

SENIOR BUSINESS ANALYST

Summary

Solutions-driven Business Analyst with over 12 years of experience in Project Management and Business Analysis using analytical and quantitative skills in Insurance, Banking, Healthcare and Financial industries. Currently working in Healthcare and Insurance industry as a Senior Business Analyst with a focus on multiple implementations. Extensive experience in data analysis, requirements gathering, business process design, testing, project life cycle management, and user support for various State Medicaid Claim systems using Agile, Scrums, Business Process Reengineering, Unified Modeling Language, System Requirements Specification, Functional Requirements Specification and Rapid Application Development

Accomplishments

- Successfully implemented an enhanced configurable web based MMIS (Medicaid Management Information System) application utilizing the full development life cycle in New Hampshire, North Dakota, and Alaska.
- Lead the successful design and delivery of Medicaid managed care product solution for Health Enterprise system in New Hampshire
- Completed business requirements analysis and facilitated joint tasks across multiple business groups within the project scope for the implementation of an enhanced configurable web based MMIS (Medicaid Management Information System) application utilizing the full development life cycle in California, Montana and New York.
- Integrated and implemented MS-DRG and 3M GPS grouper COTs application within the enhanced configurable web based MMIS (Medicaid Management Information System) application in multiple environments

Experience

09/2005 to Current

Senior Business Analyst Fidelity National Information Services 1/4 Durham , NC

- Conduct requirement elicitation and elaboration sessions with the stakeholders to gather and decompose requirements, identify future state design and fit-gap analysis utilizing project management best practices, processes & methodologies including Rational Unified Process (RUP), Water Fall, and Agile.
- Conduct Joint Application Development (JAD) sessions, project meetings, reviews, workshops and walk through sessions with stakeholders and business partners to identify and resolve open issues.
- Work directly with stakeholders and developers to drive the translation of business needs into technical & design specifications.
- Perform requirement analysis by gathering both functional and non-functional requirements based on interactions with the product owners & stake holders and document them in Requirements Traceability Matrix (RTM) and DOORS throughout the development process.
- Create and update Business Requirements Documents (BRD), Requirement Analysis Documentation, Use Case Specifications, Functional Requirement Specifications (FRD), Process Flow Diagrams, Systems Design Specifications, and Detailed Design Documents.
- Create implementation and integration guides for EDI procurement and payment transactions modules depending on the proprietary intermediate document layouts and requirements for partners.
- Create Use Case Diagrams, Data Flow Diagrams, Activity Diagrams, and Sequence Diagrams using MS Visio for multiple claims adjudication modules utilizing conceptual and technical skills.
- Serve as a critical resource and liaison between business and technical teams to translate functional and business requirements into accurate user stories, gap stories and process flows throughout the project life cycle using Agile methodology.
- Assist the Scrum Master in coordinating daily Scrum Meetings sprint planning, sprint review and sprint retrospective.
- Ensure the project scope and priorities are managed by collaborating with the Product Owners and development team and help to estimate User Story Points.
- Utilize Gap Analysis techniques to gain a clear understanding of the AS-IS of the system and additionally derive new user scenarios to understand the potential TO-BE system.
- Conduct code mining of legacy system (COBOL) to capture granular requirements.
- Modify and update User Interfaces (UI) as per system and client requirements.
- Gather requirements for HIPAA (Health Insurance Portability and Accountability Act) EDI (Electronic Data Interchange) Transactions 820, 834, 835, 837 (I and P), 270, 271, and 277CA in various phases of implementation.
- Create and execute SQL queries to analyze claims data, identify and document issues, collaborate with the developers to resolve issues and perform data validation in Oracle and SQL Server.
- Perform system configuration, assist and oversee unit, integration, regression, and user acceptance testing including participating in plan development, writing test scenarios/scripts, analyzing test data and determining expected results.
- Coordinate with QA and project team to create the test approach and determine test needs, test environment, test data, resources and limitations across multiple business groups.
- Assist in developing and maintaining business & financial reports based on requirements by the stakeholders.
- Conduct UAT sessions with the business and technical teams to ensure the application is align perfectly to the user specifications.
- Review unit testing, user acceptance testing and system integration testing and pre-production testing for all work products developed through projects.

10/1998 to 03/2004

Systems Analyst Accenture Contractor Jobs 1/4 San Jose , CA

- Developed, designed, analyzed, estimated and implemented computer programs and systems applications based on general user requirements following existing Six Sigma Software Process standards and procedures using C and PERL in a UNIX environment.
- Analyzed business needs to assist in defining project objectives and feasibility.
- Assisted with interpreting, scaling and implementing all change package release of the Lockbox System application provided by the vendor.
- Designed, coded, tested, documented, implemented and maintained the current Lockbox systems applications and new program

applications utilizing the software development life cycle methodology.

- Assisted with the design, development and deployment of training related to software process improvements and system based changes.
- Provided software application and technical support to commercial clients and operations.
- Performed change readiness assessments and interpreting results for key client stakeholders.
- Participated in the design, development and implementation of software process improvements based on Capability Maturity Model concepts.
- Supported code elements for existing customer applications.
- Communicated with users, business partners, clients and vendors to gathered software and business requirements.

Education and Training

Bachelor of Science : Computer Information Systems DeVry Institute of Technology i¼ City , State Computer Information Systems October 1998 (Honors)

Skills

Current: Agile (3 years),Â Version One (3 years) Blueworks (3 years) SDLC (18 years), EDMS (6 years) Waterfall (12 years)Â Use Cases (12 years) Gap Analysis (12 years) Â Data Analysis (15 years) SQL ServerÂ (8 years) Oracle (8 years) Interface Design (12 years) VISIO (12 years) Testing (15 years) UML (4 years) MS-Project (12 years) SharePoint (12 years) JIRA (7 years) Rational Requisite Pro (10 years) HTML (10 years) Â XML (5 years) DOORS (4 years) RUP (10 years) Microsoft Office Suite (Access, Excel, Office, Outlook, PowerPoint)Â , EDI, Financial Reporting, Windows XP, Windows Vista, Windows 7, MS DOSÂ

Historical: Application Development (8 years), C, C++ (8Â years)Â Capability Maturity Model (6 years), CICS 2 (2 years), COBOL (7 years), DB2 (2 years), JavaScript (4 years), PERL (6 years),Â Six Sigma (4 years),Â UNIX (6 years), UNIX Shell ScriptÂ (6 years) Lotus Notes, Mainframe