**Shruti Elisha**

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**Professional Summary**

* Over 6+ years of extensive experience as a Business Analyst/Business System Analyst in improving operational efficiency and reducing costs while meeting challenging business demands, in Banking and Healthcare sectors (Fortune 500 company), using IT Business Analytics, Modeling expertise, and SDLC process.
* Extensive qualification in all facets of business process/software development with expertise in gathering Business Objectives, Business Requirements, Creating Business Functional Specifications (BFS), Functional design and documentation (FDD), Non-functional Requirements Document, Process Analysis, Gap analysis, System Analysis, Use case analysis and Software Requirement Specification (SRS).
* In-depth knowledge on different modules within healthcare domain such as Membership, Billing, Enrollment, Claims, Capitation, and Providers etc.
* Excellent understanding of different modules Banking domain such as Payments, Mortgage, Interactive Voice Response (IVR), Billing, and WEB etc.
* Familiar with current industry standards such as HIPAA compliance and Healthcare systems.
* Hands-on Experience with all phases of software development life cycle (SDLC) process **(Feasibility, Planning, Evaluation, Analysis, Design, Implementation and Test).**
* Expert in conducting JAD sessions with executive level Business Stakeholders, User Clients, Technical Teams and Project Directors.
* Performed data analysis, Created business intelligence and Information management reports using Crystal Reports and Business Objects Webi tool.
* Extensive working experience with Quality Assurance (QA) team in verifying consistency between User Interface (UI) across functional/technical groups.
* Experience in conducting GAP analysis, User Acceptance Testing (UAT), Cost Benefit Analysis and current state review.
* Extensively utilized SQL Server 2008, Oracle 10g using SQL server Management Studio, TOAD and TOAD for Data analyst in performing Data Mapping, UAT and Test Cases.
* Excellent understanding of RUP (Rational Unified Process) methodology, Risk engineering, data modeling and mapping, and design using UML, Rational Rose, and Visio.
* In-depth understanding of Waterfall Methodology, Spiral/Iterative Methodology, Agile and Rapid Application Development (RAD).
* Assisted Project Managers with the development of Project schedules, development of requirements, and preliminary design for client applications.
* Hands-on Experience in Designing Use Cases, Use Case diagrams, Activity diagrams, Sequence diagrams in UML methodology using Microsoft Visio, with extensive experience in Rational Software Modeler, MS Office and Rational Req Pro.
* Exceptional ability to build productive relationships with colleagues, clients, and vendors across all functional and technical disciplines, providing focused project management, accurate and detailed business and system analysis.
* Experienced in determining approach using Process Modeling and Structured walkthrough and planning activities through Estimation and Risk Analysis.
* Exceptional in gathering Requirements by conducting brainstorm meetings, interviews, prototyping, requirement workshops and survey/ questionnaire.
* Excellent presentation, interpersonal and communication skills with strong analytical, qualitative, quantitative, and problem solving skills.
* Experienced in performing Knowledge Transfer sessions, Training and Mentoring new inductees.

**Technical Skills**

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| Operating System | Windows 7/2008/2003/XP |
| Office product | MS-Word, MS-PowerPoint, MS-Excel, MS Project and MS Visio |
| Tools | Excel, MS Visio, Rational Rose, Requisite Pro, (Tractability Matrix). HP Quality Center. |
| Project management and tools | Object Oriented Analysis and Design (OOAD) using Unified Modeling Language (UML),Rational Unified Process (RUP),Rational Rose, Rational Requisite Pro |
| Modelling tools and process | Rational Suite (Requisite Pro, Rational rose, RUP), Enterprise architect, MS Visio |
| Methodologies | SDLC ,RUP, Water fall, Agile/Scrum, Use Cases, UML |
| Database Access Tools | SQL Server Management Studio, Toad for Oracle 10.6 and  Toad for Data Analysts 2.7 |
| Database | SQL Server 2008, Microsoft Access and Oracle 10g |

**Education**

**Bachelor of Technology in Information Technology**

Jawaharlal Nehru Technological University, India. 2004-2008

**Professional Experience**

**WellCare Health Plans (Fortune 500 Company), FL Nov 2012 - Present**

**Business Systems Analyst**

WellCare Health Plans, Inc. provides managed care services targeted to government-sponsored health care programs, focusing on Medicaid and Medicare. Headquartered in Tampa, FL., WellCare offers a variety of health plans for families, children, and the aged, blind and disabled, as well as prescription drug plans. The company serves approximately 3.3 million members nationwide as of January 1, 2014. A Fortune 500 company traded on the New York Stock Exchange (symbol: WCG).

