

**Name: Anurag**

**Email: anuraglakkavathula41@gmail.com**

**LinkedIn : <http://www.linkedin.com/in/lakkavathula-anurag>**

**Contact No: +1 940-843-5545**

---

**Professional Summary:**

- Having 2 years of experience as a Business Analyst/Product Owner in Information Technology.
- Experienced in Software Development Life Cycle (SDLC), and methodologies such as Agile and Waterfall. Expertise in Agile methodology and ceremonies.
- Experienced in documenting the requirements to meet Regulatory: CMS and HIPAA standards, healthcare Claims Processing. In- depth knowledge about HMO, PPO, EMR, HMR, HL7, FHIR, Medicare, Medicaid and commercial Data along with Claims Management.
- Have good experience in analysis, design of API's in API connect and API manager.
- Participated in Design and Development of REST/SOAP APIs, including JSON data formats and API versioning strategy.
- Experienced in analyzing and creating data dictionaries for Diagnosis (ICD) and Procedure (CPT) Codes.
- Experienced in gathering and elicitation of Requirements. Managing Requirements Prioritization, Product and Sprint backlogs.
- Participating in Agile ceremonies daily stand-up calls, PI and sprint planning meetings, backlog grooming meetings and sprint retrospections.
- Used agile tools such as JIRA for user story documentation and for other agile implementation activities such as backlog grooming, managing test defects, mapping of user stories with Epics and much more.
- Involved in creating Product vision, Product Roadmap and backlog of work through the project's life cycle.
- Interacted with various business user groups for gathering the requirements for implementation and documented the Business and Software Requirements
- Coordinated with the Project Manager for project planning, assigning resources, managing budgets, tracking progress and assessing workloads
- Collaborate with the IT Architects, Delivery Team, and Competency Center to ensure business processes are aligned with enterprise architecture and application standards.
- Used MS Visio and EA tools to conduct UML modeling – use case diagrams, written use cases, activity diagrams, data flow diagrams, class diagrams, business process flow diagrams and workflow diagrams.
- Conducted stakeholder interviews, workshops, and user story mapping to capture comprehensive business and functional requirements for patient portal features, including online appointment scheduling, prescription refills, secure messaging, and access to medical records.
- Ensured adherence to healthcare regulations, including HIPAA throughout the patient portal development lifecycle, safeguarding patient privacy and data security.
- Facilitated meetings and workshops with clinical staff, patients, and IT teams to gather feedback and drive consensus on patient portal enhancements.
- Developed and optimized business workflows using BPMN.
- Collaborated with development teams to integrate APIs, ensuring seamless functionality and data exchange.
- Experienced in providing end to end support on writing SQL queries for analysis.

- Experienced in defining Test Strategies, Test cases, Test Data Requirements, and User Acceptance Testing (UAT).
- Experienced in Preparing the System Test plan Document, Test cases Documents, Test results/Reports documents and step by step documents for the defect which helps developers to follow and fix the defect
- Well versed with various testing types: Functional testing, System Integration Testing, Regression testing, Adhoc Testing, Exploratory Testing, Performance testing, Smoke & Sanity Testing, Data migration testing, and Security testing.
- Worked closely with design & development team to make sure UI is user friendly.
- System issue defect tracking and reporting in Agile Central.
- Generated data sets and reports for business analysis and Business needs.
- Responsible for performing Gap analysis to identify impacted business process and systems to get to the future state.
- Creating and managing the functional and system documentation in Confluence.
- Single point of contact for functional system clarifications for business & delivery teams.
- Good interpersonal skills, commitment, result oriented, hard working with a quest and zeal to learn new technologies and undertake challenge tasks.

#### **EDUCATION:**

- Bachelor's in Computer Science and engineering, Gurunanak Institutions Technical Campus, Hyderabad, India.
- Master's in Computer Science from University of North Texas

#### **SKILLS:**

KEY COMPETENCIES	TECHNICAL SKILLS
<ul style="list-style-type: none"> <li>➤ Business Analysis - Requirements Elicitation, Object Oriented Analysis</li> <li>➤ Documentation – Test cases, Process Flows, FRS, User Manuals, Data Mapping, Data Definition</li> <li>➤ SDLC Methodologies – Waterfall Model, and Agile</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Management: JIRA, Rally</li> <li>➤ Business Modelling tools: HP ALM QC, TFS</li> <li>➤ Defect Management tool: Bugzilla</li> <li>➤ Utilities: MS Office, Confluence</li> <li>➤ Database: SQL, My SQL</li> <li>➤ OS - Windows, Mac OS</li> <li>➤ BPMN Tools: MS Visio, EA, Lucid Chart, Miro and Bizagi Modeler</li> </ul>

