**Professional Summary**

* Business Systems Analyst with excellent communication and technical skills and 6 years of hands-ondiversified experience. (7+ Years of Total IT experience)
* Extensive knowledge in Agile Project management.
* Excellent writing and analytical skills and experienced in preparing business requirement documents (BRD), system requirements specification (SRS), system design specification (SDS), functional specification documents (FSD) and defining and preparing project requirement document (PRD).
* Strong analytical and problem solving skills that help detect and troubleshoot errors.
* Ability to multitask and work under pressure as a part of team/leader or as an individual contributor.
* Highly skilled with time, task, and data management abilities.
* Exceptionally good communication skill.
* Proficient in MS Word, MS Visio, and Excel and Wireframes and UML artifacts related to Business Modeling and Requirements.
* Experience using Joint Application Development (JAD) methodologies.
* Experienced with System Development Life Cycle (SDLC) methodologies
* Experienced in requirements gathering, design, development, testing, deployment and support.
* Experienced using basic SQL.
* Experienced using Joint Application Development (JAD) methodologies.
* Experienced in migration from 4010A to 5010 attaining both levels of compliance as set forth by HHS.
* Experience in working with **FACETS** enrollment.
* Experience in working with **FACETS** claim module, billing module and also customer service.
* Experienced in Data mapping on Enrollment Module (EDI 834) of **FACETS**.
* Experienced with ERP systems.
* Extensive knowledge of Medicaid Management Information Systems (MMIS), Health Insurance Portability and Accountability Act (HIPAA) standards, Electronic Data Interchange (EDI) and implementation of HIPAA code sets, ICD-9, ICD-10 and HL7.
* In-depth understanding of the gap between HIPAA 4010A and HIPAA 5010 as well as ICD 9 CM vs. ICD 10 CM & ICD 10 PCS
* Thorough understanding and hands-on working experience with standards for medical transactions like 820 (enrollment), 834 (premium payments), 835 (medical claims payments), 837 (medical claims), 270 (eligibility inquiry), 271 (eligibility response), 276 (claim status), and 277 (claim status response).
* Excellent knowledge of Medicare (Part A, B, C and D) and Medicaid Health Insurance Policies, CPT coding, HCFA-1500 and CMS-1500 claim forms and reimbursement forms.
* Experience in Medicare Part D and Medicare Advantage.
* Experience in Manual testing.
* Excellent knowledge of DBMS with hands on experience creating complex SQL queries including Stored procedures and Joins in T-SQL

**Domain Knowledge:Healthcare, Insurance Industry, Finance, Pharma, General BA**

**Documentation Expertise:**Use Case Scenarios, Process Flow Diagrams, Flow Charts, PowerPoint Presentations, Business requirements document (BRD), Functional specifications document (PRD, FSD), Business Rules catalogues, Error Message Catalogues, Traceability Matrices, Test plans, Test cases, Test Scenarios, Query/Issue logs etc.

**Skills & Tools**

|  |  |
| --- | --- |
| **Software Modeling Tools** | Microsoft Office Suite, Smart Draw Suite, Rational Rose, MS Visio, MS Sharepoint, FrontPage, UML, MS Project, Requisite-Pro, Rational Clear Case, MS Excel. |
| **OOA/D Methodologies** | Rational Unified Process (RUP), Software Development Life Cycle (SDLC and SPELC) and Agile, Scrum. |
| **Testing Tools** | HP Quality Center, Rational Clear Quest Test Director, Silk Central. |
| **Databases** | SQL Server,Oracle,MySQL,DB2 |
| **Data Warehousing Tools** | Informatica, Ab Initio |
| **Reporting Tools** | IBM Cognos, Actuate, Business Objects. Crystal Reports |

**Professional Work Experience**

**WellPoint, Indianapolis, IN**

**Business Analyst**

**Jan 2012- Current**

Project: WellPoint, Inc. is one of the largest health benefits companies in the United States. Through its networks nationwide, the company delivers a number of leading health benefit solutions through a broad portfolio of integrated health care plans and related services, along with a wide range of specialty products such as life and disability insurance benefits, dental, vision, behavioral health **benefit** services, as well as long term care insurance and flexible spending accounts.

