Esam Elhelou

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Versatile management professional with 7**+ years** of work experience as **Business Systems Analyst** with in-depth knowledge of software development and exhaustive expertise in business process analysis. Managed highly visible, complex projects with aggressive timelines and delivered cost effective, high performance technology solutions to meet challenging business demands.

* Strong Analytical, Problem Solving, Decision Making and Project Management Skills. Proven Success in Business Requirements gathering, Analysis, Business Process flows (As-Is and To-Be), JAD sessions, UAT, Cost Benefit Analysis, Work breakdown structure (WBS), RACI Matrix.
* Experience in liaising with business and technical stakeholders and coordinating with cross functional team to meet the business objective.
* Expertise in Business Modelling and UML Diagrams (Use Case Diagrams, Sequence Diagrams, Activity Diagrams) using MS Visio.
* Expertise in diverse software engineering practices such as Waterfall, RUP and Scrum.
* Well experienced of SOA Architecture, Internal and External Web Services (SOAP, WSDL, and UDDI).
* Experience in conducting Impact, SWOT, Feasibility, Risk, and ROI Analysis.
* Excellent knowledge of HIPAA (Health Insurance Portability and Accountability Act) transaction codes such as 270/271 (inquire/response health care benefits), 276/277 (claim status), 835 (payment or remittance advice), 837 (health care claim) and 834 (benefit enrolment)
* Experience with TriZettos Facets Application Groups: Claims Processing, Guided Benefit Configuration, Medical Plan, Provider, Subscriber/Member, Utilization Management
* Extensive experience in creating artefacts like Business Requirements Documents (BRD), Functional Requirement Specifications (FRS), Software Requirement Specifications (SRS) and GUI Mock-up Screens.
* Experience in defining and analysing services and incorporating them into service oriented processes through extensive uses of Web Services in SOA Environment.
* Developed Test Cases &Test Plans with extensive use of HP ALM & Clear Quest.
* Expertise in generating DDL, DML and DRL queries in SQL to retrieve data from target database.
* Experience in designing schemas, creating databases, executing queries using SQL.
* Involvement in Data Dimensional Modelling, Data Extraction Transformation Loading (ETL) and Business Intelligence Reporting using Tableau & Informatica.
* Involved in the validation process for Client-side, Server-side and Database.
* Experience in Project Management, Business Process Mapping(BPM)
* Extensive experience on MSExcel, MS Word, PowerPoint, MS Project, MS Visio and SQL.
* Excellent communication and interpersonal skills with strong Customer orientation and Client interfacing skills.
* A self-motivated professional, possessing good Technical, Leadership, and problem solving skills and proven to be a good Team Leader.
* Domain Knowledge –Healthcare Information System, Laboratory Information System, Health Insurance, HIPAA Guidelines, EDI transactions,HL7,NPI,EHR, EMR, Facets, E-Learning & Learning Management System.

**Technical Skills**

**Modelling Tools :** MS Visio, Rational Rose, Mock-up Screens, Requisite pro, Clear Case, Clear quest

**Project Management Tools:** JIRA, Rally

**Methodologies:** Waterfall, Agile/Scrum/RUP

**Data Warehousing:** Data Marts, OLTP, OLAP, Query/Reporting

**BI Reporting Tools:** Tableau 8.3, Crystal Report, IBM Cognos 10, SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS)

**Database:** MS SQL Server 2012/2008/2005, Oracle 8/9/10/11

**ETL Tools**: Informatica, Data Stage

**QA Testing Tools**: HPALM, HP Quality Center

**Web Technologies**: HTML, CSS, JavaScript, XML, AJAX, C#

**Documentation Tools**: MS Office Suite, Share Point 2010/2013

**Project Profile**

**Client: Gilead Sciences, Foster City, CA Nov2017- Feb 2019**

**Role: Sr. Business System Analyst**

**Description:** Gilead Sciences is an American biotechnology company that discovers, develops and commercializes therapeutics. The scope of the project involved developing Data Marts from the various operational & functional areas systems like Accounting, Human Resource, Sales, Marketing and creating **BI reports** for predictive modelling and **Ad-hoc querying** for management to visualize Business performance.

