**Alex Hutchinson**alex.hutchinson67@outlook.com

**Business Analyst**

**Summary:** 6+ years of experience, disciplined and highly-motivated **Business Analyst** with healthcare and banking domain who has worked on a wide range of projects. An accomplished and fluent communicator with strong investigation, problem-solving and decision-making skills, combined with a pragmatic approach and sound business acumen. Highly accomplished in fields such as IT and have complete knowledge of all phases of the software development life cycle (SDLC) gained over working on various projects for different clients. I prepare, analyze, and gather business requirements, business processes, and the development of interactive prototypes.

**Professional Skills:**

* Strong knowledge of HIPAA standards 4010 and 5010, ICD-9, ICD-10, EDI, FACETS, QNXT, HL7, HIX, EMR/EHR, Health Care Reform.
* Develop different EDI healthcare transactions like 837, 835, 834, 270,271, 276, 277, 278 for transmitting health care service information.
* Experienced on Claims, Encounters, Payments, Medicaid, Medicare, Provider, Portal, Billing, and Benefits.
* Extensive experience in performing GAP analysis, SWOT analysis, Cost benefit analysis, Risk analysis.
* Hands on experience in analyzing and documenting Business Requirements Documents (BRD), Functional Requirements Documents (FRD), Project Charter, Change Requests Documents, Use Cases and Requirements Traceability Matrix (RTM).
* Broad knowledge on Waterfall, RUP and Agile methodologies.
* Incomparable analytical skills in understanding the business process, understanding the functional requirements and translating them to System Requirement Specifications (SRS).
* Information and understanding in conducting Joint Application Development (JAD) and Rapid Application Development (RAD) sessions.
* Broad experience in creating business process flow diagrams, UML tools to create Activity, Sequence and Collaboration diagrams.
* Robust experience in writing SQL queries for Data Analysis and QA report testing.
* Business Analysis, Supporting Strategy management, Client relations, Business modeling, CRM and Workflow, Test planning MS Office, MS Project, MS Visio, MS Excel.
* Hands on experience in using BI and data warehouse tools.
* Develop workflows that demonstrate current and proposed business requirements.
* Knowledge and expertise in system design and development required for business process.
* Able to test business applications from a business perspective to ensure that all client requirements are incorporated into the design.
* Understanding service objectives and capturing business requirements through active listening and questioning techniques.
* Keeping abreast of new legislation, company strategy and policy and being able to identify its impact on business projects.
* Experience in creating user manuals and providing training to users.
* Inventive and aggressive person capable of forming and maintaining positive and productive team environments with integrative thinking skills.
* Exceptional problem solving and sound decision making capabilities, along with the ability to resolve difficult situations.
* Professional with extensive experience in the development, implementation, and integration of strategies within a team oriented environment, utilizing quantitative and qualitative analytical skills.
* Excellent communication skills to manage and liaise with business and technical consultants to explore business process improvement opportunities.
* Excellent team player capable with great leadership abilities.
* Strong knowledge in parallel testing and CR tracing.

**Technical Skills:**

**Project Methodologies:** Rational Unified Process (RUP), UML, Agile

**Business Modeling Tools**: Atlassian Jira, Atlassian Confluence, Rational Rose, MS Visio, MS Project

**Requirement Management Tools**: Rational RequisitePro

**Defect Tracking Tools:**  Rational ClearQuest and Mercury Test Director

**Operating Systems**: Windows NT/XP/7, MS Dos, UNIX

**Databases**: SQL Server, MS Access

**Quality Assurance**: Software Application Testing Life Cycle

**Business Applications**: Microsoft Office Suite- Word, Excel, Project

Outlook, Exchange server and PowerPoint

**Testing Tools**: LoadRunner, Test Director

**Work Experience:**

**City National Bank, Los Angeles, CA Nov 2017 to Present**

**Systems Analyst**

City National Bank is a bank holding company headquartered in Los Angeles, CA. CNB has extensive relationships with numerous [Hollywood](https://en.wikipedia.org/wiki/Hollywood) entertainment industry clients, and deals with many exclusive and premier clients from various media, including television, film, theater and the arts.

**Project Description:** Participated in multiple projects such as, replacing the existing credit card application form available in the CNB portal introduce features such as pre population, save and continue later, document upload etc. And implementing the Single-Sign-On (SSO) functionality in the accounts summary page on the CNB portal, to redeem to Credit Card Rewards points.

