## **SUMMARY:**

* **Sr Product Manager/Sr Product Owner and Sr Business Analyst with 10+ years of experience in HealthCare based Industries.**
* Expertise in documenting the Business Requirements Document (BRD), Technical Requirement Document (TRD), generating the UAT Plan, maintaining the Traceability Matrix and assisting in Post Implementation activities.
* Ability to negotiate and manage changes to the project scope, project schedule and project costs using appropriate verification techniques
* Delegate project tasks based on junior staff members' individual strengths, skill sets and experience levels
* Good experience in the EDI transactions and knowledge on EDI transaction process flows.
* Strong experience and understanding of health care industry, claims management process, Knowledge of Medicaid and Medicare Services.
* Good documenting and excellent communication skills.
* Experience with Facets and HIPAA.
* Expert in creating Use Cases, Use Case Diagrams, Class Diagrams, Sequence Flows using MS Visio and UML concepts.
* Worked with different Business Areas like Claims and Enrollment to document proposed ICD 9 – 10 Code changes.
* Knowledge and expertise in working with Claims, Provider, Enrollment, Finance, Benefits, and Vendor Management Business Areas.
* Maintained the Traceability Matrix table to track the Business Requirements to the design to the testing keeping track of all requirements in the BRD.
* Change Control Process – Led the Change Control Process for changes submitted for the BRD once the document was submitted to IT department.
* Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases.
* Certified Agile *Product Owner CSPO* from Scrum Alliance

## **TECHNICAL SKILLS:**

**Project Methodologies**: SDLC, RUP, UML, Agile, Waterfall,

**Business Modeling Tools**: Microsoft Visio, Rational Rose, Sharepoint, Confluence, Jira

**Healthcare Standards** HIPPA, 5010/4010, HL7, FHIR

**Testing tools:** Mercury Quality Center, SOAPUI, Postman, Bamboo

**Change Management Tools:** Rational Clear Quest, sharepoint, Jira

**Office Tools:** MS Project, MS Office, MS Visio MS excel OneNote

**Version Control Systems:** Rational Clear Case, ServiceNow, Jira

**Database:** MS SQL Server, MS Access, and Oracle

## **PROFESSIONAL EXPERIENCE:**

**Anthem Inc, Norfolk VA Sept 2016 – Present**

**Sr Product Manager/Sr Product Owner/Sr Business Analyst**

Working in Govt Divisiton on multiple domain focused projects; such as provider, Availity, claims, member and, mainly focusing on Utilization management. Currently supporting Project Interactive care reviewer(ICR) todevelop and enhance precertification and claimportability, which is a web supported claim submissionportal to assist healthcare providers in allowing pre-certification process and streamline company servicesand is Available to ordering and servicing physiciansand facilities requesting inpatient and outpatientmedical and behavioral health services using AvailityServicesPerformance driven, proactive self-starter with track record of initiative, personal responsibility, ownership of work and reputation for removing obstacles and making things happen

Product Strategy & Definition

* Developed & communicated product vision & road map to cross functional teams in scaled agile framework in a highly cross- matrix org by performing GAP analysis on REST APIs and SOAP web service
* Acted as Liaison by being subject matter expert(SME) between development & business teams by communicating the vision & strategy to future scope the services by data driven discussions using data graphs
* Effectively developed & communicated the value chain to manage the competing priorities of multiple business stakeholders to design the services flexibly with prioritized features.
* Development of key performance indicators (KPI) and Objective and Key Results (OKR) and foundation of business decisions
* Defined Key Performance Indicators to closely monitor health of the products to develop product optimization strategy
* Risk/dependency identification and planning a risk response/mitigation strategies.
* managing several scope of work for a complex, multi-organizational program with multiple business and technical projects
* Defined minimum viable product(MVP) to gather & apply customer feedback in increments during product life cycle.

ProductPlanning&Execution

* Owned the product backlog & definition of done for the stories to develop REST APIs for various Medicaid markets.
* Owned the product design and services for SOAP services and enhancement
* Demonstrated excellent technical & business acumen to drive success by making tactical & strategic decisions
* Developed and influenced Business processes to reduce the customer pain points and for better customer engagement
* Owned and overseen the end-to-end solutions with multi layer/system integration for large scale enterprise projects

**BCBS of NE, Omaha, NE                                         APR2015 – August 2016**

**Business System Analyst/Product Owner**

**Project 1:**Helped migrate the Service Operation Reporting departmentto**BCBS of NE**, by analyzing the impact to the department, and designing a solution to ensure that Service Operation Reporting workflow continued during and after the migration.

**Project 2:**The other part of the Project is to implement the Changes within the Facets. I have also Worked with Claim, Member, Provider and Billing Modules. Also, worked on ICD 9 to ICD 10 Conversion and Eligiblity Rules Management for Membership enrolment.

