**HARISH REDDY ANAKALA**

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**EXPERIENCE SUMMARY:**

* With **9 +years** of IT and Management experience in Software Development Life Cycle (SDLC) and Project Life Cycle working as Business System Analyst mainly in Healthcare, Insurance and Financial Industries.
* Well Familiar with current industry standards, such as **HIPAA, SOX, ISO, Six Sigma, ITIL and Capability Maturity Model (CMM).**
* Expertise in **Business Analysis, Data Analysis, Business Rules, Business Process Modeling, GAP Analysis** and creating business process documents.
* Excellent Documentation skills to generate Business Requirement Document **(BRD),** **Functional** Specification Document **(FSD),** and **Project Charter**.
* Exposure to **service oriented** environment driven by **ITIL** service management framework for the maintenance and support projects.
* Proven track record of **delivering** software development projects on time and within budget.
* Deep knowledge and understanding of the **SDLC** including **waterfall, prototyping** and **RAD** for the development projects. Have experience of working in an **agile** environment.
* Strong experience of working with Medicare and Medicaid **insurance** data, Medicare parts A, B, C & D, and **Insurance** **Claims**.
* Knowledge and experience of requirements gathering tools like **questionnaire, interviews** and **JAD**.
* Experience in business analysis, data representation and design tools including **Scenario building, UML, Use-cases, Data Flow Diagrams, Workflows** and **Swim Lanes.**
* Expertise in **preparing** system **requirements, test planning, test cases development** and **data design**.
* Experience in **writing** complex **SQL** queries for performing the data setup and backend testing.
* Have experience in **project planning, scheduling, costing, resource management, delivery** and **reporting** for development, maintenance and support projects.
* Proficient in preparing **Test plans, Test case designs, Test script designs** and executing various test scripts manually and also by using Win Runner, **QTP, Quality Center**
* Has good experience in writing complex/detailed **Test Plans, QA analysis** on all test documentation and improve test documentation process
* Ability to **identify** and **drive** process improvements, implementation and technical documentation.
* Worked on **Facets** – a product for Healthcare Insurance sector. Good working knowledge of **Claims processing,** **HIPAA** Regulations and 270, 837P, 837I, 837D **EDI Transactions** for health care industries.
* **FACETS** experience in the areas of Enrollment, Enrollment Pre-processing (834 & proprietary enrollment file mapping, Business rules design & Enrollment Keyword creation) **MMS Batch processing**, Provider, and Claims Strong understanding of test plans, test cases, test scripts and defects tracking/reporting
* Excellent **written** and **oral communication** skills. Ability to handle sessions effectively between **on-site** and **off-shore** teams.
* Well versed with ICD9, CPT, HIPPA, **claim** adjustments, **claim** processing **claim** review, identifying **claims** processing problems, their source and providing alternative solutions.

**technical SKILLS:**

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| **Project Management Tools** | Microsoft Office, MS Project (WBS, PERT, Gantt charts) MS Visio, MS Access, MS Excel, MS Outlook and MS PowerPoint, Version One. |
| **SDLC/Design Methodologies** | Unified Modeling Language (UML), RUP, Agile Scrum, RAD and Waterfall. |
| **Document Management Tools** | Rational Requisite-Pro, Rational Clear–Quest and MS SharePoint. |
| **Modeling & Design Tools** | Rational Rose, Microsoft Visio, Wireframe. |
| **Testing Tools** | Mercury Win Runner, Load Runner, JIRA, Quality Center and Quick Test Pro |
| **Languages** | Visual Basic, C++, Java/J2EE, VB.Net, ASP.Net, C# |
| **Scripting Languages** | HTML, XHTML, DHTML, JavaScript, CSS. |
| **Databases** | SQL Server, MYSQL, Oracle, MS Access |

**PROFESSIONAL EXPERIENCE:**

**WellPoint, VA June 2013-Till Date**

**Role: Business System Analyst**

WellPoint, Inc. is one of the largest health benefits companies in the United States. The company delivers a number of leading health benefit solutions through a broad portfolio of integrated health care plans and related services. This project dealt with developing and implementing new web based system at the dental hospital and integrating it with the stand alone medical information system at the hospital. The project was about developing new application so as to comply with HIPPA 5010 and EDI 837 with ICD-10 codes.

