**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.
* Experience in conducting **GAP analysis, ROI analysis, SWOT analysis and, Cost benefit analysis**
* **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.
* 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.
* Developed new BI reports based on the business requirements and needs.
* Experience in developing Tabular, Matrix, Ad-hoc and distributed reports in multiple formats using SSRS and Crystal Reports.
* 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
* Experienced in setting up **Project Management Office (PMO)** using tools like MS Project to track tasks and report results.
* Experienced in performing **GAP Analysis (AS-IS and TO-BE), Cost Benefit Analysis and Risk analysis** of existing system and evaluating benefits of new system and validating business rules based on the industry standards and framework.
* Extensive experience in **Change Request Management,** conducting UAT and issue resolution.
* 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) |
| Testing Tools | HP Quality Centre, HP Application Lifecycle Management (ALM) |

**PROFESSIONAL EXPERIENCE:**

**Florida Blue, Jacksonville, FL March 2015 – October 2016**

**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.
* 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.
* 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.
* Designed and developed Use cases from the Functional requirements and wrote Use Case Specifications and created **businessprocess workflow diagrams** (Activity diagrams, Sequence diagrams, Collaboration diagrams) in Visio.
* Deep involvement with Portfolio Management accounting system (PMS) & Distribution of web interfaces (DOW) for **reconciliation process** and Basel II compliance.
* Created and maintained user stories in **JIRA** for better understanding of the requirements for the development team. Also use JIRA for **bug tracking**.
* 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.
* Interacted with the business and technical team to create front-end and back-end FSD's and communicated these to the stakeholders while co-coordinating approvals.
* Created and managed **Project Templates**, Use Case Project Templates, Data Mapping Templates, FSD Templates and Requirement Types.
* 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.
* 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.
* Conducted CR "**Change Request**" walk-thru and approved FSD, BRD, Artifacts, & CR Sign-offs.
* Designed **mock-up screens** (UI'S) for the File Transfer Setup (FTS) Application to **communicate** visual **data flow to the end users**.
* Touched point with business partners on a daily basis to review the status of the project thru SIT "System Integrated Testing", UAT Functional "User Acceptance Testing", UAT Regression and Implementation phase.
* Assisted to develop the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, technical specifications and product knowledge.
* Provided clear and concise documentation regarding requirements management plans, Functional Requirements, supplemental Requirements, Test Plans and Test Cases.
* Facilitate implementation of new functionality through training sessions, demonstrations and the development of appropriate documentation.
* 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, Microsoft Visio, ALM, JIRA, BIDS (Business Intelligence Development Studio), SQL Server 2012, IBM Data Studio, TOAD, SQL Navigator, SSRS.

Project – II - Provider Profiling:

**Responsibilities**:

* Liaison between the Lines of Business and **Combine knowledge** of what the business wants with knowledge of how the **systems are built**, how the **data is managed**, and used to create a **functional designs across applications**.
* Conducted meetings, interviews and **JAD sessions with stakeholders** to collect business requirements. This information along with the vision document was used to transform **business requirements into System Requirement** Specifications.
* Working closely with the business users to understand the current state and target state business processes.
* Excellent knowledge in **developing SQL scripts** using temp schemas and developing **cross connection queries in TOAD.**
* Coordinated in **analyzing Tech-Spike’s and developing business rules**.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions.
* Responsible for Documentation in each phase of **RUP Methodology**, **Risk Assessment**, and Validation Verification process.
* Created **workflow scenarios**, designed new process flows and documented the Business Process and various Business Scenarios and activities of the Business from the **conceptual to procedural level**.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams using Rational Requisite Pro and used **UML** methodology to define the **Data Flow Diagrams** (DFD).
* Managed business requirements as well as system requirements , performed requirements analysis along with the creation of Use Case Scenarios.
* Modeling of the business and application using Rational Unified Processing **RUP** and Unified Modeling Language **UML.**
* Worked with **Data Warehouse** in the development and execution of **data conversion, data cleaning and standardization strategies** and plans as several small tables are combined into one single data repository system MDM (Master Data Management).
* Analyzed user requirements, attended **Change Request meetings** to document changes and implemented procedures to test changes.
* Conducted **walkthroughs with the end users and stakeholders** to gather the modification requests from the user to upgrade or change the business specifications for the product.
* Assisted in Conducting **UAT (User Acceptance Testing)** to make sure that all the user requirements are catered by the application and gets sign off from Business to move production.
* Performed **Data Auditing** for online security standards compliance.
* Used SQL queries to extract data from the target tables to prove the **data mapping.**
* Used SQL statements extensively to retrieve data for **Database testing.**
* Good hands on experience using **Rally**.
* Proactively started initiative to begin **Root Cause Analysis (RCA)** on known issues, which had impacts on further upstream\downstream processes which reduced the number of issues\defects.
* Attended **weekly meetings with team leaders, managers and developers** to discuss the issues found during the creation of the test cases/scripts
* Worked on **Data analysis** and **Database management.**
* Worked with the project manager for **planning and organizing the project activities,** and in communicating with other business center mangers and stakeholders of the project.
* Worked independently with minimum supervision as part of a dynamic IT team.
* Strong analytical, problem solving and diagnostic skills, with the experience to drive the business initiatives from conception to realization.

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

**Role: Sr. Business Systems 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**.
* Conducted a controlled brain-storming session with project focus groups.
* 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.
* Designed **Use cases, use case diagrams and flow charts** to present a better view of the system to the technical team for them to identify the key processes.
* 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.
* Used **RUP, UML methodologies and Requisite Pro tool** to design, document, and manage requirements throughout the full lifecycle of the project
* Designed **business models** that served to identify requirements and communicate information between teams.
* 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**.**
* 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, SQL Server Management Studio

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

**Role: Business Systems Analyst / QA**

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.**
* 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

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

**Role: Business Systems Analyst / QA**

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.
* Involved in setting up **Project Management Office (PMO),** governance model framework, tools and templates for the project.
* 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.
* 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

**Cognizant, 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.
* 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 Mangement Studio, Agile.

**Education:**

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