**Rohit Kumar**

**Product Owner/Sr. Business Analyst**

**571-463-1031** [**ritesh.verma@apptadinc.com**](mailto:ritesh.verma@apptadinc.com)

**Professional Summary**:

* Scrum Certified Professional with 10+ years of experience working in various domains such as Banking, Finance, Mortgage, Healthcare and Retails using various SDLC methodologies like Waterfall, Scrum and SAFe.
* Managed effectively to work with **Global cross-functional teams** with different projects and different assignments to execute complex engineering efforts.
* Scheduled and **facilitated** various meetings to **gathered requirements** at various stages by **One-on-one sessions** and by Organizing **JAD sessions** with clients, developers and Quality Assurance Analysts, did **Gap Analysis** and referring to existing system documentation and procedures as well as test scenarios.
* Conducted several Requirement Gathering Sessions (**RGS**) for gaining detailed requirements to document **Business Requirement Document** (BRD), **Functional Specification Document**. Documented meeting proceedings and distributed action items to concerned persons.
* Worked extensively with the team to meet business requirement, create prototypes and analyze **workflow**.
* Excellent knowledge in **Healthcare Informatics**, **Payer Operations**, **Interfaces**, **Reports**, **Letters** and **system** **Migrations**, **Health Administration**.
* Skilled in **HIPAA 4010** and **5010** **EDI** **Healthcare** Transactions like **837, 835, 834, 820, 270, 271, 276, 277**, and **278** along with **ICD-9** and **ICD-10** code sets.
* Good understanding of SQL Server Reporting Services (SRSS) with Report authoring, Rights Management and Reports Delivery.
* Knowledge and Experience on **Membership**, **Billing**, **Claims** **Payment** **Processing** in relation to **HIPAA**.
* Strong knowledge in Web Services, n-Tier SOA Architecture using SOAP, REST and FIX APIs. Strong understanding of XML, JSON and FIXML messages; Was responsible for API documentation using MS Excel, Postman, Swagger.
* Closely worked with **SalesForce.com** consultants while implementing the solutions for the requirements.
* Excellent analytical skills to understand the **business process**, **functionality**, requirements and to translate them into **System Requirement Specifications**.
* Expertise in defining and documenting **Business process flows** and "**As-Is**" & "**To-Be**" processes.
* Well Versed in dealing with **Software Development Life Cycle** (**SDLC**) and **Business Process Reengineering** using the **Waterfall** Model with a good understanding of **Agile** **Methodology**.
* Worked in software development, created quality documentations such as **Requirements Documents**, **Design** **Document**, **Test Plan**, and **User Acceptance Test Plans**.
* Assisted QA team in developing **Test Scripts**, **Test Cases**, analyzing **bugs** and **Test Plans** for the **User Acceptance testing** (**UAT**).

**TECHNICAL SKILLS**

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| Business Skills | Business Process Analysis, Use Case Modeling, JAD Sessions, Risk Analysis, Requirements Workshops, SWOT Analysis, Document Analysis, Impact Analysis, Predictive analysis, Clustering, Decision tree, Pivot tables, V-lookups, PowerPoint presentations, WEB, Microsoft Access, Microsoft Excel, Microsoft Word, Visio ,Business Object, Project Management, Sprint Planning, WebEx , Product Management, User Experience (UX), Requirements Gathering, Requirements Analysis, Strategic Planning, Business Strategy, Data Analysis, User Acceptance Testing, Enterprise Architecture, Data Governance, Cross-functional Team Leadership, API Testing, Protractor, Developer Tools, Back-End Web Development, Gap Analysis, User Stories, HP ALM |
| SDLC Methodologies | Waterfall, Agile Scrum, SAFe |
| Documentation Tool | Microsoft Word, Microsoft Excel, Microsoft Project |
| Collaboration Tool | Microsoft Office Suite, Rational Rose, MS Visio, UML, MS Project, Requisite-Pro, Rational Clear Case, SharePoint, Agile Scrum, Waterfall, JAD |
| Designing Tool | Visio, Adobe Photoshop |
| Requirement Management | JIRA, Rally, Homebuilder One, Microsoft Dynamics 365, Microsoft TFS (Visual Studio). |
| Operating Systems | Windows, MAC |
| Databases | Microsoft SQL, Oracle. |
| Data Warehousing | ER Modeling, Dimension Modelling, Data Profiling, Data Mapping, Data Mining, Data Validation. |
| Business Tools | Tableau,MS Azure Devops, My Visio, Google Analytics, Tableau, Rational Suite, UML, MS Visio, Power BI, InVision, Balsamiq, Axure RP |
| Documentation | Entity Relationship Diagram, Data-FlowDiagram, Requirements Traceability Matrix, Work Breakdown Structure, |
| Web Technology-Server / Languages | HTML5, XML, HTML, C, C++, C# Java, SQL, PL/SQL. |

