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**PROFESSIONAL SUMMARY:**

* A Business Analyst with over 7 years of experience in the field of **Insurance**, **Finance, Healthcare** and **Banking**.
* Diverse experience in Information Technology with focus on **Business Analysis**, **Business Modeling**, **Requirement Gathering**, **Documenting Requirements (BRDs/FRDs/Use Cases)**, and **Software Validation**.
* Experienced in all phases of Software Development Life Cycle (**SDLC**), quality management systems and project life cycle processes. Highly skilled in **Salesforce.com (SFDC) administration and implementation.**
* Extensive knowledge about Sales force setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
* Excellent knowledge of industry standard methodologies like Software Development Life Cycle (SDLC), Iterative Software Development Life Cycle Process as per **Rational Unified Process (RUP)**, **CMM (Capability Maturity Models)**, Rational Tools used during various phases of **RUP** and **BPM** Tools
* Proficient in creating **User Story, Use Cases**, **Use case diagrams**, **Sequence diagrams**, and **Activity diagrams**.
* Adequate knowledge in **EDI/HIPAA** health information & health care services regulatory environment working knowledge and compliance experience along with proficiency in using **ICD10/ CPT/ANSI/HL7** coding standards.
* Worked closely with the system architect to facilitate the design and development of Business Rule Engines to support **SOA architecture** and defining **web services**, **web methods** and **orchestrations**.
* Experience in cleanse, govern and manage the quality and lifecycle of master data using MDM tools.
* Experience with building reports-**SSRS**, **Crystal Reports**, **Dashboards** for analytics - Performance Point Services and collaborative team sites (using **Microsoft SharePoint Server 2010**).
* Comfortable with gathering requirements and analysis for a **Service Oriented Architecture**, **Identity Management**, **Legacy Migration**, **COTS Solution** and working with global teams.
* Experience in facilitating **Joint Requirement Planning (JRP)** sessions with Business User Groups, conducting **Joint Application Development (JAD)** sessions with IT Groups and **Conflict Management** with Project team members.
* Competent in Creating **Unified Modeling Language (UML)** diagrams such as **Use Case Diagrams**, **Activity Diagrams**, **Class Diagrams** and **Sequence Diagrams**.
* Involved in **Test Planning**, **Test Preparation**, **Test Execution**, **Issue Resolution** and **Reports**.
* Detail-Oriented **Energetic Team Player**, Motivated With **Multi-Tasking Capabilities**, Problem Solver, And Hands-On Leader With Exceptional Presentation And **Client/Customer Relation** Skills.
* Strong Analytical, Administration And Problem Solving Skills Dedicated To Maintain The High Quality Standards. Good Communication Skills, Ability To Work Independently.

**TECHNICAL SKILLS:**

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| **Operating Systems** | Microsoft Windows 8/7/2003/2008/XP/NT, Unix, Linux (Ubuntu), Win 9X Win Server 2003 |
| **CRM** | SalesForce.com(SFDC), Force.com Platform, Apex Programming Language and Visual force pages |
| **SDLC Methodologies** | Agile, Waterfall, Spiral, RUP Process and Prototyping |
| **Internet Languages/ Web Applications** | UML, HTML, SQL |
| **Databases and Tools** | SQL Server 2005 and 2008, My SQL, Distributed DB, Oracle 8i/9i/10g, MS Access, MySQL, PL/SQL, MDM |
| **Quality Management** | IBM Rational Manual Tester, Quality Center, QTP,Rational Clear Quest, Rational Requisite Pro, Rational Rose, JIRA |
| **Project Management** | Microsoft Project Professional |
| **Change Management** | Rational Clear Quest 7.1, Requisite Pro v7.1 |
| **Languages** | C/C++, Java, Shell Scripting, Python, VB.Net, JavaScript, CSS, VB6, SQL, XML, ASP.NET, C#.NET |
| **Version Control** | Rational Clear Case, Visual Source Safe, Team Foundation Services |
| **Business Intelligence / Reporting** | SQL Server Reporting Services (SSRS), Performance Point Services, MSBI, ETL, Informatica, SFDC Reports |
| **Content Management System** | Microsoft SharePoint Server 2010 |
| **Others** | MS Office Suite (Word, Excel, PowerPoint) |

**PROFESSIONAL EXPERIENCE:**

**AIG, Alpharetta, GA Dec 2014 to Present**

**Sr. Business Process Analyst**

The project involved streamlining of Property and Casualty claims-processing system providing an all-digital workflow and the ability to track performance. The automated, Web-based system gave the ability to remotely monitor repair shop performance, make better use of claims staff and quickly add new functionalities to key systems.