**Roles and Responsibilities:**

* Involved in identifying the problem definition as part of continuous process improvement using define, measure, analyze and improve to support the business continuity of the organization
* Worked on the implementation of Jive Software, managing multiple projects with a range of complexity and coordination of resources across projects
* Acted as a liaison between management and Data Warehouse management team.
* Involved in Project Management activities like defining / managing project scope, schedule management, creating project plans, tracking and communicating project status and deliverables.
* Extensively interacted with data analysts during the ETL operations in identifying the source files/databases and implementing the transformation logic for achieving data uniformity in operational data store (ODS).
* Implementing Jive buttons and SharePoint onto a global research page. The global research page was being upgraded to have jive buttons direct you to certain libraries and SharePoint to direct you to documents.
* Used Jive to transform their businesses and achieve spectacular results.
* Facilitated JAD sessions with focus groups, requirements workshops, Interface analysis and prototyping to effectively understand the analytical reports needed by the internal clients.
* Coordinated with the DW architects and developers to identify appropriate dimensional modelling (identifying dimensions/facts/referential integrity), measures (additive/semi-additive/non additive) and sizing (in terms of number of columns, records per dimension and fact table).
* Used Mock-up screens to convey the look and feel of GUI screens for the end users to developers.
* Used Visio to prepare Use Cases diagrams, process flow diagrams, sequence diagrams
* Established Requirements Traceability Matrix (RTM) using Rational Requisite Pro to trace the completeness of requirements
* Established Key performance indicators (KPI) for the application performance measurement in specific functional area of the organization.
* Extensively used SQL Queries for data analysis, system verification and validation.
* Involved in identifying and suggesting the different dimensions (slowly changing dimensions/rapidly changing dimensions) required for generating the reports and OLAP cubes to facilitate the multi-dimensional view of the data to generate slicing/dicing, roll-up/drill-down reports.
* Extensively interacted with the designers, developers to ensure functional implementation of business requirements and QA Team in executing Test Plans, Test Scenarios and Test Cases.
* Coordinated the execution of Unit Testing, System Integration Testing (SIT), Performance & Service level testing and User Acceptance Testing (UAT).

**Client: EMIDS, Alpharetta, GA April 2016 – Oct 2017**

**Role: Business System Analyst**

**Description:** EMIDS offers ideal blend of technology services and healthcare expertise that helps healthcare organizations find the right answers to challenges of industry. The project's scope was to **Improve Patient flow and Increase Patient Satisfaction** through **Real Time Location System.**

**Roles &Responsibilities:**

* Gained insight about the structure, business model, and existing healthcare process referring to legacy documents and SharePoint.
* Prepared the Gap Analysis Document & Feasibility Study though extensive use of SharePoint Analytics, various Elicitation techniques like Meetings, Group Discussion, Surveys and JAD Sessions.
* Coordinated with Project Manager to create Work break down structure (WBS), manage schedules, deadlines, resources and the project tasks using MS Project.
* Created the Process flow diagrams for the extracts that will be made from the FACETS databases by the vendors who will require information for their roles as a third party.
* Documented artefact like BRD, SRS and communicated with technical team for development and testing of the application in an effective manner.
* Documented the TriZetto assumed inventories and compared with clients MKS repository of assumed inventories by creating a traceability matrix.
* Participated in various meetings/discussions, with Product Manager, SME and Project Manager, to discuss and consolidate the business requirements.
* Designed various Use Case diagrams, process flow diagrams, sequence diagrams using MS Visio and Mockup screens.
* Requirements Gathering/Documentation – Designed and documented detailed business requirements, functional requirements utilizing PMO & Governance approved templates.
* Defined the changes to bring the affected systems into HIPAA compliance.
* Worked with FACETS Team for Claims Validation and Verification Process.
* Performed gap analysis of existing Web Services already used by departments like Emergency, Radiotherapy, Nursing, Pharmacy, and Laboratory and utilizing those for the main Dashboard.
* Worked on HIPPA 5010 security and compliance, EDI 837 transactions and ICD-10 codes.
* Conducted Smoke & Adhoc testing in order to assess the viability of the shippable product at various Development Environments.
* Reviewed Test Procedures, defined Test Cases, and analysed bugs, interacted with team members in fixing errors through extensive use of HP ALM & Clear Quest and conducted User Acceptance Testing (UAT).
* Responsible for identifying issues and recommending changes in the application.
* Involved in User acceptance testing (UAT) and Integration testing.
* Used Rally to manage schedules, deadlines, resources and the project tasks.
* Closely involved with system migration strategies, readiness assessment, deployment and training requirements and execution of training plans.

