**Pushpinder Bharti**

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**847-790-4396  
Sr Business Analyst**

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|  | * Sr. Business Analyst with **10+** years of experience working in Pharmaceuticals, Property and Casualty Insurance, and ecommerce platforms. Expertise with enterprise systems, customer facing applications, business intelligence tools, data migration, etc. I have demonstrated experience in requirements gathering and analysis, identifying epics, creating user Stories, data mapping, testing and collaborating with business and IT teams for Agile implementation and Change Management.   **PROFESSIONAL SUMMARY** |

* Expert in requirement elicitation through **JAD (Joint Application Development)** sessions, **Q&A sessions**, surveys, etc. Excellent in collaborating with clients, demonstrated ability to facilitate discussions and have a strong desire to influence and meet commitments to lead and excel in project deliverables.
* Proficient in implementing and managing **Customer Relationship Management (CRM)** systems, driving improvements in customer engagement and retention strategies. Knowledge on Workers compensation
* Proficient in **Salesforce** application development, customization, and integration, leveraging the platform's capabilities to enhance business processes and drive growth.
* Experience with writing, analyzing, and designing various documents including Software Requirement Specifications **(SRS)**, Business requirements document **(BRD)**, Use Case Specifications, Functional Specifications (FSD), Systems Design Specification **(SDS)**, Requirement Traceability Matrix **(RTM),UML** diagrams, activity diagrams, ETL documentation and testing documentation.
* Combined experience of over 10+ years in different domains including **Pharmaceutical, Warranty, Property and Casualty Insurance** (Commercial Lines and Personal Lines), **Financial Services** (Commercial Loans), **E-Commerce, Organizational change Management**, **Project Management** and **Digital Marketing**.
* In-depth knowledge of end-to-end policy and claims life-cycle, extended warranty products, risk and underwriting processes, and database.
* Excellent in UML Modeling, design of Use Cases, Flowcharts, Business Process Models and Workflow diagrams and experience with presentation, initiator for conducting sessions across functional teams.
* In-depth knowledge of SDLC methodologies like Waterfall, Rational Unified Process (**RUP**), **Agile/SCRUM**. Proficient in Agile solution delivery in collaborative environments, and facilitating SCRUM ceremonies including standups, scrum of scrum, grooming and retrospective.
* Strong **Organizational skills, Analytics skills ,presentation skills, Business consulting, Team Player** with leadership qualities.
* Strong experience in leading **Business requirements workshops** and conducting **CRP** sessions.
* In-depth knowledge of **XML** and **Json** and processing tools.

**TOOLS AND SOFTWARE**

JIRA, Confluence, Microsoft Project, Salesforce, MS Word, Excel, Visio, LucidChart, SSMS, SSIS, Microsoft Dynamics 365 CRM, Informatica, Informatica Design Center, Teradata, XML, Json, Guidewire Insurance Suite, SQL, SharePoint, Qlik Sense, SQL, Sievo, Excel ,PowerPoint, share drive, SharePoint, SAP. Active Directory, Provalido, ServiceNow, Datalab

**PROFESSIONAL EXPERIENCE**

**Client**: **HCSC – ITPN Aurora, Illinois**  **Oct2023-Tillnow**

**Role: Sr. Business Analyst**

**Responsibilities**

* Worked as a functional Business Analyst in the Claims domain: Collaborated closely with stakeholders in the Claims department to understand their specific business needs and challenges. Conducted in-depth analysis of existing claims processes, identifying areas for improvement and optimization. Acted as a liaison between business users and technical teams, ensuring clear communication and understanding of requirements. Developed comprehensive user stories and acceptance criteria tailored to the unique needs of the Claims domain, with a focus on improving efficiency and accuracy. Conducted user acceptance testing (UAT) to validate that implemented solutions met the business requirements and provided tangible benefits to the Claims department.
* Contributed to the enhancement and modernization of claims processing workflows: Played a key role to EMCNET2 system migration to MuleSoft, aligning with the Future State Architecture: Collaborated with architects and developers to design and implement scalable and efficient claims processing workflows within the SCP Hub platform. Conducted thorough analysis of existing claims processing workflows and systems, identifying pain points and opportunities for enhancement. Participated in the design and implementation of new features and functionalities aimed at streamlining claims processing, reducing turnaround times, and improving accuracy. Provided subject matter expertise on claims processing best practices, regulations, and industry standards, ensuring compliance and alignment with organizational goals.