**Responsibilities**:

* As a Business Analyst, I acted as a primary liaison between the business area Subject Matter Experts (SMEs) team & development team throughout all phases of SDLC; starting from inception to transition phase. The RUP methodology of iterative software development was used to generate numerous Business Requirement Documents & Functional requirements specification documents, Use cases, Vendor Requirement Specifications, Architectural documents, system flow and work flow diagrams.
* Identified Member, Provider, Coverage, Medicare, and Medicaid components.
* Participated with stakeholders and led collaborative sessions to document Medicaid business processes.
* Helped create key project documents such as: Product Design Requirements, System Requirement Specifications, Quality Plan, Risk Management Plan, and the Development Plan according to the Design Control procedures.
* Worked on data modeling and produced data mapping and data definition documentation.
* Maintained documents as per Project Management Methodology (PMM).
* Engaged in different phases of SDLC of the project executing RUP methodology of iterative software development from Inception to Transition phase.
* Prepared Business Context Diagram, Use Case diagrams and corresponding Activity Diagrams using Rational Rose to depict the workflows to be incorporated into the development of Business Process Management (BPM) tool.
* Extracted business requirements from the stakeholders keeping in mind their needs of the application and documenting them using Rational ReqPro.
* Used ClearCase for creating documents repository and sharing the documents across the team.
* Conducted one to one and group interviews to understand Business Requirement and subsequent documentation.
* Acted as a liaison between the business team and technical team, was instrumental in resolving conflicts between them.
* Involved with making screen designs and all user interface issues by providing detailed functional requirements.
* Converted Business Requirements to the Functional Specification and Conducted JAD Sessions to develop an architectural solution where the application meets business requirements
* Resolved open issues and change requests (CRs).
* Developed workflows and business process models; used Microsoft Visio to create the workflows and process models.
* Created Use Cases / Activity Diagrams / State Chart Diagrams, Sequence Diagrams, and Collaboration Diagrams thus defining the Data Process Model and Business Process Model.

**Environment**: Asp.Net, Clear Quest, MS Visio, HTML, SQL server, Quality Center, Gimp, SQL Advantage.

**BCBS, NJ Sep 2012 – May 2013**

**Role: Business System Analyst**

Horizon BCBSNJ is incorporated under New Jersey statute as a not-for-profit, health Service Corporation. Horizon BCBSNJ sells health insurance in New Jersey. I was involved in working with Enterprise Data warehousing team, involved in working as BSA in multiple projects like Rendering Referring and Attending physicians, State Health Benefits Program, LATRON Dental Migration and High Cost Injectable.

**Responsibilities:**

* Gathered Requirements from various Business Areas like Claims, Provider Relations, Enrollment, Finance and Benefits Administration for their updates to the Claims, Insurance.
* Developed BRD, FRD, use cases, test scenarios, test cases for testing the functional
* Conducted JAD sessions with business and technical team to understand expectations and priorities.
* Interacted with NASCO and QBLUE teams for analyzing the claims data and gathering the requirements to write the technical requirements document and analyze the quality of data which flows into EDW team.
* Experienced in Data Analysis- Mapping and Staging in SQL Server Environment.
* Performed Gap Analysis & Assessment
* Worked on data profiling of the data using Informatica IDE tool to check the quality of data.
* Worked with Claims, Insurance, enrollment, eligibility verification for members and providers, benefits setup worked with the technology team to resolve application configuration issues.
* Worked on insurance on medical professional liability.
* Developed strategic partnerships with the Business Users to develop solid knowledge base of the business line, including the business plan, products and process
* Facilitated weekly meetings with the review teams to continuously improve the Quality Assurance (QA) process for the application development
* Worked with the client to identify payer issues that affect claim submission and payment.
* Experience in writing Select queries, joins to retrieve and analyze the data.
* Reviewed the companion guides and made appropriate suggestions to the technology team.
* Worked with the client to identify daily business needs (Electronic claims, Paper claim requirements).

**Environment:** ETL, MS-Excel, Visio, Word, PowerPoint, SQL, Windows XP, IBM DB2, Cognos 8.4, Informatica IDE.

**National City Bank, Cleveland, OH Jan 2011 – July 2012**

**Business Analyst**

The Project involved National City Bank’s Online Accounts managing module that had various features for Online Services for all customers. The application provides a web-based interface, which allows customers to log in and manage their accounts including checking account balance, billing details, online payment options. The project also included the creation of a mobile app. as a part of the online offering from the bank.

**Responsibilities**:

* Facilitated collection of functional requirements from system users and preparation of business requirement documents using Rational Requisite Pro that provided appropriate scope of work for technical team to develop prototype and overall system.
* Interacted with the Customer Facing Clients to gather the requirements to create high level business requirements specification document using Agile methodology.
* Conducted a gap analysis to understand the gaps between as-is and to-be processes and also for understanding the potential system.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, and information needs, and insured that critical requirements are not missed.
* Followed the UML based methods using Rational Rose to create Use Cases, Activity Diagrams / State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.
* Prepared Logical Data Models that contains set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the data elements to analyze and document business data requirements.
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level.
* Coordinate and prioritize outstanding defects, enhancements, and system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines.
* Aided management in standardizing web applications by preparing GUI standards and recommending alternatives for incorporation in a phased, iterative manner.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance testing. Verified the Business Scenarios on new builds to allow extended testing by the QA team.
* Ensured that all Test Cases are written and updated in Quality Center.
* Created documents like the Business Glossary, Actors Catalog and Data Dictionary to facilitate the other teams in understanding client business.
* Documented and maintained database system specifications, diagrams, and connectivity charts.
* Developed the data mapping document to map the data from various source databases to the target database.

