**Priyal Garg**

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**Professional Summary**

* **Senior Business Analyst with 10+ years** of experience in Product developmentand Roadmap implementations. Experience implementing projects in Health care, Pharmacy, Life science& Agricultural insurance domains. Have led several digital transformation initiatives.
* Experience in implementing digital transformation projects using API’s.
* Certified Scrum Product owner and certified Scrum master SAFe 6.0
* Pro-efficient in Requirement Elicitation/Gathering, Requirement analysis in terms of AS-IS, To-Be documentation, Solution design, requirements management (Backlog creation, Refinement, Prioritization), Test case review and validate the solution.
* Experienced in EDI mapping, specifically mapping HIPAA claims status codes to HCPCS codes for Claims query response.
* Skilled in facilitating Joint Requirement Planning (JRP) sessions and Joint Application Development (JAD) sessions with SME committees, business groups, senior management, and IT groups in the Healthcare sector.
* Thorough understanding and experience in the system development life cycle (SDLC), involved in all phases of development, including requirements gathering, business case development, and defining strategic solutions for business needs.
* Extensive experience in documenting Business Specifications Document (BRD), Use Case Specifications, Functional Specifications documents (System Requirement, Systems Design Specification SDS, Systems Requirements Specification SRS), Workflows, and Unified Modeling Language (UML) diagrams.
* Proficient in creating Use Case diagrams, Sequence Diagrams, Activity Diagrams, and other UML-based diagrams using MS Visio, Enterprise Architect, and Rational Rose.
* Knowledgeable in Client-server Architecture and Application Servers within the Healthcare context. Experienced in FACETS, ICD 9-ICD 10 conversion.
* Experience with Health Management Electronic Health Records (EHR) and experience with HL7 standards.
* Excellent knowledge of HIPPA transaction codes such as 270/271(Inquire/Response Health Care Benefits), 276/277 (Claim Status), 835, 837 (HealthCare Claim), 834 (Benefit Enrollment)
* Very good knowledge on Electronic Data Interchange (EDI) files and application integration.
* Creating Screen Mockups, Wireframes and conducting GAP analysis, Impact analysis.
* Expertise and hands on experience in Scaled Agile, Scrum and KANBAN methodologies.
* Experience working modern agile frameworks like DevOps, Test Driven Development, and Safe5.1.
* Experience working in a complex integration system used web services & micro services through XML and JASON using REST, SOAP& Postman API.
* Used JIRA & Rally tool extensively to document user stories.
* Developed Requirement Traceability Matrix (RTM) in HP ALM and QTEST applications respectively.
* Proficient in writing Advanced SQL Queries and in data verification and debugging the business code.
* Good knowledge in Power BI Embedded functionality to embed Power BI reports into their own

Web apps.

# TECHNICAL TOOL-KIT

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| --- | --- | --- |
| **Project Management** |  | JIRA, Confluence, SharePoint, MS Project, Azure DevOps, Rally |
| **Design Tools** |  | MS Visio, Azure cloud, Figma, Balsamiq |
| **Programming** | | SQL & Advance SQL |
| **Cloud service** | | Microsoft Azure cloud, Amazon web services |
| **Operating Systems** | | Windows7, Windows 8 & 10, Mac OS x, Linux |
| **Certifications** | | SAFe Certified Scrum master, SAFe POPM 6.0, Design thinking professional. |

