**Ashna Gyawali**

**Senior Business Analyst**

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**Professional Summary:**

* Over 8 years of experience as business analyst in IT with emphasis in **Healthcare, Telecom and Finance** domain. Extensive experience in **working as an Agile Team Lead and Business Analyst focusing on Leading and Managing Agile SCRUM teams, gathering and documenting Business requirements**, understanding Business processes, identifying risks, and performing impact analyses.
* 4+ years of experience in corporate web portal using SharePoint 2010 and mobile applications. Created Document Libraries, Lists, Discussion Board, Announcement, Calendar etc. according to the Content Management governance.
* Developed SharePoint governance, Security Level and Maturity model for the entire Organization.
* Experience in creating **BRS, Use Case Specifications, Functional and Non-functional specifications and Requirement Traceability matrix documents across the Project and deliverables**.
* Expertise in creating **functional specifications, FRD, RTM and data flow diagrams**.
* Extensive experience in **UML modeling** and design, creating Use Cases, Sequence, Class and Activity diagrams using MS Visio.
* Led and managed **Agile Scrum teams** focusing on 2 week and 3 week Iteration models on Velocity Based burndowns.
* Conducted **JAD** sessions with the stakeholders and the project managers by conducting personal interviews, Questionnaire, Brainstorming to get a better understanding of client business processes.
* Expertise in all phases of **SDLC** (Software Development Life Cycle), and methodologies like **RUP** (Rational Unified Process), **Waterfall and Agile/scrum**.
* Extensive understanding of the **AS-IS and TO-BE** business processes and experience in converting these requirements into technical specifications.
* Expertise in **GAP analysis, Cost Benefit Analysis, ROI, Business Process Modeling (context, DFD, BPM, PFD), Entity Relationship (E-R) diagram** as a precursor to workflow development for mobile and web applications
* Detailed knowledge of **QA processes and methodologies** and experienced in testing Client/Server and Web-based software applications using Quality Center and Quick Test Pro.
* Expert knowledge of the preparation of Requirement Traceability Matrix (RTM) using the Quality Center, Rally, Test Director or Microsoft Excel.
* Facilitated **User Acceptance Testing** (UAT) using **Rally** with the stakeholders and the business users as well as trained users to use the system configured.

**Technical Skills:**

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| Operating Systems: | Windows 2012/7/8, UNIX, Linux, AIX, Z/OS |
| Methodologies: | **Waterfall, Agile/Scrum, Nimble** |
| Business Tools: | **Requisite Pro, UML, MS Visio, MockFlow, MockingBird, MS Project, Rally, Remedy, HP Quality Center 11 ALM Edition** |
| Software Packages: | **MS Office Suites, MS Project, MS SharePoint 2007/2010, MS Visual Studio, Adobe Photoshop, Rally** |
| Testing Tools: | **Rational Clear Quest, Mercury Test Director, Quality Centre, QTP, SOAPUI** |
| Database: | **Oracle 11g, SQL Server 2012/2008, MySQL 5.1, MS Access 2010. IBM DB2** |

