## GAYATRI RAOTE 757 2865504 [gayatri0106@outlook.com](mailto:gayatri0106@outlook.com)

## Sr. Business Analyst

* Over 8 years of diverse experience as Business Analyst with projects focused in the field of Healthcare Medicare, Medicaid Extensive working experience with Trizetto Facets tool. and Pharmaceutical based industries and Finance.
* Strong project management skills including planning, scheduling, monitoring and budgeting with experience in **gap analysis**, **risk analysis**, effort estimation.
* Hands on experience in **eliciting** user demands and translating them into **data, functional, quality,** and **usability requirements**.
* Experienced in gathering user requirements, analyzing and preparing **Project Deliverables** such as **Business Requirement Document (BRD) and Functional Requirement Document (FRD)** and proposed changes for process improvement using **Rational Requisite Pro.**
* **Experienced in Business Processes, Business Process re-engineering, Business Requirements gathering,** Process Flows, Process Modeling, Use Case Modeling and Unified Modeling Language (UML) using MS Visio and Rational Rose.
* Experience with TriZettos Facets Application Groups/ Claims Processing, Guided Benefit Configuration, Medical Plan, Provider, Subscriber/Member, Utilization Management.
* In depth knowledge of Software Development Life Cycle (SDLC) with Waterfall and Agile methodologies(SCRUM),Rational Unified Process (RUP) in all four phases of a project: Inception, Elaboration, Construction and Transition.
* Experienced on Batch Processing &EDI interfaces in healthcare domain.
* Working knowledge of requirement gathering by conducting personal interviews, developing questionnaire, brainstorming, conducting **JAD (Joint Application Development) sessions**, or role playing to get a better understanding of client business processes and creating requirements traceability matrix for tracking the requirements.
* Experienced on **Health insurance exchange** programs during the project and worked with many insurance clients and companies for the billing and claiming issues.
* Worked on various Line of business PPO, HMO, FEP, Medicare and Medicaid (CMS),

Health-Insurance Exchange (HIX), Healthcare Claims processing.

* Deep knowledge of **Medicare- Medicaid rules**, **NCPDP**, **HIPAA**, **ICD9/ICD10 codes**, **CPT,EMR**, **EDI transactions (270/271, 276/277, 820, 834, 837/835)**
* Deep knowledge in conversions from **HIPAA 4010 to 5010**.

**Technical Qualifications**

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| Methodologies | RUP, Agile, Waterfall, , Six Sigma, , UML, Business Process Modeling and Data Modeling |
| Office Tools | MS Word, MS Excel, MS PowerPoint, MS Access, MS Project |
| Process/Modeling tools | MS Visio, Rational Rose, Rational Requisite Pro, Smart Draw, Clear Case, ClearQuest |
| Database | MS Access, SQL Server 2000, Oracle |
| Quality Management | HIPAA, Six Sigma, TQM |
| Operating System | Windows Vista, NT/2000/2003/ XP/98, MS DOS |
| Languages | C/C++, Java, SQL, PL/SQL, HTML, XML |

**PROFESSIONAL EXPERIENCE**

**WellPoint, Virginia Beach, Virginia Jan 2015 – Present**

**Business Analyst**

Into Healthcare project to develop application was development similar to Pega and EC gateway while loading data from T837 Claim Processing. This application will provide a single, intelligent interface for users to process claims. Users will be able to view, perform, and complete a claim using the Pega Claims Workstation application eliminating the need for toggles to other applications and enabling faster decision making on aspects of the claim. Furthermore the application will capture any work that has been done on a claim in the history making the data available for reporting and tracking.

**Responsibilities:**

Mapping data of EDI 837I & P and Paper claims from EC gateway to excel spread sheet.

