**Summary**

* `10 + years of experience as a Business System Analyst. Good understanding of SDLC and have worked on different methodologies such as Agile, Scrum, and Waterfall
* Experience in conducting requirement gathering sessions, feasibility studies, and GAP analysis.
* Interviewed Subject Matter Experts (SMEs), and documented requirements in an understandable manner for business and technical stakeholders.
* Conducted Stakeholder Analysis and elicited stakeholder requirements.
* Experience with Data Analysis using TSQL like creating Tables, views, filtering, sorting, and reporting.
* Experience with analysis of Provider Data, Provider applications, provider-facing application designs, and workflow.
* Hands-on experience with ETL tools like DataStage and Microsoft SQL Server.
* Extensive experience in SharePoint to collaborate information, share documents, document versioning, and in project management activities.
* Exposure to creating and analyzing Data flow diagrams using tools like MS Visio.
* Experience in Data Transformation, Metadata, Data Dictionary, Data Loading, and Data Modelling.
* Experience in checking the data in a database by writing and executing SQL statements.
* Highly skilled Digital Analytics & Reporting professional with hands-on project execution and project-delivery management experience in the areas of Web & Mobile analytics implementation, Tag Management, Target personalization, SQL Server reporting, and managing the analytics business ethos for organizations across domains.
* Experience in analyzing candidate and solution architecture created for documented business requirements and architecturally significant epics.
* Experience in producing Business Cases, Project Scope Agreements, Business Requirements Documents (BRD), and Functional Requirements Documents (FRD).
* Extensive experience in Process/Data Modeling, Quality Assurance/Testing of both client and server-side and data warehousing applications.
* Defined epic, features, product backlog, and tasks on JIRA following Agile principles.
* Have conducted Joint Application Development (JAD) sessions. Implementing current Project Management methodologies and learning their characteristics, weaknesses, and impacts as they relate to software development.
* Developed Use Cases and Test Cases by using JIRA extensively.
* Skills in developing Use Case diagrams, Sequence diagrams, and data flow diagrams.
* Conducted User Acceptance Testing (UAT).
* Participated in Production Release and Project Success Verification.

**Technical Skills**

|  |  |
| --- | --- |
| **Business Modeling Tools** | Rational Rose, MS Visio |
| **Language** | SQL, Java, C/C++, XML, JSON, Jerkins |
| **Operating System** | Windows, UNIX, Mac OS |
| **Database** | SQL Server, SAS Enterprise Data Miner, Oracle, MS Access, |
| **ETL Tools:** | SQL Server Integration Services (SSIS), Informatica Power Center |
| **Methodology** | Agile SCRUM, Waterfall |
| **Productive Tools** | MS Office Suite, MS Project, SharePoint |
| **Project Management Tool** | MS Project, Rally, SharePoint |
| **Analytical Tools** | Tableau, MicroStrategy, SAS Enterprise Data Miner, Adobe Analytics, SAP Analytics |

**Education**:

* MBA in ‘Business Analysis’ and ‘Data Mining
* MS in Information Technology Management
* Bachelor in Hotel Management

**Certifications**

* SAS certification in Business Analytics and Data Mining
* SAFe 4 Agile Scrum master certification for Advance Scrum Master.

**Professional Experience**

**HCSC (Remote)**

**August 2020 to Present**

**Business Analyst**

HCSC is primarily a health insurance company that also deals with a wide variety of health and life insurance products and related services, through its operating divisions and subsidiaries.

**Project 1:** As a business analyst, I was involved in the Data platform modernization along with the data migration and integration project of HCSC’s subsidiary Dearborn. As a business analyst, I need to elicit, gather, and document requirements for the Microsoft Azure cloud infrastructure and data sharing as per the defined use cases.

**Project 2**: Healthcare Vertical program is a program that is focused on Key Hospital accounts and Healthcare providers. The scope of the project is to enhance member-facing provider applications, highlight preferred providers during the search, and design discounting and reimbursement capabilities.

**Project 3**: Transition of StateFarm and HEB accounts under Blue Care Connection (BCC) product to Wellbeing Management (WBM). The transition enabled more market-competitive, outcomes-based, and digitally enhanced solutions.

**Project 4:** Supporting Teacher Retirement System of Texas (TRS) accounts for annual updates and enhancements like contractual or legislative requirements for customization and enhancements to member experience.

