**Kumar Prahalad**

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**SUMMARY OF EXPERTISE**:

* Business Systems Analyst with **Ten** years industry experience in data modeling, software requirement analysis, process modeling, process flow and quality assurance skills using different methodologies, mainly OOA, OOAD and UML
* Full understanding of Rational Unified Process (RUP) using Rational Rose, Requisite Pro, Unified Modeling Language (UML), Wireframes, Systems Integration and Testing (SIT).
* Extensive working experience in Healthcare, Insurance and Banking Domains.
* In-depth knowledge of Medicare Enrollment, Billing and Finance systems.
* Expertise in writing SQL queries for the retrieval and management of data.
* Coordinated with NT, Mellon, PDM, Checkfree and various external vendors acting as a single point of contact as well as a liaison between the client and vendors.
* Organized many Joint Application Developments (JAD) sessions and Joint Requirement Planning sessions (JRP), walkthrough, Interviews, Workshops and Rapid Application Development (RAD) sessions with end-user/clients/stake holders and the IT group.
* Proficient in developing fully professional Project, Test, Vision and Scope, Requirement Traceability Matrix, and System Requirement documents.
* Developed skills and gathered thorough experience in accounting such as Profit & Loss, Balance Sheet, and Cash Flow Statements.
* Very good understanding IT related technologies (Java, J2EE, Webservice, JMS, Message Queue, Database, ETL, SSIS, SSRS) to discuss with developers and business.
* Having excellent understanding of Financial Accounting. Comprehensive knowledge of balance sheets, G/L ledger, trial balance, income statement.
* Extensive experience in Accounting Reporting Systems on daily, weekly, monthly, quarterly and annually together with various accounting analysis such as variances and reasons for same.
* Excellent mentoring skills demonstrated by involvement in teaching both system and technical competencies such as performing analysis, preparing Use Cases using UML, Process Modeling, OOA/D design techniques.
* Proficient in using UML in behavioral, structural and architectural modeling – in creating Use Case, State, Activity, Class and Sequence diagrams using Rational Rose.
* Used Microsoft Visio for Process Modeling and Data flow diagrams.
* Worked with Rational Suite of tools to create requirements documents (Requisite Pro), visual data models (Rose), manage and track defects (Clear Quest).
* Well versed in project management tool (MS Project) for status reporting, planning and resource allocation.
* Familiarity with IBM WebSphere MQ, IBM WebSphere Message Broker and IBM WebSphere MQ Workflow.
* Expertise in Analysis of Problem Severity, Defect tracking and reporting system.
* Developed skills and gathered thorough experience in project management. Performed sizing, prioritizing, and resource allotment and scheduling of projects and maintenance work.
* Created project sizing plans and work schedules. Monitored and communicated project status
* Hands on experience in creating very detailed, functional and engaging wireframes.

**TECHNICAL SKILLS:**

**Business Tools:** Rational Suite (Requisite Pro, Rose, Clear Quest, Clear Case), MS Visio, MS Project, MS Access, MS Office Suite, Visual Paradigm, DoorsErwin Data Modeler 4x, Business Object (Crystal Reports)

**Methodologies:** RUP, OOAD, UML & Business/Data Modeling

**Testing Tools:** Quality center 10.0, Test Director, Quick Test Pro, PR Tracker

**Operating Systems:** Windows XP/95/98/NT/2000, Mac OS X, DOS, UNIX, Linux

**Databases:**  Oracle 8i/9i; SQL Server 7.0 & 2000; Access 2000, MS SQL Server, DB2

**Languages:** UML, C, C++, HTML, Java, SQL, PL/SQL, ASP.NET

PROFESSIONAL ACCOMPLISHMENTS:

**Client: Florida Blue, Jacksonville, FL Jan 2013 – Current**

**Designation: Business Systems Analyst**

**Overall project Scope**: Blue Cross and Blue Shield of Florida is a non-profit organization providing health care products and services to Florida residents. Medicare Business Solution Platform (Sapphire): Integrated and Modernized Platform for Enrollment, Billing, Finance, Fulfillment & Reporting capabilities for both Medicare Advantage and Medicare Supplemental products.

