**Anshu Shrestha**

[**anshu.shres1@gmail.com**](mailto:anshu.shres1@gmail.com)

**Mob - 770 954 5381**

**Sr. Business Analyst**

**Summary:**

* Results orientatedSr**.** Business Analyst with 7 years of diverse experience in developing **business processes and system solutions** within the **pharmaceutical, healthcare**and **banking**industry.
* Excellent **communication skills** (verbal and written).
* Strong experience in working in **SDLC** for various methodologies included **Waterfall**, **RUP**,**Agile**,**Scrum**, etc.
* Actively used Joint Application Development (**JAD**) and Rapid Application Development (**RAD**) sessions for requirements gathering.
* Strong experience in preparing Business Requirements Document (**BRD**), **RRD** and **Functional Specifications**.
* Adept at documenting and transforming business rules and logic into functional requirements and designing business models using Unified Modeling Language (**UML**) diagrams, **Use Case**, **Sequence** and **Activitydiagrams** with Microsoft **Visio**.
* Experience in using business modeling tools such as **RationalRose** and **MSVisio** to generate flow diagrams and UML diagrams.
* Experience with **SQL Server reporting**, strong experience with developing Use Cases, **Test Cases** and Requirement Traceability Matrix(**RTM**).
* Experienced with **HL7CCD** transactions, CCD **XML** files.
* Worked with **datamapping** of transactions from **FACETSdatabase** and sourced procedure codes and medications from the data store of **FACETSclaims**.
* Worked with BI teams like **ETL** team and **reporting** team to **manage defects** via **Oracle Informatica** and **SAP\_BO**.
* Excellent knowledge of software testing tools such as **WinRunner** and **HP Quality Center**.
* Experience and deep knowledge of **EDI transitions** like **837 P, I or D, 270/271, 276/277, ERN835, 820, 834, 275, 278 13/11**.
* Strong experience working with **ICD-9** or **ICD**-**10** coding with overall ability to analyze issues, understand findings and present to management.
* Thorough understanding of consistently developing and maintaining health care industry database, health care insurance and health care industry related aspects. Experienced in **HIPPA compliance** as well as strong knowledge of **Medicare (Parts A, B, C, D) & Medicaid**, **NCPDP Version D.0, FACETS, EDI, HL-7, CPT and ICD-10** codes.
* Experienced in **vendor management**, **trading partner management**.
* Experience with **Service Oriented Architecture (SOA) technologies**
* Expertise in broad range of technologies, including business process tools such **as MS Word, MS Excel, MS Access, MS PowerPoint, MS Visio and Rational Suite**.
* Strong experiences in**training** cross-functional team like end users.
* Strong experience in conducting User Acceptance Testing (**UAT**) and documentation of test case.
* Highly organized individual with the ability to manage multiple projects and meet deadlines.

**SKILLS:**

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| **SDLC Methodologies**  **Business Modeling Tools** | Agile, Scrum, Waterfall, RUP, JAD  MS Visio 2003/2007/2010, MS Office Suite |
| **CRM** | SalesForce.com(SFDC) |
| **Testing Tools** | HP Quality Center, Test Director, Win Runner |
| **Change Management Tools** | Rational Clear Quest, Test Director |
| **Version Control Systems** | Rational Clear Case |
| **Project Management** | MS Office, MS Project, SharePoint, Track Wise, Crystal Reports |
| **Programming Languages** | SQL, PL\SQL, Visual Basic, XML, HTML |
| **Databases** | Oracle 9i/10g, QL Server 2005/2008, MS-Access2003/2007/2010, Excel |
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**PROFESSIONAL EXPERIENCE:**

**Piedmont Hospital, Atlanta, GA** June2013 to Present

Sr. Business Analyst

Working on conversion of ICD-9 CM and PCS codes to ICD-10 (Clinical Modification and Procedure Coding System) codes and conversion of all EDI HIPAA X12N-4010 transactions to HIPAA X12N-5010 version and prepares necessary supporting mapping/crosswalk documents as part of project deliverables