**Responsibilities:**

* Responsible for Leading and managing requirements gathering and analyzing activities by working with stakeholders, developers, designers, QA analysts, and internal/external customers.
* Eliciting, documenting, analyzing, and verifying requirements into Project Requirements Documents,
* Creating Epics in Agile and Agile Scrum methodologies working on the complete project life cycle, Involving Data Analysis if required for analyzing business requirements.
* Working with subject matter experts of cloud Infrastructure within HCSC to document infrastructure requirements like Access, Entitlements, Backup, and Disaster Recovery.
* Analyzing existing provider and member-facing applications and impacted systems for enhancements.
* Created and managed REST API documentation in Confluence and updated the service inventory.
* Working with Application Business Analysts on refining the user stories and aligning them to epics and requirements by the business.
* Analyzing Provider Data and key identities like NPI, and TIN to implement desired enhancements.
* Involved in analyzing and documenting provider tiering and benefit tiering requirements by HCSC clients.
* Working with architects to determine impacted products, systems, and applications for architecturally significant epics.
* Analyzing requirements for X12 837 and 834 files to support member and claims information transfer requirements by HCSC clients.
* Performing business process analysis, workflow, task analysis, user acceptance testing, and requirement analysis.
* Perform modeling using wireframe tools like Functional Decomposition, Data Flow Diagrams, User Context Diagrams, Activity Diagrams, Workflow Modeling and also using Use Cases, Use Case Model Survey, Use Case Specification, Process Modeling, and Prototyping.
* Managing requirement changes throughout the project lifecycle for new product feature development; Creating Epics in Agile and Agile Scrum methodologies working on the complete project life cycle, and Involving Data Analysis if required for analyzing business requirements.
* Participating in Scrum stand-up meetings, backlog grooming sessions, review, and retrospective meetings.
* Balancing business requirements with technical feasibility and sustainability. Creating user stories, acceptance criteria, design documentation, process flows, and wireframes to clearly communicate a set of functional requirements.

**Premier Inc. Charlotte, NC**

**August 2019 - May 2020**

**Senior Business Analyst**

A learning Management System is a platform for the administration, documentation, tracking, reporting, automation and delivery of educational courses, training programs, or learning and developmental programs. LMS works for educational institutions, Academic Health Systems, and Medical Education and is used to manage Curriculum, Activities and Courses, Credits, Awards and Certificates, Educational Events, evaluations, and assessments.

**Responsibilities:**

* Gathered and analyzed requirements by working with stakeholders, developers, designers, QA analysts, and internal/external customers.
* Formulated user stories and acceptance criteria.
* Created wireframes and mock screens for UI/UX-related requirements.
* Identified and accurately analyzed data file components to complete record set-up of practitioners and facilities; which may include credentials documents such as contracts, fee schedules, and other highly sensitive information. Interpret and escalate data to ensure timely and accurate record setup.
* Worked on ERP system, in supply chain management Purchasing, and invoicing.
* Worked on ERP applications like SAP on Order Management, Invoice Management, Project Management and Supply Chain modules.
* Managed requirement changes throughout the project lifecycle for new product feature development.
* Used Agile Scrum methodologies working on the complete project life cycle.
* Balanced business requirements with technical feasibility and sustainability.
* Involved in making front-end applications ADA-compliant.
* Assisted with product backlog maintenance and grooming.
* Collaborated closely with UX, Development, and QA Teams.
* Analyzed business requirements and came up with the data flow, and solutions.
* Created project documentation is produced throughout the project lifecycle.
* Created user stories, acceptance criteria, design documentation, process flows, and wireframes to communicate a set of functional requirement.

**Anthem Inc. Norfolk, VA**

**January 2017 – May 2019**

**Business Analyst**

Encounters Remediation Project is a collaborative system that works for Medicaid and Medicare Services. This system provides the claim status, claim history, and summary for the Business which is facing compliance errors with the state. It also supports the Documentation of Claims adjudication, where the claims are being processed is received from healthcare providers. This system initiates all the necessary procedures, and standards and validates the data as per regulations for Pharmacy Claims Medicare Part-D NCPDP is included with the claim adjudication process system as per state regulations.