**Responsibilities:**

* Performed GAP analysis on membership management and claims processing to evaluate the adaptability of the new application with existing processes.
* Analyzed “TO BE” scenarios based on the data that are currently required to generate reports.
* Performed detailed business process assessment of the affected business areas
* Participated in review and analysis of business requirements, adding additional cases as needed, insuring they are complete and testable.
* Generated catalogue of letter templates and attachments with detailed specification of validation logic and Error messages as per Business specifications.
* Involved in End to End integration of EDI 278 for Authorization Request.
* Loaded the EDI 278 Data from ODS to Facets in Utiliation Management Modules to validate the Perspective review, UM Logging and UM Inquiry.
* Participated in customization of vendor provided solution to accommodate requirement specific to the business.
* While working on requirements of the 837 HIPAA project, jumped half way in the 835 report project, continued working on 837, 278 and HIPAA EDI Transactions across enterprise.
* Analyzed and mapped different data sets from system with the new MMIS system.
* Write Use cases and producing Use Case Model, Analysis model, Behavior diagrams based on UML Methodology & Business process flow diagrams using Visio.
* Involved in impact analysis of HIPAA 5010 835 and 837P and 278 transaction sets on different systems.
* Facilitated the Meetings with Business owners, SMEs and Business user to gather the requirements. This includes face to face as well as WebEx interaction.
* Organized meetings and led JAD sessions to ensure legal and compliance deadlines of CMS (Centers for Medicare and Medicaid Services) are met.
* Involved in the testing of web portal of New MMIS system.
* Involved in analysis of requirements for Medicaid and Commercial line of businesses.
* Scheduled the meetings with domain leads to determine the mapping parameters for each field.
* Followed agile methodology to gather the Business Requirements and designed Functional specifications.
* Highly involved in Gap Analysis to identify the deficiencies of the current system and to identify the requirements for the change in the proposed system.
* Played major role to create the Business Requirement Documentation (BRDs), using MS Word and MS Visio that provided appropriate scope of work for technical team to develop prototype and overall system.
* Identified the crosswalk table schema to persist the mapping of new system to existing system codes.

**Environment**: Agile, SharePoint, MS Visio, MS project, XML, UML, Oracle, MS SQL Server, MS Office

**Health Net, Chicago, IL Feb2014 – March 2015**

**Business System Analyst**

Worked for the Health Net as a Business Analyst. I have participated in full software development life cycle implementations (SDLC) from project initiation to final deployment. I have worked with various Business Areas like Enrollment, Claims, Finance, Providers, and Benefits Admin.

My recent project involved gathering Business Requirements for the Claims Business Area and updating EDI Transactions like EDI 837, 835, 276 and 277 with the HIPAA 5010 Changes.I have experience in development of Web Portals in the Healthcare Industry. Developed a Referral Web Portal that was used by providers and members to view their referral information. involved in the documentation of ICD 9 – 10 Conversion's Impact Analysis of the Diagnosis and Procedure Codes.

**Responsibilities:**

* Gathered Business Requirements from the Subject Matter Experts (SMEs) and documented the requirements in the BRD.
* Expert in ICD 9 – 10 Conversion Analysis. Full knowledge of the Diagnosis and Procedural Code changes for Healthcare Entities like Payers, Employer Groups, and Providers. Worked on ICD 9 codes and gathered future requirements based on ICD 10 codes. Managed creation of sample mappings for the conversion of EDI X12 transactions code sets version 4010 to 5010 and translation of ICD 9 codes into ICD 10 codes.
* We were also working for facets migration/conversion from one version of facets to another higher version and from one environment to another environment.
* Supported new business requirements by extending the functionality of the core Facets system using the Facets extensibility architecture feature.
* Gathered and documented functional requirements for testing and verification of HIPAA.
* Web Portal Development – Worked as a Business Analyst gathering requirements to develop a referral portal.
* Created process flow diagrams describing provider and member access to the web portals.
* Analyzed and evaluated User Interface Designs, Technical Design Documents and the performance of the application from various dimensions.
* Created Business Requirement Documents as a result of meetings with the Business Areas. Obtained business sign offs on the documents after reviewing the final documents with them.
* Assisted in creation of the Functional Design Document from the Business Requirements Document which was used as the reference by the development team while preparing the design and held the responsibility of the required data setup for unit testing.
* Change Control Process – Led the Change Control Process for changes submitted for the BRD once the document was submitted to IT department.
* Documented the UAT Plan for the project and worked with the UAT Team to ensure every acceptance criteria for the requirements has been included in the UAT task plan.
* Maintained the Traceability Matrix Table to uniquely trace the identified business requirements to general design to testing as proof that requirements requested have been developed into a solution and that it has been tested and tracked.
* Involved in daily scrum meeting to discuss any roadblocks or impediments in the project path.
* Involved in sprint planning session to identify the features and functionalities that should be achieved by the new application.
* Identified various points of integration among the new and existing applications and required integration with other IT components.
* Worked closely with the business team, development team and the quality assurance team to ensure that desired functionalities will be achieved by the application.
* Provided business and technical suggestions and recommendations during the project life cycle.