One of the projects aimed at enhancing software for auto-adjudication of claims process to improve the efficiency in processing claims in accordance with the HIPPA 5010. I was also involved in carrying out assessments of Medicare, Medicaid, and Drug Utilization Reviews (DUR) and Formulary applications. These assessments were followed by recommendations to perform testing on activities related to these applications.

Also was involved in Review, design and reconfigure the following **FACETS** functional areas such as Enrollment, Claim, Billing, Provider, Customer Service.

**Responsibilities**:

* Researched and understood the claims adjudication and reimbursement systems based on HIPAA standards.
* Good understanding of CMS mandates / regulations
* Experience in working with the Medicare part D and Medicare Advantage and the enrollment process
* Interacted with business users and Subject Matter Experts (SME's) via formal interviews, Live Meetings and JAD sessions.
* Carried out rapid assessments for many applications such as DUR, Order processing etc. for the MEDICARE -D and commercial business and presented a SWOT analysis.
* Incorporated UML methodologies to design and develop system requirement into Wire Frames with Use Cases, Use Case Narrative, Activity Diagrams, Collaboration Diagrams and Sequence Diagrams.
* Performed extensive GAP Analysis in order to understand the as-Is and to- be conditions and determine the feasibility of the new project with the existing system.
* Conducted Gap Analysis & identified specific ICD 10 requirements & participated in development sessions capturing ERD diagrams, Workflows & Communication diagrams.
* Carried out User Acceptance Testing and extensively used SQL to perform Backend Testing in order to verify data integrity.
* Performed Unit and Integration Testing for multiple transactions (837, 835, 276, 277, 270 271)
* Facilitate **System Integration Testing**on FACETS systemtoverify HIPAA compliance from 4010 to 5010.
* Worked on **ICD-9 to ICD-10**conversionin **FACETS**.
* Data mapping on Enrollment Module (EDI 834) of **FACETS**.
* SQL was used updated, analyzed and manipulated the database.
* Collected, documented, organized and tracked the business requirements using Rational RequisitePro.
* Business requirements, change requests and use cases were made available to all teams using Rational RequisitePro, Rational Rose and MS Visio.
* Developed Business flow diagrams, Activity diagrams and Interaction diagrams so that the development team and other stake holders can understand the business process clearly.
* Maintained project milestones, schedules, and project progress using MS-Project.
* Held presentations and participated in walkthroughs with the development team to help them understand the requirements and formulate test plans and test scripts.
* Experienced in working on FACETS Enrollment.
* Served as a point of contact to do the testing for various types of claims and real time transactions like 270/271/276/277 for Medicare and Medicaid programs in **FACETS**
* Experienced to work with EDI.
* Worked with FACETS Team for HIPAA Claims Validation and Verification Process (Pre-Adjudication)
* Utilized ClearQuest for submission, modification and tracking change requests and defect tracking.
* Maintained Requirement Traceability Matrix (RTM) to check whether the requirements of the system were met accordingly and to produce RFPs.
* Performed claim validations and Pend/Denied claims analysis for the Health plans Medicaid programs.
* Created Business Information Rules Matrix for Claims regression automation capturing various products and capabilities for the Medicare-D business.
* Created end to end scenarios and process flows for testing Medicare-D business.
* Created Healthcare and Medicare-D training material for onshore and offshore teams.
* Utilized File Transfer Protocol to update, transfer and share files between Windows and UNIX machines.

**Environment:**

UML, MS Word, Rational RequisitePro, Rational ClearQuest, Quality Center, SQL, FTP, TelNet, FACETS

**All State Insurance, IL**

**Business Analyst**

**Aug 2011- December 2011**

All state is the world's leading international insurance and financial services organization, with operations in more than 100 countries and jurisdictions. Its member companies serve commercial, institutional and individual customers through the most extensive worldwide property-casualty and life insurance networks of any insurer. I worked as a Sr. Business Analyst to build a solution, which integrates All States four existing policy management systems including P&C, Workmen’s Compensation, Life and Annuity and extends their functionality for web-based access by the company’s countrywide network of independent producers.

