STANLEY ONUGU

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**Professional Summary**

* Over 20+ years’ experience and 11 years in Business Analysis with ability to elicit, analyze, gather and document business requirements
* Proficient in SDLC, Use Cases, as well as gathering and documenting “ASIS” and “To-be” processes
* Strong experience with different project methodologies including Agile, Scrum methodology, SDLC and RUP
* Experienced in gathering and compiling BRDs (Business Requirement Documents), FRDs (Functional Requirement Documents), Design Documents, Test Plans and UAT (User Acceptance Testing)
* Experienced in X12 EDI 834, 835 and 837 Facets claim payment, enrollment and remittance advice reconciliation
* Used JIRA to log, track, resolve, and escalate incidents assql well as communicate issues between project teams
* Good understanding of HIPAA Standards and Compliance issues as well as HIPAA Privacy Policy
* Wrote Use Cases and produced Behavior diagrams (Sequence & Collaboration Diagrams) and Class Diagrams based on UML Methodology. Also created Business Process Flow Diagrams as well as Data Flow Diagrams (DFDs)
* Wrote several Test Plans and Test Cases and conducted several tests of applications using HP-ALM
* Utilized Facets TriZetto to reconcile Provider Remittance Advice (PRA’s) as well as Explanation of benefits (EOB’s)
* Strong ability to elicit, analyze, gather and document business requirements through JAD sessions and interviews while creating and maintaining artifacts, metadata and process models using MS-Visio and UML diagrams
* Identified bugs and collaborated with Software Developers to quarantine and resolve defects using IBM Rational ClearQuest
* Experienced in writing effective User Stories and ensuring that Acceptance Criteria are met
* Resolved software enhancement tickets in ServiceNow application
* Adept in EDI mapping and MS Excel functions including macros, pivot table reporting, H and V-lookup
* Strong data analysis skills, SQL query writing and experienced in data warehousing
* Used interface that facilitates communication and connectivity between two or more software applications Integration.
* Experienced in the use of Business Intelligence tools including Tableau
* Acted as Project coordinator and provided heavy support to Project Managers while maintaining all project documents
* Knowledge of ACBS v8.0 Servicing application for loan application process and Finance and Datamart.
* Confident leader with strong communication skills with the ability to provide train users and employees on how to use systems Highlights
* Led a software implementation project which and was able to obtain stakeholder approvals and sign-offs in a timely manner
* Identified and resolved several software defects which led to a cost savings of $6M for an Enterprise Solutions Partner Experience

**Experience :**

**Business Analyst (Contractor) February 2021 to Current**

# Capgemini – Sytel Software Solutions – San Antonio, TX

* Holding several meetings with CFO’s, COO’s, VP’s and Directors to review budgets for future years Technology Implementation projects as well as operational targets and subsequently rendered recommendations to Management
* Holding several meetings with Senior executives and Stakeholders to elicit and compile business requirement documents (BRD) and translate them into functional requirement Documents (FRD), then created high-level designs as well as mock-ups
* Conducting JAD sessions are highly structured, facilitated workshops that bring together customer decision makers and IT staff to produce high quality deliverables
* Conducted system enhancements, designed wireframes and mock-ups then subsequently performed regression and integration tests to ensure that systems were functioning as intended prior to UAT.
* Participating in product development projects involving software design and enhancements using SDLC methodology while also utilizing JIRA and Confluence to update and archive product development artifacts
* Reviewing and resolving Incidents and tickets in ServiceNow regarding software enhancement requests and Worked with DevOps team to build code (CI-CD) pipeline, readiness of the Dev environment (UAT) for User Acceptance Testing.
* created programs from Application integration is the process of allowing separately communicate and cooperate with one another
* The probability of a borrower defaulting on debt obligations. Credit Risk not receiving the principal and interest component of the debt.
* Creating and managing sprints, epics, user stories and bugs in Azure DevOps for several projects
* Managing several projects in JIRA and updating several items including Epics, Improvements, Bugs, Test Cases, User Stories, Use Cases and Acceptance Criteria
* Liaison between business, users, stakeholders and development teams. Conduct meetings and interviews to capture requirements and convert them into BRD and FRD for development.
* Used ACBS system provides commercial lending institutions with a comprehensive, cost effective way of managing and servicing commercial lending portfolios, Datamart.
* Counterparty risk is the probability that the other party in an investment, credit, or trading transaction may not fulfill its part of the deal and may default on the contractual obligations.
* Conducted GAP analysis (“AS-IS” and “To-be”) for new functionality requirements of software programs and ensured that proposed future states met business needs
* Liaison with client before and after the release has been deployed for client testing
* Implemented enhancement requests in IBM Rational ClearQuest, as well as system fixes in Test Environments and ensured that bugs were tracked and eliminated before production launch
* Creating Epics and ensuring that User Stories for software designs are broken down into the concurrent sprints while ensuring product backlog grooming
* Wrote Business Requirement Documents BRD’s and created UML Diagrams using MS-Visio to describe the functional specifications of ATS systems
* Conducting post-implementation support of systems in order to rectify defects or conduct enhancements
* Utilized V-Lookup to map data within several reports and present them in a combined format for more comprehensive reporting and also executed hundreds of XML, SQL queries

