**Jyothi Swarupa Devarapalli**

**PROFESSIONAL SUMMARY**

**Senior consultant in Information Technology and Systems** with **7 years** of experience in health care and banking domain and software development skills in analysis, design, development, testing and deploying various software applications. A motivated, sincere, committed, quick learner, detail-oriented team player with good communication, analytical, leadership, interpersonal and problem solving skills .

**Professional Expertise:**

* Solid understanding of the development (**SDLC**) or project life cycle, which includes all phases from discovery/analysis through implementation using various methodologies including **AGILE, Waterfall**.
* Expert at **interacting with stakeholders, Subject Matter Experts (SMEs)** and end-users to understand, analyze, communicate and validate requirements using Joint Application Design (JAD) sessions.
* Experience in **Risk Analysis & Risk Management** for product life cycle and in process of implementing document.
* Ability to work with **cross-functional teams** and interact effectively with multiple levels of management.
* **Ability to execute against tight deadlines, work with minimum supervision, flexible, organize and prioritize work.**
* Experience in documenting Business Processes by UML based methods using Rational Rose and MS Visio to develop **user stories, use case diagrams**, **activity diagrams**, assisted developers in creating **sequence diagrams**, **Data Flow Diagrams (DFD)**, **collaboration diagrams, flow charts, workflows and wireframes**.
* In-depth knowledge of **Rational Unified Process (RUP), risk engineering, data modelling, mapping**, and **design** using UML.
* Expertise in eliciting requirements and facilitating **jointapplication development (JAD) sessions,** conducting interviews to develop, analyze and sign off requirements from Business owners and Subject Matter Expert (SME).
* Experienced in managing large scale dynamic web applications using **C#, ASP.NET, XML, MVC Framework, Web services, Oracle and SQL.**
* Experienced in T-SQL, DB2, Oracle, PL/SQL, MySQL, **SQL Server Business Intelligence Development Studio (BIDS)**, Procedures/Functions and Triggers.
* Experienced in **Cognos BI tools** using Cognos Framework Manager, Report studio, Query studio, Analysis studio, PowerPlay Transformer, Impromptu Web Reports (IWR).
* Expert in designing **Database, Normalization of Relational database,** writingComplex **queries, Stored Procedures, Functions, Rules, Views, Indexes using T-SQL**.
* Created **data mapping document from business rules** and transform in technical detail
  + Example: databases table and columns to support ETL process.
* Strong experience in creating and publishing packages in Framework Manager.
* Well-versed in developing reporting applications using **Cognos Business Intelligence components** like Report Studio, Framework Manager, Query Studio, Analysis Studio, Metric Studio and Cognos Connection.
* Strong **complex reporting skills** – complex Drill-Through, Discontinuous Cross-Tabs, Summary Reports, Burst Reports.
* Extensively used Framework Manager, Query Studio and Report Studio for model design, ad-hoc reporting and **advanced report authoring**.
* Involved in a **data migration process** between different versions of Cognos.
* Experienced in **developing Dashboards Reports** in Cognos 8 and 10
* Proficient in all phases of Data warehousing concepts, and experience in dimensional modelling using **Star Schema** and **Snow-flake Schemas**.
* Created and published packages in Framework Manager from various data sources. Generated different kinds of reports in ReportNet, created templates and multilingual reports.
* Knowledge in Planning, Designing, developing and deploying Datawarehouses / Data Marts with experience of both relational & multidimensional database design using Data Modeling tool ERwin (Physical and Logical data models)
* Developed new **BI reports** based on the business requirements and needs.
* Worked with **SQL Navigator** to analyze the SQL queries of reportsand **migrated** all the **Oracle SQL to DB2** using **Data Studio**
* Worked with **TOAD** for developing the **cross connection queries** when requires to use more than one database in a single query.
* Performed **extensive Data validation** across three different data models to ensure consistency across all levels.
* Extensive experience in **Change Request Management,** conducting UAT and issue resolution.
* Knowledge of **SAP Facilities management** and ability of work with different cross functional teams. Involved in Inbound, Outbound & Quality Management processes
* Developed project relevant documents like Business Requirements Document (**BRD**), Software Requirement Specifications (**SRS**), High level design (**HLD**), Low level design (**LLD**), Requirement Traceability Matrix, Functional Requirement Documents (**FRD**), Non - Functional Requirement Documents (**NFRD**), Status reports, Technical Architecture, Unit Test plans, System Test plans, Project Release notes, Risk Management plans, Checklists for coding and reviewing, Coding standards, Project induction manual, Project plan, Statement of Work.
* Proficient in creating and reviewing **Test Plans, Test Strategy** and **Test Cases** by collaborating with the QA team.
* Excellent knowledge of **HIPAA** (Health Insurance Portability and Accountability Act) transaction codes.
* Excellent understanding **PHI** (Protected Health Information).
* Experienced in Implementation and **Effort Estimation**.
* Experience as Software Engineer with **onsite and offshore teams**, leading development of applications.