**Responsibility:**

* Involved in the analysis of the **functional, technical specifications, data mapping document and conceptual diagrams.**
* Wrote **system requirements specification (SRS) and functional requirements specification (FRS)** and **Data Requirement Matrix (DRM)** documents as per the business requirements and process flow.
* Documented user stories and modeled use case diagrams by utilizing MS Visio.
* Conducted **Joint Application Development (JAD) sessions** to develop and agree upon a system that focuses on a Business Requirement.
* Created **Use Case Models, Wireframes & Mock-ups, ,Analysis Models, Design Models, Use Case Diagrams, Behavior Diagrams (sequence diagrams, activity diagrams)** based on UML methodology
* Wrote **process flow and business case documents of existing processes.**
* Define and documentAdjuster Licensing business functions and process
* Manage **Project scope**, **milestones, risks** and user acceptance tests with internal and external stakeholders
* Create an Implementation and Migration Plan in co-operation with the portfolio and project managers
* Prepared **test data** for the **functional test cases**, **manual test planning** and creation of the test cases based on the user expectations.
* Evaluated test results and prepared test summary reports. **Performance testing analysis** was also done by analysis the results from balance and load tests.

**Environment:**

MS Project , Oracle, MS Visio, Microsoft Office Suite, Java, Quality Center, Agile, PL/SQL, SQL Server 2008, SSRS,XML, JIRA

**ADVISOR GROUP, Marietta, GA July 2013 to Dec 2014**

**Sr. Business Analyst**

Advisor Group is the largest network of independent broker-dealers in the U.S.A., with over 6,000 registered representatives. Advisor Group provides **Compliance Support, Business Succession Planning and Financial Services**

**Responsibility:**

* Responsible for the **business process management** function supporting the technical support team globally
* Manage projects to drive **global alignment** with strategic directives within support organization geared towards improving assisted customer experience
* Manage **short term process improvement/re-engineering** initiatives to increase operational efficiency
* Define and gather **business requirements** and work with IT to deploy scalable system solutions
* Interacted with the **end users** and **stakeholders**, **gathered technical requirements** from the **legacy system**
* Participated in **JAD** sessions for requirement gathering, analysis, and design
* Helped draft the **scope document** and suggested improvements
* Worked as enhancement team member and performed the roles of **salesforce.com admin** in the organization.
* Analyzed software requirements, negotiate terms and participated in implementing **COTS-based solutions**.
* Generated weekly status reports and **Ad-hoc reports** to monitor the progress and identify critical points to reallocate resources and Decision support for **Software Development Life Cycle.**
* Expert in conducting **JARs**&**Client Workshops**, Documenting **BRDs/FRDs/Use Cases**
* Perform the impact analysis of the requirement and suggest the gaps in the requirement.
* Coordinate with the **offshore development team** on the progression, development of the requirements and analysis of Policy data stored in various **databases** within the defined timelines.
* Helped **QA testing team** to create test scenarios and to execute them using **TFS** and **QC.**
* Analyze the defects in **UAT** and Production and categorize them, prioritize them and then assign it to the right resource for fixing the defect.

**Environment:**

MS Office Suite, SQL Server, SFDC Sales Cloud, MDM, Agile, SCRUM, Oracle, Rational Clear Quest, Rational Requisite Pro, UML, MS Visio, TFS.

**Access Insurance, Charlotte, NC Jan 2012 to June 2013**

**Sr. CRM Business Analyst**

This Project Involves Requirement analysis, functional analysis and design of new features and enhancements to Marketing & Development Sales CRM. M&D Sales CRM was developed on the Sales force Cloud Platform and this project involved enhancing the Commercial Lines (CL) and Personal Lines (PL) Agency Plan, Territory Plan and Local State Branch Plan for the 2013 data and forecast.