**Professional Experience:**

**Health Management Systems, Irving TX Feb 2013 – May 2015**

**Sr. Business Analyst**

**Responsibilities:**

* Working on 2 week Agile Sprints and Served as a liaison between internal clients and functional departments; help clients achieve their objectives by serving as a resource in the interpretation, application and compliance with internal and external laws, regulations, policies, procedures, standards and practices. Develop and build internal and external partnerships to improve communication, coordination, collaboration and effective working relationships within own department, across the Company and outside the Company.
* Lead and managed 2 Week Agile SCRUM sprints working as a Agile Team Lead and responsible for creating QA Project plans and test plans (test strategy, testing scope and coverage, traceability matrix resource allocation, risk, etc) for sprint testing. Defined and utilized metrics and reports to communicate the testing status, product quality and readiness to management on daily stand-ups.
* Worked as a Business Analyst and captured and documented business rules and map to system requirements and User Stories with an Agile centric focus using Rally
* Performed regression testing of the applications to validate functionality, GUI elements and mobile service methods integration between mobile and web applications.
* Strong HIPAA EDI 4010 and 5010 with ICD-9 and ICD-10, analysis & compliance experience from, payers, providers and exchanges perspective, with primary focus on Coordination of benefits
* Performed a baseline assessment of Hospital-Provider systems and related interfaces, the existing service level agreements and/or policies and operational business procedures for readiness to comply with HIPAA as well as ICD 10 requirements.
* Analyzed HIPAA EDI 4010 and EDI HIPAA 5010 standards for 837P, 837I, 834, 820 and 835 transactions and prepared gap analysis document for each transaction.
* As a Business Analyst, Responsible for conducting requirement analysis with the product owners and creating software requirement specifications (SRS) and process flow diagrams for delivering work to the technical teams. Also, working as a liaison between the business teams and the technical teams for defining acceptance criteria, clarifying requirements and setting up technical delivery expectations.
* Developed the Business Requirement Documents, Functional Specification documents, Technical Design Specifications to get a better understanding of the system on both technical and business perspectives. Assisted in the design/development of software requirements.
* Analyzed existing regression test cases and provided guidance and training to the team in reauthoring test cases to an industry standard and merging the test cases which resulted in 30% reduction in regression testing time.
* Provided direction to the automation team in analyzing the test cases and coming up with areas that can be automated to reduce the Manual regression effort.
* Transaction Mapping of EDI HIPAA 4010 - 5010 conversion knowledge for 820 Payment Order / Remittance Advice, 834 Enrollment Files, 835 Claim Payment / Advice Files, 837 Claim PD&I Files, 276/277, 270/271 File Transactions in HIPAA EDI Gateway.
* Managed 2 onsite teams (4 Dev and QA Analysts) and 2 offshore teams (6 Dev and QA Testers) and involved in work allocation, monitoring daily work items, tracking work progress and resolving work issues.
* Built a high performing and effective test team by recruiting the right individuals and providing training, guidance and mentoring the existing team members for improvement.
* Responsible for UAT deliverables/documentation like Software Test Protocol, Test summary and Conclusions, Code lock memos, Trace matrices (Functional to Test case) using corporate/industry SOPs, and verification guidelines and procedures.
* Conducted Discussions and meetings with Architects/designers to understand the application and the overall functionality of the system.
* Created BA artifacts like Requirement traceability Matrix and Functional Required Documents and provided them to development and testing teams respectively.
* Researched, analyzed, synchronized, maintained, modified, interpreted, validated and prepared AS IS to TO BE data and documentations for the development team.
* Followed up and delivered all enhancement functionality assigned within a Sprint.
* Produced, edited and distributed a variety of business documents such as reports, proposals, technical manuals, policies, system and process documentation, etc.
* Created, presented and/or facilitated meetings, webinars, conference calls, training programs, education sessions, certifications, etc. for a variety of internal and external audiences. Represented assigned function at external symposia, conferences, meetings, etc.

**Environment: Windows XP, MS-Office Suite, MS SharePoint 2007/2010, SQL Server, MS Visio, Rally, FRD, RTM**

**JP Morgan Chase, Columbus OH Feb 2011 - Sept 2013**

**Senior Business Analyst**

**Responsibilities:**

* As a Senior Business Analyst, Responsible for the analysis of business/functional requirements and development of technical solutions recommendations to meet business requirements for the Checkout Tool Software Distribution System.
* Translated high-level functional requirements into technical specifications while working as an Agile SCRUM Team Lead
* Closely worked with end users and subject matter experts and developed component installation scripts, diagnostic steps, nearest neighbor and end to end test scripts using Rally
* Planning and creating users stories n Rally for current release in co-ordination with the Product owner
* Conduct iteration planning, daily standup, demo and iteration retrospective.
* As a Agile Team Lead, Maintained and Updated Story Board for the team to track the progress on daily basis within an iteration.
* Maintain & update iteration status in Rally.
* Co-ordinate external parties to ensure timely deliverables particularly the ones that our iteration has dependencies on.
* Track velocity of the team - boost improving the productivity of the development team in any way possible.
* Protecting the development team from outside requests/interference within an iteration
* Work with the product owner and business analyst on all requirement clarification and co-ordinate testing with the QA team based on the new requirements and created Functional Requirement document (FRD)
* Facilitate close collaboration between Developers and tester during the iteration
* Review requirements with QA and Dev team based on confirmations in the user story.
* Assign test case writing based on the test scenarios and review the test cases written by the testers.
* Create requirements as business process components and BPT
* Assign test execution and review test results, escalate defects, priorities defects using Rally
* Assisted in the process redesign and documentation as needed for new technology.
* Responsible for problem definition, evaluation of requirements, and implementation of systems to meet business and user requirements and created RTM document to track requirements against test cases
* Reviewed technical specification documents for all available toolkits developed by OEM (Original Equipment Manufacturer) and translated the specifications into requirements.
* Developed the technical specifications for APIs (Application Programming Interfaces) for the Project components where a toolkit was not available.
* Knowledgeable about basic networking protocols, Windows Sockets, OEM hardware components and toolkits.
* Support of system analysis and design, software development life cycle, Application integration, development and programming. Took on additional responsibilities such as facilitating design sessions with internal and external partners and acts as a team lead where necessary or when assigned by the supervisor.