**EDUCATION DETAILS:**

**Masters:** MBA in ITM from CSP

**Bachelors:** B.Tech in EEE from BPUT, India

**PROFESSIONAL EXPERIENCE**:

**UPS, Atlanta, GA (Feb 2023- Till Date)**

**Product Owner / BA**

* Gathered business Requirements by conducting detailed interview with Business Users, stakeholders and identified end-to-end process.
* Update documentation, such as process maps, user guides, and system manuals.
* Collaborate with stakeholders to understand the specific requirements and challenges within the supply chain. They gather insights into the supply chain processes, including procurement, production, inventory management, and distribution, to identify areas for improvement and optimization.
* Collaborate with stakeholders, including risk managers, operations teams, and IT professionals, to gather and understand business requirements related to collateral management.
* Analyze existing trading processes to identify inefficiencies, bottlenecks, and areas for improvement.
* Identify and document business processes, rules, and constraints associated with collateral management.
* Collaborate with data quality analysts to define and enforce data quality standards within the data models.
* Provide training to team members and other stakeholders on data modeling concepts and best practices.
* Create comprehensive documentation, including API usage guides, process flows, and system diagrams.
* Iterate on data mappings based on feedback from stakeholders, testing, and evolving business needs.
* Ensure the smooth integration of data from various supply chain processes into the ERP system.
* Collaborate with cross-functional teams to oversee the implementation and configuration of ERP systems tailored to supply chain management.
* Participate in Agile ceremonies such as Sprint Planning, Daily Stand-ups, Sprint Review, and Sprint Retrospective.

**Cummins, Columbus, IN (Feb 2022- Feb 2023)**

**Business Analyst/Product Owner**

**Responsibilities:**

* Did Vendor demo from multiple Vendors such as Xactly, Anaplan, Oracle and SAP for vendor selection and did As-Is process mapping at 5k level using MS Visio.
* Did data flow document (excel) to showcase what key data is needed for to the architect for high level architecture diagram.
* Gathered Business Requirements, interacted with the Users, Designers and Developers, and Project Manager to get a better understanding of the Business Processes.
* Involved in creating Business Process Documentation.
* Identified Use Cases from the requirements. Created UML Diagrams including Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams using MS-Visio.
* For Project management purpose worked on Microsoft Project, used Microsoft Share Point for maintaining the updated Documentation.
* Perform validation of tableau reports against data in data warehouse based on defined business logic.
* Coordinated product complaints through Trackwise.
* Identifying and understanding the business-critical areas from the user perspective.
* Involved in drawing data flow diagrams and process flow diagrams using MS Visio for the Vendor selection module.
* Writes SQL queries for each Test case which are executed in SQL Plus to validate the data between Enterprise Data Warehousing and Data Mart Staging Tables with the CRM tool Facets.
* Prepared Test plans, Test Cases based on business requirements using HP ALM (Application Life Cycle Management).
* Conducted the sprint planning, daily standups, backlog grooming using Jira.
* Created Test Scenarios, Test Cases, Test Scripts in qTest.

**Environment:** MS Visio, Excel, PowerPoint, qTest, jira, Power BI

**Humana, Louisville, KY (Feb 2021- Jan 2022)**

**Business Analyst/Product Owner**

Worked in a project involving Electronic Data Interchange (EDI) Handling, Claims, Member Counting and Transaction Processing of Claimants' records. The project included enhancing applications to include duplicate claim numbers in various systems.

**Responsibilities:**

* Responsible for gaining a good understanding of User needs and accurately representing them in a well-

documented software functional specifications document.

