**Bhumika Patel**

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**SUMMARY:**

* Around 8 years industry experience as a Business Analyst with solid understanding of Business Requirement gathering, Business Process flow, Business Process Modeling and Business Analysis.
* Proficient in preparing **Business Requirement Document** (BRD), **Software Requirement Specification** (SRS),**System Design Specification** (SDS), **Functional Specifications, Use Cases,**and **User Manuals.**
* Extensively worked on **all aspects of loan servicing** including **loan modifications, short sales, deed-in-lieu, Default areas (foreclosure, bankruptcy and REO management)**
* Direct responsibilities include experience with requirements gathering, planning, organizing, and ChangeManagement.
* Has a strong background in developing data mapping, performance tuning and identifying bottlenecks of sources, mappings, targets and sessions and strong understanding of data modeling in data warehouse environment such as star schema and snow flake schema.
* Good understanding and knowledge with Agile and waterfall environments.
* Excellent analytical, inter-personal and communication skills with clear understanding of business process flow.
* Experience in Business Analysis using tools such **as Functional Flow charts, Workshops** and **Brainstorming** Sessions and extensive exposure to **UML diagrams** using MS VISIO.
* Good working knowledge of HIPAA ICD10 and HIPAA transaction requirements. Experience with Medicare, Medicaid, and commercial insurances in HIPAA ANSI X12.
* Strong understanding of medical coding and transition from ICD 9 – ICD 10
* Good experience working as **QA** (Quality Assurance) reviewing test plans and Test Scripts to make sure that all the requirements will be covered in scripts and tested properly
* Experience of doing **GAP analysis, User Acceptance Testing** (UAT), **SWOT analysis, Risk analysis,** and **ROI analysis.**
* Created and Maintained Requirement Traceability Matrix (RTM)
* Knowledge in writing **SQL** queries, to manage database
* Experience developing conceptual, logical and physical data models as per enterprise standards.
* Proficient in Conversion of Erwin Models to Power Designer and ER/Studio Models.
* Construct summary and detailed views in Salesforce.com (SFDC) on all campaign, lead, prospect, opportunity, pipeline, account and revenue activities
* Assess existing and available data warehousing technologies and methods to ensure our Data warehouse/BI architecture meets the needs of the business unit and enterprise and allows for business growth. Provide recommendations on evolution of the architecture.
* Research, define and deploy BI improvement opportunities and streamline the business
* Described complex medical procedures and describes precisely what was done to the patient ICD-9 and ICD-10 and the comparison between them.
* Acted as User Acceptance Testing **(UAT)** coordinator

**DISCIPLINES**

Business Analysis, Business Architecture, Data Mapping, Data Modeling, Requirements Gathering, Functional Specification Design, Testing (Test Cases) (Manual Testing & Automated Testing tools), Quality Assurance (QA), Documenting Process Flow, Process Re-Engineering, Process Mapping, Business Contingency/ Business Continuity Planning (BCP), GAP Analysis, SDLC, **Erwin** Data Modeler/ Model Mart, Power Designer, Embarcadero ER Studio, Oracle Designer **Software/Hardware:** Rational Team Test, TOAD, RUP, UML, Rational Rose, Clear Case, Clear Quest, Load Runner and Test Director, C, C++, Java, HTML, J2EE, VB 6.0, SQL, DB2, Windows 9x/NT/2000/XP, Unix, Linux, Solaris, Oracle, SQL Server and MS Access, TSL, SQL Basic, Shell Scripts, MS Visio, MS office Suit, Adobe PageMaker, Adobe.

**Professional Experience:**

**McKesson, Stlouis MO Dec2013 to Till Date**

**Business System Analyst**

McKesson is made up of many businesses; all serving the health care industry. Their businesses fall into one of two primary categories: distribution solutions or technology solutions. The project was called Universal Hub that will enable management to better leverage information collected within current operational systems to help in their decision making process. In first Phase, through a formal prioritization effort identified key analytical subject areas and selected Analysis. In the second phase, developed system.