Enrollment: Medicare Advantage Member Enrollment, Medicare Supplement Member Enrollment, Group Set up, Rate Set up, Enrolled Member Maintenance and Submit Business Exception. Also includes complete automation of sending various CMS Transactions to CMS via intermediate CMS Vendor Plan Data Management (PDM). Calculation of LIS Subsidy and LEP amounts into Billing in a complete automated way.

Billing and Finance: This module provides the ability to calculate premium, create AR, create Invoice and apply cash. Designed based on accrual based accounting concepts. Maintains and balances transactions at the sub ledger. Uses rule engine concepts in various processes for flexibility. Have various controls and Alerts as part of FMEA process. This module interfaces with external vendors to receive payment using automatic payment options. Adjustments are processed on a real time basis.

Fulfillment: Provides ability to configure re-usable letter/correspondence templates both at the Member and Group level. This module retrieves all the necessary information needed for the selected template and transmits data to print vendor to print the letters/packages for mailing purposes. Interfaces with print vendor to receive the acknowledgements for all mailing items and also corrects addresses recommended by US Postal service.

**Responsibilities:**

* Worked extensively on the Billing and Finance module as a liaison between the client and development team to support the client’s data analysis, application enhancement and reporting needs.
* Reviewed TDD (Technical Design Documents), Database Designs. Also, validated Application and its individual modules before UAT.
* Worked extensively with many of the external vendors such as Northern Trust Bank, Plan Data Management (PDM), and Mellon Bank as a point of contact from the client’s side.
* Worked extensively with Vendors like PDM on crosswalks for various file formats.
* Extensive knowledge on Member Enrollment, Billing and Finance as well as Fulfillment modules.
* Worked extensively on RBMS Data analysis by accessing CICS, Mainframes UI.
* Understood and developed requirements and use cases for Webservices that allowed agents to maintain member Payment options.
* Proficient in discussing and defining project, Gap Analysis with the Finance team and Corporate Cash Receipts (CCR) from both a system and technical perspective.
* Participated efforts in the role of liaison between business owner and outsourced partners to manage key enhancements of existing Capitation applications.
* Performed monthly analysis comparing the monthly billing and invoice transactions and earned income booked to the general ledger.
* Responsible for reconciling internal & external financial reports daily and monthly to ensure proper account balance are maintained and accurate data which are reflected on client accounts.
* Managed the production of cash flow, P&L and balance sheet reports
* Worked on Rational Rose to develop the use cases, class diagrams and sequence diagrams.
* Worked on Requirement Change Management System in Rational Requisite Pro.
* Setting up document hierarchy and standards to define different level of requirement using Rational Requisite Pro.
* Creating RUP based software project plans in MS Project.
* Responsible for executing User Interface Testing, Supporting System Testing, Data Quality Testing on the configuration design and prototypes.
* Interacted and interviewed customers and system sponsors to gather data requirement.
* Worked on following applications Business Objects, Enterprise Architect, Toad, PlanView (project management), Microsoft Suite (Word, Excel, PowerPoint, Visio, Access, Project)
* Defined customer objectives, business needs and scope
* Documented project risks and issues
* Managed project initiation meetings to discuss project direction, scope changes, and other issues
* Lead daily status meetings and capture, manage, and follow-up daily action items

**Environment:** Windows XP/2000, Oracle, PL/SQL, MS-Project, MS-Office Suite, MS Visio, Rational Requisite Pro, Clear Case, Clear Quest, MS Visual Source Safe, Test Director 7.6, Quick Test Pro (QTP)