* Gathered Business Requirements, interacted with the Users, Designers and Developers, Project Manager, and QA Team to get a better understanding of the Business Processes.
* Interacted with the “End-Users” by interviewing them, by preparing appropriate questionnaire to better understand end-user needs and the business process.
* Followed a structured approach to organize requirements into logical groupings such as requirements for Customer, Client, Group, Member, and Reporting that critical requirements are not missed.
* Involved in creating Business Process Documentation.
* Identified Use Cases from the requirements. Created UML Diagrams including Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams using MS-Visio.
* For Project management purpose worked on Microsoft Project, used Microsoft Share Point for maintaining the updated Documentation.
* Identifies various data sources, performs data profiling, data cleansing, data aggregation, creates data mapping, applies data modeling techniques like Entity Relationship modeling, dimensional modeling, data vault modeling, and validates data in data integration, migration, and warehousing projects using Tidal.
* Microsoft Office (Outlook, Word, Excel, Visio, Access) at various phases of development for documenting the requirements.
* Enable flow of masterdata corresponding to Serialized products.
* Analyzed and optimized the process, Prepared Business Requirement Document and managed requirements using Rational Requisite pro.
* Facilitated JAD sessions with business and technical units to fine tune prioritize and detail requirements and use cases.
* Identifying and understanding the business-critical areas from the user perspective.
* Managed change of the requirements and associated requirements to other requirements for traceability using Enterprise Architect.
* Involved in drawing data flow diagrams and process flow diagrams using MS Visio for the Claim Adjudication module.
* Creating User stories, Product backlogs and prioritizing them alongside of the Product Owner and Scrum team through Jira.
* Created Test Scenarios, Test Cases, Test Scripts in HP ALM.
* Involved in conducting Manual and Automated testing at various phases of the project development.
* Prepared test data for positive and negative test scenarios as per application specifications and application requirements and wrote test plans.
* Participated in the bug review meetings, updated requirement document as per business user feedback and changes in the functionality of the application.
* Serialization Service to return item information related response to WMS.
* Organized meetings to discuss outstanding issues with QA team and developers.
* Involved in User Acceptance Testing.
* Coordinated with the development team in documenting End User Manual.

**Environment:** MS Visio, Word, Excel, PowerPoint, CMMI, Rational Rose, HP ALM, Requisite Pro, SQL, Oracle, DevOps Azure, Power BI, Jira

**3M, Austin, TX (Mar 2019 – Feb 2021)**

**Product Owner (Global Pricing)**

3M is an American multinational conglomerate corporation based in Maplewood, Minnesota operating in the fields of health care, retail, industry, worker safety and consumer goods. The company produces over 60,000 products under several brands, including adhesive, fire protection, healthcare, medical products, personal protective equipment, electrical and electronic connecting and insulating materials, car-care products, electronics circuits and many more.

**Responsibilities**:

* Solid requirement gathering from working with various lines of business SME's and the ability to validate the results for accuracy.
* Worked in the workflow maintenance and data analytics, price file communication, data warehousing, migrating sales districts through sales organization.
* Worked with Product management team in identifying and prioritizing the backlog items using MoSCoW technique, understanding the technical dependencies and communicating to the scrum teams ahead of PI and documenting.
* Worked with all aspects of 3M POS and executed weekly POS analysis and reported to the organization with insights.
* Supervised and guided Business Analyst activities on existing projects where the POS practice applied.
* Created Design Flow, Use Cases and Activity Diagrams using MS Visio.
* Worked on various Salesforce CRM objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards plus custom objects and involved in Data Migration.
* Ability to schedule, coordinate, manage, and direct all third-party vendor resources and communication between Customer teams and third-party vendors
* Requirements were gathered through interactions and meetings and periodic walkthroughs with loan analysts, credit analysts and other potential users of the application.
* Interacted with various Business user groups and partners for Requirement gathering for Salesforce.com implementation and documented the Business and Software Requirements.
* Involved in writing RFP (Request for Proposals) and RFO (Request for Offers) to third party vendors and resellers.
* Facilitated changes to module design, prepared documentation necessary for change, and coordinated release of changes for Rights Management control.
* Conducted weekly meetings with the Project team and weekly status reporting (score card), prepared an overall QA status report and shared it with the Rights Management team.
* Visualization Tableau utilizes the DataMart for dashboard presentation.
* Tested & Documented REST Web Services in JSON for the EHR systems & EHR Connect in Postman and assisted the QA lead in automating the Web Service Testing using UFT
* Involved in requirements analysis, system analysis, design, testing and Business Process Reengineering (BPR)phases of Software Development Life Cycle (SDLC) Agile methodology.
* Created mockup screens, Use Cases, system workflows and created end to end security rules for Sales Reps, Marketing teams, Pricing Ops, Deal Management and Pricing tool.
* Helped develop test plan and test lab sections of Quality Center for System testing, Integration testing and Regression testing of the application.
* Test results were documented using MS Word and maintained MS Excel sheets for personal tracking of the defects.
* Performed API testing and data testing so that back-end systems are working properly and support the UI.
* Collaborated with Developers and Retail Supply Chain Managers to establish the technical vision and analyze tradeoffs between Usability and Performance needs.
* Worked extensively on Business Requirements, Functional Specification, Data-Integration, Data Modelling, Data Mapping and Data cleansing etc.
* Coordinated review sessions with stakeholders to verify and validate documented processes.
* Developed test cases and test scripts for system and UAT testing.
* Provided support in project management, Project Charter, Risk Assessment, Scope Assessment, Communications Plan and Change Management.
* Coordinated with the Web Services team in documenting requests and responses for the REST Web Services in JSON.
* Worked with QA teams, logged defects in HP ALM and scheduled defects for fix and delivery to QA.
* Coordinated UAT testing with business and QA teams, created workflow scenarios and Use Case documents for the integration plan and system integration testing.