**Responsibilities:**

* Gathered and Translated business requirements into detailed, production-level technical specifications, new features, and enhancements to existing technical business functionality
* Developed project plan with project manager’s assistance for the first two phases of the project.
* Involved in identifying the process flow, the work-flow and data flows of the core systems.
* Worked extensively on user requirements gathering and gap analysis.
* Created Project Plan for the team; including the Scope and schedule, Business requirements and technical objectives, Risk analysis strategy, Time and budget reviews, Communication strategy, Assumptions, Test plan, Deployment strategy, Security strategy, Recovery plan, Staffing and support plan, Training strategy & Operations.
* Estimated of project budget and Prioritization Matrix & presented to the working committee for the approval.
* Created Statement of Work (SOW) for external consultants engaged in the implementation
* Worked with business to prioritize the requirements for each Phase based on Sponsor’s  interviews &needs.
* Tracked the Project Timelines and Key Milestones using MS Project and MS Excel, and  presented those to higher management using MS PowerPoint.
* Defined SOX compliance techniques and procedures; created procedural documents as part of  audit requirements.
* Monitored the Data quality of the daily processes and ensure integrity of data was maintained to ensure effective functioning of the department.
* Created documentation and test cases, worked with users for new module enhancements and testing.

**Environment**: Oracle10g, SQL plus, MS Visio, Toad, Windows 2007, Oracle Designer, MS Project, MS PowerPoint.

**Statefarm, Bloomington IL Nov2012- Nov2013**

**Business Analyst**

The purpose of the project is to create Life and Health Claim System for the State Farm users, Agents and Customers to enhance the an Insurance workflow application tool to support the Insurance policy processing which is more customer friendly and keep all the information related to claims up to date on a common platform from various lines of business. The projects is about integration between claims and Customer communication and implement the delivery mechanism for claims for paper and electronic versions of all customer communication; provide customer with access to library of electronic documents that can be printed/forwarded and provided customers with the ability to respond to SF requests electronically across delivery channels. I have outstanding experience in working on Life Insurance and Health Insurance.

**Responsibilities:**

* Played the role of Business analyst in **Agile** environment and eliciting **Business requirements** from Business users, clients and different level of management**.**
* Interacted with the **SMEs** to get better understanding of client **Business Process** and create necessary documents related to project.
* Definite **Business Rules** and created **Business Rules Document** using **Business Procedure Manuals** and by interrelate with SMEs.
* Worked with **Rule Architects** to assist in **Business Rules** designs to ensure rules reflect the business intent and result in the desired business behavior.
* Identify which data elements to be assessed and created **Data Elements Document and Matrices** using **MS Excel.**
* Involved in identifying **Functional** and **Non-Functional** requirements.
* Used **MS Visio** to create **business process flowcharts** and **workflow diagrams.**
* Conducted **JAD** sessions and **Brainstorming sessions to identify Business Requirements and Issues, Risk and Dependency related to Project.**
* Maintained and monitored project progress and status through **MS Project.**
* Documented the **change requests** and provided the reasons and root cause of change.
* Examined the **As-Is** system and doing the complete **Gap Analysis** for the existing system in order to map it to the **To-Be** system.
* Created **Business ScenarioDocument** based on Functional Requirement.
* Planned and defined System requirements to **Wire Frames** with Use Case, Use Case Scenario and Use Case Narrative using the **Unified Modeling Language (UML)** methodologies.
* Designed and developed **Use Case diagrams, Activity Diagrams, Sequence Diagrams using MS Visio.**
* **Worked with development and testing team** to accomplish timely release objectives.
* Extensive experience with **User acceptance testing(UAT), System testing, Integration testing.**

**Environment:** Agile , XML, MS VISIO, MS Office, Share Point and Lotus Notes, MS Project, Quality Center, SQL Server

**Pfizer Pharmaceuticals, Framingham, MA** March2012- Oct2012

**Business Analyst/ Data Analyst**

Pfizer Pharmaceuticals is the worlds leading science and healthcare. Data re-architecture and design to consolidate the data across the different domains (Research, Development and Finance) is the main focus of the project. DIF (Development Information Factory), RIF (Research Information Factory) and GIF (Global Information Factory) are the data warehouses for maintaining the Research, Development and Financial Information respectively. DIF New Project mainly focuses on migration of data in to the development information factory to support business reporting. “Candidate”, “R-D-C” and “Contracts and Outsourcing” are the sub-projects, which fall under the roof of DIF new.