**Business Analyst (Contractor)** November 2017 to January 2021

# Healthcare Services Inc. – Jacksonville, FL

* Held meetings and interviews with stakeholders and Senior Directors to elicit requirements and translated them into Functional requirements by creating High-level designs using MS-Visio
* Managed and reviewed all test cases and test plans and ensured continuous enhancements and improvements to claims processing User Interface (UI) then subsequently archived project documents in SharePoint
* Utilized Facets TriZetto, XML, SQL DB and in-house reports to reconcile claim billed amounts, allowed amounts and paid amounts
* Liaison with network and infrastructure teams to integrate biometric machines with our application
* API integration is a process that enables the consolidation and sharing of data, resources, and processes among an organization's applications.
* Oversaw claim Adjudication process and utilized several applications including Facets TriZetto and Epic EMR system
* Investigated software defects and interacted with Developers to resolve technical issues involving bugs
* Conducted JAD sessions and held interviews with end-users to elicit requirements and breakdown Epics into User Stories
* The risk of one or more parties in a financial transaction defaulting on or otherwise failing to meet their obligations on that trade the Counterparty risk .
* Assisted with User Acceptance Testing (UAT) in each sprint, to ensure that the product increment is devoid of technical debt, satisfying criteria of Minimum Viable Product (MVP) and Definition of Done, as per business need.
* Used Credit risk is the risk of loss due to a borrower not repaying a loan.
* Liaison to the business throughout project lifecycle to ensure requirements and project goals are satisfied by delivered IT software applications.
* Identified and tracked BRD’s using RTM, created User Stories and groomed product backlogs using JIRA
* Reviewed EDI 835 and 837 files and also resolved Provider inquiries regarding pended or partially paid claims
* Collaborated with Software Developers to execute Test cases for System Testing and Regression Testing due to enhancements to Healthcare Claims dashboards and User Interfaces (UIs)
* Wrote and managed Requirements in HP-ALM, created Mock-ups depicting “AS-IS” and “To-Be” positions and subsequently
* worked with Developers to get Claims application processing ATS systems into a future state.
* JAD session is a structured workshop that brings together project managers, stakeholders, developers, and experts
* Generated monthly and biweekly reports using Oracle Hyperion Financials and subsequently created macros and pivot tables in excel and also provided details on causes of Month-to-Month Variances
* Utilized several Business Intelligence tools including Tableau to create dashboards and reports on healthcare claims data
* Implemented and maintained execution of projects according to SLA’s and developed Vendor KPI’s and performance metrics
* Identified and resolved issues with inaccurate data as well as incomplete UB-04 Claims Forms
* Wrote and executed hundreds of SQL queries to help retrieve data and compiled reports for Management decision making regarding pended or denied claim payments