. **Responsibilities:**

* Followed Agile Methodology, worked with self-organizing cross functional team, induced enhanced communication for quick issue resolution and minimization of change control processes and its impacts.
* Helped in facilitating scrum ceremonies such as, daily stand up, sprint planning, sprint review, sprint retrospective and product and sprint backlog grooming sessions.
* Participated in writing user stories and acceptance criteria along with the Product Owner.
* Analyzed business requirements for the sprints to follow.
* Helped in removing impediments raised during daily stand up for the team.
* Translated business requirements into technical requirements an documented them for the technical audience to better understand.
* Analyzed and developed the as-is and to-be business process flow diagrams.
* Conducted GAP analysis to analyze and identify the gap between the current process and the future process and identified steps to close that gap.
* Performed UAT with the product owner to ensure that all the business requirements were addressed in the application.
* Incorporated stakeholder feedback throughout project lifecycle to ensure project quality and customer satisfaction.
* Acted as a liaison between lines of businesses, technical teams and vendor contacts.
* Captured meeting minutes and action items, along with providing project updates.

Environment: MS Excel, MS Word, MS Visio, Jira, Confluence, Microsoft SQL Server, Windows 10

**Molina Healthcare, Long Beach, CA Sept 2016 to Sept 2017**

**Systems Analyst**

Molina Healthcare is a [managed care](https://en.wikipedia.org/wiki/Managed_care) company headquartered in [Long Beach](https://en.wikipedia.org/wiki/Long_Beach,_California), [California](https://en.wikipedia.org/wiki/California), [United States](https://en.wikipedia.org/wiki/United_States). The company provides [health insurance](https://en.wikipedia.org/wiki/Health_insurance) to individuals through government programs such as [Medicaid](https://en.wikipedia.org/wiki/Medicaid) and [Medicare](https://en.wikipedia.org/wiki/Medicare_(United_States)). In 2016, Molina Healthcare was ranked 201 in [Fortune 500](https://en.wikipedia.org/wiki/Fortune_500). In 2015, the company's health plans served about 3.5 million people through government-based healthcare programs.

**Project Description:** Participated in multiple projects in the Behavioral Health and Pharmacy departments to do the migration of current processes from third party vendors who were running the current process and bringing them in house to Molina to improve the security and reliability of the processes and to make them cost efficient and easier to maintain.

**Responsibilities:**

* Conducted one on one meetings and JAD sessions with the business users and gathered requirements.
* Followed Agile methodology, created self-organizing team, induced enhanced communication for quick issue resolution and minimization of change control processes and its impacts.
* Developed various artifacts like BRD, FRD, data mapping documents etc.
* Developed process flow diagrams, use case diagrams using MS Visio.
* Created Test Scenarios and Test Cases to perform SIT and UAT.
* Analyzed the existing business process and created AS-IS process flow to illustrate the existing system.
* Determined the future business process and created TO-BE process flow.
* Conducted GAP analysis to analyze and identify the gap between the current process and the future process and identified steps to close that gap.
* Performed UAT and walkthroughs of the prototype with end users to understand user needs better.
* Co-coordinated UAT with the SME’s to make sure that all the business requirements are addressed in the application.
* Developed test cases to test the functionality of the system based on the test conditions.
* Managed various artifacts by uploading and downloading them on Sharepoint.
* Tracked requirements in an RTM to ensure that all requirements defined for the system are tested in the [test protocols](http://www.ofnisystems.com/services/validation/test-protocols/) and to ensure the current project requirements are being met.
* Implemented a set of BI tools and techniques for gathering and transforming raw data into meaningful and useful information for business analysis purposes.
* Facilitated the implementation of EMR systems for the exchange of patient related medical information between different medical organizations.
* Performed technical writing by creating various technical documents such as user manuals, proposals etc.

Environment: MS Excel, MS Word, MS Visio, SharePoint, Citrix, Windows 7

**Health NetInc, Woodland Hills, CA February 2015 to April 2016**

**Business Analyst**

HealthNetoffers health insurance plans for individuals and families, groups or companies, and Medicare beneficiaries in Arizona, California, Oregon, and Washington. In addition, it provides health coverage for California State Plans such as Healthy Families and Medi-Cal.

**Project Description:** The project implemented the PPACA changes and implemented the transition from HIPAA 4010 to HIPAA 5010 in the existing claim processing integrated system. The system could also map the transition from ICD-9 to ICD-10 transaction code sets. It also allowed the providers to automate tasks like patient management, appointment scheduling and recalls, accounts receivable management and collections, reporting, and filing claims through EDI X12 format transaction sets in compliance with HIPAA and the PPACA standards.