* Ensured alignment with regulatory requirements and industry standards: Stayed abreast of regulatory changes and industry trends in the healthcare insurance domain, particularly related to claims processing. Collaborated with compliance and legal teams to ensure that implemented solutions adhered to relevant regulations, such as HIPAA. Conducted impact assessments to evaluate the implications of regulatory changes on claims processing workflows and systems.
* Facilitated knowledge transfer and training sessions: Conducted knowledge transfer sessions to educate team members and stakeholders on new claims processing workflows and systems. Developed training materials and documentation to support the onboarding of new team members and end-users. Provided ongoing support and guidance to business users during the transition to new claims processing systems, ensuring minimal disruption to operations. Solicited feedback from end-users and stakeholders to continuously improve claims processing workflows and systems based on real-world usage and experiences.
* Addressed architectural concerns and constraints: Collaborated with architects and technical teams to address architectural concerns and constraints related to the migration of EMCNET2 to Mulesoft. Identified and mitigated risks associated with legacy systems and infrastructure, ensuring a smooth transition to the new claims processing platform. Participated in architectural reviews and discussions to ensure that proposed solutions aligned with organizational goals and technical standards. Developed strategies to remediate technical debt and improve scalability, reliability, and performance of claims processing systems.
* Managed dependencies with SCP Expansion Project and SCP Customer Integration and Security Project: Worked closely with project stakeholders to identify dependencies with SCP Expansion Project and SCP Customer Integration and Security Project. Coordinated with cross-functional teams to ensure that project milestones and deliverables were aligned with the timelines and goals of related projects. Communicated effectively with project managers and stakeholders to provide updates on dependencies, risks, and mitigation strategies. Resolved conflicts and addressed issues related to dependencies, ensuring that project progress was not hindered by external factors.
* Ensured non-functional requirements were met: Collaborated with stakeholders to define and prioritize non-functional requirements such as usability, performance, supportability, and security. Worked with technical teams to develop solutions that met non-functional requirements while balancing cost, schedule, and resource constraints. Conducted performance testing and optimization to ensure that claims processing systems met performance targets and could scale to meet future demand.
* Implemented security controls and measures to protect sensitive data and ensure compliance with regulatory requirements and industry standards.
* Contributed to the logical solution architecture for data flows, migration approaches, and glossary definitions: Collaborated with architects and technical teams to develop the logical solution architecture for data flows, migration approaches, and glossary definitions. Conducted workshops and design sessions to elicit requirements and define the architectural components and interfaces. Documented the logical solution architecture, ensuring that it was comprehensive, accurate, and aligned with organizational goals and standards. Reviewed and validated the logical solution architecture with stakeholders to ensure that it met business needs and addressed technical requirements.
* Supported data migration efforts from DB2 to SQL Server and facilitated one-time transfer of historical data:

Worked closely with data migration teams to develop and execute data migration strategies and plans.

Conducted data profiling and analysis to assess the quality and completeness of data in the source system.

* Engaged in documentation and knowledge transfer activities: Created and maintained project documentation, including requirements documents, design documents, test plans, and user manuals. Conducted knowledge transfer sessions to share expertise and best practices with team members and stakeholders. Provided ongoing support and guidance to ensure that project documentation was accurate, up-to-date, and accessible to relevant stakeholders. Solicited feedback from team members and stakeholders to continuously improve documentation quality and effectiveness.
* Participated in project retrospectives and continuous improvement initiatives: Facilitated project retrospectives to reflect on project successes, challenges, and lessons learned. Identified opportunities for process improvement and implemented corrective actions to address project issues and challenges. Encouraged a culture of continuous improvement and innovation within the project team, fostering collaboration and knowledge sharing. Documented and shared best practices and lessons learned to support future projects and initiatives.

