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**SUMMARY**

* Extensive experience of 7+ years, in design, development and implementation of business applications
* Extensive experience in the development, implementation, deployment and integration strategies within a team oriented environment, utilizing quantitative and qualitative analytical skills
* Possesses experience in Implementation of Systems/Applications and Database design in a variety of environments with expertise in Client/Server Architecture.
* Exceptional ability to build Client relationships through frequent meetings, one on one interaction, and/with ability to converse with all facets in the client organization by utilizing elicitation techniques like interviewing, questionnaires, brainstorming, focus groups, prototyping, cost/benefit and risk analysis.
* Experience in IBM Curam Framework, Document Management and Health Care applications.
* Extensive experience in the development, implementation and integration strategies towards a team oriented environment, utilizing quantitative and qualitative analytical skills. With ease in communicating/converting clients vague/non-technical requirements into precise/concise representation to the team.
* Full understanding of Rational Unified Process (RUP) using Rational Rose, Requisite Pro, Test Manager, Unified Modeling Language (UML).
* Worked on CURAM Application Intake and Pre Screen Process for Medicaid Eligibility.
* Firm understanding of the Software Development Life Cycle (SDLC).
* Extensive study of interaction patterns between business processes to ensure proper collaboration.
* Externalized business processes in different projects as web services moving towards a service oriented architecture.
* Experienced in various Healthcare areas like Enrollment, Benefits, Claims, Medicare, and implementation of HIPAA key EDI (ANSI X12) transactions.
* Involved in HIPAA gateway transactions 997/999 and converting HIPAA 4010 messages into HIPAA 5010.
* Well-versed experience in all EDI transactions like 834, 837 P, 835, 27x and conversion of 4010 to 5010.
* Analyzing and documenting the data flow from source to target system as the files and data coming from different systems and we send files to different systems and on different networks such as IDS and Curam databases.
* Dealt with the complexity of migrating from the ICD-9 set of diagnostic codes to ICD-10.
* Assisted Project Teams in preparing technical design documents Software Requirement Specifications (SRS), User Interface Design, designing of Application Architecture & Database Modeling as per as RUP (Iterative) process.
* Experienced in conducting Rapid Application Development (RAD) and Joint Application Development (JAD) sessions to converge early towards a design acceptable to the client and feasible for the developers and to limit a projects exposure to the forces of change.
* Strong knowledge/experience in conducting GAP Analysis and User Acceptance Testing (UAT).

**TECHNICAL SKILLS**

**Configuration Languages: XML**

**Operating Systems: UNIX, Win 95/XP**

**Databases: SQL Server 2007**

**Office Automation: MS Project, MS Word, MS PowerPoint, MS Excel, Visio**

**SDLC Tools: Rational Rose, ReqPro, Clear Quest, Quality Center, Clear Case, Win runner**

**Design Tools: UML (use case analysis, class, object and interaction diagrams)**

**PROFESSIONAL EXPERIENCE:**

**HP/CalWIN, Folsom, CA Jan 2016 – Dec 2017**

**Sr. Business Analyst**

The CalWIN Consortium (California Work Opportunity and Responsibility to Kids Information Network) was developed as a modern technological solution for efficiently administering public assistance programs and providing quality service to the communities.

CalWIN is an integrated on-line, real-time automated system with 26 subsystems to support eligibility and benefits determination, client correspondence, management reports, interfaces and case management for public assistance programs.

CalWIN supports CalWORKs/TANF, RCA, Food Stamps, Medi-Cal, CMSP, CAPI, IHSS, Foster Care, KinGAP, Cal-Learn and General Assistance/General Relief. CalWIN also supports employment services programs for WTW, Child Care, FSET and County specific employment programs.

