**SANJAY M**

**Sr. Business Analyst**

[**sanjaymedida01@gmail.com**](mailto:sanjaymedida01@gmail.com) **/ 408-752-2992**

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| Sr. Business system analyst with 8+ years of experience in healthcare and healthcare insurance domains with focus on business analysis, Software development life cycle (SDLC) methodologies, business process re-engineering, testing and UX/UI design to create value for various businesses and clients by delivering quality software systems, and track record proven skills in project coordination and infrastructure management in fast paced dynamic environments. |

**Professional Summary:**

* Experienced in various types of Medicare plans/ health insurance programs Medicare **(Part A, B, C and D), Medicaid, PPO (Preferred provider organization), HMO (Health maintenance organization), and POS (Point of Service), EMR (Electronic Medical Record)/EHR (Electronic Health Record)** and workflows for **Healthcare organization and Insurance.**
* Well versed with current healthcare industry standards such as **HL-7, ANSI, ICD9, ICD10**, **HIPAAEDI X12** standard Transaction sets for claims processing (**834**, **835, 837**, **820**, **270/271** and **276/277) and various Facet’s benefit configurations.**
* Possess excellent **business, analytical,** and **interpersonal skills** with the ability to communicate with **Business Stakeholders, Subject Matter Experts (SMEs), Architects, Developers, Testing team** and **Senior Executives regarding requirements.**
* Experienced in Software development methodologies like **waterfall methodology** and **agile methodologies** like **Scrum, Kanban Water-scrum-fall and have working** Knowledge of Extreme programming (XP), Spiral, lean- agile RUP and SAFE 4.0.
* Worked through all the phases of **SDLC**. While working with different organizations, I had the opportunity to learn and gain knowledge about different phases from **initiation to maintenance of the product**, by assisting different stakeholders.
* Designed and documented **Business process re-engineering**, **Business Process Modeling**, **Historical Data Reports Analysis** accompanied by conducting and facilitating various elicitation sessions such as **Interview sessions, brainstorming sessions, Focus group, Requirement workshops, Interface analysis, Document analysis, and Joint Application Development (JAD) sessions, survey/questionnaires, and observations (job shadowing)** with internal as well as external stakeholders.
* Demonstrated success launching technology products, able to conduct primary market research analysis (**SWOT Analysis**, **Feasibility Analysis, Cost Benefit analysis, Gap analysis (As Is-To Be analysis)** to develop and prioritize product featu**res.**
* Carefully examined **Triple constraints** related to project to maintain balance in the **Scope, time, and resources**.
* Proficient in authoring **Business Requirement Documents (BRD),Functional Requirement Specification (FRS),Software Requirement Specification (SRS), Requirement Traceability matrix (RTM),** and **Use case Document.**
* Assisted Project Manager in preparing **Project Plans**, **Project Schedules**, establishing **Milestones**, **Work Breakdown Structure (WBS)**, **Critical path analysis**, and maintained **RACI** chart to manage overall **project risks** and **mitigation plans.**
* Designed **low-fidelity** and **high-fidelity mockups** and **wireframes** based on requirements to get a visual representation and **GUI**, Experience in building **Unified Modeling Language (UML)** diagrams including **Use Case diagrams, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams**, and transforming the requirements gathered into functional specifications focusing on **Workflow Analysis** and **Design**, **User Interface Design**, **Data flow,** and **Process flow.**
* Skilled in **cross-department** and **cross-functional collaboration teams.**
* Great understanding and knowledge of **Scrum framework** including Scrum Ceremonies, (i.e., **backlog refinement meeting, sprint planning meeting, daily stand - up meeting, sprint review meeting and sprint retrospective meeting**) Artifacts, various Prioritization and Estimation techniques viz. **Kano, Moscow, Planning poker, Relative mass, T shirt sizing**.
* Assisted Product owner in breaking the **Epics** into **user stories** and made sure they meet the **INVEST** criteria. Experience in slicing the user stories using different **slicing techniques** like **Horizontal** and **vertical** techniques.
* Extensive experience in retrieving data and data validation using **SQL** queries like **Joins** (Inner and outer),**Views, Sub queries** and **Aggregate functions** like **max, min, sum,** and **average** withgood understanding of **Stored Procedures.**
* Hands-on-experience on **Data Conversion**, **Normalization, Denormalization, Multi-Dimensional Modeling** and involved in creation of **Fact Tables, Dimension Tables, and dimensional schema** like **Star** and **Snowflake** schemas.
* Skilled in **Data Warehousing implementation** including **OLAP,OLTP, Data Marts, ODS, Staging, Data sources, Normalization and Dimension tables**, **Data Profiling, Data Integration, Data Migration, Data Organization, Data Conversion, Data Quality** and **Data Modeling** concepts like**conceptualmodel**.
* Performed **Data Mapping** for source and target systems and documented using **Data Mapping document**. Widespread knowledge of **extraction** of data from different source systems, **transformation (source qualifier, aggregate, router),** and **load process** (ETL) for a Data Warehouse using **Business Intelligence** (BI) tools like **Informatica.**
* Cultivated experience in working with different web services such as **HTML, SOAP, REST, JSON** under architectures like **Three-Tier Architecture** for efficient information **transfer** and **mapping** for the application.
* Experienced in **Application Program Interface (API) testing** using PostmanandSoapUI to check if the API response data is in **JSON** or **XML** format as required by workflow and resolve discrepancies. Used **Swagger** for **API documentation**.
* Liaised with QA team to design & implement **Test plans, Test cases** and **performed System Testing, Integration Testing, Regression Testing, User Acceptance Testing (UAT), Load/Stress Testing** & **Performance Testing.**
* Experienced in tracking **user stories, Defects, issues** with the help of **project management tools** like **JIRA**&**HP ALM**.