**Client: AbbVie Pharmaceuticals, Chicago,IL Aug2022-Oct2023 Role: Sr. Business Analyst**

**Responsibilities**:

* Worked as a Sr. Business Systems Analyst with Purchasing and Procurement team to build a dynamic business intelligence system and dashboard using **Qlik sense**. The dashboard provided a 360-degree view on the suppliers and vendors around the globe for **AbbVie** and its partner companies.
* As a Sr. Business Systems Analyst, responsibilities included but not limited to leading scrum ceremonies, managing testing efforts, making product decisions, gathering requirements, testing the product, and providing solutions.
* Project goal included decommissioning of procurement tools such as Sievo and Provalido, as well as integration with the SAP database and Amazon Redshift database for AbbVie and its partner companies.
* Participated in brainstorming, JAD sessions, and workshops to identify requirements and solutions to operational and reporting problems.
* Conducting Business Requirement Workshops and CRP sessions.
* Interacted with global stakeholders for requirement elicitation, training sessions and UAT.
* Created workflow diagrams and flow charts, data flow diagrams, UML diagrams, activity diagrams, and sequence diagrams to outline and visualize the business process using MS Visio.
* Created epics, user stories, acceptance criteria, definition of done, test scenarios, test cases, etc. to outline comprehensive requirements using JIRA. Managed backlog and prioritized stories based on team goals during each sprint.
* Analysis efforts included but not limited to interacting with the dashboard and stakeholders to identify enhancements, interacting with different databases to identify and understand source data, determiningdifferent data wrangling tasks, and interacting with development team to identify technological challenges and provide creative solutions.
* Testing efforts included but not limited to creating test cases and test scenarios, identifying and documenting different error scenarios, performing user testing, data validation, dashboard validation, reporting bugs, creating bug reports, creating cases for UAT, and supporting the business team for performing UAT.
* Worked with the product owner and business stakeholders to identify the dashboard layout and different chart types. Hosted requirement grooming sessions and working sessions for developers.
* Provided sprint demo to business stakeholders and management, and provided training to end users prior to release.
* Worked closely with product owner and developers to develop a minimum viable product and provide proof of concept prior to project initiation. Actively involved in creating product vision, product roadmap, sprint planning, release planning, review and retrospective.
* Participated in all scrum ceremonies including daily stand up, scrum-of-scrum, planning, review and retrospective. Assisted the scrum master in slicing, prioritization, and estimation of user stories and test cases and ensuring that user stories follow the INVEST criteria.
* Worked with the data analyst to compile and migrate data by creating data mapping documentation. Performed source system data analysis on different Supplier, vendor and procurement data stored in different types of Relational Databases. Assisted in preforming ETL operations by mapping data using Informatica Power Center.
* Worked with the developer in creating SQL queries by using functions like joins, unions, outer joins, group by, order by and aggregate functions to extract data from the listed sources, perform data profiling validate data from Data base and compare it with Category Analytics dashboard to Validate data.
* Assisted in developing an automated email notification functionality for different scenarios for business and technology users.
* Extensively worked on Microsoft Dynamics 365 CRM

**Client: Farm Credit Bank of Texas, Austin, Texas Aug2020-July2022**

**Role: Sr. Business Analyst**

**Responsibilities**:

* Followed guidelines and utilized artifacts of the Agile-Scrum methodology to integrate, implement, and update Policy Center and Claim Center in different sprints of the **Software Development Life Cycle (SDLC).**
* Working on various components of property and casualty insurance including Agent Portal, Claims Portal, FNOL, Customer Portal, etc.
* Involved in providing the **UI** Mockups for the user stories to the testing team and development team for the in-house insurance application.
* Worked on various Policy Center configuration User Stories of Quote, Policy change, Issuance and Renewal.
* Involved in UI testing in Policy Center and Billing Center Screens. Defined the page layouts, reports templates and dashboard layouts for reservation monitoring and for gathering usage statistics
* Worked on the commercial property and casualty domain and made specific changes to the same for the smooth flow of the process.
* Involved in defining the project and performed task scheduling, work breakdown structures using Clarity application and create and customized the SharePoint site for effective project collaboration.
* Involved in Corporate Training on Billing Center, Policy Center
* Created User Interface Documents **(UID**) of prototypes and wireframes of the policy center, to help designing user interface.
* Conducted **JAD sessions**, created Use Cases, workflows, screen shots and Power Point presentations for the Web Applications
* Elicited business requirements by conducting structured interviews, JAD & JRP sessions, and workshops across various Commercial and Personal Auto lines within the Property & Casualty (P&C) business unit.
* Worked on introducing individual producer concept in the underwriting system
* Worked on the Producer Licensing component of operational reports, security, tasking and common work streams
* Collected requirements from SME and stakeholders and involved in primary Liaison between Business User and Development Team.
* Involved in assisting the Project Manager and User managers to conduct Market Research and Feasibility Studies, and to develop Scope/Vision Documents.
* Collected business requirements to set rules for proper data transfer from Data Source to Data Target in Data Mapping.
* Involved in working on Data mapping, logical data modeling, used SQL queries to filter data within database tables.
* Implemented and maintained Property & Casualty (e.g., bug-fix, data integration, version release) systems of assigned customers.
* Conduct FRD (Functional Requirements Document) walkthroughs to Product team, Development team and QA team and obtain FRD sign-off. In corporate FRD feedback provided by various stakeholders.
* Worked on the As Is system and develop the To Be system concept and also prepare the System Process Maps.
* Closely worked with SMEs, and Identified, researched, analyzed, and defined key issues of the Business flow of current underwriting system
* Prepared test data from user stories, write and execute test cases in JIRA and Accept user stories as completed in JIRA upon code and test completion.
* Created Use Cases, Use Case diagrams for process flows and documented the same in the Functional Requirements Document (FRD).
* Involved in writing the SQL statement and stored procedures in SSMS for extracting as well as writing data.
* Collected and documented business processes as well as Business Rules and then translate to the Business Flow Chart
* Designed and developed Use Cases using UML and Business Process Modeling.

