**Mounica**

Mail: mounicaba9@gmail.com

**PROFESSIONAL SUMMARY:**

* Accomplished Techno Functional Business Analyst with over 10 years of experience in the insurance policy domain, specializing in Commercial Property & Casualty insurance.
* Proven expertise in business analysis, system integration, and policy administration solutions, including Guidewire and DuckCreek.
* Adept at translating business requirements into technical specifications, leading cross-functional teams, and driving process improvements to enhance operational efficiency.
* Design and review of various documents including the Software Requirement Specifications (SRS), Business requirements document (BRD), Use Case Specifications, Functional Specifications (FSD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM) and test Cases.
* Outstanding performance management skills that support strategic planning, goal-setting, reinforce accountability, improve decision-making, and enhance customer service.
* Experience in conducting ‘Joint Application Development (JAD) sessions for requirements gathering, analysis, design and Rapid Application Development (RAD)
* Experience in writing SQL Queries for Databases such as Teradata, Oracle, and MySQL.
* Preparing graphical depictions of use cases including state diagrams, activity diagrams, sequence diagrams and use case diagrams
* Developing functional specifications for business process refinement and automation, data modeling, system Architecture, conducting feasibility studies, scope
* Proficient in customizing already existing business practices, workflows, activities and deliverables
* Develop User interfaces and requirements sessions
* Providing traceability across the project by analysis and review of project elements involved in traceability including testing artifacts, end-user support documentation and training materials
* Extensive Documentation Skills for use in Standardization of Testing and Programming Procedures and Guidelines
* Extensive experience to analyze and document business requirements and system functional specifications including Microsoft Visio.
* Strong Knowledge of UML, RUP, Rational Suite including Rational Rose, Requisite Pro.
* Assisted QA team in developing Test Scripts, Test Cases and Test Plans for the User Acceptance testing (UAT)
* A seasoned professional with planning, execution, monitoring and resource balancing skills and with the ability to support multiple projects
* Excellent Analytical skills to understand the business process and Functionality, Requirements and to translate them to system requirement specifications.
* Good analytical, communication, problem solving, decision making, presentation and organization skills

**TECHNICAL SKILLS:**

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| **Operating Systems** | Windows and Unix |
| **Business Requirement management tools** | MS Office Sites (Excel, Word, Publisher, Outlook, PowerPoint,  One Note) |
| **Domain** | Reinsurance, Insurance, Private Equity, Banking and Healthcare. |
| **Languages** | HTML, Java, XML and SQL |
| **Database** | Oracle, MS SQL Server, MS Access, Windows 98/00/XP |
| **Content Management** | MS – Share Point |
| **Testing Tools** | HP ALM, HP Quality Center, JIRA, Test Director, Clear Quest |
| **Other Tools** | Rational Clear Quest, Rational Clear Case, Mercury Quality Center, PL-SQL, Tableau, UML (Use case diagram, Context diagram, Activity diagram) |
| **Methodology** | Agile Agile/Scrum, Waterfall, Rational Unified Process (RUP) |
| **Documentation Tools** | JIRA, MS Office Suite – Word, Excel, PowerPoint; SVN |
| **Requirement Management Tools** | Rational Requisite Pro, MS-Visio, Enterprise Architect |

**WORK EXPERIENCE:**

**Client: Costco - Seattle, WA Sept 2022 – Present**

**Role: Sr. Business Analyst**

**Responsibilities:**

* Lead business analysis initiatives in the Commercial Property & Casualty insurance sector, ensuring alignment with industry standards and best practices.
* Collaborate with stakeholders to gather and document business requirements, facilitating consensus and final approval.
* Conduct data analysis to assess the performance of deployed solutions, recommending enhancements to maximize efficiencies and support change management.
* Provide production support by triaging issues, documenting workarounds, and collaborating with IT for escalations as needed.
* Mentor junior business analysts, fostering best practices across projects and business lines.
* SAP Variant creation, analyzing the SAP tables and data.
* Led the migration project from AS400 to Dynamics 365, ensuring a seamless transition and minimizing downtime.
* Converted various SQL statements into stored procedures thereby reducing the Number of database accesses.
* Experience working with Microsoft SQL Server Management Studio to analyze the tables and raw data.
* Investigated, researched, analyzed, and assessed risks in procedures, processes, and proposed business changes.
* Performed additional tasks as assigned, to improve the effective administration.
* Worked closely with the source system providers for Customer Reference Data and the data modeler to brainstorm the data model and build mapping logic.
* Facilitated change management processes to ensure smooth transitions and user acceptance during the migration from AS400 to Dynamics 365.
* Created Action Item, Issue Log, Risk Log, Decision Log and documented risks and issues with its priority and assigned them to right person
* Implemented Dynamics 365 ERP to optimize financial, manufacturing, and supply chain processes, increasing operational efficiency and accuracy.
* Created data visualizations and reports using Tableau and SQL Server Reporting Services (SSRS) to support decision-making and performance analysis.
* Conducted GAP analysis and designed visual data flow diagrams to identify process inefficiencies and propose improvements.Analyzed current manufacturing processes and identified areas for improvement through D365 capabilities, resulting in optimized workflows and reduced operational costs.
* Developed and maintained detailed documentation for D365 configurations, customizations, and workflows, ensuring clear communication and reference for future enhancements.
* Managed the implementation of Advanced Warehouse Management in D365, improving inventory accuracy and enhancing warehouse operations.
* Developed and executed data migration plans, ensuring data integrity and accuracy during the transition from AS400 to Dynamics 365.
* Tested migration data in a test instance of development schema (Test Plans, Project Guidelines) for a migration conversion of two instances.
* Good knowledge on APIs and ability to read through JSON responses and API integration.
* Grooming sessions, daily scrums, product demos, sprint reviews and sprint retrospectives.
* Facilitated requirement walk through session involving Clients, developers and business support group.
* Assisted Team in organizing team meetings, avoiding conflicts and maintaining the project schedule by requesting the forecasted timeline from all team members each month.
* Collaborated with Front Office team for suspicious activity reports.