#### **Certifications:**

Certified Agile Business Analyst - ICAgile

CCBA – Certification of Capability in Business Analysis - IIBA

**Client: AETNA (Hartford) Connecticut**

**Jun 2022 - Jul 2023**

**Position: Sr Business Analyst**

**Responsibilities**

- Breakdown large business requirements; creating, grooming and estimating the features.
- Create, prioritize and maintain the team's sprint backlog for assigned products in collaboration with business stakeholders.
- Work with the Scrum team, Scrum Master, and Product Manager to identify dependencies and Risks.
- Writing User Stories, User Stories grooming, participating in daily scrum and stand-up meetings.
- Responsible for defining the acceptance criteria and accepting the user stories delivered by the Team.
- Involved in application analysis which involves claims processing.
- Medical Claims Processing and ensure HIPAA guidelines adherence across application
- Proficient in requirements gathering, process mapping, data analysis, and solution implementation using Socotra business intelligence tool.
- Developed custom dashboards and leveraged Socotra's reporting capabilities to provide real-time insights into key performance indicators.
- Utilized Socotra's integration capabilities with other data sources (e.g., Salesforce, BI tools) to create comprehensive data analysis and reporting solutions.
- Analyzed existing business processes using BPMN diagrams to identify inefficiencies and areas for optimization.
- Developed to-be process models in BPMN to streamline workflows and improve overall business operations.
- Collaborated with stakeholders to implement process changes based on BPMN models, ensuring smooth transitions and user adoption.
- Created SQL queries on Teradata to perform data profiling and gap analysis.
- Creates and maintains Source-to-Target data mapping specifications.
- Performed data profiling and gap analysis by writing complex SQL queries.
- Migrated data from Sales and Marketing Data Warehouse (SMDW) for reporting purposes.
- Analyzing and creating data dictionaries for Diagnosis (ICD) and Procedure (CPT) Codes.
- Produced Data mapping and data translation rules for Health Care Claim Status Request-276 and Claim Status Response-277 transactions.
- Reviewing test plans and test scripts developed by QA team to make sure all requirements have been covered in scripts and tested properly.
- Contributed in various phases of implementation like business process mapping, requirement gathering, solution design, gap analysis, dev n testing and go live.
- Used MS Visio and EA tools to conduct UML modeling – use case diagrams, written use cases, activity diagrams, data flow diagrams, class diagrams, business process flow diagrams and workflow diagrams.
- Involved in creation of As-IS and To-Be process flow to determine the process and structure of the requirements.
- Involved in GAP Analysis around the identification of design rules and System process flows and requirements.
- Participated in creation of various RAML resources to implement REST based APIs as part of project implementation.
- Involved in reviewing the API specification with different stakeholders like API provider team and business owners.

- Participated in creation of stored procedures, trigger on the database to provide insert specific data from multiple tables for API services.
- Aid the business users in MQA / UAT.
- Monitor data quality and remove corrupt data.
- Communicating with offshore team and keeping them aware of any issues.
- Act as a primary contact for questions/clarifications for Business and Delivery teams.

## **NTT DATA- Bangalore -India**

**May 2021 – June 2022**

### **Role: Business Analyst**

#### **Responsibilities:**

Orange Telecom LSD (Lost/Stolen/Damaged) handset Claims Management helps prevent rejections and denials before they happen, automate claim monitoring and streamline attachments. This is supported by both commercial and government claims in one place.

- Interacted with stake holders to get better understanding of Client business process and gathering the business requirements.
- Performed independent analysis, received feedback from different end users and provided recommendations to overcome project impediments.
- Responsible for creating Products Backlogs, Sprint Planning, Deciding acceptance Criteria, Demos and documentations.
- Collaboration with multiple stakeholders and Product managers on Prioritization.
- Created detailed process maps in BPMN to identify bottlenecks and improve efficiency.
- Utilized BPMN to model and analyze current state processes, contributing to improvement in data accuracy.
- Analyzed existing business processes using BPMN diagrams to identify inefficiencies and areas for optimization.
- Developed to-be process models in BPMN to streamline workflows and improve overall business operations.
- Presenting Demo's to business users, Marketing team and provisioning the authoring guides.
- Involved in Daily Scrum Meeting with the delivery teams.
- Updating the FRS and user manual documents on Confluence.
- Identifying various scenarios for functional and regression testing and involved in System testing, Regression Testing and UAT testing.
- Updating of test cases based on the implementation change in the build/requirement.
- Analyze the requirements, identify the business scenarios
- Extensively used SQL scripts/queries for data verification and validation
- Written SQL statements by providing back-end solutions to production issues, monitoring, and reporting.
- Monitor data quality and remove corrupt data.
- Encouraged usage of new technologies, tools and frameworks for data centered and high volume data processing
- Effective coordination with the delivery teams.

- Identifying various scenarios for functional and regression testing and involved in System testing, Regression Testing and UAT testing.
- Participated in all aspects of Verification and Peer Reviews of work items.
- Reviewing data for cleaning and validation process
- Responsible for Daily and Weekly Status Report.
- Performed defect triage and root cause analysis of defects.