# PROFESSIONAL SUMMARY

* Certified SCRUM Master with agile SCRUM environment, experience working different diverse teams as Business System Analyst/Scrum Master/Agile Coach.
* Experience working with managed care plans, Health Maintenance Organizations (HMOs), Preferred Provider Organizations (PPOs), Point of Service (POS) plans, Coordination of Benefits (COB), Explanation of Benefits (EOB).
* Experience in configuration of claims processing applications, claim adjudication process, claims management process, real time claims adjudication, Electronic Medical Records / Electronic Health Records (EMR/EHR) and Medicaid Management Information System (MMIS), and Medicaid Information Technology System (MITS).
* Expert in HIPAA transaction and code standards and electronic data interchange (EDI) standards like X12 837, 270, 271, 276, 277, 278, 835, 275 and knowledge of claims encounters process.
* Experience with health care systems: FACETS, Medicare Part A, B, C, D, Medicaid systems, and validating General Equivalency Mappings (GEMs), Technical Report Type 3 (TR3) Implementation Guide, and Companion Guide.
* Experience in SDLC, Agile, Waterfall, Scaled Agile Framework (SAFe), Kanban and SCRUM software development methodologies.
* Experience in facilitating SCRUM ceremonies like product backlog grooming sessions, sprint planning, daily stand-up, sprint review, and sprint retrospective; Facilitated Product owner on project planning to enhance the ROI.
* Experience in Release planning, Acceptance criteria, definition of done, definition of ready, Potentially Shippable Product Increment (PSPI), minimum viable product (MVP), and good understanding of test driven development.
* Good understanding of breaking down of Epics into User stories (INVEST) and User stories into tasks (SMART) using splitting patterns like workflow steps, business rule variation, data variation, interface variation, simple/complex, major effects, operations, defer performance and others. Assisted Product Owner and the team to commit to PBIs.
* Used tools like JIRA and RALLY to create and maintain Product Burn-down chart, Sprint Burn-down/ Burn-up chart.

# TECHNOLOGY STACK

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| SDLC Methodologies | Waterfall, Agile (SCRUM, XP), Hybrid (SCRUM-Waterfall) |
| Operating Systems (OS) | Windows |
| Modeling Tools | MS Visio, Mock-up screen, Erwin, Enterprise Architect |
| Requirement Management Tools | Rational Requirements Composer, Rational Team Concert, JIRA, Rally |
| Testing Tools | HP QC, HP ALM |
| Languages | SQL, HTML, CSS, XML |
| Reporting Tools | Tableau Desktop, IBM Cognos |
| Architecture | Service Oriented Architecture (SOA), 3 Tier Architecture, N-tier Architecture, Cloud Platform (SaaS) |
| Databases | MySQL, IBM DB2, Oracle |

# Professional Experience

**Affinity Health Plan, Bronx, NY**

**BSA/ Scrum Master/ Agile Coach Sept 2016- May 2018**

Affinity Health Plan Implemented Facets Enterprise administrative system, a new core system built by TriZetto, with updated technology to allow for more efficient claims processing, membership enrollment and provider data maintenance & getting access to customer records. X12 EDI and HIPAA standards were followed thorough the project. I worked as Scrum master/ Agile Coach and was involved in facilitating Agile adoption retrospective for the organization. I was also involved in collaborating with members of the Product, Business and Engineering Teams to develop and maintain Product Backlogs