* Gap analysis to change EC gateway to Pega
* Followed the HIPAA implementation guides for preparing the EDI files.
* Developed business process models in **Agile** to document **existing** and **future** business processes.
* Created and maintained **Business Use cases** and **System Use cases**, **Use Case diagrams**, Flow Diagrams, **Business Flow Diagrams**, **Activity diagrams**, Sequence diagrams throughout the SLC using MS Visio.
* Supporting developers with unit testing and troubleshoot where the issues emerging.
* Analysis of inbound and outbound interfaces and extensions to FACETS claims processing system
* Using Facets to compare and test the claims Facilitated **requirement gathering sessions** with the business team to collect the **business**, **security** and **service level** requirements and documented them.
* Performed **Gap Analysis** to compare all elements of existing **"as is"** with desired **"to be"** processes. **Reengineered** the **user interface** of the application.
* Thoroughly studied the existing application features and functions and then assessed and analyzed the **scope** and **impact** on **business needs**.
* Extracted, discussed, and refined **User and Business Process Requirements** from **SME’s** from Business User Groups. Also, **co-authored User** and **Functional Requirements** Documents by interacting with development team.
* Developed business process models in **Agile** to document **existing** and **future** business processes.
* Created and maintained **Business Use cases** and **System Use cases**, **Use Case diagrams**, Flow Diagrams, **Business Flow Diagrams**, **Activity diagrams**, Sequence diagrams throughout the SLC using MS Visio.
* Processed EDI 837P, 837I and 837D transactions, verified 837 transactions were converted correctly to XML file format and verified the claims data loaded to Facets for further processing.
* Worked with Medicare part D for drug validation project.
* Drafted the **Physical Data Mapping document for the data flow from Facets to the data warehouse.**
* Followed the HIPAA implementation guides for preparing the EDI files.
* Documented various key elements of **HIPAA compliance** and made sure that they are understood by the development teams. Test cases written for the project were HIPAA complaint.
* Managed the team of consultants responsible for developing on-demand Medicaid Management System reports.
* Prepared **Need Analysis Documents** of the requirements gathered through **JAD** sessions and individual elicitation sessions with different IT Group Department Managers and refined the requirements. Conducted **user interviews, facilitated Joint Requirement Planning (JRP)** to reduce the Scope Creep and document analysis in requirements elicitation.
* Extensively worked on **version control**, **library services**, **work flow**, **lifecycle management**, security and audit trails using Document.
* Authored **progress** and **completion reports**, which were then submitted to **project management** on a **weekly basis**. Worked closely with management to **keep track** of the status of project and **draft strategies** for the near future. Used **MS Project** to **manage schedules, deadlines, and resources** for the project.
* Configured facets modules such as Claims, Membership, Billing, Benefit and plan
* **Involved in both** Manual **and** Automated test scripts **representing various transactions, documenting the load testing process and methodology at various phases of the PLC.**
* Conducted and participated in **walkthroughs** to discuss certain issues with the **development, design team and QA team**.
* Prepared **test data** for **positive** and **negative test scenarios** as per application specifications and application requirements, test plans and provided test data for the QA team for testing and also generate reports. **System Integration Testing** and **User Acceptance tests** were also carried out.
* Used **Rational Clear Quest** for **defect tracking, facilitating** and **monitoring** the process
* Re-engineering and capturing of EDI transactions with legacy systems [Enrollment -834, Eligibility Transaction (270/271).
* Solely responsible for pharmacy operation coordination for HIX project for the states migration. Migration was from Different systems to one system. (FACETS).

**Environment**: SQl, oracle, facets, Pega, MS Visio, SharePoint, JIRA,MS Outlook, MS Project, MS Word, MS Excel

**Universal Health Care, St. Petersburg, FL Oct2013 Dec 2014**

**Business System Analyst**

Project is to develop Enterprise Claims System (ECS) online and efficient for policyholders across the country. Claim Management was one of the critical projects of the ECS program which is responsible for completing business and technical requirements, design, development, and implementation for the Claim Management components which are Claim notification, Task assignment, Claim processing, Claim tracking, and settlement.  
**Responsibilities:**

