Sr. Business Analyst

**PROFESSIONAL SUMMARY:**

* Facilitator between Business Systems and Information Technology with Almost 8 years of various environment experiences in the field of business system analysis.
* Several years of experience and advance knowledge of the Systems Development Life Cycle (SDLC), and project life cycles like Agile, Rapid Application Development (RAD), Extreme Programming (XP),Rational Unified Process (RUP)
* Participated and actively functioned in Joint Application Development (JAD)
* Strong Experience in Test Plans development, Test Conditions and Test Cases, test data creation and analysis, interaction with the development team for error detection and correction.
* Understanding the Business Intelligence concept using set of methodologies, processes, architectures, and technologies that transform raw data into meaningful and useful information used to enable more effective strategic, tactical, and operational insights and decision-making.
* Experience in understanding database structures and write SQL/PLSQL.
* Extensive experience in Data Analysis and ETL Techniques for loading high volumes of data and smooth structural flow of the data.
* Vast experience in requirement gathering for business and application requirements, business processes, identifying risks, impact analysis, UML modeling, Sequence and Activity Diagrams using Rational Rose and Microsoft Visio.
* Adapt at writing Data Mapping Documents, Data Transformation Rules and maintaining Data Dictionary, Data Migration and Interface Requirements Documents.
* In house experience with project management tools like MS-Project, JIRA, Creative Pro Office for status reporting, planning and error tracking and correcting.
* Experienced in conducting GAP analysis, User Acceptance Testing (UAT), SWOT analysis, Risk Analysis and mitigation plan, Cost benefit analysis and ROI analysis.
* Exposure to Healthcare, Insurance and Finance business domains.
* Extensive experience with Business Process Management (BPM).
* A sincere, committed, quick learner, oriented, motivated team player with excellent communication, analytical, leadership, interpersonal and problem solving and management skills. Exceptional Problem Solving and Sound Decision Making capabilities, along with the ability to resolve difficult situations.

**Technical Overview**

* **Methodologies:** RUP, Agile, Waterfall
* **Project Management:** MS Project, Primavera, SharePoint
* **Requirements Management:** RequisitePro
* **Change Management Tools:** Rational ClearCase
* **Operating Systems:** Windows 95/98/NT/2000/03/XP, MAC OS, LINUX, UNIX
* **Databases/RDBMS:** Oracle 8.x/9.x,10.x, DB2, MS SQL Server, MS Access, Teradata,
* **Business Modeling Tools:** MS Visio, MS PowerPoint, Enterprise Architect, Rational Rose
* **Business Intelligence Tools:** COGNOS 8, ReportNet
* **Documentation Tools:** MS Word, MS Excel, Rational SoDA
* **Reporting Tools:** Crystal Reports
* **Automated Test/Bug Tracking Tools:** Win Runner 7.6, Quick Test Professional 8.0, Load Runner 7.x, 8.0, Test Director 8.0, Quality Center 9.0, Clear Quest, PVCS, SQA Administrator, SOAP UI

**WORK EXPERIENCE**

**Sr. Business Analyst – Sales, Rating and Quoting, January 2010 to January 2014**

***Aetna Inc. Washington D.C***

Aetna, Inc. is a member of Fortune 100 companies, providing a range of traditional and consumer directed health care insurance products and related services, including medical, pharmaceutical, dental, behavioral health, group life, long-term care, and disability plans, and medical management capabilities.

***Project 1- HCR Plan Design Standardization:***

As part of Healthcare Reform Plan Design standardization initiative, plan design generation capability will be more streamlined while introducing more documents types that must be generated to conform to health care reform legislature. These new documents may be generated as a package or individually. I worked and gathered the requirements for eProposal (document Generator) that interfaces with the AQC (Aetna Quoting Centre for Large Groups) and QRS (Quoting Rating and sales for Small groups). AQC and QRS generates the Quote (New business or Renewal) and sends the request to eProposal (XML tags) eProposal converts theses requests into text and prints on the documents via Text Translation Rules and delivers it back to the users (UWs, Sales Rep etc.). The documents can be generated as a package or an individual document.

***Project 2- Case Installation Documentation Enhancements:***

Gathered the requirements for AQC (Aetna Quoting Centre) and eProposal. The Project aimed to improve the case installation process for New Business to meet the demands of the select and key market segment. The Project was to expand the Plan Design to encompass data elements required for case installation, thus minimizing discrepancies and inaccuracy within multiple tools, processes and sources. The goal was to enhance Plan Design and streamline the case installation Process and allow for better communication of benefit details across sales, underwriting, implementation and Plan Sponsor Service Organization.

***Project 3- ICD-10 for Small Group:***

Gathered the requirements for QRS (Quoting Rating and Sales for Small Group). The Centers for Medicare and Medicaid is driving the healthcare industry to upgrade to ICD 0 coding standards effective October 1, 2013. QRS will need to be able to manage both ICD 9 and ICD 10 codes post October 1, 2013. QRS needs to be updated to support the code search functionality to use both ICD 9 as well as ICD 10 codes.