**Technical Skills:**

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| --- | --- |
| Methodologies | SDLC ,Agile/Scrum, Waterfall, Object Oriented Analysis and Design (OOAD), Rational Unified Process (RUP), UML, V-Model, Rapid Application Development (RAD), Joint Application Development (JAD). |
| Change Management Tools | Rational Clear Quest, Rational Clear Case, Requisite Pro |
| Business Modelling Tools | Microsoft VISIO, Visual Paradigm, Rational Rose, Erwin, Snag-It |
| Requirement Tools | Rational Requisite Pro, Rational Software Architect (RSA), Rational Requirement Composer (RRC), DOORS |
| MS Office | MS Project, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Access, MDM |
| Programming Languages | C#, ASP.NET, MVC, HTML, XML, Web Services |
| Operating System | Windows NT/98/2000/XP |
| Databases | Access, Oracle 8i/9i/10g, Structured Query Language (SQL), DB2, TOAD, Oracle, T-SQL, DB2, MS SQL Server 7.0/2000, SQL Navigator, BIDS |
| SQL Server Tools | SQL Server Management Studio (SSMS), Business Intelligence Development Studio (BIDS). |
| Business Intelligence Tools | SQL Server Integration Services (SSIS), Export & Import (DTS), SQL Server Analysis Services (SSAS), SQL Server Reporting Services (SSRS), Cognos 10 BI tools (Report Studio, Analysis Studio, Query Studio, Cognos Connection), Framework Manager, Cognos Impromptu, PowerPlay Transformer, ReportNet 1.02/1.1, Impromptu Web Reports (IWR), Access Manager, PowerPlay Enterprise Server, Scheduler |
| Testing Tools | HP Quality Centre, HP Application Lifecycle Management (ALM) |

**PROFESSIONAL EXPERIENCE:**

**Florida Blue, Jacksonville, FL March 2015 – Till Date**

**Role: Business Systems Analyst**

Florida Blue Foundation is a trade name of the Blue Cross and Blue Shield of Florida Foundation, Inc) is the state's largest and oldest health insurance provider. Florida Blue primarily offers health maintenance organization (HMO) plans and Preferred Provider Organization (PPO) Plans, along with dental, Medicare plans and related products and services

Project 1:

JIVA Care ReportingThe project is aboutmigrating reports which are in JIVA to new Care reporting Systems. Current JIVA reports are not able to retrieve all the information needed by the Business accurately and have performance issues too. In-order to overcome these hassles “Care Reporting” was started with a new approach which involves designing enhanced data models, and building new reports so that it would overcome all the issues which JIVA reports have and provide better insights Business to work with. All JIVA reports which are developed in Oracle previously were migrated and developed with DB2 code in Care Reporting.

Responsibilities:

* Involved in full **SDLC** for analysis, design, development, documentation, and testing projects in **agile methodology**.
* Created **Data mapping document from business rules** and transform in technical detail

Example: databases table and columns to support ETL process.