* Conducted weekly meetings for deciding the **Policies** and **Procedures** to be followed while constructing new sites.
* Implemented the requirements On Salesforce.com Platform and Force.com IDE using Eclipse
* Designed and development of test cases based on functional requirements for Institutional and Professional claims for **EDI and HIPAATransactions 837/835, 834, 276/277, 270/271 testing**.
* Performed System testing of the **Claims processing** systems (Pricing Rules, Duplicate/Limits validation, Member Eligibility, Provider Enrollment, et al).
* Performed testing for **Medicare**, **Medicaid** and **X-Over** claims for Medicaid Management Information System (**MMIS**)
* Worked on following applications **Business Objects**, Enterprise Architect, Toad, **PlanView** (project management), **Microsoft Suite** (Word, Excel, PowerPoint, Visio, Access, Project)
* Prepared documents for business requirements document (**BRD**), systems requirements specification (**SRS**), high level design documents (**HLDD**), and traceability mapping / matrix with the assistance from the business group, and the IT team members.
* Conduct complex documentation and user needs analysis.  Interface with team and staff to develop **HL7 integration**
* Involved in full life cycle of **Business Objects** reporting Application.
* Lead **Business Intelligence reports** development efforts by working closely with Microstrategy, Teradata, and ETL teams
* Comprehensive understanding of **MMIS** subsystem files, screens and integrated **workflow processing**
* Assisted **JAD** sessions to identify the business flows and determine whether any current or proposed systems are impacted by the **EDI X12** Transaction, Code set and Identifier aspects of **HIPAA**.
* Developed the strategy for developing and implementing new EDI (**HL7 and X12**) interfaces and converting **historical clinical and data**.
* Conducted business-impact assessment and the results were compared with the new **HIPAA 5010 standards** to determine the current level of compliance and developed an action plan for approval by the project steering committee
* Developed plan for data feeds and data mappings for integration between various systems, including **XML**, to follow **ICD 10 Code set** and **ANSI X12 5010 formats**.
* Conducted **Gap Analysis**, and Gathered User Requirements by Interviews, user meeting, JAD session, and Requirement Elicitation Sessions
* Utilized corporation developed **Agile SDLC** methodology. Used ScrumWork Pro and Microsoft Office software to perform required job functions.
* Assisted to develop the **Test Plan**, **Test Cases** and **Test Scenarios** to be used in testing based on Business Requirements, technical specifications and/or product knowledge.
* Prepared graphical depictions of **Use Cases**, **Use Case Diagrams**, **State Diagrams**, **Activity Diagrams**, **Sequence Diagrams**, **Component Based Diagrams**, and **Collateral Diagrams** and creation of technical design (**UI screen**) using **Microsoft Visio.**

**Environment:** Windows 2000/XP, HL7, Microsoft Office SharePoint 2007, Cognos, Agile, Rational Requisite Pro, MS Office, SQL Server 2005, Cobol, DB2, JAVA, SOA, J2EE, MS Project, MS FrontPage 2003, MS Access,  EDI

**JPMorgan Chase Bank, New York, NY** January 2012 toJune 2013

Business Analyst Lead

Project lead on Chase Home Finance, LLC rebranding. Delivery of SCRA Invalid Foreclosure Remediation and SCRA Interest& Fees Remediation Projects.

* Research requests from Investor Support Services (**ISS**), Recourse and Compliance and Correspondent Repurchase departments to investigate make whole claims and repurchase demands based on alleged Agency Guideline violations, by Core and/or Default Servicing
* Managed weekly reconciliation reports between **CISC& Advisor-port.**
* Salesforce.com configuration experience in creating or configuring Custom Objects, Custom fields, Dependent Picklist, Custom Tabs, Role based Page layouts, Validation Rules, Email Templates, Workflow Alerts and Actions, Workflow Approval, Approval Processes, Custom Reports and Report folders
* Performed monthly audit on high-risk Charity accounts & daily Off-shore accountsEscrow Administration Department – **Vendor Audits**.
* Created & implemented monthly QC process for prime, non-prime & home equity
* Managed Quarterly Reconciliation report between Chase & Assurant. Volumes reduced 40%.
* Performed on-site audits with Assurant Group to ensure accurate and correct processing
* Actively trained new hires & assisted with **GAD**, **OCC**, and **REG AB audits** for Insurance area
* Developed process, procedures, and database for demolished properties
* Adhered to **RESPA** guidelines
* Designed a database to monitor prior vendor’s issues regarding lender placed insurance refunds
* Train new staff on departmental proceduresPost Foreclosure - **FHA**
* Designed and implemented database to organize more than 10,000 files.
* Created process for all incoming Mortgage Insurance Certificates as part of Chase’s FHA Claims Foreclosure Department. Performed random quality checks on files.
* Monitored defaulted properties to ensure Chase had clear & marketable title prior to filing the HUD claim.
* Responsible for **Business Process Evaluation** (**BPE**) and Industry Best Practices analysis for Home Finance and Commercial Lending divisions (separate projects) encompassing analysis of back office systems, processes and **consumer-direct web services**
* Created functional specifications and design requirements for integration of current **Wholesale Management System** with Dealer Loan System to meet business requirements.
* Involved in formatting data stores and generate **UML diagrams** of logical and physical data.
* Responsibilities included source **system analysis**, **data transformation**, loading, validation for **data marts**, operational data store and data warehouse.
* Assisted in building a **Business Analysis Process Model** using **Rational Rose** and **Visio**.
* Wrote **PL/SQL** statement and stored procedures in **Oracle** for extracting as well as writing data
* Utilized corporation developed **Agile SDLC** methodology. Used ScrumWork Pro and Microsoft Office software to perform required job functions.
* Designed and developed **Use Cases**, **Activity Diagrams**, **Sequence Diagrams**, OOD using **UML**
* Prepared a **handbook** of standards and Documented standards for Informatica code development.
* Loading staging tables on Teradata and further loading target tables on SQL server via **DTS transformation Package**.
* Played a key role in the planning, **User Accepted Testing** and Implementation of system enhancements and conversions.