**Responsibilities:**

* Designed and developed project document templates based on SDLC methodology Ensured that all Lines of Business specifications were consistent in form and function
* Developed straightforward DBMS queries. Assisted in monitoring ancillary data transactions.
* Involved in analysis for wide range of Six Sigma and Web-based initiatives, including user requirements. Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database
* Analyzed and Documented Business Requirement Document (BRD), Functional Specification Documentation, and System Requirement Documentation, using UML methodologies
* Conducted group (JAD) sessions with business units and stakeholders to define project scope and deliverables.
* Expertise in gathering user requirements along with business analysts.
* Understood existing data model and documented suspected design affecting performance of the system.
* Interacted with project manager and management team to define business requirements.
* Conducted workshops with configuration and Integration teams to make them aware of Data model changes.
* Communicating with all types of users and translating their requirements into an architecture design specifications.
* Responsible for converting business requirements into logical model containing Tables and Columns.
* Redefined many attributes and relationships in the reverse engineered model and cleansed unwanted tables/columns as part of data analysis responsibilities.
* Enforced referential integrity in the OLTP data model for consistent relationship between tables and efficient database design.
* Responsible to collect, analyze and summarize data and for Data Mapping.
* End to end responsibility for the migration activities.

**Environment: Sq1 Server 2005, DB2, Erwin 7.2, MS Visio, Business Objects XI, Windows XP.**

**Eliza Corporation, Beverly, MA** May 2011 – Feb2012

**Role: Technical Lead Analyst**

Eliza Corporation is a health based company which engages in the design, development, and hosting of speech recognition software applications for healthcare sector.Eliza Corporation blends technology, communication expertise, and data analytics to drive healthy behavior change.The company’s customers include the nation’s leading health plans, disease management firms, pharmaceutical companies, pharmacy benefit managers and employers. An Enterprise data warehouse was developed for the model for improving marketing strategies and report generation to perform global order capture.

**Responsibilities:**

* Created initial business requirements based on Storyboards and further expanded them to created final business requirements based on conversations with Business Users Analyzed the data collected and process maps to determine the root causes and identify opportunities.
* Performed Gap analysis for the modules in production, conducted feasibility study and performed impact analysis for enhancements Facilitated and participated **JAD sessions** with **Stakeholders** and Technology teams and created Functional Specifications document detail every minute detail captured in various sessions
* Worked closely with business users for documenting the BRDs for reports that are generated using
* **SSRS**Developed **Use Cases** and **Test Scenarios,** and successfully transitioned this information to the Testing team for **User Acceptance testing**
* Assisted QA team to create **test plans** and **test cases** to perform different level of testing
* Assisted Project Manager with Project Management tasks
* Was involved in **GUI testing** of the application using Mercury Quality Center
* **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
* Strong experience in data manipulation using **SQL** scripts for the retrieval of data from the relationaldatabase.
* Responsible for submitting **weekly status updates** and reports showing the progress of the**automation testing.**
* Worked closely with UAT personnel to both ensure that their needs are met, and to provide sufficient understanding for the UAT test teams to own the automated system by the end of the project. Designed and created **data reports** and **reporting tools** to help business executives in their decision-making.
* Used SharePoint to for documentation and saved all the BRD, Sign off documents and other documents in it.
* Recall the major aspects of EDS policies and procedures related to HIPAA Privacy rules
* Recognize protected health information (PHI)