**Key Responsibilities:**

* Worked towards gathering Business Requirements, functional and non-functional requirements. Responsible for coordinating Joint Application Development (JAD) sessions with business users, technical team, DBAs, testing team to analyze and validate the requirements, application lifecycle, gather and define the key performance indicators, document and present the requirements specifications.
* Maintained the Traceability Matrix table to uniquely trace the identified business requirements to general design to testing as proof that requirements requested have been developed into a solution and that it has been tested and tracked.
* Coordinated with developers to quickly resolve the defects associated with them.
* Identified gaps in the business process.
* Leveraged Rational Rose, IBM Rational Software Modeler and MS Visio to create repeatable analysts models.
* Analyzed business requirements and segregated them into high level and low level Use Cases, Activity and State Diagrams using Rational Rose according to UML methodology.
* Gathered requirements leveraging Clear Quest (CQ) tool for any Enhancements or change requests for any defects.
* Coordinating with the development team to set up test environment for issue escalation and issue resolution process for SIT and UAT testing to enable smooth operation
* Wrote test cases and test scripts for the User Acceptance Testing and logged and coordinated defects with developments and business.
* Responsible for implementation of ICD 9 to ICD 10 changes for QRS.
* Identified and involved with all key stakeholders, contributors, business, operations and technical resources that must participate in projects and ensure that contributors are motivated to complete assigned tasks within the parameters of the project plan.
* Analyzed business scenarios to track possible business outcomes for the functions, which could be incorporated into more, detailed test scripts.
* Coordinate with the end users in doing the UAT and developed manuals testing. Executed test scripts, co-ordinate and conducted System and UAT testing.
* Planned and defined system requirements to Wire Frame with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.

**Business Analyst, August 2007 to 2010**

***McKesson Healthcare, Richmond, VA***

The Project was to upgrade the existing EOB (explanation of benefits) system to provide online EOB support to Medicare Part D members.

**Key Responsibilities**:

* Understanding business requirements for Medicare Part D file required for CMS (Risk Management, RAPS and suspect management).
* Created Project Charter to clearly define the project scope and objectives to the stakeholders.
* Responsibilities spanned through all phases of the project life cycle from inception through post-implementation
* Conducted one-on-one interviews and group meetings with the Subject Matter Experts (SME’s) to gather the business requirements.
* Translated the business needs, wants and objectives on how to respond to coverage inquiries from both internal and external sources into requirements. Organized benefits structure to ensure accurate claims processing.
* Developed the testing plans for all benefit structure. Organize and develop test plans for system upgrades
* Prepared Test Data for the UAT as per the specifications of the FRD.
* Developed Requirements Traceability Matrix (RTM) to track requirements against test cases during the QA Phase.
* Facilitated formal defect review meetings with project teams and developers to report, demonstrate, prioritized and suggest resolution of issues discovered during testing
* Performed risk analysis of the requirements to identify key business areas for the project.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions. Trained non-technical Business Analyst in presentation, process analysis, and data modeling.

**Sr. Business System Analyst, March 2005 - August 2007**

***Alegix, Chantilly, VA***

**Objective**: This position is responsible for formulating sales strategies and executing sales activities in order to attain his/her assigned sales quota through customer lifecycle in the business-to-business marketplace in target industries including: Telecommunications, Data Centers, IP Services, Hosting/Storage, etc.

* Lead role on the sale to ensure that Alegix solutions are comprehensive in achieving customer goals, and providing an outstanding customer experience.
* Requires strong experience negotiating with senior management levels within customer base (CIO, CFO, CEO, CTO)
* Apply sound strategies for protecting accounts and penetrating accounts held by competitors.
* Develops and implements actions to create additional opportunities to cross-sell and up-sell accounts to increase overall total customer spend with the company. Creates account plans and strategies to win new business from both new as well as existing customers.
* Review complex customer requirements, equipment configurations, feasibility of intended applications, required software and adequacy of implementations plans for customer needs, and provides specific solution recommendations
* Position requires an integrate industry knowledge related to general trends, emerging technologies, & competitors
* Create and maintain accurate account plans and reviews with senior level Alegix management.
* Prepare and present professional proposals specific to customer needs and that align with their goals, critical success factors, and strategic vision ultimately moving them toward the purchase.

**Achievements:** Have found and sold numerous opportunities in my short tenure.

**Sr. Business Analyst, February 2003 to April 2005**

***Landmark Investments LLC: Property Restorations, Renovation and New Homes. Northern and Richmond, VA***

**Objective:** This position included facilitating the implementation of PII's control self-assessment protocol in operations, and completing and reviewing risk assessments prepared in support of new products, distribution channels, and other business initiatives.

* Prepared risk strategies based on pre and post-investment analysis.
* Developed new strategies in financial cost data. Directed the program to meet or exceed financial goals.
* Market Research: Real Estate Development industry
* Planed and facilitated presentations and workshop sessions on process analysis, risk identification, assessment, control and mitigation. Used process improvement methodologies to assess and improve operating procedures in work unit(s).
* Manage and supervise contractors, job sites, equipment, productivity and budget
* Responsible for financial modeling, capital investments, Budgeting/forecasting and created strategic plans.
* Confer with CIO and CEO on business problems or the execution of unusual transactions. Coordinate across business and corporate units, and with customers in ensuring that these less common transactions or exchanges are executed appropriately.
* Study and review business processes in assigned business unit; examine documentation and flow of work.

**Achievements**: Expanded company outlook leading to the creation of other division (i.e. commercial and industrial contracting)

**EDUCATION:**

**George Mason University: Fairfax campus**   
*Course: Undergraduate* curriculum; *Major/Degree:* Business Administration

*Status:* Not Active

**RELATED SKILLS:**

***Languages:*** Fluent in English, Urdu, Punjabi, and Hindi.

***Applications*:** Windows; DOS; Office 2007, MS Office Suites, affluent in Excel and PowerPoint, Keyboarding, 45 WPM. Salesforce; Siebel

**Other:** Excellent communication/public speaking skills, strong analytical capability, ability to work independently, highly motivated, self-starter, I take initiative, customer service orientated, strong written and verbal communicator, strategic thinker, creative problem solver experienced in business development, formulating and executing sales and risk plans and strategies.