**Environment**: Rational Requisite Pro, MS Visio, HP ALM Quality Center, SOA, Oracle, MS Office, Toad, Regtest.

**UBS Financial Services Inc. New York, NYJan 2009 – Dec 2010**

**System Analyst**

The UBS Value Creation Analysis Model (VCAM) is an analytical tool that facilitates detailed company intrinsic valuation analysis. Included is a full-featured analytics package that helps test assumptions for company value creation. Global in scope, VCAM enables an investor to be up and running in minutes with a robust intrinsic valuation model, usable to evaluate thousands of companies.

**Responsibilities**:

* Interaction with the business user and IT team for understanding the requirements. Work with business representatives to understand data requirements and priorities and ensure that IT work is appropriately aligned
* Worked on SCRUM Project Management and Agile Methodologies for Software Development Life Cycle
* Conduct Sprint planning meeting with the Product owner and Project team and go through the User Story’s for each Sprint.
* Help the Users and Product owner in defining the acceptance criteria for new user stories on an ongoing basis.
* Facilitated collection of functional requirements from system users and preparation of business requirement documents using Rational Requisite Pro that provided appropriate scope of work for technical team to develop prototype and overall system.
* Interacted with the Customer Facing Clients to gather the requirements to create high level business requirements specification document using Agile methodology.
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* Ensured that all Test Cases are written and updated in Quality Center.
* Created documents like the Business Glossary, Actors Catalog and Data Dictionary to facilitate the other teams in understanding client business.
* Documented and maintained database system specifications, diagrams, and connectivity charts.
* Developed the data mapping document to map the data from various source databases to the target database.
* Provide a demo of working software to the Product Owner, Users and Stakeholders after the completion of a sprint.
* Co-ordinate the Migration activities between Dev and QA environment on a bi-weekly basis.
* Manage the overall testing effort for each sprint and manage issues/identified bugs during each sprint.
* Act as a liaison between the business team and technical team and be instrumental in resolving conflicts between them.
* Identify any issues/concerns using Agile Methodology and conduct a meeting with the Agile Mentor to resolve the issue.

**Environment**: Agile Scrum, SQL Server, J2EE, UML, MS Office, Version one

**E\*Trade, Menlo Park, CA Jan 2007 –Dec 2008**

**Business Analyst**

JEDI system provides a single view of customer cases and customer related information, as well as other helpful information to customer service agents for providing personalized and efficient service. The system displays all the relevant information about a customer for every customer-initiated contact with E\*TRADE or an E\*TRADE-initiated contact with the customers.

**Responsibilities**:

* Conducted interviews with key business users to collect requirement and business process information.
* Gathered, analyzed, reviewed and signed off of business requirements and conducting of interviews, sessions etc.
* Created Process flows based on the requirements to define the user interface and have written activity steps.
* Documented the Business requirements into the Functional specification document.
* Have participated in Requirements Walkthroughs, Defect Review Meetings, and Status Meetings.
* Utilized Use Cases, Prepared requirements documents, feature specifications, workflow diagrams etc throughout the analysis phase of the project.
* Followed a structured approach to organize requirements into logical groupings of essential business process, business rules, information needs and ensured that critical requirements are not missed.
* Performed Gap analysis to determine the As-Is system, documented the Gaps and consulted the development team and project manager to fix the issues.
* Re-engineered the system to document the User interface based on the current functionality of the application.
* Made Screen Mockups/Definitions using MS Visio.
* Experienced setting up test scenarios and executing on these scenarios and worked closely with testing team to make sure all the changes made to requirements documents are implemented in their Test Cases.
* Involved in maintaining the Requirements Traceability Matrix (RTM) across the deliverables for a Project.
* Worked closely with lead to create the Impact matrix to document the impacts on other blocks.
* Worked with application development team to identify bottlenecks that could hinder progress of development.
* Collaborated with developers as needed to determine the root cause of defects
* Checked validation of the application against the requirements
* Involved in meetings and walkthroughs.

**Environment**: MS Office, MS Project, MS Visio, Oracle, Windows XP, HTML, LINUX, Wireframe, Windows/Unix