**ANUSHA KOORATHOTA**

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**PROFESSIONAL SUMMARY:**

* Over **7 years** of experience as Business Analyst with expertise in **Business Analysis, Joint Application Development, Business Process Analyses**, Requirements gathering and management of documentation, Software Analysis and Modelling of web/enterprise wide client/server based applications with strong understanding of software development life cycle.
* Good at analysing the **Business Requirement Documents, Functional Specifications and Technical Specifications.**
* Experience in all phases and stages of testing with good working knowledge of testing disciplines, tasks, resources and scheduling.
* Good knowledge on **Waterfall, and RUP methodologies** of software development life cycle.
* Remarkable experience working with **Agile methods** in Agile environment.
* Skilled in the areas of writing **Business Requirements Document (BRD), Functional Specifications Document (FSD) and System Requirement Specifications (SRS).**
* Quality Assurance experience including development of use cases, test plans, test cases, test scenarios, performing regression testing and incident tracking.
* Worked on **Rational Quality Manager (RQM**) to track, schedule and execute the test cases.
* Proficient in using testing tools like **Quality Center, Test Director, Quick Test Professional, WinRunner and LoadRunner.**
* Extensive experience in conducting **Gap Analysis & SWOT analysis**.
* Strong Experience in Claims Processing and Claims in **Medicaid and Medicare.**
* Contracted with the Medicare Centers and Medicaid Services (CMS) to provide quick, easy, and affordable access to the health care service of their choice.
* Worked on **Rational Functional Tester (RFT**) to perform Functional Testing, regression Testing and GUI Testing.
* Experience in testing **Electronic Data Interchange** (270, 271, 810, 850, 834, 835, and 837) according to **HIPPA Compliance**.
* Experience in performing different types of testing like **Sanity, Black Box, Functionality, Integration, System, Cross Browser, Cross Platform, Smoke, End to End, Regression, Beta, Production, Load, and Stress.**
* Thorough knowledge in different sectors of healthcare insurance systems like; PPO, HMO, FEP, High Mark, Enrollment, Medicare and Medicaid claims. Upfront experience working with **HIPAA** 4010/5010 x12 transactions such as 837, 835, 834, 278, 270 and 271, **ICD-9/ICD-10 codes**.
* Proficient in Testing methodologies, **Test Matrices and Trace matrix.**
* Proficient in learning new technologies and quickly adapting to new environment.
* Work experience **executed SQL queries** and stored procedures manually for back-end testing.
* Participated in **complete life cycle** of software development including **design, development, testing, technical documentation, and product support.**
* Flourished in both independent and collaborative work environments with quick learning abilities and excellent communication skills, presentation skills.
* Referred and also followed the guidelines of BABOK during the process of documentation.
* Conducting **User Acceptance Test (UAT)** and verifying performance, reliability and Fault tolerance issues.

**TECHNICAL SKILLS:**

**Primary Skills:** Business Analysis and Design Requirements Workshop Facilitation – JAD/JAR Sessions **UML Modelling** Systems Development Lifecycle Methodology Implementation User Acceptance Testing Use of MS SharePoint, **MS Project Professional**, **Querying skills using SQL.**

**Process/ Methodology: RUP- Rational Unified Process** XP- extreme Programming ER Entity Relationship Modelling **Agile Modelling** .

**Tools:** Requirements Management – **Rational Requisite Pro**, Unified Modelling Language – **Rational Rose Productivity Suite - MS Visio**, Word, Excel, Outlook

**Databases:** Access, Oracle 9i/8/7.

**Platforms:** Windows 98/00/NT/XP/ Advanced Server, HTML.

**PROFESSIONAL EXPERIENCE:**

**Well Care, Los Angeles, California JULY 2012-PRESENT**

**Senior Business Analyst**

Well Care Health Plans, Inc. provides managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare. Headquartered in Tampa, Florida, Well Care offers a variety of health plans for families, children, and the aged, blind and disabled, as well as prescription drug plans.

**Responsibilities:**

* Used Requisite Pro for the **Requirement Documents Preparation**.
* Prepared **Business Process Models** that includes modelling of all the activities of the business from the conceptual to procedural level.
* Played a substantial role in the process definitions and business and functional requirements gathering, in an effort to develop a practical technology solution for automating sales methodology.
* Proficient in the use of **Rational Rose for Data Modelling**.
* Created **Use Cases / Activity Diagrams / State Chart Diagrams, Sequence Diagrams, and Collaboration Diagrams thus defining the Data Process Model and Business Process Model.**
* Converted Business Requirements to the Functional Specification.
* Conducted **JAD Sessions** to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests. Implemented and monitored Individual Development Plans focusing on total performance, including both quality and productivity.
* Designed and implemented **HIPAA** 835 Payment Advice Transaction, 837 Health Care Claim Transaction. Populated ICD-9 and ICD-10, **EDI X-12** transaction sets 835, 837, 270, 271, 276, 277 and 5010, PGP encryption and responsible for Claims processing, coordination of benefits and pricing process.
* Monitored client expectations through client involvement and communication throughout the lifecycle of the project; educate clients and stakeholders on the benefits and risks associated with the project.
* Worked with the **Quality Management** team to ensure that requirements documentation can be easily translated into test plans, and ensure that the proper testing plans have been completed.
* Involved in gathering **clinical data and supported application development**. Data includes patient’s admission status, discharge details and transfers. Also tested claims and diagnosis reports of the patient

**Environment:**Rational Unified Process, Rational Rose, Visio 2003, Office 2003, MS Project 2002, Windows XP.

**Beth Israel, Brooklyn, New York AUG 2010-JUNE 2012**

**Business Analyst**

Beth Israel Medical Centre is the forefront of medicine with the latest technology and innovations. Its growth in the last two years has been unprecedented, and they continue to grow. Some highlights include the opening of The Friedman Diabetes Institute, which focuses on the lifestyle of the diabetic patient to ensure lasting medical success.