As a Business System Analyst, I was involved in the implementation and configuration of the medical management system and its surrounding applications.

**Projects:** Health Insurance Exchange (Obama Care), ILLINOIS County Expansion, HAWAII Quest, New York Non Harp.

Responsibilities:

* Gathered business requirement through JAD sessions with SMEs and end users and in addition through document analysis, brainstorming meetings, interviews and questionnaires
* Conducted weekly SCRUM to discuss Project’s progress.
* Prepared Requirement Traceability Matrix (RTM) ensuring the forward and backward traceability of the Business Requirements to the test Case and vice versa
* Reviewed and provided feedback on Test Plans, Test Cases and Test Scenarios.
* Validated existing workflows for Member eligibility verification and Web Security Access.
* Designed Use Cases and created UML models such as Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Flow Diagrams using MS Visio
* Worked as a liaison between users and the technical teams involved in the application development for the better understanding of Business and IT processes.
* Provided knowledge and support to the development teams to understand HIPAA and EDI transactions and processes.
* Documented data mapping/Transformations from source to target (STTM), business process flows, and business requirement document (BRD), SRS (Software Requirement Specification), SDS (System Design Specification), Report and Extract specifications documents.
* Actively participated in SDS and STTM reviews to ensure clarity in Business Rules, transformations etc
* Coordinated with QA team in creating Test Cases and conducted UAT to test the final application for usability, to verify all the user requirements were satisfied.
* Communicated with the developers and QA’s, and referred to HIPAA guidelines to ensure that the system complies with the HIPAA guidelines
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* Involved in training and rolling out user guide to help end users better navigate the newly developed application.
* Analyzed and identified gaps/issues in claims, encounters process flow.
* Served as a liaison between business unit and technical team during Risk engineering and high- level session to develop and perform action plan.
* Involved in the Review of Requirements Specification with functional manager and technical specialists of the application.
* Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams in MS Visio.

Environment: Rational Unified Process (RUP), UML, MS Office Tools – MS Word, MS Excel, MS Visio, MS PowerPoint, MS Access dB, Oracle, SQL Server, SharePoint.

**HealtheSystems, Florida Jan 2012- Oct 2012**

**Business Analyst**

The project was to update the Medical Management Application for representatives to provide customer support, handle queries and create health insurance applications as well for the members. Application connects to an array of databases providing a cost effective tool to validate patient particulars and verify insurance eligibility in real-time conforming to HIPAA standards for claims processing.

Responsibilities:

* Gathered business requirement through sessions with SMEs and end users and in addition through document analysis, brainstorming, interviews and questionnaires
* Conducted weekly SCRUM to discuss about the progress of the project.
* Prepared RTM ensuring the forward and backward traceability of the Business Requirements to the test Case and vice versa
* Reviewed and provided input to the testing scenarios and test cases.
* Involved in writing Test Plan, Test Cases and test scenarios.
* Validated existing workflows written for Member eligibility verification, security access in the portal.
* Documented business requirement document (BRD) data mapping/Transformations from source to target (STTM), business process flows. Performed Data gap analysis against critical requirements.
* Created Use Cases, activity and sequence diagrams.
* Worked as an Interface between users and the technical teams involved in the application development for the better understanding of Business and IT processes.
* Provided knowledge and support to the development teams to understand HIPAA and EDI transactions and processes.
* Coordinated with QA team in creating Test Cases and conducted UAT to test the final application for usability, to verify all the user requirements were satisfied.
* Communicated with the developers and QA’s, and referred to HIPAA guidelines to ensure that the system complies with the HIPAA guidelines
* Involved in training and rolling out user guide to help end users better navigate the newly developed application.