**Responsibilities**:

* Identified and validated high potential business opportunities for stakeholders and developed customized business strategies that are aligned with corporate strategic objectives.
* Translated Business requirements to functional and technical language with the help of Use cases and UML diagrams for developers.
* Wrote the functional and technical specifications that supported the approved business requirements. Tracked the requirements and project plan using SharePoint and MS Project.
* Participated in the business and technical design meetings with both outside carve-out vendors and internal business units.
* Prepared High and Low Level designs for designing DuckCreek platform as per the Business Units requirements.
* Analyzed rating manuals in order to determine the rating similarities and differences across multi-states (50)
* Created Requirement Traceability Matrix to keep up with the project updates and to meet the requirements.
* Documented the fields and values for Rating & Non-Rating Forms for Countrywide / State Specific Forms (also included rules and requirements for mandatory & non-mandatory forms along with printing features)
* Obtained rates and rules from ISO.
* Experienced in Creating and updating tables, codes, formulas and algorithms for Homeowners, PPT Auto, Commercial Auto, General Liability, Commercial Property, and Umbrella.
* Clarified client requirements, business needs and project objectives for the CRM project, via feedback sessions and client meetings, in collaboration with internal managers and colleagues.

**Environment:**

Microsoft Office Suite, MS Visio, ERP, Windows XP, DreamWeaver, SQL, PLSQL, XML, VB, ASP, Adobe Photoshop, Share Point

**Cephalon Inc.**

**Business Analyst**

**Aug 2010 - Aug 2011**

**Cephalon**is a biopharmaceutical company that deals with pharmaceuticals to deal with neuro-generative problems. The company s needed to carry out parts of the drug discovery cycle with a view to saving time and paring down costs. The research was being increased to meet the demands of the customers. The company processing huge hard copy data was transitioning towards electronic mode for their clinical trail processes.

**Responsibilities:**

* Worked along with the technology and business clients to improve and support the critical business strategies.
* Conducted stakeholder analysis, elicited business needs.
* Worked to conduct business process modeling work facilitated JAD sessions.
* Working with elicitation of requirements, writing requirements and use cases along with analyzing the requirements, validating & prioritizing the requirements.
* Well experienced in data segregation and data migration diagrams using MS Visio 2000.
* Project documentation (process models, designs, test scenarios & scripts).
* Determined user/business/functional requirements.
* Created business vision, scope, and Use Case documents; Business Process Models, Use Case diagrams, Activity Diagrams, and Sequence Diagrams.
* Performed GAP and Risk analysis of existing system and evaluated benefits of new system.
* Worked with QA team to design test plan and test cases for User Acceptance Testing (UAT) and Back End Testing.

**Environment:**

VPN client server, MS-Visio, MS-Office Communicator, WebEx meeting manager, SharePoint, Agile, UAT

**Franklin Square Hospital Centre Inc., MD**

**Business System Analyst**

**Feb2010 - Aug 2010**

 **HI-Exchange Project** dealt with development of an online health information exchange (HIE) and a secure web portal to enable authorized Franklin Square Hospital providers to have fast and easy access to patient's electronic health record. The HI-Exchange web portal features EMR functions and Integrated Clinical decision Support tools for better care management. The project dealt with development of a **Health Care Cost Containment System** and implementation of an automated inter-operable web application that tracks patient medical history and health care plans via Viewer application and Electronic health records. The Viewer/EHR system provided online access to mobile patient records and improved communication in public health. The project involved implementation of Epic Resolute, Epic Hospital Billing and Ambulatory, Epic Healthcare Information Systems.