* Created **Dashboards** to present critical company data in a single report.
* Writing SQL scripts to extract data and for data analysis to generate reports and create the data entry templates.
* Assisted in the **design of databases** and data warehouses to ensure interoperability with BI solutions.
* Generated various **List Reports, Grouped Reports, Cross tab Reports, Chart Reports, Drill-Down and Drill-Through Reports.**
* Generated Complex reports in Cognos 10.1 report studio including Drill Down reports from DMR modeled Frame work model.
* **Manually modified the SQL in Report Studio** to tune and/or to write complicated reports. Used union/Join objects in Report Studio
* Excellent backend skills in writing SQL scripts, **creating SQL objects such as Tables, Stored Procedures**, DDL/DML Triggers, Views, User defined data types, functions, Cursors and Indexes to facilitate data manipulation and maintain data consistency.
* **Migrated reports** from ‘JIVA care reporting’ (which has Oracle code) to new ‘Care Reporting’ (Used DB2).
* Analyzing existing **transactional database schemas** and designing **star schema** models to support the users reporting needs and requirements.Developed new reports based on the business requirements and needs.
* Used some advanced features like **conditional Formatting** in **Report Studio** in generating multipage Reports.
* Performed **extensive Data validation** across three different data models to ensure consistency across all levels.
* Writing SQL scripts to extract data and for data analysis to generate reports and create the data entry templates.
* Designed, code, test, and documented all new or modified BI systems, applications, and programs.
* Integrated all the **new designed reports to internal Florida Blue Dashboard.**
* Experience in **developing Framework Manager Models** and analyzed those models in analysis studio
* Involved in source-to-target mapping of multiple database to test valid data.
* Interact/work with **Product owners (the Business),** Product Development Managers (**PDM**), Business Owners, Quality Assurance (**QA**), Architects and Developers at various stages of Software Development Life Cycle (**SDLC**).
* Analyzed **Gap Analysis** and Gathered the requirements through Interviews, discussions, questionnaires, and **JAD sessions.**
* Worked with business users to define Product Feature Requests, Business Requirement Specifications and Change Requests.
* Translating **Business Requirements into detailed Functional Requirements** and Designs that the technical developers use to develop products.
* Developing **Functional Specification Documents**, Use Cases, Impact Matrix, Process Diagrams, **Traceability Matrices** and other project level documentation as require.
* Facilitate **Walk-through sessions** with Business, Developers and QA engineers for functional and non-functional requirements and get sign off.
* Ensure project documents are complete, current, and stored appropriately
* Identify source systems, their connectivity, related tables and fields and ensure data suitably for mapping.
* Run SQL Queries to understand **Data Flow** for effective **Data Mapping** and for creating **Data Flow Diagrams** for better understand the impact of the application.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions.
* Facilitate implementation of new functionality through training sessions, demonstrations and the development of appropriate documentation.
* Involve in **Risk Analysis & Risk Management** for creating and implementing documentation for technical team by supporting and also Designs systems and programs to remediated identified Applications issues.
* Work with Application Production team to resolve production issues.
* Excellent knowledge of **HIPAA** (Health Insurance Portability and Accountability Act) transaction codes.
* Excellent understanding **PHI** (Protected Health Information).
* Performed User Acceptance Testing, Smoke Testing, Regression Testing, Performance Testing & Application Testing, using **IBM Data Studio and SQL navigator.**
* Development was done using **agile methodology with daily scrums** and continuous integration using the SDLC process.
* Worked with Business Analyst, QA and other Developers
* Involved in **unit-testing** of report development
* Performed troubleshoot on BI tools, systems, and software; performance-tune these applications as necessary.
* Developed relationships with business team members by being **proactive**, displaying a thorough understanding of the business processes.
* Used **SVN** for all the source code maintenance needs.

Environments: Agile methodology, Visual Studio 2012,Microsoft Visio, ALM, JIRA, BIDS Cognos 8 & 10 BI, Cognos Connection, Cognos office Connection, Report Studio, Query Studio, Analysis studio, Metric studio, Frame Work Manager, DB2, SQL,XML and Windows NT/4.0, IBM Data Studio, TOAD, SQL Navigator, SVN.

**Prudential Financial Services, Newark, NJ February 2014 – March 2015**

**Role: Sr. BI Analyst**

Prudential Financial Inc. is a financial service leader deals in investment, real estate, commercial property and life insurance. Modernized New Business System (MNBS) is a legacy application catering to the New Business of Prudential Individual Life Insurance (ILI). The New Business System caters to many crucial functions like policy data entry, underwriting, commissions, issuing contracts and placing with Admin systems.