**Responsibilities:**

* Preparing documents such as BRD, DTD, RTM, PAC, Addendum.
* Writing test scripts using the BRD and system testing those test scripts.
* Completing the test artifacts.
* Documented and analyzed all defects by opening Ptests on ClearQuest and tracked them to completion by communicating with the team every day.
* System testing multiple change requests.
* Involved in interactions with the Subject Matter Expert, Project Manager, Developers, and the End-Users.
* Gather requirements after JAD sessions with the purpose of defining the functional business and system requirements.
* Coordinating and working with IBM Curam team on Curam requirements and then verifying the test cases/scenarios for the same.
* Act as a liaison between client and technical solutions/support groups, using advanced communication skills to elicit, document, analyze and validate client requirements and complete the BRD.
* Apply extensive knowledge of the client's business and industry to develop requirements specifications.
* Document requirements, and translate into proper system requirements specifications using high-maturity methods, processes and tools.
* Create test cases using the IBM Curam Application tool for both ATST and STST regions with the help of IEG (Intelligence Evidence Gathering2).
* Develop visualization, user experience and configuration elements of solution design.
* Execute and coordinate requirements management and change management processes.
* Develop and maintain internal and external relationships to support management of scope and expectations.
* Participate in proposals, feasibility studies, implementations, and new business development.
* Operates as a team member and as a team leader. Advise on methods to improve business processes.
* Consider the business implications of the application of technology to the current and future business environment.
* Developed rules and workflow in Curam.
* Using SOAP UI tool for the EDR and the DER transactions.
* Worked on change requests using Fast Track Hybrid Process in creating BRD, PAC, RTM, DTD.

**State of Oregon Healthcare Department – Salem, OR Feb 2014 –Dec 2015**

**Business Analyst**

The Oregon Health Plan (OHP) provides health care coverage to low-income Oregonians through programs administered by the Division of Medical Assistance Programs (DMAP). Currently, more than 600,000 people each month receive health care coverage through the Oregon Health Plan. MMIS project is a large IT project replacing the Medicaid claims payment system. I participated in all aspects of testing and gathering requirement for the MMIS system project. My primary responsibilities is to ensure that the system functions as designed, meets the requirements of the business community and conforms to all applicable Federal and State laws. I have worked on the claims and provider modules of the MMIS system.

**Responsibilities:**

* Worked on requirements of the 837 HIPPA projects and HIPAA EDI Transactions across enterprise.
* Developed Data Mapping and Crosswalk documents.
* Utilized Rational Unified Process (RUP) to configure and develop process, standards and procedures.
* Prepared the business requirement document (BRD) and system requirement document (SRD).
* Facilitated Provider Enrollment, Setting up Provider profile & Trading Partner Agreement.
* Worked with various teams on the CBAS (Curam Based Application Suite) and other system integration partners on requirements definition/elaboration, functional design, fit/gap, CBAS configuration, and testing usually UAT and other testing like smoke, sanity, performance, conversion testing and regression testing.
* HIPAA 5010: Worked on various transactions like Claims (837), Claim Payment/Advice (835), Claim Status Request (276), Claim Status Notification (277), Prior Authorization / Referrals (278), Eligibility Inquiry (270) Eligibility
* Created workflow diagrams, UML diagrams, use cases, swim lanes, process flow, and Provider Interface testing, Creating Test cases, Test Plans and Test Scripts.
* Gained a good understanding and knowledge of Medicaid Information Technology Architecture (MITA) system for claim processing and generating patient information.
* Comprehensive understanding and analyzing of Curam Case Management functionality and associated business processes of a Social Security organization along with working on the SOP.
* Conducted Joint Application Development (JAD) sessions with stakeholders throughout SDLC to resolve open issues.  
  Participate in stage gate sessions, transition to release (DDI) and all other ESDM lifecycle meetings for projects
* Analyzed HIPAA EDI transactions in XML and X12 responses and of 270 and 276 and looked for defects for amendment.
* Did data analysis for various version changes of EDI messages on different sub-systems.
* Extracted patients Electronic Medical Records (EMR), Patients Medical Records from the Medical Management system, for testing.
* Assist Medicaid staff in designing/modifying MMIS processing cycle reports.
* Designed, prepared and implemented test cases for system testing as well as for User Acceptance testing.
* Gathered requirements and involved in the testing of web portal of MMIS system.
* Worked directly on MITA (Medical Information Technology Architecture) team.
* Gathered requirements and involved in the testing of web portal of MMIS system.
* Involved in creating automated Test Scripts representing various Transactions, Documenting the Load Testing Process and Methodology. Created meaningful reports for analysis and integrated the Performance Testing in the SDLC
* Tested Section 508 compliance, HIPAA infrastructure EDI transactions for Claims (837P, 837I, 837D, 834, 835, 270/271,276/277 and 278).
* Have keen interest to work in Curam Module and gain hands on experience.
* Ensured that application development is in compliance with HIPAA and CMMI Level 3 standard.
* Conducted integration testing and regression testing with developers in development and QA, also conducted user acceptance testing with UAT team. Safety reporting on system-based projects, acted as a liaison, writing documentation and increased project coordination.
* Generated reports on DDI testing script execution in system test and UAT environments