**Responsibilities:**

* Key player in Managing project and was involved in resource management.
* Analysed existing **Business units, Business process, System/ Application** and there Interfaces with their capability through open-ended discussions, brainstorming sessions, and prototyping, prioritizing them and converting them as system requirements that must be included while developing the software.
* Assisted with documenting processes, used agile methodology to write the **Business Requirements documents** and designed **Functional specifications**.
* Served as a liaison between the internal/external business community and the IT organization in order to provide technical solutions to meet user needs.
* Participated in design review meetings and translated the requirements to the developers and guided the team when issues related to business requirements arose.
* Used **HL7 g**uidelines and dictionary for defining business rules associated with pre-defined workflows according to business requirements.
* Dealt with the **EDI transaction 835** claims payments and remittance advice, which deals the payment from payer to provider.
* Participated in HIPPA 4010 to 5010 upgrade JAD sessions and documented the outcomes on **FACETS Platform**
* Developed an automated approach for capturing all **837** data received from GHI that supports claim utilization and reporting.
* Worked on **multiple 837** and multiple Eligibility **(270/271)** and healthcare claim status **(276/277).**
* Played important role into creation of **CRUD (Create, Read, Update and Delete**) Metric to make analysis and better understand data flows between different systems.
* Conducted **Risk Analysis** to identify the risks associated with developing the patches, and formulated a Mitigation Plan to eliminate or reduce risks of high severity and any major effects.
* Played an active role in the **UAT.**
* Responsible for creating & maintaining Requirement **Traceability Matrix** in order to track the development and **QA process**.

**Environment:**SQL Advantage, MS Visio, MS Word, FACETS, Agile.

**Spectrum Health , Grand Rapids, Michigan JAN 2009-JULY 2010**

**Business Analyst**

Involved in Inception Phase and prepared vision statement and initial data models that contain Business Requirement Documents and supporting documents that contain the essential business elements and detailed definitions.

* **Developed business process models** in **Agile** to document existing and future business processes.

Performed Gap Analysis to identify the deficiencies of the current system and to identify the requirements for the change in the proposed system.

Facilitated Joint Application Development **(JAD)** Sessions for communicating and managing expectations, and to discuss the different ways and means for the integration of rational tools with the current system.

Worked with the **SME’s**(Subject Matter Experts), IT managers, software architects to identify the key changes, and participated in Stakeholder Management to communicate effectively with them.

Provided Business Requirement Documentation **(BRD)** for the users after throughout the organization and technology research by analyzing the current environment.

Created and managed project templates, Use Case Project templates, requirement types and traceability relationships in Rational Requisite Pro.

**Created Use Cases using UML** and managed the entire functional requirements life cycle using Rational Unified Process and Rational Rose.

Responsible for preparing the Software Requirement Specifications (SRS) document, Functional Specification Document **(FSD),** creation of Process Work Flows and Functional Specifications.

**Worked closely with developers and requirements analysts, program managers, and subject matter experts** in the design and implementation of quality features.

Involved IT Server Desk reps and end users to evaluate User acceptance testing **(UAT)** and system testing.

**Environment:** MS Office Suite, MS Visio, Windows, SQL Server, PL SQL, C Sharp.Net, Oracle, **People Soft** CRM & Microsoft **Share Point**, Requisite pro, Clear Quest and **ETL**.

**First Data FundsXpress, Austin, Texas JUNE 2007-DEC 2008**

**Business Ananlyst**

* Act as a **scrum master** and facilitate scrum activities such as daily scrum, sprint reviews, sprint retrospectives and backlog grooming.
* Authored detailed Use-cases, Process flows, Business Requirement documents and data journals.
* Meeting with users and stakeholders to understand the problem domain, gathering customer requirements through surveys, interviews (group and one-on-one) along with JAD sessions.
* Completed multiple business service requests to correct or expand functionality within the IVR. Understood business problems and translate them into requirements which lead to a higher closure rate.
* Worked directly with technical team to ensure changes can be made to meet the requirements.
* Lead BA on compliance (CORE) requirements. Ensured data was presented to front end systems consistently based rules and on multiple benefit design structures.
* **Participated in multiple areas of testing:** performance, integration, QA, UAT and production. Contributed in daily defect meetings to triaged and help resolved open issues.
* **Coordinated Usability testing** for a new application of IVR. Worked with third party to synchronize test scenarios, test participants and meetings minutes.
* Tackled daily production items that needed to be addressed immediately. Researched and documented where the failure occurred and worked with the development team to resolve the open issue and bring it to closure.
* Served as a day-to-day mentor to provide guidance and training as an IVR application and subject matter expert.

**Environment:** Rational Test Suite, Perl, MS-Project, MS-Visio, HTML, Oracle, VB 6.0