Environment: Lotus Notes, MS Office, ASP.NET, Rational Requisite Pro, Waterfall, SharePoint.

**Capital One, Virginia July 2010 – Dec 2011**

**Business Analyst**

The Capital One Financial Corporation is a U.S.-based bank holding company specializing in credit cards, home loans, auto loans, banking and savings products.

It offers a broad array of financial products and services to consumers, small businesses and commercial clients.

**Responsibilities**

* Performed requirements gathering and analysis from the business users of the system and SME’s while adhering to SDLC (Software Development Life Cycle) industry best practices. Used the Agile-scrum methodology for software development.
* Gathered and documented business (BRD, FRD) from both formal and informal sessions and validated the needs of the business stakeholders.
* Interacted with Software development team and Business users as a liaison in helping developers to understand the business requirements, Functional requirements (BRD, FRD) thereby ensuring the proposed applications complies with the business specifications.
* Worked with the business users and with different levels of management to identify requirements, use cases and to develop functional specifications using the Agilemethodology for software development.
* Participated in and contributed to As-Is and To-Be Process Modeling Sessions, and build process models.
* Understood the business requirements and mapped them into functional and technical requirements.
* Analyzed and designed the data flow and data modeling using power designer tool.
* Performed Gap Analysis and Impact Analysis to identify the deficiencies of the current system and to identify the requirements for the proposed system.
* Created use case models and activity diagrams using Unified Modeling Language (UML) notations using Rational Rose.
* Worked on Requirements Traceability Matrix (RTM) which defines mapping between requirements in project and corresponding cases to be tested
* Provided user interface design for Web-based projects, including dashboards, widgets, and products.
* Prepared PowerPoint presentations to present the updates and status of the project
* Conducted highly interactive JAD sessions with project stakeholders, subject matter experts (SME’s), users, QA team and project management team for requirement gathering, identifying and resolving issues that provided appropriate scope of work for technical team to develop prototype and overall system.
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.
* Reviewed the functional test plan prepared by Quality Assurance (QA) team and assisted QA team in preparing the test cases, test scripts, test plans
* Involved in Functional Testing, System Testing, Regression Testing and User Acceptance Test (UAT) using the test cases given by the client before releasing the application.
* Was responsible for tracking issues that are detected and updating the status of existing issues based on the daily meetings with the off-shore team.
* Checked the data flow through the front end to backend and used SQL queries to extract the data from the database.
* Assisted in the development of ad-hoc reports or presentations as needed by senior management.
* Implemented automated financial reporting process to download data
* Used project management tools like MS-Project for status reporting and planning
* Developed process flow diagrams (flow charts) using MS Visio in an effort to identify and analyze process flows
* Responsible for the completion of projects within specified time and budget dealing with financials, project work flow, change management and dealing with vendor relationships.
* Worked closely with the Project Manager and different teams with effective presentations. Also delivered training and presentation to lenders, colleagues, and customers

Environment: SQL, Rational Rose, MS Project 2010, HP Quality Center ,UML, MS Office,

**Tech Mahindra Ltd, Pune, India May 2008 – May 2010**

**Business Analyst**

Tech Mahindra Ltd. formerly known as Mahindra British Telecom is an IT service provider company. It also provides wide range of services such as BPO, Infrastructure Management, Security Consulting and Product Engineering.

21CNCC system is basically 21st Century common capabilities. It is all about the vision and by using open source framework for all its businesses spanning in different portals and bringing them under one umbrella. The main idea behind this concept is to deliver a world class experience from end to end. The various areas that were brought together were registration, login, messaging etc.

Responsibilities:

* Participated in regular business requirement, Functional requirements (BRD,FRD) meetings with business users
* Performed requirements analysis and delivered final requirement documents
* Conducted technical and non-technical presentations to the management and to the end users
* Developed front-end functional specification documents based on reporting requirements
* Worked with technical architect to deliver the functional design specification documents
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams and OOD using UML.
* Developed test scenarios and implemented test plan, providing key input in working with users in defining project and system requirements.

Environment: Rational Unified Process (RUP), UML, MS Office Tools – MS Word, MS Excel, MS Visio, MS PowerPoint, MS Access DB.