**Environment:** Mainframes, COBOL, JCL, Db2, Visual Basic, Oracle, Teradata, UNIX, Rose, Agile, MS office, Cognos, MS Word, MS Excel, MS Visio, SAS, SOA, RequisitePro, Load Runner, Win Runner

**Department of Human Services (DHS), Chicago, IL** February 2011 – January 2012

Sr. Business Analyst

Developed business requirements for refactoring the Illinois State Health Insurance Coverage (CHIP) application from a mainframe to an Oracle and Oracle Forms environment, researched business practices, established business flows and requirements documentation, and produced a conceptual data model and a prototype Forms application illustrating the required functionality.

Responsibilities:

* Assist in the set-up of the new **hospital web portal** and document new business processes to support **training roll out**.
* Work with Project Manager and Clinical Team Lead to assist with general capability and process documentation to support **RFP**.
* Work with Medical Assistance Programs (e.g. All Kids, Early intervention, Family case Management, Family Planning, School Health etc.) to ensure all BPM requirements related to: Computerized physician order entry (**CPOE**), clinical data repository (**CDR**), Electronic Health Record, Clinical Research and Pharmacy have been captured.
* Interacted with the Subject Matter Experts (SMEs) and stakeholders, **gathering business requirements** to get a better understanding of client’s business processes.
* Used UML, for gathering requirements, created **Use Case Diagrams**, and **Use Case Specification** document (USD).
* Used Unified Modeling Language (**UML**) for process modeling and use cases.
* Generated daily, weekly, and monthly reports using **MS Office Tools** and submitted to the Team Leads and Manager for reporting, status reporting and analyzing purpose.
* Developed **gap analysis** document, logical and physical design and remediation plan.
* Involved in the full **HIPAA** compliance lifecycle from gap analysis, **mapping**, implementation, and testing for processing of Medicaid Claims.
* Established a **RUP** (Rational Unified Process) centric business analysis methodology.
* Analyzed and translated business requirements into system specifications utilizing UML and RUP methodology
* Worked on business process reengineering (**BPR**) for redesigning the strategic and value-added processes.
* **Analyzed** existing procedures and reported to management to improve productivity
* Tested the system manually and using automated tools.
* Involved in creation of **test plan**, **test scenarios**, **test cases** for unit, system and **system integration testing**.

**Environment**: Windows XP Professional, Oracle9i, PL/SQL, MS Access 2000, Data Stage, SOA, MS Excel, MS Project, RUP, Oracle, UML, Rational Rose, Requisite Pro, Clear Case 2002, Rational Clear Quest 2002, MS Office suite, MS Visio 2003

**Citi Group, Warren, NJ** October 2009 to February 2011

Business System/ Analyst

Project involved reengineering of the Credit appraisal system, plugging all the gaps of the old system and creating better usability and portability. It also involved enhancement of the application for accommodation of changing business requirements. Also, the project was to design and develop an Enterprise Reporting System to support the Credit Card business with various reward offerings and to design a web-based end user interface.