# PROFESSIONAL EXPERIENCE:

**Majesco Inc, (ProAG) Maple Grove, MN June 2022 - Till date**

**Role: Senior Business Analyst**

**Responsibilities:**

* Gathering business requirements and documenting functional requirements through JAD sessions, workshops, and user interviews with the business stakeholders, business process owners, and subject matter experts (SME’s).
* Collaborated with Product owners for business requirements and translated to system requirements.
* Participated in Discovery sessions, studying existing process documentation and system, Conducting JAD sessions.
* Worked as a liaison between the Business and Technical team, collaborating with PO for solution design & writing user stories.
* Documented Use case diagram and context diagrams using Visio.
* Helped the team in Backlog refinement and Story pointing in BLR meetings and Sprint planning sessions.
* Assisted team in Functional testing and UAT by reviewing and approving the test scripts written by testers.
* Developing a Data flow diagram and Data mapping document for the Architects helping in data modeling.
* Developing UI design (Wireframes & UI Mockup) and solution design documents.
* Identified & documented Features & user stories in JIRA.
* Conducted GAP analysis and requirement reviews.
* Contributed to Developing Vision document along with Product owner and Business Process managers/SMEs.
* Writing complex SQL queries using advanced SQL for data analysis/Validation and verification.
* Experience working as a Scrum Master and performing velocity, burn-down, story point estimating, sprint planning, product backlogs and retrospectives in very fast paced development environment and rapidly changing requirements.
* Facilitating all the Scrum events like iteration planning, Daily stand up, Retros, and Demo events for the team.
* Worked on Service Now /Incidents tickets, conducted root cause analysis, and provided the Break fix solution to business.
* Identified areas improvement in the system and implemented in the product to solve user problems.
* Created and maintained issue logs, meeting minutes, meeting schedules, project summaries and updates.

**Environment:** MS Project, MS Visio, Windows 10 Server, MS Office Suite, SQL, Azure DevOps, REST API,

Postman API, iFrame, APIGEE, C#.Net, Microservices

**CVS Health, Phoenix, AZ Jan 2021 - May 2022**

**Role: Senior Business Analyst**

**Responsibilities:**

* Prepared the Functional Specification Document (FSD) and Software Requirement Specifications (SRS) specific to healthcare projects.
* Conducted Joint Application Development (JAD) Sessions with stakeholders and developers to gain a comprehensive understanding of healthcare projects.
* Conducted interviews with key healthcare stakeholders to analyze existing data and gather healthcare-specific requirements.
* Monitored healthcare project planning and management, documenting and maintaining plans, managing issue logs, and developing Project Plans and Work Breakdown Structures using MS Project.
* Worked with the complete SDLC in the context of healthcare, eliciting, analyzing, and defining healthcare-specific requirements.
* Worked on the improvement of the Claims Reimbursement User Interface in the healthcare domain, incorporating changes as per HIPAA 4010/5010 guidelines using gap analysis.
* Developed flowcharts and process diagrams specific to healthcare using MS Visio.
* Wrote SQL scripts for creating performance evaluation reports related to healthcare data. Gathering business requirements and documenting functional requirements through JAD sessions, workshops, and user interviews with the business stakeholders, business process owners, and subject matter experts (SME’s).
* Participated in Discovery sessions, studying existing process documentation and system, Conducting JAD sessions.
* Worked as a liaison between the Business and Technical team, collaborating with PO for solution design & writing user stories.
* Developing a Data flow diagram and Data mapping document for the Architects helping in data modeling.
* Developing UI design (Wireframes & UI Mockup’s) and solution design documents

**Environment:** MS Project, MS Visio, Windows 10 Server, MS Office Suite, SQL, QNXT FACETS, JIRA, Remedy, Service Now, ETL, REST API, data lakes.

**Aetna, Phoenix, AZ Jan 2020 - Dec 2020**

**Role: Scrum Master / Business Analyst**

**Responsibilities:**

* Working with the product owner to manage and prioritize the backlog and to ensure there are sufficient stories for the upcoming sprint.
* Coordinating and facilitating release planning, iteration planning, iteration backlog refinement, Team sync, iteration reviews and iteration retrospectives and keeping external distractions to a minimum.
* Gathered requirements from stakeholders and translated them into actionable dashboard designs and report layouts.
* Conducted data analysis using SQL to extract, transform, and prepare data for visualization in Power BI. 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 with Team Foundation Server (TFS) to manage project backlogs, track work items, and version control software artifacts for healthcare software development projects.
* Gathered and documented business requirements from stakeholders and translated them into user stories and acceptance criteria.
* Conducted User Acceptance Testing (UAT) in the healthcare domain, documented and reported user feedback to the healthcare management team, and developed training materials for different healthcare end users. Assisted in user training for new healthcare systems.
* Utilized Power Query in Power BI to Pivot and Un-pivot the data model for data cleansing and data massaging.
* Participated in the Quality Assurance (QA) effort for configuration work performed by other analysts within the healthcare domain.
* Worked collaboratively with technical staff in the development of system solutions related to healthcare. Implemented the principles of the Scaled Agile Framework (SAFe), ensuring agile methodologies are followed.
* Facilitated workshops and user interviews with the business stakeholders, business process owners, and subject matter experts (SME’s).
* Worked as a liaison between the Business and Technical team, work with PO for writing user stories.
* Validated the system enhancements by performing Functional testing through data staging, Test design and Test execution. Also participated in regression testing activities.
* Developing a Data flow diagram and Data mapping document for the Architects helping in data modeling.
* Experience working as a Scrum Master and performing velocity, burn-down, story point estimating, and sprint planning product backlogs and retrospectives in very fast paced development environment and rapidly changing requirements.

