# Summary

* Qualified professional with 7+ years of extensive experience in the field of Business Analysis, working with the technical staff to implement management and staff's business requirements into the software application in Healthcare Industry.

# Experience working on Agile/Scrum methodologies

* Adept at creating and coordinating extensive communication networks, facilitation of **JAD sessions and interviews,** written correspondence, web-based products, reports, **project status reports, PowerPoint presentations, e-mails.**
* **Facilitated weekly and monthly business review** meetings to keep SME’s, Stakeholders, product managers, executive staff and team members apprised of goals, project status, resolving issues and conflicts and preparing product demonstrations.
* Well versed in **project management tools like MS-Project for status reporting and planning.**
* Expert at documenting **Functional Specifications** and Application Design with strong experience in **User Interface Design, screen shots, sandbox prototyping** **and mockups**.

# Ability to run queries in SQL, PL/SQL platforms

# Extensive knowledge of Medicaid Management Information Systems (MMIS), Health Insurance Portability and Accountability Act (HIPAA) standards, Electronic Data Interchange (EDI) and implementation of HIPAA code sets, ICD-9, ICD-10 and HL7.

# Experienced with Rational tools like Rational Req Pro, Clear quest, Clear Case, JIRA, Rational Rose, and FACETS

# Experience in all phases of Software Development Life Cycle (SDLC)

# Experience in facilitating Joint Application development (JAD) and Joint Requirement Planning (JRP) sessions, Interviews, Workshops and Requirement Elicitation sessions, Rapid Application Development (RAD) sessions

# Responsible for creating different sessions and workflows to load the data to Data Warehouse using Informatica Workflow Manager

# Experience in creating business process flow diagrams

# Experience in developing and writing functional business requirements and process flows

# Experience in Business Process definition, Risk Analysis, and Use case Analysis.

# Experience in Business Analysis using Functional Flow charts, Check sheets, Interrelationship diagrams, Workshops and Brainstorming Sessions

# Experience with User Acceptance Testing (UAT) & release skill sets

# Developed use case diagrams, sequence diagrams, state diagrams and activity diagrams using UML to make users and developers understand the system.

**Skill Set:**

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| --- | --- |
| **Methodologies** | RUP, Agile, Scrum, RAD, Waterfall and SDLC |
| **Technologies** | Microsoft.net, Web Services |
| **Languages** | SQL, HTML |
| **Databases** | MS SQL Server 2005/2000, MS Access |
| **Tools** | MS Office, MS Word, MS Excel, MS Power Point |
| **Applications** | MS, Project 2000, MS Visio |
| **Operating Systems** | Windows Vista, Windows XP Professional |

**EDUCATION**

**Certified Scrum Master: International Scrum Institute**

**Masters in International Business (MBA): Salt Lake City, UT**

**Professional Work Experience:**

***Medica, Minnetonka, MN Nov 2012 –Till Date***

***Sr. Business Analyst***

**Responsibilities:**

* Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validate the needs of the business stakeholders.
* Conducted user interviews and documented business and functional requirements.
* Developed UML Use Cases using Rational Rose and developed a detailed project plan with emphasis on deliverables.
* 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.
* Coordinated with different agencies in tracking the progress of the software development and resolving the issues and worked with the UI team to create the User Interface Mock-ups to be presented to the Business.
* Assisted the Technical team with Formal Integration Testing of I-many Government Pricing. Created Testing Inventory report, Test Scripts and developed Formal Integration Test Cases. Also, assisted the technical team with parallel testing by being onsite with client as well as providing remote assistance.
* Reviewed the data model and reporting requirements for Cognos Reports with the Data warehouse/ETL and Report
* Designed a claim processing system for the healthcare management client system. It allowed the user to inexpensively capture information regarding patient, summary of medical history, symptoms (ICD-9, ICD-10 codes), and treatment (CPT).
* Participated in ICD 9 to ICD 10codes mapping sessions as well as status meetings and provided comments and suggestions on challenges
* Worked with Cognos and micro strategy reporting systems to extract the data for analysis using filters based on the analysis.
* Worked in implementing various areas in QNXT for Case Management, Flexi conversion, Provider, Member, Member Eligibility and Prior Authorization.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims. Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes.
* Captured all HIPAA-related EDI data in the repository using FACETS.
* Supported integrated EDI batch processing and real-time EDI using FACETS.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOAD using UML and Business Process Modeling.
* Involved in creating business processes and modeling diagrams using Rational Unified Process (RUP).
* Exposed to Agile methodology.
* Created use case scenarios and documented work flow and business process using Rational Rose
* Documented requirements associated change requests with requirements and connected requirements with Use cases.
* Wrote test cases and test scripts for the User Acceptance Testing
* Incorporated Rational Unified Process (RUP) to create Requirement Document Specifications using Visible Analyst.
* Involved with all the phases of Software Development Life Cycle (SDLC) methodologies throughout the project life cycle.
* Queried database using SQL for backend testing