**Client: Nissan North America, Franklin, Tennessee July 2018-Aug2020**

**Role: Sr. Business Systems Analyst**

**Responsibilities:**

* Worked on **Warranty Management** including both **policy and claim** processing.
* Involved in providing data workflow, including legacy system profiling, mapping of data, documentation of business rule validations, and reconciliation of historical Policy data for an enterprise decommission of Careington **TPA**.
* Led integration of fraud detection software in existing workflow.
* Acted as primary liaison between the client departments and the IT department to perform analysis, review, and estimation of client requests, prepared and reviewed requirements and client documentation for electrical and **electronic warranty business**.
* Involved in providing direction to developers with specific pricing logic based on a specific line of business rules.
* Interface with **internal and external** customers to build relationships and gather accurate information for project documentation.
* Worked throughout the **SDLC**, which included requirements**, specifications, design, analysis, and testing utilizing agile methodology.**
* Responsible for gathering business requirements from clients and parse them into business rules and technical / software requirements specifications to aid in software development.
* Participated in **JAD sessions** with project stakeholders for defining business procedures and identifying system requirements.
* Facilitated and managed meeting sessions and review requirement write-ups with the underwriter stakeholders and secure a sign-off
* Worked closely with the Product owners to understand the business requirements and technical documentation; requirement gathering, user stories documentation, analysis, and closure of requirements related to the **Policy lifecycle and Claims** lifecycle processes for **Warranty management** and administration.
* Created cross-system data flow diagrams and flowcharts to depict the integration dependency of other applications with internal Warranty Insurance and Service Hub.
* Involved in creating **Use Cases, Use Case Diagrams, Activity Diagrams** etc.
* Communicate with business partners and external clients to work through new client launches and new feature development.
* Work with the development team as a **business analyst, project manager, and quality assurance analyst**.
* Interact directly with business partners to understand requirements and implement the most efficient solution.
* Analyze data transfer and transformation to and from multiple **clients and vendors.**
* Analyze system data to assist development with root cause identification and potential solutions.
* Analyze and evaluate business needs and provide technical direction and recommendations to create or develop new functionality.
* Manage multiple projects with **planning, assigning, monitoring, and reviewing progress and accuracy of work.**
* Used **MS Visio** for **Process Modeling** and **Business Process flow diagrams**.
* Involved and developed mapping spreadsheets for **ETL team** with source to target data mapping with physical naming standards, **data types, volumetric, domain definitions, Transformation Rules** and **corporate metadata definitions.**
* Created complex integration diagrams (**Sequence, Component & Activity**) to visualize Business Process and their interaction with interfacing systems.
* Ensure data migration by running test cases to make sure solution is developed per the source to mapping rules.

**Client: Ettain group, CO, USA Nov2015-July2017**

**Role: Business System Analyst**

**Responsibilities:**

* Performed as a liaison between Stakeholders, Subject Matter Experts **(SMEs)**, Business users, and Development Team to identify the business needs, business rules and business process specification for the implementation.
* Conducted Joint Requirement Planning **(JRP)** sessions with Business User Groups, Joint Application Development **(JAD)** sessions with different business Groups to gather business requirements.
* Worked on the Integration of GW Policy Center with GW Billing Center on regard of New Policies, Policy Changes, Policy Cancellation and maintaining Account Status.
* Performed **GAP** analysis and carefully elaborated application enhancement specifications detailing in scope/out of scope items, as-is/to-be process maps.
* Designed Use Case modeling originating from First Notice of Loss **(FNOL)** to Claim-case closure, drafted Narrative Use Cases and created **UML diagrams** such as Use Case Diagrams, sequence diagrams and Flow Diagrams (Business/System) using **MS Visio**.
* Worked extensively on Guidewire Billing Center from the inception of the project.
* Worked closely with Guidewire Developers to understand the **GW Billing center** functionalities.
* Worked closely with Guidewire Policy Center and Payment Manager Teams to co-ordinate the requirements.
* Conducted Gap Analysis to gather the requirements, by comparing existing Legacy billing center and Guidewire Billing center.
* Collaborated with Wealth Management Consumer Relationship Management **(CRM)** team to aggregate external data and use for referrals, campaigns created leads and opportunities in Salesforce platform
* Documented Business requirements in Business Requirements document **(BRD)** for **Property & Casualty** - Personal and **Commercial insurance** lines: Workers compensation, Homeowners, Inland Marine, and General Liability
* Documented Claim Center integration specifications documentation and User Stories.
* Has implemented Workers Comp Line of business in **Guidewire** Claims Center and has worked on integration with external billing application (Coventry).
* Systematized and Executed **UI/GUI** Testing, Progression, Regression testing and provided support for User Acceptance Testing **(UAT)** for multiple iterations involving the Claims Holder environment setup.
* Has used Excel for data mapping and data analysis to document the data model, business rules, and workflows.
* Dispensed automated claim segmentation and assignment, automated triggers and escalations and seamless integration based structured walkthrough to the developers to understand the Use Cases.
* Gathered requirements for the Guidewire Worker's Compensation, Personal Auto and Commercial property in Claims Center.
* Actively participated in developing test plans and test procedure templates and guidelines to be used by the project team with detailed screen layouts with regards to various types of corporate actions.