Pru Life Universal System (PLUS) system replaced MNBS a legacy system that handled the New Business process for Prudential's individual Life Insurance (ILI) needs. The application also involved enhancing the online life insurance quoting system, claim processing. It provides a wide range of options relating to choose of policy.

**Responsibilities:**

* Interacted with **Subject Matter Experts** such as Prudential's Investment Managers, Life Insurance Managers, and Process Analysts to gather requirements and goals through interviews, surveys to understand the **business process**.
* Involved in gathering and **synthesizing business requirements and translated into functional and non-functional requirements** to be used as input to the functional design specifications.
* Prepared Use Cases, **Use Case Scenarios** and elaborated those using **UML diagrams** like Use Case Diagrams, Activity Diagrams, Data Flow Diagrams, Business Process and **Data Process Model**to represent different workflows and associations**.**.
* Performed **Gap analysis** for new functionality requirements, as well as **prioritized** them based on actual business needs to align them with the **product release roadmap**.
* Interacted with technical Architects to identify and analyze the given information, procedures and **decision flows** and evaluated existing procedures.
* Acted as liaison between the SME's and the technical teams, handled all **scheduling, resource planning and allocation matters**, ran all status meetings and compiled reports.
* Extensively worked on Creating User Requirement Specifications (**URS**), Functional Requirement Specifications (**FRS**), and Business Process Documents and also developed System Requirements.
* **Installed** and **configured** Cognos 8.3 and Cognos 8.4 in Dev Environment.
* Created different types of reports like **List**, **Cross-tab, Chart, Drill-Thru and Master-Detail Reports and control charts.**
* Created multiple **Dashboard reports** for multiple packages.
* Developed Prompt Pages, Cascaded input Prompts to display only the selected entries in the report and also worked on the customization of prompt parameters.
* Involved in extensive use of **conditional formatting** while developing reports in Report Studio.
* Involved in **migration of reports**.
* Initiated training for the users to do ad-hoc reporting using **Query Studio**.
* Extensive experience on **Structuring Metadata and Cognos Models** using Framework Manager.
* Implemented data profiling and quality check in **Data Manager**
* Used **Cognos Connection** extensively for organizing, security, scheduling and distributing reports.
* Designed **business models** that served to identify requirements and communicate information between teams.
* Based on the use cases **assisted in the preparation of very high level test cases**
* Facilitated Joint Application Development (**JAD**) sessions for communicating and managing expectations with SME's and to understand thoroughly the business process and the interface requirements, which need to be incorporated in the application.
* Performed lot of customizations, enhancements, updates and changing functionalities of web page.
* Worked as a team with Developers and Process Analysts in **preparing the requirements,writing workflows, process flows,** and Interacted with system developers to resolve questions and discrepancies in BRD.
* Coordinated and lead **User Testing**, along with documentation (Test Scripts, Run Reports)
* Lead and delivered User **Training Sessions**
* Oversee deployment and provide post production support and troubleshooting.
* **Created tables and ran queries** in SQL (Management Studio) by importing data from different sources.
* Participated in **Bug-Review meetings** with software developers, QA engineers, managers and suggested **enhancements** to the existed application from business perspectives.
* Conducted **UAT** (User Acceptance Testing) to make sure that all the user requirements are catered by the application.

Environment: SharePoint, Requisite Pro, Rational Rose, MS-Project, MS-Office Suite, Oracle 10g, ROLAP, Cognos (Framework Manager, Report Studio, Query Studio, Analysis Studio, Cognos Connection)

**Cigna (TCS), Austin, Texas December 2012 – February 2014**

**Role: Business Systems Analyst**

Cigna is a global health service leader dedicated to help people improve their health, well-being and sense of security. Worked in Client/Customer and Coverage domain mainly for AIMS Project . This project is to integrate the Individual and Family Healthcare Plan to the existing Operational Data Storage. This includes Medical, Dental, Vision and Pharmacy products. The application is divided in four components: Batch, Rules Engine, Configuration Tool & Desktop (UX for coaches). This application consumes the data from several sources such as claims, pharmacy, authorizations, medical management, etc. and produces valuable facts based on which automated outreaches are done to the customers.