**Client: Ameri Health, Fort Washington, PA Feb 2014 – March 2016**

**Role: Business Analyst**

**Description:** The Ameri Health is a provider of health insurance to large number of employers and Individuals throughout New Jersey. Ameri Health had a purpose to provide people with the security of knowing they have healthcare when they need it.

**Roles &Responsibilities:**

* Participating in the planning, development, coordination and presentation of specific testing needs as appropriate to the quality assurance needs of the end user.
* Helps in conducting Gap Analysis (GAP), User Acceptance Testing (UAT), and System Integration testing (SIT) and SWOT analysis.
* Conducting business validations, covering the following deliverables: FACETS Providers, Facets Claims and Facets Membership and Operational reports.
* Involved in implementation of HIPAA EDI Transactions ( 835,837)
* Facilitated Electronic Data Interchange.
* Performed GAP Analysis for HIPAA 5010 transactions.
* Used EDI tools to verify mapping to X12 format.
* Used TriZetto HIPAA Gateway to comply with HIPAA standards (270/271, 276/277 & 837) for EDI transactions
* Recommend changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA/ EDI formats and accredited standards ANSI.
* Tested HIPAA regulations in Facets HIPAA privacy module.
* Analyse HIPAA EDI transactions in X12 responses and of 837, 835, 277CA and 999 and looked for defects.
* Did data analysis for various version changes of EDI messages on different sub-systems.
* Assisting in writing efficient and effective Test Plan, Test Strategy, System Testing and UAT.
* Assisting business users in defining UAT test cases and plans, Established and maintained test cases and test data in Quality canter.
* Providing the required test data for the developers in order to fix the defects.
* Participating in QA team meeting and bug tracking meeting

**Client: Beebe Hospital, Lewes, DE Feb 2012 – Jan 2014**

**Role: Business Analyst**

**Description:** The HI-Exchange Project dealt with development of an online health information exchange (HIE) and a secure web portal to enable authorized Franklin Square Hospital providers to have fast and easy access to patient's electronic health record. The HI-Exchange web portal features EMR functions and Integrated Clinical decision Support tools for better care management. The project dealt with development of a Health Care Cost Containment System and implementation of an automated inter-operable web application that tracks patient medical history and health care plans via Viewer application and Electronic health records. The Viewer/EHR system provided online access to mobile patient records and improved communication in public health.

**Roles &Responsibilities:**

* Assist with creation and maintenance all necessary documentation and training materials for Epic Ambulatory application.
* Performed analysis, design, development and maintenance of the Epic Ambulatory applications and other clinical information systems.
* Experience with EPIC user and provider record provisioning, including the development of role-based access, security classes, and user profiles.
* Experience with Epic Hospital Billing and Ambulatory.
* Experience with Epic Healthcare Information Systems.
* Conducted user interviews, gathered requirements, and analyzed the requirements.
* Worked with the business team to collect the business requirements, security and service level requirements and documented them.
* Analyzed set behaviour and contribution to business performance, critical business metrics & tracking underlying business trends using Business Objects.
* Participated in the logical and physical design sessions and developed design documents.
* Designed new Business process flows for the existing system as well as for the enhanced system.
* Conducted and lead status report meetings with the business and the IT team on a weekly basis.
* Manage Scope and change throughout the life cycle of the product.
* Captured all HIPAA-related EDI data in the repository using FACETS.
* Accepted inbound transactions from multiple sources using FACETS.
* Supported integrated EDI batch processing and real-time EDI using FACETS.
* Recommend tactic to implement HIPAA 5010 (EDI X12 837,834,278,270) in the new System
* Worked on Electronic health record system as a CRM web based application.
* Working Experience in Electronic Submissions in standard format E2B.