**Environment:** SAP/Salesforce, SQL Server, JAD Sessions, Azure Devops, UAT, T-SQL, Agile SLDC, Scrum, JSON, Sprint Reviews, Sprint Retrospectives.

**Client: Fidelity Investments - Westlake, TX Jan 2021 – Aug 2022**

**Role: Business Analyst**

**Responsibilities**:

* Integrated BPMN 2.0 models with workflow automation tools like Camunda, Bizagi, or IBM BPM, enhancing process efficiency and automation.
* Facilitated /interviews with clients and development team for requirement gathering.
* Led JAD sessions with clients and development team to analyze and validate requirement.
* Moderated project status meetings and provide regular updates to Senior Management and Stakeholders
* Completed Business/Functional Requirements Documents BRD and obtaining approval from key stakeholders
* Performed data modeling and validation
* Completed User Acceptance Test UAT plans, perform and coordinate UAT tasks
* Obtained approvals for requirements documents, test plans and test results from the business owners and stakeholders
* Maintained project issues lists
* Participated in process review and enhancements
* Coordinated in development of several worksheets, dashboards and stories.
* Raised change request to promote tested and finished dashboards from development to UAT environment.
* Documented all regulatory required documentation and gates to ensure project meets the financial industry standards.
* Designed and developed use cases and sequence diagrams using MS Visio.
* Assisted IT Delivery team with source to target mapping for metrics reports, validating SQL queries and its outputs.
* Collaborated with cross-functional teams to ensure Payments Hub solutions meet business needs and regulatory requirements.
* Created user stories and use cases to support Payments Hub development and configuration efforts.
* Interacted with the technical team in resolving the bugs and other technical issues.
* Participated and provided feedback on the design, development, deployment and support of the dashboards in Asset Management reporting.

**Environment**: MS Excel, MS Visio, Oracle, TOAD, Windows, HP QC, Balsamic, MS SharePoint.

**Client: State of NY June 2018 – Dec 2020**

**Role: Business Analyst**

**Responsibilities**

* Performed GAP analysis to assist Product Owner and Project Manager in planning the transition.
* Facilitated JAD sessions as Facilitator and conducted interviews with various Subject Matter Experts (SMEs) and stakeholders, process reviews and policy & procedure reviews to elicit requirements.
* Interacted with stakeholders to Identify business needs and evaluated business solutions.
* Worked closely with Project Manager for any change request and helped SMEs to do Impact Analysis. Designed and developed all Use Cases, Activity diagrams and UML models using tools such as MS Visio.
* Reviewed the data model and reporting requirements for Cognos Reports with the Data warehouse/ETL and Reporting team.
* Lead Business Intelligence reports development efforts by working closely with Microstrategy, Teradata, and ETL teams.
* Been a part of Architecture and modeling team and have used SOA (Service Oriented Architecture).
* Worked with SQL queries using MS Access for data manipulations.
* Substantial report development experience utilizing SQL Server Reporting Services (SSRS), Cognos Impromptu, and Microsoft Excel.
* Prepared Business Requirement Document (BRD) and assisted in the preparation of System Requirement Specification (SRS).
* Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.
* Assisting in the preparation of summaries of reports on cash inflow and outflow as well as cash flow analysis
* Developed Conceptual and Logical ER diagrams for the database.
* Created Data Dictionary for the data models. Identified Source systems for financial data profiling of the legacy system to be moved into target systems.
* Performed Data Mining to find correlation and pattern in existing data and constructed SQL queries.
* Assisted individual data marts to address areas of business interest in the implementation of Integrated Data Warehouse. Used ETL to map data, assemble data repository and created data marts.
* Developed and maintained strong knowledge of insurance principles and practices, focusing on policy data accuracy and compliance.
* Engaged in configuration and customization of policy administration systems, including Guidewire and DuckCreek, to meet client specifications with minimal oversight.
* Facilitated review sessions for business and functional requirements, ensuring stakeholder engagement and approval.
* Investigated configuration-related issues during the testing phase, accurately documenting defects and coordinating resolutions with technical teams.
* Defined system integration specifications to ensure seamless interoperability with other platforms.
* Strong knowledge in ETL tool, Informatica Power Center for Data Normalization (1NF, 2NF), Data Indexing & mapping using and Informatica Data Quality for Data Profiling and Data Integrity using Informatica DQ.
* Involved in using Tableau for effective visual representation of Business Intelligence (BI) to facilitate expenditure tracking using various parameters critical to decision making.
* Managed and tracked requirements using HP ALM through Application Life-Cycle.
* Conducted User Acceptance Testing (UAT), Manual Testing using Test Lab in HP Quality Center (HP QC) and assisted automation testers with system testing, integration testing and Regression testing.
* Analyzed, modified and validated these documents from the requirements gathered.