**Roles and responsibilities**:

* Set ground rules and regulations of Scrum and acted as a Coach to create a winning strategy for project to attain a PSPI.
* Coached teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency.
* Facilitated sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
* Protected development team from outside distractions, impediments or team conflicts, and maintained focus on product backlog and project timeline.
* Worked closely with project owner in backlog management and continuous delivery of features.
* Educated and reinforce scrum methodology and agile framework to team members and key stakeholders.
* Directed and lead development team from project initiation through delivery of final product.
* Wrote Agile FAQs, articles and success stories which were distributed and posted on JIRA to improve the Agile maturity level.
* In-depth understanding of the practices and principles of Scrum established self-organizing scrum team by training on agile fundamentals and coaching team for sustaining changes introduced
* Coached team through the transformation and provided the necessary training and references to enable the ideal management and team structures.
* Coached other product owners on requirements gathering and story writing process
* Developed a roadmap for the team to evolve toward predictive velocities
* Facilitated Scrum of Scrum calls for seven different billing applications following Agile process
* Acted as a protector of the team by making sure team does not over commit to the work due to pressure of Product owner, also protected team from Complacency.
* Possessed conflict resolution, does conversation by focusing on scrum values of openness, honesty and respect.
* Expert in estimation and planning, knows how to create useful, reliable and practical plans for software development projects.
* Coached team on Agile practices and ensured correct use of scrum process.
* Involved in creating User-stories and assisted product owner in prioritizing these user-stories.
* Facilitated ceremonies like backlog refinement, sprint planning meeting, Daily scrum meetings and Retrospective meeting.
* Used JIRA for Prioritizing, Issue tracking, story management, requirement traceability and internal collaboration.
* Collaborated with onsite, off-shore and collocated teams, and with vendor team resources located in different geographical locations across different time zones to identify the best approach for accomplishing the solution.
* Assisted in successfully implementing and validating the single sign on (SSO) process for members in the Aetna Navigator application, so that when member accesses the link they will be directed to the vendor tool dashboard.
* Prepared business process flow diagrams, activity diagrams, and use case diagrams for illustrating the process and flow of information between various applications to different stakeholders.
* Designed GUI and mockup screens to analyze and demonstrate to the stakeholders where the links to the vendor based tool be located, how the end results would look like, and how the member experience could be enhanced.
* Assisted in performing cost benefit analysis in conjunction with the architecture and development teams regarding usage of available APIs and services to pull in data from existing applications versus building new APIs, and using mostly batch files for making available provider data to the external vendor.
* Involved in writing complex SQL queries to extract the data from Oracle database.
* Analyzed XML documents and XSD Schemas to validate data attributes and coordinated with architecture team to identify the best approach to make available the data elements on a real-time basis, required by the vendor.
* Developed elaborate use cases explaining interaction between user and system context, and system to system context, to demonstrate dependencies between the plan, member, provider and claim domain to facilitate design discussions with architecture team, and to illustrate member interaction with the vendor based tool.
* Designed and implemented SQL queries for reports and data validation.
* Created data mapping documents, to analyze, map, and define the data elements, between source and target systems and identify missing fields from the source system by analyzing the claim extracts and identify the best approach to compensate for the missing fields, and determine if they can be pulled from existing applications.
* Worked closely with architecture team to identify the best approach for making available the data elements to the vendor which included- leveraging existing APIs, invoking a call to use web services and delivering the data attributes through SAML technology which uses XML format, to the vendor.
* Assisted with User Acceptance Testing to validate if the system functionality has been accomplished based on the expectations and needs of the end user.
* Collaborated with agile teams for the member and plan sponsor areas and assisted the agile BAs in grooming sessions and documenting the Epics, user stories, acceptance criteria based on the high-level requirements.

Blue Cross Blue Shield, Baton Rouge, LA

Aug 2014-July 2016

BSA/ Scrum Master

The project Implemented and provided support for HIPAA ANSI X12 standard transactions 270, 271, 274, 276, 277 and 278. Maintenance and support for 834, 835 and 837 HIPAA EDI transactions. The organization provides managed care services targeted to government-sponsored health care programs, focusing on Medicaid and Medicare.

**Responsibilities:**

* Implemented SDLC which included Waterfall-SCRUM hybrid agile methodology with requirements, specifications phase and development phase in iterative time boxed sprint cycles, incorporating a rigorous definition of done.
* Gathered functional and non-functional requirements and involved in development and documentation of Business Requirement Document (BRD), and Software Requirements Specification (SRS) using agile methodology.
* Developed implementation guides for Partners EDI X12 transactions such as 834, 835,837,270, 271 and 274.
* Assisted the Project Manager in defining the project plan, project charter, scope, vision, and timelines. Handled requests for proposals (RFP), making presentations to customers, and negotiating project timelines and deliverables.
* Prepared Business Process Models (BPM) and UML diagrams like workflow diagrams, activity diagrams, sequence diagrams, use case diagrams, by using MS Visio, for visual representation to explain various steps involved in business.
* Developed and executed detailed Use Case to describe the functionality of the system including claims transactions.
* Assisted QA team in creating and executing test cases, test plans and test scripts for EDI 837 Claims (I & P) Transactions.
* Facilitated Scrum ceremonies like Backlog refinement, sprint planning, standup meetings and retrospective meeting.
* Used SQL Queries in Oracle to pull out data from the databases for the data validation and routine report generation.
* Facilitated sessions with Scrum Masters for inter project dependency issues and conducted story writing workshops to coach the teams on accommodating agile philosophy.
* Helped to prioritize user stories using MoSCoW and estimation of user stories using Planning Poker techniques
* Helped team in maintaining Sprint Burn-down, Burn-up charts and tracked these charts to ensure that the team was following agile practices and not waterfall.
* Ensuring appropriate number of story points are assigned to the user stories and team commits to adequate number of story points to facilitate with velocity planning and making sure that technical debt is not accumulated.
* Responsible on the administrative, coaching and leadership roles that make Scrum development possible.
* Responsible to shield the team from impediments/blockers during the sprints, and maintained open/action item log to make sure the impediments were resolved.
* Functioned as a buffer between the team and overall process, so each team member can focus on producing a working PSPI without any technical debt.
* Worked with Product Owner in grooming the Product Backlog and involved in creating User-stories and assigning Acceptance Criteria to the user stories.
* Have good knowledge on Continuous Integration and Acceptance and Behavioral Test Driven Development (ATDD and BTDD).
* Engaged Scrum teams and programs SME’s to understand communicate status, priorities, risks and issues.
* Performed Data mapping to validate and customize Claims daily load into FACETS for processing the transactions.
* Performed Data profiling through careful range and pattern analysis and checked for data integrity by looking for various data anomalies and doing data normalization and data verification using Informatica Data Quality Center.
* Build Data Dictionary for various designers, developers, users, and administration with information on contents, data-type, and data element in various tables, columns and rows, and data modeling through star and snowflake schema.
* Responsible for the development and implementation of HIPAA EDI Data Mapping artifacts 270, 271, 274, 276, 277, 820, 834, 835, 837 .
* Developed HL7 messaging for bi-directional case and disease report exchange, in HTML and XML formats, in accordance with HL7 specifications.
* Developed XSD Schemas and wrote XML test files for backwards compatibility testing.
* Created test cases for the premium calculations and Claims limits and deductibles (Claims calculations).