**Cerner – Kansas City, Missouri July 2012 – Jan 2014**

**Business Analyst**

Cerner Healthcare is a well-known name in Specialty Hospitals, Nursing Centres and Rehabilitation Centres. Kinect is a web based intranet site, which has information about the organization and is a one stop shop, where an employee can find his timesheets, benefits related material, doctors can find the different forms related to them, nurses can take online training and therapists can apply for the courses and jobs. Knect is a transition from web based application to SharePoint Portal within the intranet. PFR Portal is an extranet site containing information for the therapists and the patients.

**Responsibilities:**

* Conducted weekly meetings for deciding the Policies and Procedures to be followed while constructing new sites.
* Performed the requirement analysis, impact analysis and documented the requirements using Rational Requisite Pro.
* Implemented ETL logic for Oracle DB using ODI by building Packages, Procedures and Interfaces.
* Review vendor EDI Routing Guides and communicate new vendor specifications to development team
* Directed front end experience using Curam, IBM software.
* Was responsible for data mapping of **HL7messages** into relational **database**.
* Documented the server farm requirements and requirements related to security within Share Point and using Windows Active Directory.
* Audited the accuracy and performance of functions of ACA compliance processes, to ensure accuracy
* LEAN/Six Sigma Green Belt - Resource and Budget Planning - Organizational Reengineering
* Developed new ODI Package and multiple Interfaces and implemented ETL and data Validation for Historical load of Claims Data.
* Continually research and expand knowledge and skill base relating to Affordable Care Act (ACA), existing ADP products and statutory/legislative changes
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Setting up test cases in the Curam software NC FAST
* Built business requirements into the **Medicare Advantage** (MA) requirements database and created the Project Requirements Document for the three functional areas
* Managed the team of consultants responsible for developing on-demand **Medicaid Management System** reports.
* Worked on business problems, analyzed and evaluated relevant business methods and procedures and made recommendations/decisions on improvements. Prepared required documentation including but not limited to Requirements Gathering, Use Case generation and documentation, Project Charter and Process Flow documents. (iGrafx/FlowCharter)
* Administered all benefits (401k, medical insurance, dental insurance, short-term disability, and life insurance)
* Researched and developed MongoDB database and REST API for student progress data
* Technical Account Manager for all PBA clients with responsibility for the administration, installation, maintenance, support, and user training for multiple Windows and UNIX based systems that included pharmacy, health insurance claims processing (PBM), DME, warehouse POS, and Microsoft Office applications.
* Prepared and submitted weekly **enrollment** and retention reports to management
* Created test scenarios to stress test the **MMIS** system prior to the go-live date
* Responsible for the Data Load Audit process and it compliances with **SOX** requirements and formal documentation every week.
* Check EDI raw files and change segments according to the client’s needs.
* Designed the online screens and reports for the **Medicaid Online Electronic Claims Submission System**.
* Fixed Performance Bug using Oracle database techniques and also implemented Application level logic to reduce ETL load runtime.
* Analyzed, designed, and coded several online subsystems for the **Medicaid System**.
* Performed Analysis on **NextGensEPM/EMR application**.
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Analyzed customer data and loaded data into multiple tables by using ETL procedure using External Tables.
* Reviewed the Joint Requirement Documents (**JRD**) with the cross functional team to analyze the High Level Requirements.
* Used Query Analyzer, Execution Plan to optimize **SQL Queries**.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Conducted interviews, meetings and **JADsessions** during the process of Requirement Gathering.
* Provide critical EDI support and troubleshooting
* liaison between internal departments to facilitate QNXT Configuration resolutions
* Developed business proposals and **RFP** responses and trained others in this capability.
* Analyzed and translated business requirements into system specifications utilizing **UML** and **RUP** methodology
* Analyzed trading partner specifications and created **EDI** mapping guidelines
* Documented the **Traceability Matrix** for tracing the **Test Cases** and requirements related to them.
* Developed Data Conversion Strategy for converting data from the existing site to the new site.
* Developed a daily UAT status report for the UAT participants and management.
* load new providers and update current provider information within the QNXT system
* Designed and developed project document templates based on **SDLC methodology**
* Prepared Demo on SharePoint for various Business to get new approvals like the Therapist and Nursing divisions.
* Performed Unit Testing and User Acceptance testing and documented detailed results.
* Provided input (scope, goals, risks, constraints, timelines and interfaces) to PM for project planning and control.

