, FileZilla, MS Excel, Toad SQL, Visual Studio.

**SMS Global Technologies.**

**Sr. Business Systems Analyst**

**Abbott Point of Care April 2016 – December 2020**

* Participated in system-related tasks such as product definition, system architecture, requirements writing, requirements management, requirements analysis, risk analysis, hazard analysis, product test and evaluation, system V&V, and/or design control documentation.
* Elicited user requirements using interviews, document analysis, requirements workshops, storyboards, site visits, business process descriptions, use cases, scenarios, event lists, business analysis, competitive product analysis, task and workflow analysis, and/or viewpoints.
* Wrote requirements specifications per standard templates, using natural language simply, clearly, unambiguously, and concisely.
* Conducted in-depth analysis of business processes, systems, and workflows to identify areas of non-compliance with HIPAA regulations.
* Collaborated with cross-functional teams, including IT, legal, compliance, and operations, to gather requirements and define strategies for achieving and maintaining HIPAA compliance.
* Decomposed high-level business and user requirements into functional requirements, specified in an appropriate level of detail suitable for use by those who must base their work on the requirements.
* Represented requirements using alternative views such as analysis models (diagrams), prototypes, wireframes or scenarios, where appropriate.
* Led requirements analysis and verification, ensuring that requirement statements were complete, consistent, concise, traceable, feasible, unambiguous, and verifiable, and that they conformed to standards.
* Entered, manipulated, and reported on requirements stored in DOORS.
* Managed changes to requirements baseline through effective application of change control processes and tools.
* Designed and conducted system level characterization/verification of complex systems. Collected, organized, analyzed and documented test results.
* Assisted with the development of the organization's requirements engineering policies, procedures, and tools.
* Promoted and supported the use of internal programs/systems (such as DOORS tool set).
* Followed all EHS rules and procedures. Reported any EHS incidents and/or Near Misses (unsafe acts and conditions) promptly to supervisor.
* Attended all required training and medical surveillance programs. Forwarded any opportunities to improve the EHS program to supervisor.
* Responsible for implementing and maintaining the effectiveness of the Quality System.

**Environment:** IBM Rational DOORS, IBM Rational Synergy, Office 365, MS Office Package, MS Visio 2013 Professional, Master Control, SharePoint, Edit It, SchuyLab LIS, SQL Server Management Studio.

**SMS Global Technologies**

**Business Analyst**

**Philly Investment September 2015 – April 2016**

* Organized and facilitated meetings with the business and technical team to gather requirements and prioritized them based on the business needs.
* Prepared backlog for the future projects and complete analysis on the stories that should be include in the backlog.
* Captured requirements from the offshore modeler and posted it to the JIRA and prioritized those based of the business needs.
* Prepared System Requirement Analysis (SRA) and Functional Specification Document (FSD) with different diagrams using MS Visio 2010.
* Prepared and updated Business Requirement Document (BRD) for two separate projects and prioritized them based on the technical complexity.
* Created, updated, and assigned stories using JIRA and kept a track of the stories to finish it before end of the sprint.
* Worked with the Project Manager and Technical leads to prepare plan document and presentation for 2016.
* Created and maintained stories in three different platforms; Excel, JIRA and using Ribbit Site.
* Did QA for each of the drivers that was created for the WI WIDE MRD for three different Models (Large Market, Mid-Market and Emerging Market).
* Took notes from the meetings and sent it to everyone with decision, discussion and action items that had been covered in the meeting.
* Involved with three different projects and uploaded documents for each project to SharePoint to made sure all the documents were updated and available for future use.

**Environment:** Agile, JIRA, Ribbit, Visio, UML Diagram, MS Office, GreenPlum, and PgAdmin III, SQL 2012.

**SMS Global Technologies**

**Business Systems Analyst**

**TD Bank. January 2014 – August 2015**

* Interacted with stakeholders by interviewing them, by preparing questionnaire and getting feedback.
* Communicated Project Requirements, Business Issues, Solution and made recommendation.
* Prepared System Requirement Analysis (SRA) with the conceptual process flow.
* Developed different types of diagrams like process flow diagrams, data flow diagrams, and business workflows.
* Responsible for defining the scope of the project, gathering business requirements, doing GAP Analysis, and documenting them textually or within models.
* Analyzed the SQL query, identified the source tables and divided them into different subject areas.
* Analyzed and documented Business Requirements and detailed design of the software for full understanding of the business.
* Supported the assigned Project Manager with creating detailed project plans and assisting in developing, scheduling, and tracking project timelines.
* Identified KPI aligning with business rules and assign scores to the relevant KPI to compare with the model outcome.
* Created existing process flow and conceptual process flow based on the requirement of the MDM process.
* Created Use Case using UML tools and Process Analysis tool such as Fishbone Diagram and Business Process Flow Chart using MS Visio.
* Created Use Case Scenarios and documented workflow and business process.
* Prepared the UML Use Cases using Rational Rose.
* Used MS Visio for flow charting, process model and architectural design of the application.
* Conducted JAD sessions to allow different Stakeholders to communicate their perspectives with each other, resolved any issues and came to an agreement quickly.

**Environment:** Agile, JIRA, Rational Requisite Pro, Rational Rose, Ribbit, MS Visio, SQL 2008, UML Diagrams, HPQC, MS Office Suite.

**SMS Global Technologies.**

**Business Analyst**

**Department of Health and Human Services February 2012 – December 2013**

* Performed Requirement Gathering & analysis by actively soliciting, analyzing, and negotiating customer requirements and prepared the requirements specification document for the application using MS Word.
* Performed testing for Medicare, Medicaid, and X-Over claims for Medicaid Management Information System (MMIS).
* Managed Electronic Document Management System (EDMS) for automating and Regulatory document repositories for submissions to the FDA.
* Identified, analyzed, and resolved problems related to the existing system configuration.
* Designed and developed project document templates based on SDLC methodology.
* Conducted Business Requirements meets to identify and document business requirements. Performed analysis on project scope parameters (GAP Analysis, Cost /Benefit, etc.).
* Interacted with the Development team to help write technical specifications to describe Functional Requirement Documents (FRD), Business Requirement Documents (BRD), design specifications and module specifications.
* Prepared Data Flow Diagrams using MS Visio for better clarity, ensured documented process and flows using Visio.
* Analyzed application requirements with UML process modeling (Rational Rose) and documented Dialogue application. Used Agile/Scrum Development methodology throughout Project Life Cycle.

**Environment:** MS Office Suite, Waterfall, SQL, Windows XP, Quality Center, Win Runner, Business Objects, MS Visio, Rational Clear Quest, Rational Clear Case.

**Education Summary**

-Hult International Business School Boston, Massachusetts

Master of International Marketing/ September 2021 - May 2022

Master of Business Administration (MBA)/ September 2020 - August 2021,

-Master of Science in Management, June 2016 - August 2018, Pasig City, Philippines

-University of the East

Bachelor of Laws / August 2005

Bachelor in Legal Management / April 2002 Metro Manila, Philippines