WellCare, Tampa, FL

Feb 2013- June 2014

Business System Analyst

A web application was reengineered to make it compliant with the EDI standards. Integration of this web application with the third-partyadministrator’s applications (TPA) was achieved. The developed application is complaint with the HIPAA standards.

Responsibilities:

* Involved in the analysis of the existing credit card processing system, mapping phase according to functionality and data conversion procedure.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Followed solely Agile/Scrum methodologies during the course of the project.
* Upgraded the existing Test Scripts and created new scripts for client application to be able to work for new versions and patches, which improved product quality.
* Created Data Stage jobs to extract, transform and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files etc.
* Accumulated system requirements from various departments through surveys and interviews.
* Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data
* Conducted JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
* Designed and implemented basic SQL queries for QA Testing and Report / Data Validation
* Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams in MS Project.
* Assisted in the development, design and implementation of new relational or multi-dimensional databases, including the analysis of user needs.
* Created and managed project templates, Use Case project templates, requirement types and traceability relationships in JIRA.
* Involved in writing the detailed Test Plan using HP Quality Center, after analyzing business requirements and software/functional requirement artifacts.
* Worked extensively with MS Excel and MS access
* Suggested measures and recommendations to improve the current application performance.

CIGNA Health-Care Insurance, PA

June 2010- Dec 2012

Business System Analyst

As a Business Analyst in Cigna I performed pivotal role in multiple projects & handling three releases at the same time. Release 1 & 2 was web-based service application developed for streamlining office workflow processes involved in Electronic Data Interchange (EDI) transactions and benefits in claims management cycle based on HIPAA Guidelines. Release three was based on reporting the policy premium. There were seven reports, which were generated in Brio portal.

Responsibilities:

* Prepared logical data model in the form of Business Context diagram to include various entities and attributes in order to facilitate the design of Data model in the form of ER Diagrams. Studied current information structures and data models of the current databases to better understand the design of target data source.
* Wrote PL/SQL statement and stored procedures in Oracle for extracting as well as writing data.
* Used Rational Rose to model the process using UML to create behavioral and structural diagrams.
* Analyzed and translated business requirements into system specifications utilizing UML and RUP methodology
* Modeled Business requirements into workflows to depict various scenarios of system to request RFI and RFP responses from major vendors.
* Responsible for identifying, documenting and testing the data mapping feeds from several reference data systems, to risk applications.Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOAD using UML and Business Process Modeling.
* Intricately involved in Business Process Flow development, Business Process Modeling, and ad hoc Analysis
* Performed detailed comparative analysis of response to RFPs of vendors and Graphically Represented the recommended solutions in PowerPoint to Senior Management
* Prepared and maintain Business Rules Spreadsheets (BRS) identifying Rules, Triggers and corresponding data fields from Legacy to target CRM application.
* Developing and executing SQL queries against data warehouses to support data mapping and ad-hoc analysis.
* Actively interacted with different business groups to perform Gap analysis to identify the deficiencies in the system by comparing the actual objectives with the system objectives desired.
* Prepared Test Cases based on base-lined Requirements Document, prepared Requirements Traceability Matrix and provided Performance Testing Requirements. Worked very closely with the Test team to Test all iterations during the Testing Phase and documented all the defects.
* Facilitated the User Acceptance Testing (UAT) with Pega System Administrators and Business Users, documented any issues or defects and eventually got sign off from the right parties.
* Prepared training materials in the form of User manuals by preparing step-by-step guide to all screen flows in CMS.
* Assisted in development of User Interfaces and prepared screenshots to get business’s buy-in on the requirements.

**EDUCATION**

Master’s Degree

Certified Scrum Master (CSM)