**Application Environment**: Java, J2EE, JSF, JMS, Webservice, SSIS, and SSRS.

**Database**: Oracle10g and SQLServer7.0

**Application Server**: IBM WebSphere 6.1 Web Service Pack 2.

**Client: Kaiser Permanente, Pleasanton, CA Nov 2011 – Dec 2012**

**Designation: Senior Business Analyst**

The scope of the project was to presentVuebill functionality for mobile users (i.e. iPhone and Android smart phones). The project dealt with presentment of invoices to Subscribers/Members, the ability for them to view/search invoices (current and historical), view/search payment history, and/or make premium payments, along with administrative setup screens to facilitate payment account and email notification settings. Users could navigate to the Mobile Vuebill site via SSO from the Kaiser mobile application after sign-on

**Responsibilities:**

* Involved in understanding the “As-Is” business process. Created models of "As-Is" and "To-Be" business processes.
* Analyzed and documented the system process and incorporated these processes into System Rules, Data Models, Data Flow Diagrams and Entity Relationship diagrams, ensured accurate depiction of the system work flow using UML.
* Coordinated JAD session with Business users, system analysts, development team, project manager and QA team for application development and Pre-validation specifications.
* Gathered business requirements in order to describe the business needs in terms of the main deliverables.
* Interacted with Business users and created the process requirements and involved in discussions with design and development team.
* Interacted with Subject Matter Experts, Program Managers, Developers, and conducted JAD sessions.
* Interacted with System Teams to gather and understand Data requirements. Prepared and optimized Data model based on System and UI requirement analysis.
* Participated in writing data mapping documents and performing gap analysis to verify the compatibility of existing system with new system requirements
* Interacted with department heads to finalize system requirements, functional requirements and technical requirements and also created process model.
* Documented Meeting Minutes from the JAD Session as well as responsible for getting a sign-off on them from the JAD participants.
* Identified Use Cases and wrote Use Case Narratives.
* Used Rational Requisite Pro for managing the requirements. Documented Used Cases and Used Case Models using Rational Rose.
* Created Use case diagrams, activity diagrams, Sequence Diagrams using Rational Rose according to UML methodology.
* Wrote SQL statements to extract data as well as research production issues.
* Provided clear and concise documentation regarding requirements management plans, functional requirements and non-functional requirements.
* Defined Testing strategies and designed Test Plans to test each system Interface output and rigorously test each system Interface based on its Test Plan.
* Worked closely with QA and Developers to clarify/understand functionality, resolve issues and provided feedback to nail down the bugs.
* Coordinated user acceptance testing.
* Maintained a Traceability Matrix to ensure that all Functional Requirements are addressed at the Use Case Level as well as the Test Case Level.
* Involved in the creating the User Interface Specification Document and User Training Manual as per project specification with the help of development team

**Environment:** Rational Rose, Rational Requisite Pro, MS Project, MS Office, RUP, SQL Server, UML.

**Client:Wachovia Corporation, Chicago, IL** Jan **2009 – Nov 2011Designation: Systems Analyst**

**Project Scope**: Wachovia Securities is the brokerage arm of Wachovia Corporation which offers a range of securities brokerage, asset management, and financial advisory services with more than $520 billion worth of client assets and 5.2 million client accounts. Wachovia deals with variety of services ranging from Checking, Savings, Home loans, Investment and Insurances, e-Commerce, Credit Cards, Private Client Services, Brokerage and Private Equity. The project that I was working on was called Portfolio Management System. Portfolio Management System allows the user to get a view of the comprehensive account summary that shows the portfolio value, cash balance, and securities held in all of the Wachovia Securities accounts.