**Responsibility:**

* Extensive experience with **Business-to-consumer (B2C)** sales of tangible goods/online services and **Business-to-business (B2B)** scenarios, such as e-procurement.
* Excellent business writing skills essential for producing various business documents such as **Business Requirements Document (BRD)**, **Functional Requirements Document (FRD)**, and **Non-Functional Requirements Document (NFRD)**, Business Process Documents, Business Flow Documents, **User Training Manuals**, User Interface Specifications.
* Gather the requirements from the Business and analyze the requirements for any **logical gaps**.
* Conduct the feasibility study of the requirements with respect to CRM Business Processes, and **Client Management.**
* Handle Cross Collaborating with the other BAs from downstream applications and maintain Business Stakeholders' relationship, coordinating with **offshore counterparts.**
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users
* Worked Closely With Sales Team And Business Analysts And Performed Detailed Analysis Of Business And Technical Requirements And Designed The Solution By Customizing Various Standard Objects Of **Salesforce.Com (SFDC)**
* Worked On Various Salesforce.Com Standard Objects Like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports And Dashboards
* Designed, And Deployed the Custom Objects, Custom Tabs, Entity-Relationship Data Model, Validation Rules, Workflow Rules, Auto-Response Rules, Page Layouts, Components, And Visual force Pages to Suit to the Needs of the Application.
* Defined Lookup And Master-Detail Relationships On The Objects And Created Junction Objects To Establish Connectivity Among Objects.
* Learned SFDC **Apex classes** and **Visual force pages** to implement highly customized requirements
* Used **Data Loader** for insert, update, insert, and bulk import or export of data from Sales force Objects. Used it to read, extract and load data from comma separated value (**CSV**) files
* Extracted the data from salesforce.com (SFDC)application into the external databases (Oracle 10g) for generating large data reports using the Informatica Power Center

**Environment:**

Salesforce.com (SFDC), Force.com Platform(Sandbox and production) including Apex Programming Language and Visual force pages, Data Loader, HTML, JavaScript, SOQL, SOSL, Force.com IDE, Oracle 10g, Informatica, Agile/Scrum.

**Kaiser Permanente, Alpharetta, GA Jan 2011 to Dec 2011**

**Business Analyst**

Given the importance of generating fair payment for services provided, the primary objective of a Diagnosis Related Group (DRG) grouper is to categorize hospital stays in a way that most accurately predicts relative hospital resource usage for the care provided to each patient. This project was based on the Payment method development process for DRG.

**Responsibility:**

* Managed **Project scope**, **milestones**, **risks** and **user acceptance tests** with internal and external stakeholders
* Conducted meetings with users and other stakeholders to elicit, organize and document the requirements and also created **project status reports** and **feasibility reports** for **stakeholders**.
* Gathered and analyzed the requirements and converted them into **Business Requirement Specifications (BRS)** and **Functional Requirement Specifications (FRS)** for the designers and developers and QA Team to understand them as per their perspective.
* Designed and developed **use cases**, **activity diagrams**, and **sequence diagrams** using Net Beans
* Created "**As-Is Business Models**" to understand the existing claim settlement process flow through interacting with **SMEs**, underwriters and Finance department.
* Worked intensively with **Medicare & Medicaid claims** and claims processing for **HIPAA 5010 X12 transactions**
* Involved in requirements gathering and preparing the technical system design and System Design analysis of the flow of **EDI transaction sets 834, 835, 997**.
* Validated data at the back-end to ensure that all the Claims related data had been loaded to the corresponding Data Sets in the back-end and the pricing for these Claims was completed as per the Standards.
* Analyzed the results, generated reports and tracked the defects using **Quality Center**; Created and maintained the **Test and Traceability Matrix**.
* Create CRUD cycle using Oracle MDM. Analyzed metadata about master data. Developed Master data model.
* Used SAP ERP modules for implementation of billing plans, other financial operation functions such as AR, collections, or revenue recognition
* Researched and wrote backlog of user stories, test cases for QA teams, defects and tech debt for **3 SCRUM teams** and maintained backlog in **JIRA** tool.
* Conducted **System, Integrated and Regression testing** to the application using Business, Functional, User Acceptance and Usability testing
* Prepared test data in **HIPAA compliant X12N format** for both inbound and outbound healthcare **EDI transactions**.
* Implemented detailed planning, business process analysis, and participated in testing of COTS-based solutions and assets management. Delivered training to the respective teams.