**Environment:** Windows 2000/XP, Microsoft Office SharePoint 2007, SOAP, SSIS, SSRS, Rational Requisite Pro, MS Office, SQL Server, Agile, MS Project, MS FrontPage 2003, MS Access, EDI, Documentum 2.0.,UML

**INTEGRIS Health, Oklahoma City, OK         Mar 2010 – June 2012**

**Business System Analyst**

INTEGRIS Health is the state's largest Oklahoma-owned health care corporation and one of the state's largest private employers (about 9,000 employees statewide), with 15 hospitals, rehabilitation centers, physician clinics, mental health facilities, fitness centers, independent living centers and home health agencies throughout much of the state. Corporate headquarters are located on the campus of INTEGRIS Baptist Medical Center in Oklahoma City. Integris leads the way, consistently outperforming peers with a unique, intensive approach to rehabilitation, returning patients to full strength in less than average time.

**Responsibilities:**

* Extensively worked with SME to better understand the existing claim processing at Integris Health.
* Organized and facilitated meetings with the management and the development team to better understand the Business Requirement.
* Gather requirements for BRD after conducting JAD sessions with the purpose of defining the functional business and system requirements.
* Identified the scope, business objective and documented the functional requirements for each release.
* Directly involved in   process improvement Plans and implementing business change, creating and managing Project templates, Use Case project templates, requirement types and traceability relationships in Requisite Pro.
* Used MS-Visio to create Data Flow Diagrams as a Structured Analysis tool.
* Developed Business flow diagrams, Activity/State diagrams and Sequence diagrams so that the development team and other stake holders can understand the business process.
* Wrote clear, concise and detailed system requirements specification (SRS) documents and user documentation in accordance to guidelines and standards of a level where developers can interpret and design and develop the application with minimum guidance.
* Developed Business flow diagrams, Activity/State diagrams and Sequence diagrams so that the development team and other stake holders can understand the business process.
* Worked closely with QA team and Developer to establish traceability matrix to ensure the completeness of the enrollment procedure.
* Guided QA team to write test cases and test scripts to confirm the displayed information and also tested to print the image in the paper.
* Documented and analyzed all defects using Quality Center and tracked them to completion by communicating with the team every day.
* Supported development and Installation team.
* Performed Unit and Integration Testing.
* Implemented Alpha Test in order to confirm the functionality of recent conversion.