**Responsibilities:**

* Documented and supported the requirements to develop the platform which enables the user to monitor his/her accounts, provides at-a-glance balances and positions, order status, account reporting, grouping accounts, real-time margin balances and real-time profit & loss
* Understood and developed requirements and use cases for account maintenance, reporting for new accounts on Wachovia’s private banking and trust application, platform service, Integration and Implementation
* Used the guidelines and artifacts of the Rational Unified Process (RUP) to release multiple iterations of the deliverable over the span of the project lifecycle.
* Analyzed business requirements and segregated them into Use Cases.
* Customized Accounts Payable (A/P) pay-cycle process to create a lights out pay-cycle. Modifications required the integration of PeopleSoft Accounts Payable with Control-M scheduler.
* Gathered requirements to build an interface that loads employee demographic and Peoplesoft specific data directly from the HR system.
* Worked extensively in Data Analysis, Data Requirement Analysis and Data Mapping for ETL process.
* Facilitated JRP sessions between technical and regulatory teams for meeting requirements as well as solving problems on a daily basis
* Involved in creation and reviewing of Functional Specifications and created a Functional Requirement Document
* Created and maintained Narrative Use Cases (System Use Cases) and modeled Use Case Diagrams, Activity Diagrams, Data Flow Diagrams using MS Visio.
* Developed and delivered training to software developers and architects on OOAD techniques with UML and Rational Rose, Iterative-Incremental Development with RUP.
* Used UML to prepare use-case diagrams, sequence diagrams, activity, and collaboration and class diagrams.
* Elicit, organize, and document the requirements of the software and integration system using the Rational Unified Process (RUP).
* Defined Development Cases, Requirement Management Plans using UML Modeling, Analysis & Design and Requirements Management.
* Involved in transforming system requirements into functional specifications; focused on workflow analysis & design, process reengineering, user interface design & process flow modeling.
* Involved in creation and execution of manual test cases in Mercury Test Director and automated Test Cases in QTP and analyzed the Test Results.

**Environment:** Windows XP/2000, Oracle, PL/SQL, MS-Project, MS-Office Suite, MS Visio, Rational Requisite Pro, Clear Case, Clear Quest, MS Visual Source Safe, Test Director 7.6, Quick Test Pro (QTP)

**Client: JP Morgan Chase- Jersey City, NJ April 2008 – Dec 2009**

**Designation: Systems Analyst**

JPMorgan Chase is a leading global financial services firm with assets of $1.6 trillion and operations in more than 50 countries. I worked on multiple projects relating to business migrations, system conversions, Merger and Integration, General Ledger, MIS, Reference Data, regulatory and corporate reporting. As a part of Business Migrations team worked on a major initiative to develop an Operational General Ledger (OpGL) and Financial Data Warehouse (FDW).

**Responsibilities:**

* Conducted user interviews, gathered requirements, analyzed the requirements using RUP methodology and documented the requirements using Rational Requisite Pro.
* Wrote detailed specifications for a wealth management application, including general ledger entries,
* Worked with the SME’s (Financial Analysts, Risk Managers, and Project Managers) to define system critical needs and analyze the possible technical solutions.
* Used the RUP methodology to identify requirements and the Unified Modeling Language (UML) to document system artifacts including System Rule, Use Case Scenarios, and Supplementary Specifications.
* Created System Requirement Document (SRD), Functional Requirement Specification (FRS) document, User Requirement Specification (URS) and Change Request (CR) document for system application development.
* Developed a consistent reporting system cash flow, P&L and balance sheets.
* Database table review and data mapping for large scale data conversion project Oracle database to Mainframe.
* Defined functional and technical requirements for timesheet archiving of the PeopleSoft Time and Labor module.
* Extensively used UML diagrams in all kinds of documents along with descriptions, for better visual clarity and understanding.
* Coordinated various kinds of User Acceptance Testing (UAT) including regression testing, system testing, integration testing, functional testing, alpha & beta testing.
* Authored test plans, test cases for various test scenarios and helped testing team to better understand the test scripts.
* Used Test Director which is a Mercury tool to help manage defects and issues log during the testing phase.
* Involved in the creating the User Interface Specification Document and User Training Manual as per project specification with the help of development team
* Participated in Bug-Review meetings with software developers, QA engineers, managers, and suggested enhancements and solution to the existing application problem from business perspectives.
* Evaluated manual and workflow procedures and processes and depicted those using UML diagrams.