Plan, facilitate, and conducted requirements gathering sessions, meetings, and presentations.

**Environment:** Agile/Scrum, Salesforce, POS, SaaS, SQL, MS Word, REST, POS, MS Excel, JIRA, SQL, MS Visio, MS SharePoint, MS Access, HP ALM

**OPTUM, Minneapolis, MN (Oct 2017 – Feb 2019)**

**Product Owner**

Optum, a part of United Health Group, is a pharmacy benefit manager and care services group operating across 150 countries in North America, South America, Europe, Asia Pacific, and the Middle East. In 2011, United Health Group formed Optum by merging its existing pharmacy and care delivery services into the single Optum brand, comprising three main businesses: OptumHealth, OptumInsight and OptumRx.

**Responsibilities**:

* Interacted with the Clinical Stakeholders and End Client by interviewing them and by preparing appropriate questionnaire to better understand end-user needs and the business process.
* Gathered Business Requirements and conducted Risk Analysis/Impact Analysis.
* Communicating with executive management on project status and overall project progress against target.
* Interacted with the Client Implementation team to explain and clarify product functionality based on client’s needs.
* Responsible for the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation and testing for Medicaid Claims.
* Supported Test Management and Planning such as supporting in the Automation strategy, cross team planning and issue resolution activities for Business Process Development.
* Supported in the creation of End-to-End Integrated test plans to close any quality gaps.
* Created Traceability Matrix from requirements to Test Cases to ensure appropriate coverage and quality of the end product with respect to the business requirements.
* Built reports and dashboards in Microsoft Power BI by using Azure Data Wearhouse and Microsoft Azure Analysis Services.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals. This includes HIPAA 834, 837, 835, and 270/271.
* Interacted with the Users, Designers, Developers, Project Manager and QA team to get a better understanding of the Business Processes and to gather and prioritize business requirements.
* Initiated Release Planning, Sprint Planning, User Stories Estimation and Backlog grooming sessions to discuss the business requirements to analyze the scope of the Project.
* Created Test Cases for System Testing (Development Environment), Integration Testing (UAT) and Production (Post Implementation Review).
* Claims processing (auto adjudication), The Centers for Medicare and Medicaid Services (CMS), Center for Program Integrity (CPI), affordable Care Act/Health Care Reforms, Claims pricing and testing, MMIS, HIPAA, enrollment, Medicare (Part A, B, C, D), Medicaid.
* Assisted with building the EDI 837, 835, 270/271, 820 and 834 transactions processing flow from the Trading Partners to the translator.
* Participated in walk-throughs, inspections, reviews, and user group meetings for quality assurance.
* Worked with Business Users, System Analysts, Designers and Programmers to create and analyze various required project documents
* Conducted End of Release Quality Summary to ensure improvement in future releases.
* Conducted walkthroughs and code reviews with Developers, Project Managers, Stakeholders, and Users to comprehend business workflow of applications.
* Performed GAP Analysis as needed at various stages to understand the difference between our current situation and end goals.
* Supported the testing team with Defect Management, Requirement Analysis and SQL development for back-end and regression testing and maintained the HP ALM Quality Center with the latest updates on the defects.
* Documented the Business Requirements Document (BRD) and the Functional Specification Document (FSD) and heavy involvement in the Acceptance of the User Stories and Defects.