# *Environment: Data warehouse, AGILE, Web Product Manager - Web 2.0, Cognos, SQL, Rational Requisite Pro, Clear Quest, UML, Rational Rose, MS Visio, MS Project, MS SharePoint QNXT, QTP & HP Quality Center 10, SBM 2008*

**Evolent Health, Richmond, VA  *March 10 – Oct 12***

***Business Analyst* (MMIS)**

**Responsibilities:**

* Defined a complete set of metrics report requirements including a framework that will meet the needs of regional and national business leaders
* Involved in requirement gathering phase (Provider, Claim components and HIPAA)
* Utilized Rational Unified Process (RUP) to configure and develop process, standards and procedures.
* Met with report users and stakeholders to understand the problem domain, gathered customer requirements through surveys, interviews (group and one-on-one) along with JAD sessions.
* Responsible for working with the State to review and modify process flows to increase productivity and effectively utilize QNXT features not provided by the legacy systems.
* Supported integrated EDI batch processing and real-time EDI using FACETS.
* 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
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Analyzed System Impact including MMIS Tables, Windows, Reports and Interfaces to external entities.
* Analyzed MMIS system impact for Windows and Interfaces
* Gathered user and business requirements through surveys, prototyping and observing from portfolio managers and UI (User Interface).
* Followed Unified Modeling Language (UML) methodology using Requisite Pro and Rational Rose to create/maintain: Use Cases, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams.
* Developed different modules of the application in ASP.NET using C#.
* Assisted Design Team in preparing SRS, Software Design Document (SDD), User Interface Design, and Application Architecture & Database Modeling.
* Helped in project testing efforts for doing integration tests, regression tests and user acceptance tests.
* Worked on Data mapping, logical data modeling used SQL queries to filter data within the Oracle database tables.
* Made sure that the systems complied with the rules of HIPAA and CFR Part 11.
* Documented the dimensional models of ETL system.
* Used SQL to test various reports and ETL load jobs in development, QA and production environment
* Provided input (scope, goals, risks, constraints, timelines and interfaces) to PM for project planning and control.

**Environment:** ***UML, MS Word, Rational Requisite Pro, Rational Clear Quest, Quality Center, SQL, FTP, Tel Net***

***Texas Health Resource, Arlington, TX Aug 08 – Feb 10 Business Analyst***

**Responsibilities:**

* Involved in documenting Business requirements document and documenting current state and future state of system flows.
* Used Rational Unified Process as the Software development life cycle, created Use Case Diagrams using UML to define the Functional requirements of the application.
* Interacted with the software development team and executive team to liaison the business requirements to ensure that the application under development confines to the business requirement
* Created questionnaire to gather user specific needs out of the intranet System.
* Work with account Manager to identify client’s specific drug list for the half tab program
* Functioned as the primary liaison between the Business line, operations, and the technical areas throughout the project cycle.
* Analyzed, documented, & managed all project requirements and changes to requirements throughout the software development lifecycle using Rational Requisite Pro.
* Actively involved in evaluating the cost, risks, and benefits of alternatives.
* Documented the dimensional models of ETL system.
* Used SQL to test various reports and ETL load jobs in development, QA and production environment
* Involved in Developing plans and specifications to execute assigned tasks and Conducted JAD sessions, walkthroughs to facilitate requirements gathering and requirement analysis.
* Assisted in creating test strategies and test cases.
* Researched the various steps in the lifecycle and then constructed the system in such a way that the riskier claims could be easily identified and monitored.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOD using UML
* Analyze and document the level of effort for all Stages of all ETL projects
* Using detailed knowledge of application features and functions assessed the scope and impact of business needs throughout analysis.
* Conducted User Acceptance Testing.
* Involved in performing version control and defect tracking activities using Rational Clear Case and Rational Clear Quest.

***Environment: Agile, MS Visio, MS Project, UML Oracle 9i, SQL, PL/SQL, JSP, HTML, RAD, Quality Center 9.2, Rational Clear Quest*.**

***Ally Bank, Charlotte NC July’06 - Jun’08 Business Analyst***

**Responsibilities:**

* Organized JAD sessions with development architects and business leads to develop both high-level and detailed application architecture to meet business needs.
* Developed prototype, prepared the test data and checked for the feasibility of the system.
* Prepared the feasibility report
* Used UML for modeling the business requirements
* Prepared use case narrations, use case diagrams, activity diagrams and sequence diagrams.
* Prepared Business Requirement Documents (BRD)
* Performed the parallel testing and UAT and Prepared the Acceptance Test Report
* Assisted in checking the Quality of the product against the usability and cost
* Prepared the training materials and trained the end-users.
* Maintained Test Matrices and Traceability Matrices.
* Used Test Director for reporting and updating the status of bugs.

# *Environment: J2EE, MS SQL Server, MS Visio, MS Project, Fireworks, Win Runner, Dream Weaver, Test Director, Windows* XP