**Environment:** Rational Suite (Rose, Requisite Pro), Windows XP/2000, SQL,HL7, XML, HTTP, MS-Project, MS-Office Suite, MS Visio, Win Runner, Load Runner, Test Director (Mercury Interactive), Java, Oracle

**Client:** **Td Bank north, Portland, ME** **Aug 2007 – April2008**

**Designation: Systems Analyst**

**Project Scope:**The client used an MS-Excel spread sheet based system for risk analysis, disbursement and managing its loan portfolio. The work assigned was to move from this manual, labor-intensive process to an automated and integrated system for its real estate portfolio, which could encompass the entire life cycle of a loan. The new system would have to address all aspects of the loan lifecycle, starting from identifying a deal right up to loan closure.

**Responsibilities:**

* Performed Requirement Gathering & Analysis by actively soliciting, analyzing and negotiating customer requirements and prepared the requirements specification document for the application using MS Word.
* Documented artifacts in accordance with UML to prepare the System/Software Requirements Specification (SRS).
* Collected system requirements to set rules for proper data transfer from Data Source to Data Target in Data Mapping.
* Conducted joint application design (JAD) sessions with senior management and end users to elicit requirements; employed the Rational Unified Process (RUP); documented requirements in the form of use cases, UML use case diagrams, activity diagrams, class diagrams, and sequence diagrams
* Evaluate customer Income statement, Balance Sheet, perform financial analysis including cash flow statements, evaluate attainability of cost and profit objectives via alternate strategies.
* Participated with leads to develop the prototypes and improvise the user interface with the system.
* Reconciled gain/loss accounts to the general ledger.
* Developed the project plan with assistance from the management, and included provisions for project scope changes and issues and initiated efforts to make improvements.
* Conducted project kick off meetings with team members to explain roles / responsibilities, relationships with other groups, deliverables, timelines, assignments and status reporting.
* Involved in analysis for wide range of Six Sigma and Web-based initiatives, including user requirements.
* Developed, designed and executed test cases for systems testing and User Interface Acceptance testing

**Environment:** Rational Suite (Rose, Requisite Pro), Rational Unified Process (RUP),HIPAA, WindowsNT/XP/2000, UML, UNIX, MS-Project, MS-Office Suite, MS Visio, Mercury, WinRunner, Test Director

**Client:ICICI Bank, Chennai, India** **May 2005-June 2007**

**Designation: Junior Analyst**

Project Description: **ICICI** is anIndian based national bank. A re-engineered Card production application was developed which was faster and more reliable to the bank branches and also facilitated client photograph on the new bank cards (ATM, Visa, MasterCard etc.). The new version of the application was based on system integration of the Outbound, Inbounds, Quality and Release Departments.

**Responsibilities:**

* An ongoing process of Monitoring, maintenance and updating of the existing application in the company.
* Settings Rules and Guidelines for the inbound and outbound activities and assuring that all the agents adhere to them. Generating and sending reports and notice to the particular branches for improvements.
* Generating update/improvement requirements and documenting for a new version. Assisted the project manager in drafting BRDs.
* Drafted test plans and test scenarios for any updated versions. Debugging, and regression and load testing and implementations.
* Participated in User Acceptance testing for a new version that came up during my tenure.
* Environment: MS SQL server, Java, Unix, SQL, Windows 2000, MS Suite
* Reconciliation; Reconciling Corporate and personal customer accounts with the bank records.
* Created Use Case Specifications, Business Flow Diagrams, Activity/State diagram and Sequence diagram using MS Visio, so the developers and other stake holders can understand the business process according to their perspective with possible alternate scenarios.
* Created Revenue Cost Reconciliation report monthly.
* Collected, analyzed and synthesized information that served as critical inputs to client service teams
* Developed expertise in the banking domain, to partner and lead knowledge
* Wrote the Bank’s monthly, quarterly and annual Operations goal (Target) assessment report.
* Supervised tellers end of day reports and records.
* Generated and submitted monthly Reports on Bank charges.

**Environment**: Rational Enterprise Suite (Requisite Pro, Rose, Clear Quest, Clear Case), SQL,RUP Implementation and Installation

# EDUCATION

### Bachelor of Technology, Hindustan Institute of Engineering