**Environment**: Waterfall, SDLC, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), Tableau 9.0, MS Visio 2013, MS Project 2013, HP QC, HP ALM, Oracle DB, Informatica Power Center, Informatica Data Quality.

**Client: United Healthcare - Horsham PA Oct 2016 – May 2018**

**Business Analyst**

**Responsibilities**

* Worked extensively with SMEs in understanding and documenting their requirements.
* Assessed scope and impact of business needs throughout analysis and completion of all enhancement specifications using detailed knowledge of application features and functions.
* Conducted workflow, process diagram and Gap Analysis to derive requirements for existing systems enhancements.
* Involved in creating Software Requirement Specifications (SRS) / Functional Specification Documents (FSD).
* Participated in design review meetings and translated the requirements to the developers and guided the team when issues related to business requirements arose.
* Served as a liaison between the internal and external business community (Claims, Billing, Membership, Capitation, Customer service, membership management, provider management, advanced Healthcare management, provider agreement management) and the project team.
* Involved in impact analysis of HIPAA 5010 835 and 837P transaction sets on different systems as well as for ICD 9 to ICD 10.
* Involved in forward mapping from ICD 9 to ICD10 and backward mapping from ICD10 to ICD9 using GEMs and incorporated that into a Translator Tool.
* Involved in Facets Output generation, Interface development and Facets Migration Projects.
* Translated high level business / data requirements into Process, Workflow, and Data Flow Diagrams using MS Visio towards facilitating clear understanding of the business process
* Designed and developed Use Case Diagrams, Activity Diagrams, Sequence Diagrams, Class Diagrams and web page mock-ups using MS Visio.
* Worked with Medicare and Medicaid operational management to monitor, trend and report on operational metrics such as timeliness, workload, and staff trending, customer satisfaction, and other key measures to facilitate performance excellence.
* Responsible for architecting integrated HIPAA, Medicare solutions, Facets.
* Analyzed user problems, including automated and manual business processes and identified, researched, investigated, defined and documented business processes.
* Developed SQL Queries to fetch complex data from different tables in remote databases using joins, database links and formatted the results into reports.
* Worked on functionality testing, tracking the defects, preparing the defect reports using HP Quality Center.
* Interacted with client to present future functionality of the application and gathered information from them to understand their need and send this information to test manager.
* Worked closely with the application development team, design team and testing team to resolve technical issues and interacted with them to ensure overall quality of the software.
* Involved in publishing of various kinds of live, interactive data visualizations, dashboards, reports and workbooks from Tableau.

**Environment**: Microsoft Office (MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access), Waterfall, MS Project, SQL, MS Excel. Quality Center

**Company: HCL, India May 2013 – March 2016**

**Role: Business Analyst**

**Responsibilities:**

* Work with Project manager and test lead to ensure the project plan and test scripts/ cases are updated and well reflected current project status.
* Documented business and technical requirements gathering for the development of MDM, Data Warehousing and Reporting implementation roadmaps
* Worked in conjunction with Business users and Project Manager in identifying, understanding, documenting, and analyzing their underwriting manuals and guidelines to support new system design.
* Gathered requirements, analyzed credit card processing life cycle workflow and documented Statement of Work, Functional specifications and user requirements specifications
* Traced Requirements to High Level Design, Test Cases and Product Requirements
* Performed requirement analysis and delivered final requirement documents.
* Functioned as the liaison between business community and project team.
* Worked with PM to decide on project approach as well as project plan.
* Developed front-end functional specification documents based on reporting requirements.
* Worked with technical architect to deliver the functional design specification documents.
* Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams using UML.
* Facilitated JAD sessions with projects stakeholders such as end users, QA analysts, and project management team, identifying and resolving issues.
* Coordinated in developing Test Plan and Test Case; conducting User Acceptance Testing (UAT), Function Testing, Performance Testing and System Testing with QA team.
* Developed test scenarios and implemented test plan. Provided key input in working with users in defining project and system requirements.

**Environment**: RUP, UML, Rational Requisite Pro, MS Project, MS Office, SQL