**Environment: Windows 2000/XP, Erwin 7.1, SQL server 2005/2008,** UML, Use Case Analysis, MS Visio, Enterprise Architect, MS Office

**SCOTTSDALE INSURANCE, Scottsdale, AZ** Sep2010- April 2011

**Business Analyst**

Scottsdale Insurance is one of the largest insurance and financial service providers in the United States. The firm provides a range of services in the areas of property and casualty insurance, life and health insurance, asset management and banking. Designed and developed a client server application that is easy to use and provide the Nationwide Finance System (NFS) Retail Business Management group with sufficient information from the Entity Information File (EIF) database to maintain relationships with current clients and identify opportunities for new entity relationships.

**Responsibilities:**

* Involved in gathering business requirements by conducting a series of meetings and brain storming sessions with the business users.
* Gathered and **translated business requirements** into detailed, production-level technical specifications, new Features, and enhancements to existing technical business functionality.
* Involved in identifying the process flow, the workflow and data flows of the core systems.
* Utilized Rational Unified Process (RUP) to configure and develop process, standards, and procedures. Analyzed business requirements and segregated them into high level and low level use cases according to UML methodology.
* Derived Functional Requirement Specifications (FRS) based on User Requirement Specification (URS). Understand and articulate business requirements from user interviews and then convert requirements into technical specifications. Interviewing Subject Matter experts, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business people and technical people.
* Resolved or escalated business process issues, item management issues or technical issues. Conducted JAD’s with the development team, testing team and business team to fasten the project definition process. Wrote test cases for the User Acceptance testing.
* Worked extensively on user requirements gathering and gap analysis.
* Responsible for requirements gathering and documenting design specifications.
* Designed LDM design using Erwin according to business requirements
* Involved in the creation and implementation of the physical database.
* ETL Process to load the data from different source systems.
* Scheduled DTS tools and services to run at different intervals in SQL server.
* Performance query tuning to improve the performance along with index maintenance.
* Worked on the reporting requirements for the data warehouse.
* Created support documentation and worked closely with production support and testing team

**Environment:** Rational suite, Requisite Pro, MS-Visio, Java, JSP, SQL Server, XML, HTML, Windows 2000.

**Bank of New York Mellon, New York, NY** Dec2009-Aug2010

**Department: Information Technology Access Control (ITAC)**

**Business Analyst**

Access Mining Tool (AMT) is a web-based tool developed on J2EE platform to automate the process of user access certification on various platforms and applications in the Organization. User access on Applications and Platforms has to be certified either tri annually or biannually for the compliance purposes. This tool automates the complete process of certification. Collecting the user access information from all applications, platforms bundles the information into reports based on application or by business unit and sends automated email for certification.

**Responsibilities:**

* Created a new repository for storing employee data including snapshot and transactional history data elements that support eventual cross-functional analytical reporting.
* Acted as a liaison between stakeholders: system users, clients and managers, who have a business problem, and software development team to gather requirements. Involved in all phases of the Iterative approach of the **SDLC** from Inception to Transition.
* Performed the **requirements gathering** activity in a structured ways by applying context free questions, Interview business area experts asking detailed questions, and surveys.
* Conducted **Joint Application Development (JAD) sessions** for Requirement analysis, risk analysis, feasibility studies to identify business critical and high-risk
* Conducted hazard/risk analysis to analyze potential risk that could affect patients as a result of new functionality introduced into the system
* Recorded the requirements in **Vision Documents** and **Software Requirement Specifications (SRS)** using Requisite Pro.
* Effectively used Rational Rose for **designing use case scenarios** and **work flows** for documenting the requirements.
* Draw Use Case Diagrams, Activity Diagrams, and Sequence Diagrams using MS Visio. Identified **potential Gaps** and suggested Data Definition Changes of the application.
* Created discrete architecture and mappings to maintain the integrity of the Data Warehouse in relation to changing operational transactional source systems.
* Worked in the **performance tuning** of the **SQL queries,** procedures and processes.
* Worked on Mercury Test director/ HP Quality Centre to create initial **Test plan and Test cases** for **acceptance test** to provide the minimum requirements validation for the business process.
* Worked closely with **UAT** personnel to both ensure that their needs are met
* Provided weekly status updates to project stakeholders on the progress of project development activities.
* Ability to work effectively with team members, to work from functional specifications, and to deliver projects on-schedule with minimal supervision.

