**SONALI  
860-288-4103**

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**PROFESSIONAL SUMMARY**

* Result oriented Business Analyst with over 8 years of experience in the field of business analysis, software requirements management and business process management.
* Around 3 years of RPA Business Analyst experience with strong knowledge of RPA project life cycle and project deliverables.
* Certified RPA – UiPath business analyst professional with expertise in Robotic Process Automation.
* Comprehensive knowledge of Software Development Life Cycle (SDLC), having thorough understanding of various phases like Requirements, Analysis/Design, Development and Testing.
* Experience with different SDLC methodologies (Waterfall and Agile).
* Proficient in MS Word, MS Excel, MS Project, MS PowerPoint, MS team, Visio, JIRA, SSRS, SSMS.
* Excellent analytical and problem-solving skills with the ability to handle multi-tasks effectively and quickly master new concepts and subjects.

**EXPERIENCE**

PopHealthCare, Tennessee May 2022 – Present

*Business Analyst*

**About the Project:**

PopHealthCare delivers specialized risk adjustment services to insurance companies. RiskSight division’s role in healthcare optimization by ensuring fair compensation for insurers through risk adjustments. Our process spans chart procurement, meticulous analysis, coding, reporting, and secure delivery, all underpinned by our innovative software solution. RiskSight is an internal tool which is built to serve PHC’s colleagues.

**Key responsibilities include:**

* Act as a primary contact for Product Owner (PO) and other stakeholders to elicit, analyze, document, and manage business and software requirements.
* Supports IT development projects or operations by performing system configuration, development of technical documentation and presentation materials.
* Engages in user outreach, issues management, research, peer and best practices benchmarking, user provisioning, and end user training.
* Provides production support, including customer communication, troubleshooting, researching & recommending resolution options, following standard procedures & processes according to established service levels.
* Interviews key stakeholders and end users to analyze business processes and system's needs.
* Translate business requirements into functional and technical specifications.
* Captures use cases, user stories and conceptual process models.
* Meets with customers to field direct requests, discuss requirements, and collaborate on solution design including business process and policy related matters where applicable.
* Works with the technical team to make sure that requirements are well understood as part of the software development lifecycle e.g., requirements review, turnover, signoff.
* Provide functional support during project release go lives.

AccentCare, Texas March 2020– May 2022

*RPA Business Analyst*

**About the Project:**

AccentCare is a Health Insurance Company for old age people. As a Robotic Process Automation (RPA) Business Analyst, I worked on various project such as PCR Letter Review, AR Batch Processing where in dealing with various claims and how they would be uploaded in various clearing houses. Home Care Home Base medical records automating the manual process of sending a patient record thru Fax and email to the doctor about the patient visits. Used Various tools such Automation Anywhere, Palmetto, Home Care Home Base. Etc.

**Key responsibilities include:**

* Proactively gather details on project initiatives and functionalities, Analyze and effectively conduct requirement discussions.
* Interacted with Business and Project stakeholders to Analyze & Document Business, Technical, Functional and Non-functional requirements.
* Created and Managed PDD, Use-Case diagrams, Wireframes/Mock-ups for User Interfaces.
* Business Walkthrough of PDD and obtaining their Signoff.
* Central point of communication between the developers and business.
* Evaluating request and optimizing application flows or new enhancements that help end user satisfaction and improve efficiencies.
* Created end-to-end automation solutions for clients as per requirement, which involved feasibility study, development, testing, and deployment.
* Create data mapping documents as part of integration process and cross walk mapping with other applications to be passed out to the development and QA team.
* Tracked defects using JIRA and generated defect summary report
* Ability to customize CRM tool as needs change, and troubleshoot the system when problems arise, proficient in MS Word, MS Excel, MS Project, MS PowerPoint, Visio, JIRA, SSRS, SSMS, HTML, and Microsoft Power Platform
* Interact with users, vendors, project managers, developers to perform analysis of user reported issues.
* Provides continuous updates to RPA stakeholders and Project Manager during project delivery.
* Providing continuous support to Development and QA team.
* Participate regularly in steering committee meetings with project stake holders.

Elevance Health, Inc.,Wallingford, CT Aug 2017 – Feb 2020

*Business Analyst*

**About the Project:**

Anthem Care Management Platform (ACMP) is Utilization Management web portal built to help clinicians/Medical Directors perform medical reviews submitted by Providers/Facility/Members through Interactive Care Reviewer (ICR) Web portal, Availity Web Portal, Electronic Medical Records (EMR) and Anthem Care Management Systems Intake (Phone calls and Fax). The ACMP system enables users (clinicians/Physicians) to review medical cases in order to provide claims determinations for health insurance payers and reduce payment error by identifying and addressing billing errors concerning coverage and coding made by providers.

**Key responsibilities include:**

* Act as a primary contact for Product Owner (PO) and other stakeholders to elicit, analyze, document, and manage business and software requirements.
* Utilize business analysis techniques and procedures to address customer requests in a timely manner related to multiple systems and technologies.
* Extracted Data from Teradata using Informatica Power Center ETL and DTS Packages to the target database including SQL Server and used the data for Reporting purposes.
* Proactively gather details on project initiatives and functionalities, Analyze and effectively conduct requirement discussions.
* Evaluating request and optimizing application flows or new enhancements that help end user satisfaction and improve efficiencies.
* Create analysis and specification document of web services and system flows post JAD sessions with project stakeholder to gather requirements.
* Author Functional and technical specifications and store it under confluence for version control and link it to JIRA stories for easy tracking and Review.
* Create data mapping documents as part of integration process and cross walk mapping with other applications to be passed out to the development and QA team.
* Trouble shoot issues, involving local IT when necessary. Maintain close communications with corporate IT personnel.
* Interact with users, vendors, project managers, developers to perform analysis of user reported issues.
* Works with UX to develop wireframes, comps, interaction charts and sequence diagrams.
* Working with clients and Relationship Managers to determine the best customization options.
* Monitor operational data integrity and provides necessary analysis for improvements.
* Working with an Agile, Scrum process with two-week iterations delivering new features and working software in each iteration.
* Providing continuous support to Development and QA team.

**CGI** Bangalore, India | *IT and business consulting services* March 2010 – Jan 2012

*Project Coordinator/Business Analyst*

**Key responsibilities include:**

* Coordinated management activities of various programs to obtain strategic, business, and other organizational objectives.
* Coordinated project scheduling has helped promote change preparation and the possibility of problem-solving and obstacle-resolution.
* Gathered requirements by conducting meetings with key stakeholders, end users and Subject Matter Experts (SMEs).
* Gathered business intelligence from a variety of sources including company data, industry and field reports, public information, or purchased sources.
* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with Traceability matrix.
* Developed detailed BRDs using various modelling tools.
* Responsible for developing credibility, establishing relationship, and communicating with stakeholders at various levels.
* Responsible for assisting the directors and managers in handling program level issues, change requests and compliance reports.
* Present periodic reports on the current program and issues.
* Prepares and maintains weekly and monthly project status reports.

**SKILLS**

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| --- | --- |
| **Business Skills** | Business Process Analysis & Design, Requirement Gathering, Use Case Modelling, JAD Sessions, Gap Analysis, Impact analysis |
| **Tools** | MS Word, MS Excel, MS Project, MS PowerPoint, Visio, JIRA, SSRS, SSMS, HTML, and Microsoft Power Platform |
| **Languages** | SQL |

**CERTIFICATIONS**

UiPath Certified – RPA Business Analyst.

**EDUCATION**

Bachelors in commerce – Bangalore University 2005