**Environment:** MS Project, MS Visio, MS Office Suite, SQL, QNXT FACETS, JIRA, Remedy, Service Now

**Humana Inc. Louisville KY** **Jan 2019 – Dec 2019**

**Role: Business Analyst**

**Responsibilities:**

* Participated in Discovery sessions, studying existing process documentation and system, JAD sessions.
* Contributed in Developing Vision document along with Product owner and Business Process managers/SMEs for RTM project and Rx Change feature.
* Helped the team in Backlog refinement and Story pointing in BLR meetings and Sprint planning sessions.
* Analyzed the system requirements like Server capacity, storage, and Security and Logging of MVQ application on premise to port the application to Azure cloud.
* Identified and documented user stories for MVQ Application along with technical architect for Cloud migration and portability into Microsoft Azure.
* Helped the team implement CI/CD for automation testing and deployment using VSTS Azure ADO.
* Writing complex SQL queries for data analysis/Validation and verification

**Environment**: MS Project, MS Visio, MS Office Suite, Angular 6.0, Azure DevOps, Azure cloud, QTest.

**Aetna, Hartford CT Jan 2018 – Dec 2018**

**Role: Scrum Master/ Business Analyst**

**Responsibilities**:

* Worked on a high-performing Software Development/Testing Team through all phases of application development.
* Responsible for creating and documenting Business Requirements, Functional and Non-Functional requirements, System Specifications, etc.
* Eliciting & consolidating business requirements from business owners, through Joint Application Developments (JAD) & Walkthrough, Interviews, Workshops and Rapid Application Development (RAD).
* Preparing Software Requirement Specifications (SRS), Business Requirements Document (BRD), Use Cases, Functional Specifications (FSD), Requirement Traceability Matrix (RTM).
* Performed Automation testing using Selenium framework to validate the system functionality.

**Environment:** MS Project, MS Visio, Windows 2008 Server, Selenium, SQL, **AWS EC2**, JIRA, Jenkins

**Capgemini, India July 2014 – Dec 2017**

**Role: Business Analyst**

**Responsibilities**:

* Gathered Analyzed, Validated, and Managed and documented the stated Requirements. Interacted with users for verifying requirements, managing change control process, updating existing documentation.
* Involved in converting the user requirements into business requirements, logical specifications, technical requirements and created business process models from the requirement specs
* Performed Gap Analysis of the “As-Is” and “To-Be" process within the organization to analyze and fill the existing gaps in the business processes and participated in business processes.
* Involved in conducting UAT sessions to gain confidence and approval of the end users.
* Co-ordinate with developers, testers, business managers, and clients to implement the requirements and incorporated the changes as per client needs for regulatory purposes.

**Environment:** Windows2008 Server, MS-Office 2013, MS SharePoint 2013, Agile, Finacle, MS SQL Server.

**EDUCATIONAL QUALIFICATION:**

* Bachelor’s degree, India May 2014

# Certifications:

* Certified SAFe Scrum Master

https://www.youracclaim.com/badges/af4aeff7-9d8b-4dab-b436-4d7cf56654b4

* Certified Scrum Product Owner from Scrum Alliance

<https://certification.scrumalliance.org/accounts/1082571-priyal-garg/certifications/1233485-cspo>

* Design thinking certification from IBMI Institute, Berlin.