**Environment:** Mumps Cache, MS Visio, Word, Excel, UML, PowerPoint, CMMI, Rational Requisite.

**Humana, Louisville, KY Dec2012 – Jan 2014**

**Business System Analyst**

Worked in a project involving Electronic Claims (EDI) Handling 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.
* Microsoft Office (Outlook, Word, Excel, Visio, Access) at various phases of development for documenting the requirements.
* 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.
* Created Test Scenarios, Test Cases, Test Scripts in Quality Center.
* 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.
* 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, Quality center, Requisite Pro, SQL, Oracle, J2EE technology, Java, Perl.

**Well Care, Tampa, FL Jul 2011 – Nov2012**

**Business Analyst**

Well Care Health Plans, Inc. provides managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare. Headquartered in Tampa, Florida, Well Care offers a variety of health plans for families, children, and the aged, blind and disabled, as well as prescription drug plans.  
Involved in enhancement for working on claims process, coordination of benefit & pricing process.  
**Responsibilities:**

* Helped to communicate business priorities to the organization to effect business solutions.
* Created and maintained BRD to assist PM close basis while managing multiple projects.
* Converted Business Requirements to the Functional Specification.
* Involved in gathering clinical data and supported application development. Data includes patient’s admission status, discharge details and transfers. Also tested claims and diagnosis reports of the patient.
* Used Requisite Pro for the Requirement Documents Preparation.
* Prepared Business Process Models that includes modeling of all the activities of business from the conceptual to procedural level
* Participated in process of preparing verification master plan to describe clearly and concisely the company’s philosophy, expectations, and approach to be followed.
* Met with users to generate and review business test cases.
* Created Use Cases / Activity Diagrams / State Chart Diagrams, Sequence Diagrams thus defining the Data Process Model and Business Process Mode.
* Conducted JAD Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests.
* Implemented and monitored Individual Development Plans focusing on total performance, including both quality and productivity.
* Monitored client expectations through client involvement and communication throughout the lifecycle of the project; educate clients and stakeholders on the benefits and risks associated with the project.
* Worked with the Quality Management team to ensure that requirements documentation can be easily translated into test plans, and ensure that the proper testing plans have been completed.

**Environment:** Rational Unified Process, Rational Rose, UML, Visio, Office,C, MS Project, Ms FrontPage, Windows XP

**Emblem Health, New York, NY                  Jan2010 – Jun 2011**

**Business Analyst**

Emblem Health is the largest health insurer based in New York State serving nearly 3.4 million people with over 92,000 providers in 150,000 locations across the tri-state region. Emblem Health's Care Management System provides a solution in simplified and a smart way to manage the health of members, which improves the quality and affordability of care.

**Responsibilities:**

* Business Analyst involved in documenting changes to the Benefits Administration, Enrollment Processing and Claims Processing Systems based on the Medicare Plan Changes initiative.
* Gathered Business Requirements from the Subject Matter Experts (SMEs) and documented the requirements in the BRD. Utilized data flow diagrams, use case diagrams and process flow diagrams to represent information provided by the Business Owners.
* Organized meetings and led JAD sessions to ensure legal and compliance deadlines of CMS (Centers for Medicare and Medicaid Services) are met.
* Worked with Vendors like RR Donnelly to ensure printing of ID cards is scheduled on time for the new and existing members.
* Worked with Business Owners of Market Prominence, the Enrollment Processing System, to ensure that the enrollment process for the new members is updated with changes.
* Worked with the UAT and QA teams to conduct an assessment and determine how effective UAT and QA guidelines can help the company achieve timely completion of projects.
* Worked with Business Owners of Qcare, the claims adjudication system, and documented updates and enhancements to the application.
* Worked with Top down Systems, a vendor specialized in automated letter generation, to convert manual letter generation to automated generation of the Medical Management Letters.
* Effectively elaborated the current process and gave a clear picture of the proposed process for the projects in the organization.
* Worked aggressively towards timely completion of High Priority Tasks.
* Worked with Business Owners and Relationship Managers for Vendors and Delegates, e.g. Davis Vision, Montefiore, HCP, to ensure that Eligibility and Membership File exchanged on daily and weekly basis is updated with the Medicare changes.
* Led the Change Control Process for changes submitted for the BRD once the document was submitted to IT department.
* Worked with Development Team to resolve issues and clarify Business Requirements from the Business Owners.
* Documented the UAT Plan for the project and worked with the UAT Team to ensure every acceptance criteria for the requirements has been included in the UAT task plan.
* Maintained the Traceability Matrix table to track the Business Requirements to the design and testing, keeping track of all requirements in the BRD.

**Environment:**Web Portal, QCARE, MS Access, ORACLE, MS Word, Excel, and PowerPoint.

**EDUCATION:**

Masters in Regulatory Affairs, Boston, MA