CARLA LYNN HUFF

Ypsilanti, MI| (734) 972-5430 | clhuff102@gmail.com | Connect with me on LinkedIn

Professional Objective & Profile

Over 10 years' experience in Business Analysis and Project Management in Information Technology within the Healthcare industry. Strong leadership, team building, communication and research abilities. Experienced in business systems analyst, user experience design, business process optimization, system implementation, product support and acceptance testing.

Summary of Qualifications

Business Analysis/Application Support	Supporting the implementation of applications, departmental activities, including developing infrastructure, analyzing process flow, recommending changes to infrastructure and processes, monitoring transaction flow, maintaining and developing reports covering production and lead projects and initiatives in support of the enterprise
Project/Implementation Management	Drives all projects for multiple clients and platforms from inception to production; managing ongoing enhancement and maintenance needs. Works with sales, account management, IT and operations to coordinate implementations, set expectations and define client driven process from beginning to end.
Agile Development	Experienced in Scrum, Kanban and SAFe practices. Orchestrate backlog grooming, creating epics and user stories.
User Experience	Creation and evaluation of UI prototypes; supporting design decisions and design process; Incorporating user experience patterns in user interface
Technical Skills	Experienced using IBM Bluemix, Watson Conversation Services, SimpleMind, InVision, Adobe Analytics, Mercator 6.5 – 8.2, Microsoft SQL Server, .Net Framework, Foresight Instream, HIPAA Validator & EDISIM, Microsoft Office Suite: Word, Excel, PowerPoint and Visio. Proficient in HTML/CSS.
Sales/Marketing	Presents to sales and account management high-level training on applications and internal processes, standard timelines for implementation and updates on current projects. Ability to prepare and present marketing materials to potential clients, research client leads.

References Available Upon Request

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Work Experience

Senior Business Analyst   **IBM Watson Health   Ann Arbor, MI**   **June 2013 – Present**

- Requirements gathering and writing of User Stories for consumer facing decision support tools.
- Collaborate with Engineering, Product Management, User Experience and other departments to finalize designs and formalize requirements including design and testing of prototypes and orchestration and sign-off on acceptance test results to ensure design integrity.
- Communicates with external and internal customers to analyze information needs and functional requirements
- Organize and facilitate Agile team meetings, which included Iteration Planning, Daily Scrums and Backlog Grooming
- Manages changes in the requirements and communicate changes to client and across the project team
- Collaborates with Operations and Account teams to understand documentation and training needs. Work with the appropriate teams to deliver the needed materials
- Assists with implementations when needed. Investigates implementation issues and product improvement opportunities
- Developed training materials and release notes for stakeholders

EDI Application Developer II/Implementation Lead   Aetna/Cofinity   Southfield, MI   **May 2004 – June 2013**

- Team Lead and 2nd Tier for Production Support
- Led QA team for enterprise repricing system upgrade. Documented detailed test plan and test scripts. Reviewed documentation to ensure requirements were met at each stage of development.
- Led Testing team for EDI Gateway upgrade. Provided test cases based on requirements for approximately 25 business owned applications and 50 screens for web based application. Documented/Extracted all business rules from maps.
- Successful implementation of EDI Bridges for both new business and current business that has moved from sending paper claims to sending electronically converting approximately 10,000 manual claims per month to EDI claims to improve pricing accuracy and compliance.
- Developed new EDI request form for Mapping Enhancements and EDI Implementations for web based application
- Created new process for reconsideration claims for a major trading partner which resulted in a file flow between the Aetna and Cofinity Gateways
- Created universal map for ASA clients needing customization for repriced files
- Created validation process for Casualty Products claims transmission through Foresight Instream tool
- Building strong relationships with EDI contacts to improve customer satisfaction

Education

English, Language & Literature – University of Michigan, Ann Arbor
Excellent command of the English Language. Strong writing, editing, proofreading, researching and communications skills.
Additional courses included: Introduction to Micro and Macro Economics and Financial Accounting.

Computer Information Systems - Henry Ford Community College
Information technology and Internet fundamentals, microcomputer technology, LAN technology, operating systems, programming, languages (Visual Basic, ASP, C, C++, HTML), data base concepts, systems analysis and systems design.

References Available Upon Request