* Document processes and business requirements from identification, development lifecycle, and QA to achieve accuracy and adherence to standards by conducting **JAD sessions**.
* Prepared Functional Requirement Specifications (**FRS**) and User Requirement Specification (**URS**).
* Created Use cases, **Use Case Diagram**, **Business flow diagram**, flow diagram using Unified modeling language (**UML**).
* Served as a liaison between internal and external customers for new architecture, engineering, and provisioning business changes, enhancements, and new implementations.
* Identified process improvements, gathered and analyzed business requirements, and produced detailed functional and/or technical requirement documentation and **workflow processes**; diagrams for implementation.
* Scheduled meetings with developers, System Analyst and testers to collaborate resource allocation and project completion using **MS Project**, MS Visio.
* Assisted the QA team in preparing test data and managed the testing effort.
* Wrote SQL queries as a part of the testing effort.
* Prepared questionnaires for **interviews**, **meetings** and **JAD** sessions.
* Documented **user requirement analysis**.
* Performed in depth **Gap analysis** with different business groups to ensure that the system initiatives are met.
* Analyzed, documented and managed all project requirements with **RUP** methodologies.
* Coordinated and Conducted individual and group (**JAD**) sessions with business stakeholders and technical units.
* Created critical **Use Cases** and did intensive **use case analysis**.
* Developed **activity diagrams**, **use case diagrams** and other **UML notations** with **RUP methodologies**.
* Authenticated **technical designs**, **User Interface (UI)** created by IT developers and ensured if they tallied with the functional specifications.
* Communicated with stakeholders throughout the lifecycle of the project and kept them updated with the progress of the same.
* Ensured that all the artifacts are in compliance with corporate **SDLC Policies** and **guidelines**
* Coordinated with the **Project Manager** and prioritized outstanding **defects and enhancement/system requests** based on business requirements, allowing sufficient time to ensure accuracy and consider deadlines.
* **Used MS Excel/Word/MS Office** for status reporting and planning.
* Conducted the meetings with the review teams to continuously improve the Quality Assurance process for the application development.
* Performed **database testing using SQL**, developed the **test scenarios** and **test plan** to be used in testing based on business requirements, technical specifications.
* Worked with the QA team to prepare test strategy documents which include testing overview approach, **strategy**, role, responsibilities and complete scope of testing.

**Environment:**Rational Requisite Pro, Clear Quest, Business Objects, Windows, MS Office (MS Word, MS Excel, , MS PowerPoint, MS Visio), Adobe illustrator, HP Quality Center, UML, SQL

**Pfizer Inc., New York, NY** July 2007 to October 2009

Business System/Analyst

Assisted in deployment of capacity forecasting, workforce management, and quality oversight solution performing clinical drug trials for Pfizer working directly with Executive Steering Committee.

* Facilitated **JAD** business process sessions, and authored the Business Requirements Document, Business Process Traceability Matrix, and the System Architecture Specification documents.
* Aligned requirements to **project scope**, objectives, and deliverables.
* Coordinated with the Project Manager to prioritize outstanding defects in **Quality Center** or enhancement/system requests based on business requirements and available human resources, allowing sufficient time to ensure accuracy and consider deadlines.
* Successfully gathered, **documented business requirements** and obtained sign off from business users / sponsors.
* Prepared **use case** models based on **Business Requirement Document (BRD)** gathered through interaction with users and the **stakeholders**.
* Implemented **RUP**, which included requirements, specifications, design and analysis.
* Documented **project plans**, **process flow**, timelines and other requirements.
* Facilitated **meetings** and **Joint Application Development (JAD)** sessions with business stakeholders and technical units.
* **Implemented best practices**, facilitated meetings between business users and third party application vendors.
* Created and maintained the **Requirements Traceability Matrix (RTM).**
* Worked with the Project Manager on various Project Management activities like keeping track of **Project Status**, **Deadlines**, **Environment Request**, and **Compliance Issues**.
* Identified and analyzed the data requirements for the various site teams and made sure that the required data is available in the testing environment.
* Worked directly with software engineers to ensure clear communications on requirements and **defect reports**.
* Was involved in **Functional System Testing**, **Integration Testing**, **Regression Testing**, and **User Acceptance Testing** before releasing the application.
* Validated the **scripts** to make sure they have been executed correctly and meets the scenario description.
* Involved in project status meetings, **QA review meeting**, and **System Test meeting**.
* Performed **requirements traceability** and **managed changes** to requirements for the **MARS** application.
* Developed **test scenarios** based on **business requirements** and **technical specifications**.

**Environment:** Quality Center, QTP, SOA, Web Services, PHP, Websphere, DB2, Oracle, Actuate Reports, SQL, XML, HTML, DHTML, JavaScript, MS Office, UML, RUP and Visio.

**EDUCATION:**

* Bachelor in Business Administration, Kennesaw State University
* Bachelor in Marketing, Nepal College of Management