**Client: Backbase, Hyderabad, IND May2013-Oct2015**

**Role: Business Analyst**

**Responsibilities:**

* Involved in gathering Business & Technical Requirements, Source System Analysis, Gap Analysis, Data Profiling, Requirements Documentation for ETL development and report development.
* Worked on various statistical data analysis reports for corporate clients, provided ad-hoc updates and modified report templates as required.
* Reviewed loan applications and analyzed data required to process loan documents and performed validation to ensure loan documents are transmitted to appropriate departments.
* Worked on business requirements to set rules for proper data transfer from Data Source to Data Target in Data Mapping.
* Worked on business requirements, user requirements, design, technical specification documents.
* Worked with various business groups to understand their data analysis requirements and provided appropriate support to reduce the number of reports.
* Involved in implementation of Document Management System meeting requirement deadlines.
* Interacted with the SMEs and Stakeholders to get a better understanding of client's business processes.
* Interacted with business heads to define and finalize the Business Requirements for the application using Agile Methodology.
* Involved in SQL Scripting, Transactional Data Analysis and Reporting on MS SQL database.
* Perform comprehensive SIT and User Acceptance Testing to test the requirement and ensure User agreement.
* Involved in developing ad-hoc queries and reports and provide analytical support and recommendation as necessary. Successfully achieved complete cycle of ETL process by applying Data Migration best practices to ETL data from My SQL Cloud.
* Analyzed relational data with SQL to quickly understand existing data stores and to validate source/target mappings and transformation logic.
* Involved in walkthroughs and validations on logical model and created physical data model using forward engineering.
* Involved in conducting JAD sessions for communicating with Stakeholders and Project directors.
* Involved in developing and maintaining sales reporting using in MS Excel queries, SQL in Teradata, and MS Access. Produce performance reports and implement changes for improved reporting.
* Worked on Back End Testing by extensively using SQL queries to verify the integrity of the database.
* Closely worked with QA team in delivering detailed Test Plan, Test Cases and Scripts. Highly involved with unit testing, system testing and integration testing.
* Coordinated User Acceptance Testing (UAT), developed and maintained quality procedures and ensured that appropriate documentation was in place.

**Client: Smart Data Enterprises, Chandigarh Sep2011-May2013**

**Role: Business Analyst**

**Responsibilities:**

* Extracted and documented business requirements from end users, ensuring alignment with their application needs.
* Gathered requirements for the analysis and design of multi-dimensional reports.
* Conducted As-Is To-Be Analysis for Marketing functions, processes, and reports in
* Collaboration with Stakeholders, including Senior Management.
* Performed SWOT analysis and market research to understand competitors, leading the
* Creation of Business Requirements Document (**BRD)**, Use Case Specifications, and Functional Specifications Document (**FRD**).
* Designed and developed use cases, activity diagrams, sequence diagrams, and Object-Oriented Design (**OOD**) using UML.
* Conducted Gap analysis to identify existing system components and documented enhancements to meet end-state requirements.
* Led Daily Stand-up meetings to track project progress.
* Utilized advanced filters, groups, actions, and complex calculations in Tableau Desktop.
* Reviewed and edited basic SQL Queries, including inner, left, and right joins in Tableau
* Desktop by connecting live/dynamic and static datasets.

**EDUCATION**

* (BBA) Bachelor of Business Administration DAV college Sec 10 Chandigarh (Panjab UniversitChandigarh)Year -2011
* MBA 2020-Concordia University Chicago