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| Healthcare and Healthcare Insurance Domain | Electronic health records (EHR), Electronic medical records (EMR), Medicaid, Medicare, CHIP, Patient Segmentation, HIPAA, HITECH, ICD-10 CM, Claim Processing System |
| Software Development Life Cycle | Agile-Scrum, Water-Scrum-Fall, Waterfall, Kanban, Scrumban, SAFE 4.0 |
| Business Skills | Change Management, Impact Analysis, JAD Sessions, Project Planning, Project Scheduling, Issue Management, Conflict Management |
| Business Modelling Tools | MS Visio, Lucid Charts, Balsamiq |
| Project Management Tools | JIRA, Confluence, HP ALM, MS SharePoint |
| BI and Reporting tools | Tableau, MS Office Suite (Excel, Word, PowerPoint), SQL Server Reporting Service (SSRS), Power BI |
| Architecture/Framework | 3-Tier Architecture, n-Tier Architecture, Microservices |
| Operating systems | Windows, Mac OS |
| Cloud Technologies | Amazon Web Services, Salesforce Health-cloud services |
| Databases and ETL Tools | Oracle SQL Server, Mongo DB, Informatica PowerCenter |
| Data Warehousing | Enterprise Datawarehouse, Database, Data Marts, OLTP, OLAP |

**Work Experience:**

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| **HCSC | Dallas, TX *Jan 2022 - Present***  **Sr Business Systems Analyst** |
| The project aimed at Implementing the current FHIR standards Interoperability for payer to payer (Inbound and outbound), Provider data transformations by using third party vendors like SmileCDR and DH by mapping the raw data to FHIR formats. |

**Roles and Responsibilities:**

* Worked in **Agile-Scrum environment** and collaborated with **clients** to understand their business needs and presented solutions.
* Networked with **Subject Matter Experts (SMEs)** and extensive **Document Reviews** to get an in-depth knowledge of the **Business Processes** to aid **Business Process Improvement (BPI)** to define the **AS-IS** business flow and then collaborated with team to design the **TO-BE** system. Conducted **Gap analysis** to ascertain the gap between **AS-IS** and **TO-BE** system.
* Gathered end user requirements using various elicitation techniques like **Interviews, brainstorming** and **JAD** sessions and able to identify which KPI’s they are looking for, to improve the business process.
* Created **Process Workflow**, **Use-case diagram,** and **Activity Diagram (UML diagrams)** using **M.S.VISIO.**
* Assisted the PO to conduct and document **SWOT analysis** to be prepared for any **business risks.**
* Actively involved in the **Scrum Ceremonies** such as **Backlog Grooming/Refinement meeting**, **Sprint Planning meeting**, **Daily Stand up meeting**, **Sprint review Meeting** and **Sprint Retrospective meeting.**
* Assisted Product owner during release cycle to define **MVP** for the project, assisted in **backlog refining meeting** to prioritize the **PBIs** using prioritizing techniques like **MOSCOW**.
* Collaborated with Product owner tocreate **User Stories and Acceptance Criteria** using **JIRA** and helped in framing **Definition of Done (DoD)** and to validate **Potentially Shippable Product Increment (PSPI).**
* Maintained the **Product Backlog Items (PBIs)** and defects prioritizing and tracking the user requirements and Requirement Traceability using **JIRA,** and formulated various charts, reports, dashboards using **Tableau**.
* Actively involved in maintaining the **agility board** to track the different **issues and bugs** using **JIRA.** Assisted the Scrum Master to create and document deliverables like **Information radiators(Burn-up, Burn-down charts)** to transparently communicate with team and stakeholders to **track their progress**.
* Reviewed and Analyzed the **HIPAA compliances** and guidelines pertaining to **Protected Health Information (PHI)**.
* Performed various **SQL queries** for retrieving and validating data which include **Inner** and **Outer Joins, Views, SELECT statements, Order by, Group by, and Aggregate Functions** such as **Min, Max, Sum, Average**.
* Performed **API** TestingusingInsomnia to check if the APIs are returning desiredformat as defined and required by the workflow and done API documentation using **Swagger**.
* **FHIR mapping** using FHIR open source and BPD Implementation guide and verifying against them with the help of **SmileCDR** and submit to BCBSA
* Format the **objects and elements** in the **JSON** according to the business needs, so the implementation into **Datalake**is way easier.
* Collaborate with **3rd party vendors** to align with the times lines we have and discuss and update the requirements.