**Environment: Windows XP, MS-Office Suite, MS SharePoint 2007/2010, MS Visio, Rally, MS SQL Server**

**EMSI/Leprechaun, Fort Worth TX July 2008 – Jan 2011**

**Business Analyst**

**Responsibilities:**

* Served as a liaison between internal clients and IT departments; help clients achieve their objectives by serving as a resource in the interpretation, application and compliance
* Participation and support of project teams.
* Analyzed inpatient and outpatient claims processing including ICD-9, CPT, HCPCS, and set up system related components to ensure accurate claims adjudication by health systems.
* Coordinated with EDI team, FACET Team, developers and production support team at various stages of the project.
* Worked with the EDI Transactions (837,834,820,835,270,271,276,277) benefit coding, HMO, PPO, POS,POS plus and related benefit packages.
* Provided technical assistance and training sessions to users for the newly developed/upgraded system.
* Used Quality Center for performing defect management and creating various defect reports.
* Participated in writing Test Plan and Test cases, software documentation from business, technical and functional requirements.
* Communicate and interact with appropriate areas on problems, changes, and enhancements that may impact data, workflow and / or functionality of the application.
* Involved in administration of the corporate employee benefit programs including health/dental insurance, disability, workers compensation, life insurance, flexible spending Section 132 and 125, and retirement plans (DB and DC).
* Collaborated with project managers throughout the implementation particularly in the management of deliverables and mitigating risk.
* Responsible for compiling and managing lists of enhancement requests and defects for the production system.
* Organize and facilitate problem-solving discussions with customer representatives, product specialists and technical business analysts to correctly document enhancement requests and defect submittals.
* Work with assigned business customers to determine needs regarding business processes and functionality, make recommendations as appropriate.
* Actively participate in business unit related meetings.
* Support the business unit officers by acting as a liaison between business unit and IT staff. Share information between these two groups, facilitate communications and knowledge transfer where required.
* Facilitate requirement gathering from non-technical business personnel, articulate complex ideas, issues and designs to varied audiences; communicate project objectives, scope and direction to the project team; assist in educating IT staff on business vision and plan.
* Executed SQL queries to pull and manipulate data for analysis purpose.
* Delivered BRD, CR documents, UML diagrams as required to the development team on and off-shore.

**Environment: Windows XP, MS-Office Suite, SharePoint 2007, MS Visio, MS SQL Server, SQL, Rally**

**SuperMedia LLC (Dex Media), DFW Airport TX May 2007 –May 2008**

**Business Analyst**

**Responsibilities:**

* Gathered the business requirements from the managers through JAD sessions, formal interviews and surveys and worked extensively with the users and with different levels of management to identify requirements, business events and to develop functional specifications.
* Documented the business requirements in BRD, prepared data models, ERDs and process models, DFDs.
* Worked closely with fund managers, financial advisors, and technical team members and conducted a thorough financial analysis to assess project returns.
* Drafted project charter and devised a Work Breakdown Structure by decomposing the project deliverables.
* Identified the major activities as per the Software development lifecycle (SDLC) methodology adopted for the project.
* Prepared the Analysis reports in Word and Excel and presented to the managers for final approval.
* Analyzed the reporting requirements’ feasibility with the Data Sources and prepared a GAP analysis report.
* Prepared a feasibility and impact analysis report for additional data capture and the test cases, activity diagrams and sequence diagrams (ER – Dimensional models).
* Wrote Use cases to demonstrate the business requirements and assisted in developing business models using Visio
* Documented the Functional specifications in the FSD and created the project templates for Use case specification, Change request form, functional specification documents and Business Requirement documents and Defect status form.
* Developed the Business Flow Diagram using MS Visio.
* Prepared the user’s manual, conducted UAT and trained the users.

**Environment: MS Project, MS Word, MS Excel, MS Visio, MS Office Suite, Windows Vista.**

**Education:**

* **Bachelors in Business Administration - Purbanchal State University Nepal - 2006**
* **Advanced Diploma in Computer Applications - NIIT, Nepal - 2005**
* **Certified Scrum Master - CSM - 2012 - ScrumAlliance**