**Environment:**Windows Server 2008, Oracle, MS Excel, MS Visio, MS Project, Java, JavaScript, SOAP, UML, SDLC/Agile, HP Quality Center (HPQC)

**Wells Fargo, Charlotte, NC Oct 2008 to Dec 2010**

**Business Analyst**

The project involved developing a risk analysis and modeling system for the mortgages to be pooled. It was intended to help the business users to structure the mortgage pool based on collateral pool characteristics. Credit Risk and Prepayment Risk could be assessed and the system could also determine loss provisions based on the expected range of loss estimated by foreclosure frequencies and loss severity of the mortgages. The rating criteria used by the various Credit Rating Agencies such as Fitch, Moody’s and Standard and Poor's could be applied to calculate the level of Credit Enhancement required for the various trenches of securities.

**Responsibilities:**

* Conducted **brainstorming sessions** to extrapolate the requirements that are not stated
* Worked with business sponsors to elicit business/functional requirements and generated use cases in accordance with **RUP Best Practices**.
* Extensively used **Rational Requisite Pro** to document, review and analyze the requirements.
* Used **UML** and **RUP** methodology to capture, analyze and translate business requirements.
* Developed business **Use Case scenarios**, sequence diagrams and class diagrams.
* Prepared **Rational Suite (Clear Quest and Requisite Pro)** training materials for user and administrators and trained nearly thirty of them in the branch office.
* Structured flexible **test plans**, **test cases** and test scripts to test entire application based on business requirements, technical specifications, and product knowledge and use case scenarios.
* Analyzed the existing system and generated code decomposition specifications from VBA and SQL and defined functional capabilities and business rules utilizing use case analysis to assist the development team in designing the configuration of a C# SOA (Services Oriented Architecture) with .Net and a **SQL Server** backend application.
* Addressed all aspects of the loan life cycle, starting from identifying a prospective client to the **loan closure**.
* Interpret customer requests and take appropriate action to produce high levels of customer satisfaction that are balanced with business needs.
* Plan and co-ordinate new client deployment and upgrades to existing clients
* Work effectively on a global team with clients, product managers and offshore development engineers.
* Identified and validated business rules and data elements. Performed **Data mapping and logical data modeling.**
* Prepared **Business Requirements Documents** to enlist the high-level scope of the project.
* Created **Process Flow diagrams, Data Flow diagrams (DFD), State Diagrams, Activity Diagrams and Entity Relationship diagram (ERD)** in MS Visio using UML for various modules of the project as needed.
* Designed the security, roles and permissions model to replace the pre-existing model giving the users a more secure and flexible security plan.
* Designed and supported Householding Automated Commissioning and Award, Created multiple Householding views using SAS tool.
* Conducted multiple **JAD sessions** to synchronize different stakeholders on their objectives and gathered requirements.
* Developed **Test Plan, Test Scenarios and Test cases** based on the Use cases and Functional specifications and also performed **manual testing** of the functionality of the application by inserting varying data on different test runs.
* Performed **User Acceptance Testing** on behalf of end-user to ensure that the user requirements are satisfied and properly tested.
* Assisted in implementation and deployment of the best **SCM** processes with seamless integration among various phases of **Software Development Life Cycle (SDLC)** such as **Change Request** and **Product Life Cycle Management** utilizing **UCMcomponent of Rational Suite**.

**Environment:** Agile Scrum Methodology, MS Visio, HP Quality Center, ASP.NET, SQL Server 2005, SSRS, Rational Requisite Pro, Rational Clear Quest, Rational Clear Case, UML, VB, .NET, BCC, CSC, Windows 2000, UNIX, Microsoft Office suite, Quality Center (QC)