**Environment:Agile-Scrum environment, JIRA v8.20, Confluence 7.9, MS. VISIO, Insomnia, Sql DB, M.S.VISIO**

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| **Change Healthcare | Nashville TN June2020 *– Dec 2021***  **Sr Business Systems Analyst** |
| The project aimed at transforming manual claims processing workflow to automated claims processing using machine learning services like Amazon Textract by following HIPAA compliances where the extraction of data from the claims forms was performed using Optical Character Recognition (OCR). |

**Roles and Responsibilities:**

* Worked on existing **business application** and process, their **current source system** and gathered end user requirements using **elicitation techniques** like **interviews, requirement workshops, brainstorming.**
* Closely collaborated with product owner to develop **user stories** and **acceptance criteria** to build an incremental business values using **Scrum** and **JIRA**.
* Experienced with the **Payer workflow** of health insurance. Experienced in tracking the workflow and the data transfer of the Encounter life cycle, Submissions and Response.
* Performed **Document analysis, and GAP analysis** to analyze **As-Is** business process and the **To-Be** system and assisted in fixing the scope of the project and to check the compatibility of the existing system infrastructure.
* Conducted thorough analysis of the Business Requirements and **created design specifications** to accomplish and achieve business needs related to Healthcare **EDI X12** transactions such as **834** and **837**.
* Worked with **FACETS** Team for **HIPAA X12 837**Claims Validation and Verification Process (**Pre-Adjudication**), Conducted claims validation and pending/denied Claims Analysis for the Health plans **Medicaid programs**.
* Participated in the walkthroughs and meetings specifically for **Claims filing processing**, weekly status meetings to present status and incorporate any digressions from the original scope.
* Responsible for identifying and documenting business rules and creating detailed **Use Case** and **requirement document**.
* Captured process flows by preparing **Use Cases, Activity Diagrams** and **Sequence Diagrams** and other UML diagrams for a clear understanding of the project vision by using **MS VISIO**.
* Involved in creation of **Mock-Ups** and **Wireframes**of user interface using **MS. VISIO** for client verification.
* Functioned as the primary **liaison** between the business line and the technical areas throughout the project cycle.
* Writing **SQL queries** to extract and analyze data from **FACETS** Database and produce weekly and monthly reports and Performed **Data analysis** and **Data validation** by writing **SQL queries**.
* Helped the testing team to successfully conduct **User Acceptance Testing (UAT)**.
* Helped the team in building **Data marts, created conceptual modelling.**
* Used **JIRA** for **issue tracking, user story management** and **requirement traceability**.

**Environment: Agile-Scrum environment, MS Excel 2016, MS Word 2016, MS VISIO 2016, JIRA 7.5.2, Confluence 6.13.0, Power BI, Oracle, AWS Textract, AWS Athena, AWS S3, AWS Lambda, AWS SNS.**

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| **Molina Healthcare | San Diego, CA *December 2017 – January 2019***  **Business Systems Analyst** |
| The project aimed at creating automated patient enrollment system for emergency rooms services which would reduce the wait time for patient by improving patient-physician relationship. The data has been stored in health center databases which follow all the compliances like HIPAA and HITECH act. |