**Responsibilities:**

* Conducted **JADsessions** with business units and stakeholders to define project scope, to identify the business flows and determine whether any current or proposed systems are impacted by the new development efforts.
* Prepared the **Business Requirement Document (BRD)** and **Functional Requirement Document** (**FRD**) for the enhancement of the existing services.
* Analysis and Design of existing transaction sets and modification of these transaction sets to ensure **HIPAA** compliance.
* Jointly designed functional and technical solutions with architects and developers to define business and technical requirements to enhance application functionality
* Created **use cases**, **sequence/process flows,flowcharts,wireframes**and use cases documenting functional (FRDs) and system requirements (SRDs) allowing development team to start development phase ahead of schedule
* Resolved **functional/technical gaps** between user stories and architecture such that architecture can support and provide functionality desired by user stories
* Identified and **communicated risks and issues to management** during project execution resulting in minimal project delay.
* Interacted with the Healthcare Application managers, testing managers and the Regional Business Officers to perform **compliance audit and identified risks.**
* Configured **Cognos BI tool** (Cognos Configuration, Cognos Connection, Framework Manager, Report Studio, Query Studio, Analysis Studio, Metric Studio, Event Studio)
* Created professional reports in **Report Studio and ad hoc reports in Query Studio**.
* Created **filters, prompts, sub reports, provide drill through capabilities**.
* Created Multidimensional reports by through **DMR models**
* Developed Standard Reports, Charts, Drill through Reports, Cross tab Reports, List Reports, Summary Reports and Multi Object Reports using Report Studio.
* Created **Web-based reporting solution** that can address reporting needs using Dashboards.
* Extensively used **Report Studio** in designing Complex Dashboard Reports.
* Involved in interpreting and verifying the HL7 messages required for the process of de-identification.
* Assisted in authoring the **Design** and **Sustainability** Documents and reviewed the documents to be in compliant with the IT Audit Standards and Guidelines.
* Involved in interpreting and verifying the **HL7 messages** required for the process of de-identification.
* Involved in the verification of the application **IT Controls** and assessing the **database security**.
* Participated in all the **meetings with the Audit teams** and **maintained and generated reports** for the audits.
* **Scheduled** and **performed** audits to monitor the performance and sustainability of the process.
* Conducted **meetings** with the management to review the audit reports and results weekly.
* **Cross Checked** the audited test results with the **reliability** of the systems control.
* **Monitored Corrective actions** for **HL7 messaging** for the Audit Review findings.
* Involved with the **Data Quality Analyst** to **identify Audit trends** and **Risk Areas** based on **Audit Findings** and **data analysis.**
* Conducted technical/non-technical presentations to the management and training workshops for the clients.
* Involved in all phases of **end-to-end testing** which includes **User Acceptance testing**,
* Involved in the verification of the application **IT Controls** and assessing the **database security.**
* Involved in performing version control and defect tracking activities using Rational ClearCase and Rational Clear Quest.

Environment: SharePoint, Requisite Pro, Rational Rose, MS-Project, MS-Office Suite, SQL Server Management Studio, Cognos 8.4(Framework Manager, Cognos Connection, Report Studio, Query Studio, Analysis studio, Metric studio, Event studio,)

**Bank of America (TCS), Hyderabad, India October 2011 – December 2012**

**Role: BI Analyst**

Bank of America (BoFa) is one of the largest clients of TCS. A large scale IT transformation project intended to build a global common system for banking & cards that runs parallel in different regions of the globe. Better user experience, better control & maintenance of the technology system, increased global business, 360% view of a customer across Globe, standardized and competitive business functionalities etc are some of the benefits of implementing this project which in turn increases the long term profitability of the bank