**Responsibilities:**

* Gathering business requirements through open-ended discussions, brainstorming sessions, and observation of the compliance department and work environment in data mapping.
* Conducted brainstorming and JAD sessions with stakeholders and end-users for requirement analysis and documented the same.
* Responsible for conversion of data in Data Mapping and writing transformation rules.
* Used Agile Scrum methodologies working on the complete project life cycle.
* Correlate JIRA-X-ray stories for System Enhancements/Fixes from Business to Medical Data Express (MDE) Database and XEP Application.
* Designed Use Case Diagrams, Workflow diagrams, and Activity diagrams. Used Wireframing tools for Process modeling, Process mapping, and Business Process flow diagrams. Understood the AS-IS system, developed the TO-BE system concepts, and also prepared the System Process Maps.
* Communicated and maintained a strong working relationship with various business groups such as Project development and client regarding requirements and workflow.
* Worked with project team members (business and technical) to develop technical design documents, including business and system process models
* Validated Backend MS SQL scripts like Stored Procedures, Tables, and Views using various Filtering and Sorting techniques, Joins and CTE to analyze Claim processing, data type, data characteristics, and the interrelationship between different columns and fields.
* Analyze Datasets, Schemas, and Tables by writing complex T-SQL Queries used to join Multiple Tables, Views and extract Test
* Identify, collect, analyze, and present trends, visualizations, and summaries of data to the Business Team during a demonstration of code fixes.
* Written user Stories - Elaborated User Stories and Acceptance Criteria; Reviewed user stories with the team.
* Analyze HIPAA 5010 standards for 837P, I, D EDI X12 transactions, and Remittance files (835,999,277), related to providers, payers, subscribers, and other related entities.
* Performing Requirements Traceability and managing a Requirement Traceability Matrix for the application.
* Performed *Regression testing* to test existing software applications to make sure that a change or addition hasn't broken any existing functionality.
* Created Test cases, Test Scenarios, and Test matrices for code fixes and code enhancement every month.

**Huntington Bank, Columbus, OH**

**April 2014 - November 2016**

**Business Analyst**

Enterprise Information Management is a setup with a data warehouse and business intelligence applications. EDW is a super repository for data moving in-house between source to business intelligence applications. Data consumed by EDW is generated by different financial systems and is used for analytical and reporting purposes.

**Responsibilities:**

* Built EIM Requirements for the Enterprise Data Warehouse and associated tools and applications.
* Performed data analysis and data validation using complex SQL queries in DB2 and SQL server
* Created mapping for Omni channel file transfers for data in JSON and XML formats.
* Defined and recorded EIM requirements for Business Intelligence reporting applications, MicroStrategy, and SAS.
* Performed GAP analysis to improve critical business functions like API call performance and databases.
* Documented Rest API and relevant specifications.
* Worked with testers on designing test plans and strategies for testing Rest API calls via the Postman.
* Elicited requirements using several methods like JAD Sessions, One on One meetings, document analysis and interviews.
* Worked across Business and IT delegates to document business requirements that are translatable to IT Design and Development.
* Assisted in designing high-level ETL architecture for overall data transfer from the source server to the Enterprise Data Warehouse which encompasses server name, database name, accounts, tables and direction of data flow, Column Mapping, and Metadata.
* Coordinated with project managers and impacted the application team to analyze data flow and elicit requirements.
* Built Data Mapping documents that detail field-level correlations for the design and development of ETL.
* Worked with Business and Technical resources on any changes or clarifications that occur during the project lifecycle.
* Defined and recorded EIM requirements for Business Intelligence reporting applications, Tableau, MicroStrategy, and SAS.
* Worked with designated QA resources on any requirements clarification or test plan traceability to requirement documentation.

# **L Brands, Columbus, OH**

# **June 2012 – February 2014**

# **UAT Analyst /Business Analyst**

L Brands is a premium retail, e-commerce company that deals with fashion retailing. The project was of implementing Adobe Analytics for Bath and Bodyworks website. The project leverages tag management to develop reporting suite for the Analytics team in Bath and Body works.

**Responsibilities:**

* Performed Gap Analysis and worked with the product manager and streamlining the Adobe Analytics migration process.
* Elicited requirements Helped with the development of KPI metrics, Dimensions, Report groups, Scorecards, and Dashboards for trend analysis.
* Identified requirements and interviewed stakeholders from the digital analytics team and cross-functional teams
* Tested firing of analytical tags on data layer and worked with Tag manager.
* Validated events, eVars, and props using Adobe Experience Cloud Debugger and Dev Console.
* Heavily involved in building out and executing regression tests, test orders, and black box testing.
* Analyzed business requirements and used cases.
* Used tools such as Jira, Confluence, and Test Rail to track defects and statuses.