**Responsibilities:**

* Conducted user interviews, gathered requirements, analyzed, and documented business requirements in BRD for HIPAA 5010 and ICD10.
* Created SRS document entailing business rules, conditions, calculations, triggers, visual representation, and type of text of various dynamic elements present within the reports.
* Conducted meetings to work in coordination with DBA’s, Developers, Tech Leads and Data Architects to achieve enhanced clarification, consistency and assist in design sessions.
* Worked alongside QNXT team to validate various EDIclaims like 837P, 837I and 837D.
* Performed walkthroughs of the prototype with end users to better understand user needs.
* Worked with the developers to make sure that the mapping for the transition from ICD-9 to ICD-10 was implemented properly and made sure that the new ICD-10 code sets were compliant with the new 5010 standards.
* Conducted GAP analysis of the transition from HIPAA 4010 to 5010 EDI 835 and 837 focusing on how current transactions and system was going to be effected by the new 5010 compliances.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, and information needs, and ensured that critical requirements are not missed.
* Conducted claim validation and pend/denied claims analysis for the health plans Medicaid programs.
* Tracked requirements in a RTM to ensure that all requirements defined for the system are tested in the [test protocols](http://www.ofnisystems.com/services/validation/test-protocols/) and to ensure the current project requirements are being met.
* Created Business Process Flows (Current State and Future State), Flow Chart diagrams, Data Flow Diagrams, Use Case diagrams, Activity Diagrams using MS Visio.
* Worked with the data warehouse team to perform ETL.
* Implemented a set of BI tools and techniques for gathering and transforming raw data into meaningful and useful information for business analysis purposes.
* Wrote test cases and executed them for ICD9-ICD10 and HIPAA 4010-HIPAA 5010.
* Provided support to onshore-offshore teams to fix technical issues.
* Created Test Scenarios and Test Cases to perform SIT and UAT.
* Recorded and reported defects and produced daily test status reports.

**Environment:** MS Office, Quality Center, SQL Server, Facets, MS Project, Server, MS Visio, Unix, SQL, XML, Rational ClearQuest, Windows XP.

**Xerox Government Healthcare Solutions, El Segundo, CA July 2012 to December 2014**

**Business Analyst**

Xerox Government Healthcare Solutions provides IT solutions to develop and maintain various state MMIS subsystems like North Dakota, Alaska, Montana, New Hampshire, California etc.

**Project Description:** The project was on North Dakota MMIS Enterprise system where the changes were implemented from the Legacy subsystem to the Enterprise subsystem where all the Medicaid claims could be processed properly. The project also involved implementation of the ICD-10 system. The ICD-9 code would be replaced by ICD-10 code sets beginning in October 2015.

**Responsibilities:**

* Gathered requirements through workshops and JAD sessions.
* Developed documents like BRD, FRD, Data mapping document etc.
* Participated in analysis workshops for ICD-9 procedure and diagnosis codes in accordance with ICD-10-CM and ICD-10-PCS conversion compliances.
* Validated forward and backward mapping from ICD-9 to ICD-10.
* Developed use case diagrams, activity diagram and system design diagrams.
* Facilitated Electronic Data Interchange (EDI) and storage in the ICD-10.
* Worked on HIPAA Transaction Sets 837P and 837I standards per the test scenarios.
* Processed Medicaid claims and worked on X12 format of EDI 837 and EDI 835 for Medicaid claims.
* Worked on EDI 834 to validate new enrollment and dismiss the enrollment.
* Accepted and validated messages in EDI 999 form like accepted, rejected, and accepted with error.
* Facilitated the implementation of EMR/EHR systems for the exchange of patient related medical information between different medical organizations.
* Used HL7 level standards for developing EHR for healthcare facilities to store, access, and update patient’s health record electronically.
* Measured the system behavior and performance using LoadRunner.
* Coordinated System and Regression testing schedules and completed the same.
* Developed test cases to test the functionality of the system based on the test conditions.
* Performed GAP analysis to make sure that test cases covered all requirements.
* Extensively used Rational Quality Manager to monitor the progress of assignment of testing activities and reported executed results.
* Logged the defects in Clear Quest tool, assigned the right severity level and managed the defects through it.
* Performed parallel testing comparing unmatched fields from the ND MMIS Enterprise subsystem and the Legacy subsystem.
* Performed CR tracing by using Rational Clear Quest.

**Environment:** MS Office, MS Visio, Rational ClearQuest, Oracle, Windows 7, SharePoint, Citrix