* Responsible for gathering and synthesizing business requirements and **translated into functional and non-functional requirements** to be used as input to the functional design specifications.
* Gathered business requirements through interviews, surveys, prototyping and observing from account managers and **User Interface (UI)** and Business Process of the existing Insurance Architecture. Conducted brainstorming sessions with project focus groups.
* Studied the existing functions and problems to arrive at cost-effective, sound solutions that can be implemented quickly.
* Authored the **Business Requirements Documents (BRD)** containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyzed and document business data requirements.
* Extensively worked with FACETS Implementation, FACETS Billing, Claim Processing and Subscriber/Member module.
* Analyzed and prioritized Business Process and User Interface (UI) requirements as system requirements that must be included while developing the Application. Created automation profile of the process.
* Planned and defined system requirements to **Use Case Scenarios** and Use Case Narratives using the UML methodologies and created **UML based models**: Use Case Diagrams, **Activity Diagrams**, Sequence Diagrams in **MS Visio.**
* Involved in testing EDI Transactions 834, 837, 835, 270/271 & 276/277
* Extensive knowledge of **Medicaid**, **Medicare**, **Procedural and Diagnostic codes,** and **Claims Process**. Also, have worked on **FACETS.**
* Worked with **FACETS** Team for **HIPAA** Claims Validation and Verification Process (Pre-Adjudication).
* Claim validation and Pend/Denied Claims Analysis for the Health plans **Medicaid programs.**
* Worked with **Claims, enrollment, eligibility verification for members and providers**, **benefits setup**, and backend payment cycle in F**acets.**
* Conducted Project Management activities and acted as a Technical Resource from a system requirement standpoint, to both business users and the technical team.
* Scheduled and conducted **JRP** sessions with client/user work group (Subject Matter Experts) members to identify requirements, documented them in System Requirement Specification Documents and Identified Priorities
* Involved in analysis of the technical specifications of the current system and the infrastructure needs, performed **Gap analysis**
* Experience with Trizetto Facets System implementation, Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA 837 and proprietary format files and Reports development.
* Analyzed the flow diagrams on the application and design test scenarios and test scripts
* Involved in Technical writing of documents for Function and **User Requirements Documents**, **Test Plan, various Test Plans, Test Cases and Test Scripts**.
* Performed **project planning, project scheduling, and status reporting, cost and time estimation using MS Project.**
* Used Visual SourceSafe to make safe alterations to existing code and track changes across users, projects, and time.
* Worked closely with both development and testing teams to improve quality of the application.
* Worked on **Black Box** and **White Box Testing**. Experience with QA Methodology and QA Validations to ensure the QA Control.
* Conducted training sessions for the users and also prepared user manuals for better understanding of the designed system for the users.
* **Worked as Product Manager in conjunction with marketing team to build strategies and implement them**
* **Experienced in system study and testing Health Care applications developed on QNXT**
* **Experienced in setting up contracts and benefits in QNXT**

**Environment: Facets UML, RUP, MS Office, MS- Visio, Quick Test Pro, Rational Requisite Pro, Rational Clear Quest,**

**Medtronic, Tempe, AZ Feb2012 – Sept 2013**

**Sr. Business Analyst**

Medtronic is in to development of high power and low power pace makers (healthcare) is on the working performance of pace makers which involves parts of pace makers i.e chip (wafers) and coding , so the project which is of SDLC Agile methodology which is in development and testing phase.

**Responsibilities:**

* Research and review of custom code developed computer software systems, applications which require use of advanced computational and quantitative methodologies.
* Involved in the compliance and regulatory requirements are met through process review and documentation.
* Ensures functionality as defined in the specification is properly applied to the custom application development.
* Participated in the required product validation activates required to ensure established quality requirements.
* Participates in development of traceability matrices used to ensure project completeness and enforcement of quality requirements.
* Involved in the detail documentation required for regulatory and FDA submission.
* Participated in the execution of testing both of an automated nature and manual execution.

**Environment**: Windows XP/2000, XML, XSLT, MS Office Suite, C#, C++, Visual Basics, HTML, JavaScript, VB Factory Works, Oracle.

**Bank of the West, CaliforniaSept2010- Jan 2012**

**Business System Analyst**

**The application** was developed specifically to support Wealth Management Groups to provide most valuable advisory services to clients on **Asset Projections, Executive stock option models, Portfolio Rebalancing, Investment Holdings, Liquidity needs and future goals**. The systems solutions advise the clients on wealth management strategies, provide clear and complete picture of the clients assets in position and those that are held by other providers, full brokerage capabilities, access to IPO’s and other 3rd party products, research data and tax and insurance information

**Responsibilities**

* Responsible to build enterprise reporting system to support Risk Analysis, Securities and their valuation, Asset Management- risks and returns, Bond Pricing, Financial Derivatives, Strong knowledge of financial statements, cash flow etc, Financing Structures, Capital Management, Portfolio Analysis, Stock Valuation, Amortization, Capital Structures and Budgeting, Value Based management, P& C insurance.
* Created targeted Questionnaires for **SMEs** (Subject Matter Experts) to gather requirements.
* Conducted requirement workshops among all project stakeholders to verify and validate the business requirements in **UI designs.**
* Defined program and project goals, objectives, products, services, constraints, assumptions, risks and facilitated processes by working with the project team, sponsor, and stakeholders to baseline the scope of the work and enable development of the plan.
* Implemented the full **software development lifecycle** phases including requirements gatherings, development and quality assurance.
* Involved in **GUI Testing**, **Unit Testing**, **System Testing**, **Integration Testing**, **Regression Testing.**
* Involved in the Preparation and execution of **Test Plans**, **Test cases**, Writing **Test scripts** using **Test Director**
* Conducted user interviews at both in-house and client locations.
* Monitored and assisted in designing and development of**Use Cases, Activity Diagrams, Sequence Diagrams using UML using MS Visio.**
* Conducted **Joint Application Development (JAD)** sessions as a facilitator and moderator to gather requirement.
* Identified, researched, investigated, analyzed, defined and documented **business processes** and **Use Case Scenarios**.
* Performed **Gap analysis** by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Assist with user testing of systems **(User Acceptance Testing),** developing and maintaining quality procedures, and ensuring that appropriate documentation is in place
* Worked with development and testing teams to accomplish timely release objectives.
* Provided superior client interaction to ensure all needs are met.
* Ensured on-time and on-budget performance of the assigned efforts to the mutual satisfaction of the business partners/ sponsors.
* Review or update supply chain practices in accordance with new or changing environmental policies, standards, regulations, or laws.