**Environment: Oracle 10g, SQL \* Loader,** Rational suite, Requisite Pro, MS-Visio, Java, JSP, SQL Server, XML, HTML **Windows XP Professional, Toad for Data Analysis, Oracle Identity Management Tool.**

**HDFC Bank, Gujarat, India** Feb2008-Oct2009

**Role: Business Analyst**

This project was for the Student Finance division of a leading bank. The department in the company provides students with loan solutions to pay for and manage the cost of higher education. Customer-centric database was build to analyze transactions across finance, marketing, risk, collections, and consumer relations was developed.

**Responsibilities:**

* **Developed the scope** and **vision document** that defined the primary goals, objectives and features of  the Loan Management System.  • Responsible for defining and **documenting Business Requirements and the Functional Specifications.**
* **Gathered business requirements** through interviews, surveys, and observing from account managers and UI (User Interface).
* Identified and developed **process flow diagrams** for various business processes and validated the flows with Subject Matter Experts (SMEs).
* **Created business rules** with calculation examples for borrower payment options.
* Analyzed the existing system and process gaps in context of new business changes - **Gap Analysis.**
* **Performed Business Impact Analysis** of proposed projects, processes and solutions.
* Involved in **Change Request** during the planning and design phase.
* Assisted Project Manager in analysis and planning that identify business needs, costs and benefits of implementing new products solutions in the industry.
* Assisted the QA group in developing and documenting test cases.

**Environment:** PL/SQL, SQL Server, XML, Windows 95/98/2000, ODBC, MS Office Suite, Internet Explorer and Netscape, Web Logic, UNIX, Rational Req. pro, clear case, RUP methodology, Rational Rose, Clear Quest, UML,Ms Visio and Ms Project

**IRIS Info, Gujarat, India** Sep2006**-**Jan2008

**DB2 Database Developer**

Iris info is a leading software company providing Offshore Software Development & Solutions with services such as outsourcing Application Development, Product Development, Web Development, E-Strategy Consulting, WAP Development, ERP, SAP, Multimedia and Design Solutions. A system is developed to track the sales, inventory & financial subsystems development. Counter sales maintenance, daily cash & bank reconciliation.

**Responsibilities:**

* Involved in the entire System study, analysis and Design.
* Involved in gathering user requirements along with the Business Analyst.
* Used Star schema methodology in building and designing the logical data model in the dimensional Models.
* Part of the team responsible for the analysis, design and implementation of the business solutions.
* Gathered and translated business requirements into detailed, production-level technical specifications, new features and enhancements to existing technical business functionality.
* Prepared business case for the data mart and then developed it.
* Part of team conducting data analysis and data modeling JAD sessions, communicated data-related standards.
* Determined data rules and conducted Logical and Physical design reviews with business analysts, developers and DBAs.
* Created Entity relationship diagrams, Function relationship diagrams, data flow diagrams and enforced all referential integrity constraints using Oracle Designer.
* Involved in the creation of schema objects like indexes, views, stored procedures and synonyms.
* Redefined many attributes and relationships in the reverse engineered model and cleansed unwanted table/columns as part of data analysis responsibility.
* SQL tables with referential integrity and developed queries using SQL, SQL\*PLUS and PL/SQL (Legacy database)

**Environment:**DB2 for Z/OS V8.0, Oracle 8.0, PL/SQL, and Toad for DB2, Oracle Designer and Unix.

**Education Qualifications**

* Bachelor s in Computer Science from Gujarat University