**Roles and Responsibilities:**

* Gathered end user business requirements through **Interviews**, **Surveys** and **Analyzing** the current enrollment and scheduling process by practically being on-site. Participated in the **Product Vision** meeting to understand the desired features of the system.
* Systematically documented all the elicited requirements into a **matrix** to cover all the **conceptual functionalities** and the **logical solutions** associated with new system and to track the progress of these functionalities.
* Conducted **GAP Analysis** to thoroughly understand and document **AS-IS** process flow and to determine the **TO-BE** process flow by considering all the **Functional** and **Non-Functional**requirements
* **Communicated** across all the Stakeholders various aspects **Electronic Data Interchange (EDI)** and **HIPAA compliance** to keep the health data protected from any users who are unauthorized to have access to the health data.
* Helped the PO to **populate** and **refine** the **Product Backlog**, further slicing the **PBI’s** into **User Story** and **tasks** to be included in the **Sprint Backlog** and eventually defining **Acceptance Criteria** for the user story to be included in implementation.
* As a part of **Collaborative** team, sporadically acted as a **Proxy Product** owner during the **Scrum Ceremonies.**
* Involved in **ETL process** using the **Informatica PowerCenter** and performed transformation on the landing database. Logged the **source table** information and the **target table** information with transformation logic on the **Source-Target document**
* Produced **Unified Modelling Language (UML) diagrams** such as **Use-Case Diagrams** and **Sequence diagrams** for the Business Stakeholders and end-users to get a better perspective on the flow of the system.
* Actively collaborated with the development team to **design** and **build** customized **home page** and **landing pages** utilizing **HTML, XML** and **JavaScript**. Assisted in mapping the **key-value pairs** fed at the Emergency Room user interface to the target **Enterprise Data Warehouse (EDW)** for unaltered and permanent storage of data.
* Assisted in creating **OLAP queries** for report formatting and **static reportgeneration.**
* For further optimizing the care providers’ schedule according to the extremity of ailment in the Emergency Room, assisted the development team to **integrate** EDW with **Salesforce Health Cloud** using **MuleSoft.**
* Performed **RESTful API** documentation and specification for request and response messages using **POSTMAN.**
* Reviewed the licenses and used **Confluence** to log the **business solution recommendations** and integrated **JIRA** tool to **log issues, manage defect bug lifecycles** and track the progress of the team.
* Created and managed **Test cases**, **Test plan**, **Test Scenarios** through **HP ALM.**

**Environment: Agile-Scrum Environment, Salesforce Health Cloud, SaaS, JIRA 7.0.7, Confluence 6.1.0, Lucid Chart, Balsamiq, HP ALM, Informatica PowerCenter.**

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| **Aurobindo Pharma Limited | Hyderabad, India *August 2016 - October 2017***  **Business Systems Analyst** |
| Online web portal for Pharmaceutical manufacturing company. The project aimed at designing an online web portal for the pharmaceutical manufacturing company for monitoring the supply of drugs to the healthcare providers by assigning a machine-readable unique code and a unique record is created each time when an individual handles and this portal makes it easy for tracking the sample anytime. |

**Roles and Responsibilities:**

* Elicited requirements using techniques like **Interviews**, document analysis and **JAD** sessions and analyzed requirements.
* Acted as **scribe** by involving in **JAD sessions** with stakeholders, **subject matter experts** (**SME**), end-users, **software architects** and **developers** to work out requirements definition and **software system design** methodology.
* Conducted **Gap analysis** (As-Is to To-Be) to document requirements for existing **system enhancements**. Created **Business Requirements Document (BRD)** and **Functional Requirements Document (FRD)**, **Requirements Traceability Matrix (RTM)** to track issues.
* Worked on **GUI** development by creating **mockups** to review requirements, provide feedback on the screen design using **MS Visio**.
* Designed and developed **UML** Diagrams including **Use Case**, **Activity Diagrams** and **Sequence Diagrams** using **MS Visio**.
* Conducted testing before **data migration** and **ETL** along with creation of **fact** and **dimension** tables for dimensional modeling.
* Performed rollup and drill down operations as a part of **OLAP** data warehouses to present data in required format to the stakeholders.
* **Normalized** the data to fit into various **fact** and **dimension** tables of **snowflake** schema for higher **data storage efficiency**.
* Made use of **Informatica PowerCenter (IPC)** to extract data, apply **transformations** and load data into the **target repositories**.
* Coordinated with the testing team during the formulation of **Test Plan** and **Test Cases** for **Functional**, **SystemIntegration**, UAT and **Regression Testing** based on **Design Document**, **User Requirement Document** for the Functional and Performance Testing.
* Created visualizations such as **reports**, **graphs**, **dashboards** using **Tableau** tool to report to the key stakeholders from time-time.
* Worked with **QA** and **Development** teams through all test phases to document test cases for specific business requirements. Performed **UAT**.