**Responsibilities:**

* + Liaising between the various stakeholders from the respective business areas for requirements gathering and **BRD preparation**.
  + Project level effort estimation
  + Identifying the user stories and creating Functional Specifications documents in Blue Print
  + Identifying and designing the high level statement of work for the impacted applications.
  + Manage **project change requirement** (PCR) during the project phase.
  + Creating High level technical design documents (**HLD**).
  + Creating **prototypes** and giving demo to the business for the new functionalities being developed.
  + Developed **UML diagrams** (Activity Diagrams, Data Flow Diagrams, and Business Context Diagrams) to document business activity and flow of information.
  + Analyse the gaps existing between the current system and the proposed system using Requisite Pro and MS Visio.
  + Gathered system functionality requirements by conducting user interviews and JAD Sessions.
  + Documented Use Cases from the business and systems requirements and worked with developers to build system architecture.
  + Used a **Requirement Traceability Matrix** (RTM) to measure the impact of the proposed system and align them with enterprise Business requirements
  + Involved in the various phases of Release Management.
  + Used **SQL queries** for organizing and abstracting data from MS access data bases, created reports, forms on Ms Access.
  + Creating **Reports** for end users analysis.
  + Used some advanced features like **Conditional Formatting in Report Studio** in generating multipage Reports.
  + Supported Business Users in generating **AdHoc Reports using Query Studio**.
  + Created Complex Reports using **Lists, Crosstabs, charts, graphs and Images**.
  + Scheduled **Reports through Jobs** to get the Daily, Weekly, Bi-Monthly and monthly output of reports.
  + Created **filters, prompts, sub reports**, provide drill through capabilities
  + **Deployedreporting objects** from a development environment to test and then to production environments as per the process.
  + Worked on **Star Schema** Database Design.
  + Authored templates for **Status reporting, Issue Resolution and Change Request**.
  + Educated the IT organization on the direction of the business.
  + Conducted business continuity exercises, including incident response and developed **Business Continuity Plans**.
  + Facilitated communication between business unit(s) and IT from initial requirements to final implementation.
  + Attended Walkthrough Meetings with **QA Team, Project Manager and Business Manager.**
  + Facilitated User Acceptance Testing with the stakeholders and the business users, and the errors discovered were fixed and then verified.

Environment: SharePoint, Requisite Pro, Rational Rose, MS-Project, MS-Office Suite, SQL Server Management Studio, Framework Manager, Report Studio, Cognos Connection, Query studio, Analysis studio, Powerplay Transformer, Cube Reports ,Oracle 9i ,Toad

**Emcure Pharmaceuticals, Hyderabad, India April 2009 – September 2010**

**Role: Systems Analyst**

Emcure, one of the leading pharmaceutical companies in India, is a vertically integrated company with strengths in API (Active Pharmaceutical Ingredient) and Formulation R&D, API and Formulation Manufacturing as well as Marketing. Emcure Pharmaceuticals USA, INC. is headed by a key team of seasoned professionals from the pharmaceutical industry.

**Responsibilities:**

* + Responsible for creating and **reviewing business requirements, functional specifications**, project.
  + Involved in requirements discussions with business units, ensuring all business requirements were met.
  + Gathered user/business requirements by meeting with business users and generated **business models and use case analysis.**
  + Interfaced with internal clients and technical vendors on new feature requirements and conducted a thorough analysis of the system features to assist project team with implementation of new features.
  + Creating **reports (Report/query studio**) which cater to different employees at different levels.
  + Report includes all types such as **charts (bar, bubble, line, lists etc).**
  + Analyzing the requirement and building **complex SQL Queries**.
  + **Dashboards and Drill-through reports** for the complete management hierarchy.
  + Participated in **JAD sessions** with business and technical units
  + Coordinated with **onsite/offshore teams** by transferring knowledge supporting business-critical applications and meeting stringent service levels.
  + Created **use case document** to elaborate user experience taking into account the mission statement and the business objective
  + Prepared the **Functional Requirements Specification (FRS)** Document using Requisite Pro for the application based on business user information.
  + Designed and implemented **SQL queries for QA testing and report/data validation.**
  + Involved in capturing requirement from different stake holders and involved in drawing high level timeline and design documents.
  + Conducted analysis of business and user needs to develop requirements documentation for Customer Communication Services

**Environment**: MS Word, MS PowerPoint, MS Excel, MS Visio, MS Access, SQL Server Management Studio, Framework Manager, Report Studio, Cognos Connection, Query studio, Analysis studio, Powerplay Transformer, Cube Reports ,Oracle 9i, Agile.

**Education:**

* Bachelors in Computer Science Engineering (CSE) – GITAM University, Visakhapatnam, India – Graduated in 2009