**Business Data Analyst (Contractor) February 2011 to October 2017**

# Verizon Consumer Groups – Cyient Info Solutions – Wilmington, DE

* Analyzed Data and compiled several reports which revealed usually trends in data and subsequently provided recommendations to Management on how to modify future budgets
* Conducted research of customer issues and collaborated with Software Developers to create long-term solutions
* Prepared UML activity collaboration and sequence diagrams for detailed analysis of business objects using Agile Methodology
* Act as a liaison between Business users and Technology team to understand the Business Requirements, Business Process Flows, User Stories, and Workflow Diagrams
* Facilitate Stakeholder Joint Application Development (JAD) sessions and interviews to gather and define requirements, and conduct meetings with project teams as needed to assure comprehensive communication between business and IT Team
* Participated in Data Analysis, Design and Data mining in collaboration with project team in order to define data sources and required data content for data warehouse
* Conducted workshops and JAD Sessions are amongst the most widely used requirements gathering and elicitation techniques for business
* Generated and executed SQL queries then subsequently presented reports to Management for decision making
* Facilitated User Acceptance Testing (UAT) and guided business users by providing manual guide to validate the requirements.
* Well & clear understanding of Call No, Inventory, Product Categorization, Classification.
* Prepares use case, test cases, bugs. Fix them and go for the UAT session with corporate users.
* Identified patterns as well as trends in data sets and helped define new data collection and analysis processes
* Facilitated multiple UAT, got feedback and change requests from the users & stakeholders.
* Collaborated with project team to design and develop schemas, data acquisition, transformations and data integration
* Translated data governance requirements into technical requirements to meet multiple business needs

**Senior Internal Auditor November 2006 to January 2011**

# Federal Reserve Bank of Boston – Boston, MA

* Participated in on-site audit examinations of financial institutions to identify and evaluate key business and financial risks, evaluate the audit functions of financial institutions, risk management practices and measurement methodologies
* Conducted audits to ensure compliance with applicable laws and regulations such as US Generally Accepted Accounting Principles (GAAP), Sarbanes-Oxley Act (SOX) and Department of Treasury guidelines
* Carried out audit in accordance with international standards of auditing, including tests of Internal Controls over financial reporting
* Ensured that the accounting and financial management systems remained reliable and effective in design and assessed the extent to which US Treasury laws and circulars were being adhered to
* Ascertained the reliability of integrity, controls, security and effectiveness of the operations of automated accounting systems
* Reviewed the accuracy and timeliness of quarterly Financial Reports produced by the Project Directors and confirmed their use by Executive Management for decision making

**Internal Auditor July 2004 to October 2006**

# Sambo Okolo & CO, C.P.As. – Boston, MA

* Planned and directed the financial and fiscal compliance, program, operational, and information technology engagements of all City of Boston departments and programs
* Identified management control weaknesses and provided value added suggestions for remediation
* Identified control gaps in processes, procedures and ATS systems through in-depth research and assessment and suggested methods for improvement

**Investment Banking Associate January 2002 to June 2004**

# Standard Chartered Bank – Port Harcourt

* Structured transactions and provided Trustee, Asset Management and Banking services to the most transparent organizations, thereby enabling the bank to concentrate on customer acquisition and retention
* Researched and shared recommendations on stock market trends to management in order to aid economic forecasts
* Developed and presented detailed analysis of investment performance, portfolio attributes and benchmark composition to evaluate investment strategies
* Mentored potential leadership candidates from pool of 5 Investment Banking Summer

**Education**

**MBA**: International Finance

**University of Massachusetts** Graduated: 2008

**BSc**: Accounting and Business Management

**UNN** Graduated: 2001

**Certifications**

* ISO 27001 Information Security Management Systems (ISMS) Lead Implementer
* ISO 9001:2015 Quality Management Systems (QMS) – Lead Auditor
* Institute of Internal Auditors (IIA) - CIA

Technical Skills & Applications

JIRA • Confluence • SDLC • Azure DevOps • HP-ALM • Facets TriZetto •MS-Visio • MS SharePoint • Office 365 • ServiceNow

MS Excel • XML• MS Access • Oracle Hyperion • Oracle DB • SQL Server • Teradata • IBM Rational ClearQuest • Adobe acrobat Rational Unified Process (RUP) • UML • Selenium • Quality Center • Tableau • MS Teams • Slack • Jabber • Epic EMR• Unix