**Environment:** MS Visio, Java, ASP, Rational Requisite Pro, MS Project, MS Office Suite, Crystal Reports, Java, PL/SQL, Windows

**Prudential Financial, Shelton, CT Oct 2008 – Aug 2010**

**Business Analyst**

Prudential was launching a new Business line which requires a new policy administration system implementation. The project was on **PruInside Business Line** to deliver new product line to have an advantage over its competitors in the annuities marketplace. Pru inside includes a standard offering with additional options available to external partner to combine a retirement income guarantee with an external partner’s Managed Account program.

**Responsibilities:**

* Gathered and analyzed requirements and transformed into **Business Requirement Documents (BRD)**.
* Created **detailed functional specification** document for each functionality (e.g. New Accounts, Product, Service Policy etc.) for the developers and QA team.
* Created detailed **Reports** for the Congo’s developers.
* Gathered requirement for P&C insurance.
* Created **Data Requirement documents (DRD)** containing data elements list and its explanation.
* Managed Requirements using **Application Lifecycle Management.**
* Designed and developed all **User stories and UML models using MS Visio** for **structuring / modeling** the whole project**.**
* Involved in creating detailed **GUI** screen mock-ups.
* Participated in periodical Joint Application Development **(JAD) sessions** with the management and IT teams.
* Utilized **Rational Unified Process (RUP)** to configure and develop processes, standards, and procedures.
* Developed **Sequence Diagrams, Activity Diagrams.**
* Used **MS Office** extensively (**Word, Excel, Visio, Power Point, Outlook, Project**) for analysis, presentation and documentation throughout the project.
* Involved in the design stages of the Application and participated in the meetings with the Development team and QA team.

**Environment**: MS Outlook, MS Project, MS Word, MS Excel, MS Visio, Agile Methodology, SOX

**Zydus Cadila, India Oct 2006 – Sept 2008**

**Business Analyst/Product manager**Zydus Cadila is a fully integrated, global healthcare provider, with strengths all along the pharmaceutical value chain. With a core competence in the field of healthcare, Zydus Cadila provides total healthcare solutions ranging from formulations, active pharmaceutical ingredients and animal healthcare products to wellness products. Ranked 6th.

**Responsibilities:**

* Expertise and understands the concept of Sales, Marketing.
* Designs Campaigns for promotion of products.
* Played a key role in the planning, testing, and implementing system enhancements and conversions.
* Provided key project inputs by working with users in defining the project and system requirements.
* Reviewed **business process and functional requirements**.
* Worked on Pharmaceutical data processing for improving database for storing user files.
* Analyzed business needs, created and developed new functionality to meet real time data integration that facilitated decision.
* Worked on **Pharma sales targeting** issues in Pharma industry.
* **Managed** the team of consultants responsible for developing on-demand **Medicaid Management System reports.**
* Worked on **Pharmacy benefit management** portion and all other claiming issues.
* **Analyzed**Requirements andcreated **business requirement document (BRD),** current **business process flow,** future business process flow, use case diagrams, and activity diagrams using Microsoft Visio.
* Prepared **BRD, crosswalk and traceability matrix.**
* Experienced of managing multiple stakeholders across the organization and in QA integration of systems.
* Involved in **detailing project mission, data process flow diagrams, and timelines**.
* Assisted in process modeling, conducted and participated in **JAD sessions with system users**, helped with design walkthroughs with stakeholders for base lining architecture.
* Assisted in building a **business analysis process model** using **Requisite Req Pro**and **MS Visio**.
* Worked on Siebel CRM to deliver transactional, analytical, and manage all customer-facing operations.

**Environment:** MS Access, Oracle, SQL & PL/SQL Server, DB2, MS Visio, MS Office Suite, MS Project, C, C++, Java, JSP, HTML, DHTML, Java Servlets, Java Beans, VB,SOX

**Education**

* PGDM – University of California 2014, Online course Majors Project Management
* Bachelor in Chemistry- Mumbai University, India passed 2006