**Responsibilities:**

* Conducted user interviews, gathered requirements, and analyzed the requirements.
* Worked with the business team to collect the business requirements, security and service level requirements and documented them.
* Analyzed set behavior and contribution to business performance, critical business metrics & tracking underlying business trends using Business Objects.
* Working with different IT & Business groups to understand and determine the Impacts to the Data Warehouse and/or Data Marts for different projects.
* Developed Use Case scenarios for EPIC user and provider record provisioning, including the development of role-based access, security classes, and user profiles.
* Participated in the logical and physical design sessions and developed design documents.
* Designed new process flows for the existing system as well as for the enhanced system.
* Conducted and lead status report meetings with the business and the IT team on a weekly basis.
* Manage Scope and change throughout the life cycle of the product.
* Data mapping on Enrollment Module (EDI 834) of **FACETS**.
* Captured -related EDI data in the repository using FACETS.

**Environment:**

MS Project, Microsoft Visio, Business Objects**,** Rational Rose, MS Office Suite, Oracle9i, Windows NT/XP, Web Services, Tag Libraries, UML, CSS, MQ Series.

**ICICI Prudential - India**

**Business Analyst  
Aug2008– June 2009**

ICICI Prudential Company is a joint venture between ICICI Bank, a premier financial powerhouse, and Prudentialplc, a leading international financial services group headquartered in the United Kingdom. ICICI Prudential was amongst the first private sector health care companies to begin operations in December 2000 after receiving approval from Insurance Regulatory Development Authority (IRDA).  
  
**Responsibilities:**

• Involved profoundly in the GAP Analysis of the transition from HIPAA 4010A to 5010 and Impact Analysis focusing on how current transactions and system was going to be effected by the new 5010 compliance.Well Versed with MMIS architecture including CMS guidelines and reporting requirements.

• Documented identified activities to research, prioritized the assigned activities to ensure deadlines are met, elevated issues and concerns, coordinated with the project team on the activity status and documented activity resolution

• Analyze EDI 270 -X12 data elements captured by the existing system to validate it against the data elements required for new system.

• Created UML Diagrams like Use Case, Activity and data flow diagrams using MS-Visio showing various use cases leading to 999, TA1 and other proprietary errors.

• Create monthly/weekly status reports to update the project schedules &amp; deliverable plan.

• Participated in developing test plan, test scripts, and test scenarios and designed user documentation.

• Used HP Quality Center for logging defects and managing defect history.

• Conducted UAT (User Acceptance testing) with client and getting signed off on various documents.  
  
**Environment:**

MS Office, Windows 2000, MS Visio, MS SharePoint, Quality Center ,MS Project, Rational Requisite Pro, Rational Rose, RQM, SQL.

**ICICI Bank - India**

**Business Analyst  
Aug 2007 – Aug 2008**

A business ledger was to be built that hosted client's information such as transactions and security. The project had multiple phases of release. The purpose of the project was to reduce the dependency on third parties to save millions of dollars.

This project outcome was a communication tool that would help to keep the synchronization between the backend, frontend and eternal parties and to assist in assist in settlements and clearings of equity securities for Prime Brokerage clients. It was a complex system built with different matching capabilities and ability to process millions of messages in milliseconds.

The service was to get away from a manual costly process to an automated cost efficient process for sending buy-in requests to DTC.

**Responsibilities:**

* Worked closely with the people involved (Project managers, business users and developers) in decision making to materialize the idea.
* Worked with the development of the Business requirement Document (BRD).
* Analyze gathered requirements data, verify requirements and create functional specifications (FRD/FRS).
* Gathered requirements for building a sub-ledger that hosted day-to-day trading activities of various hedge fund clients and assist in reporting and accounting.
* Followed CMMI to improve the quality of process outputs and reduce defects
* Gathered requirements for creating "Affirmation Engine" that would assist in matching trades and confirm and straight through processing (STP) for the clients.
* Expertise in Business Process Modeling and Use Case Modeling using Unified Modeling Language (UML) and Rational Rose tool.
* Created Requirement Traceability Matrix to keep up with the project updates and to meet the requirements.
* Experienced with ERP systems.
* Work with Development and testing teams.
* Acted a project manager/business analyst for the Buy-In project and build a new application using service oriented architecture.
* Managed enhancements and defects promptly to assist the operations in resolving issues.

**Environment:**

Use Cases, SQL, UML, JAD, ERP, Quality Center, Java, XML, FTP, MS-Office, Windows, Rational Rose, Rational Requisite Pro, Windows, HTTP.