**Environment:** HTML, XML, UML, Facets, HPALM Rally, MS Visio, MS Office Suit, SAS, EDI, HIPAA, EDI, MS Azure Devops

**AXA, New Delhi (Axa-Medicaid,Ohio) (Apr 2014 – Aug 2016)**

**Financial Analyst**

**Responsibilities**:

* Involved in various phases of SDLC such as requirements gathering, modeling.
* Facilitated Backlog grooming sessions with PO and Dev team in adding estimations and details to the stories and provided transparency over user stories to the whole team.
* Tracked iteration's progress using the Burndown chart.
* Interacted with the client and the Technical Team for requirement gathering and translation of Business Requirements to Technical specifications.
* Converted new business system requirements to user stories which contain technical details related to system functionality.
* Planned and implement new features and business requirements of the project using Agile software development and always understand the scope and vision of work done.
* Worked with quality team to test the built software feature, make sure it meets stakeholder expectation and adheres to overall application goal.
* Maintained and kept track of stakeholder’s requests for enhancements and changes using Rational Clear Quest.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Tested reports in Test environment, identify issues and log defect in Microsoft TFS.
* Participated in Bug-Review meetings with Developers, Testers, managers, and suggested enhancements to the existing application from business perspectives and also provided solutions to existing bugs.
* Assisted in Conducting UAT to make sure that all the user requirements are catered by the application.
* Worked with the Architect, Software developers and testers to explain the business system.
* Tested UI performance and working so that business users have no trouble.
* Created new user stories, defects, story mapping and maintain user story backlog

**Environment**: Agile, MS Visio, SQL Server 2000, Visual Basic, Microsoft Office suite, Windows, MS Project, SDLC, MMIS, Clear Case, MS PowerPoint, MS-SharePoint, TFS, MS-Word, MS-Excel.

**HDFC, New Delhi (Sept 2011 – Mar 2014)**

**Business Analyst**

**Responsibilities**:

* Involved in the complete life cycle of software development including designing, developing, testing and deployment of the application.
* As a Business Analyst worked closely with cross-functional teams and with distributed system groups, including PMO to capture financial advisory business requirements for Trade analysis (SDLC).
* Completed risk assessments, data flow mapping, flow charts.
* Status Reporting - Facilitated for status meetings, including the creation of agendas and recording of action items from meetings, received, consolidated, and produced status reports for business constituents and steering committee using MS Word & PowerPoint
* Worked on Credit management, Fixed income analysis, Risk management, Mortgage Banking basics (Mortgage cycle), Mortgage Underwriting and (Unsecured Loans) Personal Loans Operations.
* Wrote test plans and test cases based on the business requirements which involved market risk analysis and risk management like continuous time finance & asset pricing, stochastic processes & simulations, credit derivatives, structured products, documentation, value at risk, risk & return optimization, mortgage rules and procedures, ACH methods and workflow.
* Involved in writing RFP (Request for Proposals) and RFO (Request for Offers)
* Worked extensively on Business Requirements, Functional Specification, Data-Integration, Data Mapping, and Data Warehouse access using SQL and Crystal Reports, ETL process, use cases modeling (UML) using MS Office (Word, Excel, Access, Visio) and dashboards.
* Entered defects and bugs in Microsoft TFS that are identified in testing phase.
* Assisted Quality Management team to ensure that requirements documentation accurately translated into test plans and test cases, including Quality Assurance Verification and Validations.
* Successfully coordinated System Integration Testing (SIT) and User Acceptance Testing (UAT)

**Environment**: Oracle, Requisite Pro, SAS, Clear Quest, MS Project Professional, Agile/Scrum Methodology, MS Visio, RUP, SQL server 2000, Windows, MS PowerPoint, MS-SharePoint, TFS, MS-Word, MS-Excel.