**Environment: Waterfall-Scrum Hybrid, MS word 2013, MS Access 2013, SQL Server 2012, Informatica, MS Office Suite, MS Visio 2010, Tableau.**

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| **Alvabodha IT Solutions | Karnataka, India *June 2015 – July 2016***  **Business Analyst** |
| Field Management system- Remote Device application. The project involved replicating the functionalities of a web application that can be operated on android and iOS software platforms. The end user could log into online portal via web application as well as their mobile devices. An application was required to be built which had easy user interface and at the same time was appealing. |

**Roles and Responsibilities:**

* Conducted **Document Analysis**, **Interviews**, leaded various **Focus Groups** to elicit the various **Functional** and **Non-Functional** requirements and to understand the **Stakeholders Vision**.
* Created the **Concept Proposal (CP)** Document to realize and make a note of high-level **Vision** and **Mission**statements
* Identified the various **Goals**, **Milestones**, **Scope**, **Constraints** and Documented the **Project Charter (PC)**, created the **Work Breakdown Structure (WBS)** and the associated **Gantt Chart.**
* Conducted **Cost Benefit Analysis**, **Market Research**, **Feasibility study**, **Risk Analysis** and efficiently documented and communicated the **Analysis report** with all the Business Stakeholders.
* Assisted Sr. Business Systems Analyst to create the **Requirement Documents** such as **Business Requirements Document (BRD),Functional Requirements Document (FRD)** and **Systems Requirements Document (SRS)**
* Collaborated with developers and communicated the **Data requirements** and assisted them to create a **Data Requirement Sheet**.
* Created a **Deployment plan** by analyzing the characteristics of the **Production environment** and saw the project to **“Go-Live”.**
* Single handedly managed **Change requests** by creating a **Change Management Document**. **Baselined** the iterative versions of Change management document by getting an approval from the **Change Approval Board (CAB)**

**Environment: Waterfall, JavaScript, HTML, XML, MS SharePoint, MS Excel, MS PowerPoint, MS Visio, SQL, User Acceptance Testing (UAT).**

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| **Vishnu Dental College and Hospitals | Hyderabad, India *September 2013 – May 2015***  **Jr.Business Analyst** |
| The scope of the project was to develop an online portal for the Dental health and education department for effective planning, ordering, tracking and inventory management of the products and services offered under the welfare program. Static and Ad hoc report generation interface integrated with a system allowing a responsive Graphical User Interface (GUI), management information, and electronic access to critical information. |

**Roles and Responsibilities:**

* Worked in **Waterfall Methodology** and extensively involved in **Requirement Analysis, Requirement Gathering**
* Assisted lead BA in creating the **Vision** and **Scop**e documents along with **Concept Proposal document**
* Created the **Requirement Traceability Matrix (RTM)** under the guidance and assisted in defining **Entry** and **Exit Criteria**
* Identified the current business processes and created the **Process Flow Diagram (PFD)**. Conducted **Gap analysis** and reported the findings to lead BA to collaborated with the team and design the system defined **navigation path** using **Clickstream Activity**
* Conducted the **Cost**-**BenefitAnalysis** (**CBA)**, **FeasibilityStudy**, **RiskAnalysis** and documented the **AnalysisReport.**
* Documented and maintained **business requirement document** and **Functional requirement document** assisted the lead BA in collecting project scope, business goals, business rules, and business objectives, assumptions, constraints and risks.
* Experienced in Facilitating **Joint Requirement Planning (JRP), Joint Application Development (JAD)** with Business User Groups, Subject Matter Experts, and IT Groups to converge early toward a design acceptable to the customer and feasible for the developers and to limit a project’s exposure to the forces of change.
* Solid experience of Quality Assurance (QA) in reviewing Test Procedures, defining Test cases, reviewing and maintaining Test scripts, analyzing bugs, interacting with team members in fixing errors and User Acceptance Testing

**Environment: Waterfall, MS word, MS Access, SQL Server v2012, Informatica PowerCenter, MS Office, MS Visio**

**Education:**Bachelor of Science, Dental Surgery, DR.NTR University of Health Sciences: Andhra Pradesh, India.

Masters: Healthcare Administration, University of Houston Clear Lake: Houston, Texas.

**Certification:** Scrum Master Certified.