**Maddy Khatoon**

**Business Analyst**

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**SUMMARY:**

A Dynamic Business Technology Professional with over 4.5 years of experience in Project lifecycle and Business Analysis. Have extensive knowledge and experience in working closely with Business as an analyst with expertise Process, Transformation and Delivering. Excellent Technology implementation, organization transformation, and service level management skills. Worked with project teams spread across different geographies to maintain high standards of service, compliance and cost to serve. Has in-depth knowledge of leveraging different technology platforms to provide outstanding service delivery.

**INDUSTRIES:**

Healthcare, Pharmaceutical and Insurance.

**EXPERIENCE:**

**British Petroleum,IL Jan 2018 – Present**

**Business Analyst**

* **AGILE Scrum** environment
* Utilized structured interviewing processes to establish business requirements and priorities.
* Defined systems application development project requests, project scope documents and project priorities to enable company’s strategic business objectives.
* Worked with all business operationsunits in the documentation of business requirements.
* Defined Business Rules regarding Data manipulation, Security, Application Access control, Tracking and Auditing.
* Responsible for the tracking and resolution of any issues identified with system applications for company’s business operations.
* Acted as a liaison between the business team, application developers and Business Objects leads to help answer technical and application specific queries.
* Data Analysis
* Reported on status of systems and projects on a regular basis.
* Worked in Quality Center extensively as a central repository for information and also for testing purposes.
* Conducted gap analysis on the “as-is” and “to-be” states which required working very closely with the developers on Informatica jobs and the data warehouse teams.

**AIM Specialty Health, IL July 2016 - July 2017**

**Business Process Analyst- Specialty Pharmacy and Oncology Project**

**Responsibilities:**

* AGILE SCRUM environment
* Lead user requirement gathering sessions/meetings, working closely with Project Manager(s), SME, and Business users to facilitate these sessions.
* Gathered Business Process requirements and prepared documentation using “Getting Predictable” standard.
* Worked closely with Product Lead to identify a list of key stakeholders and stakeholder groups, defining their goals and expectations, and understanding their levels of commitment and ability to influence the change process.
* Worked as the lead business analyst in the discovery process with various clients.
* Supported the Product Lead in defining the communications, training and performance support, and sponsorship strategies and plans.
* Worked with Product Lead to develop, prepare, deliver, and evaluate stakeholder interventions (including communications and training), and adjust change management plans as needed.
* Created Requirements Traceability Matrix to keep the stakeholders informed of the progress of the project.
* Involved in conduction JAD sessions / Discovery sessions with Referral Specialist (Intake), Nurse Managers, Physician Managers for various parts of the project.
* Worked with RN and MD managers to build Staffing Model for Oncology and Specialty Pharmacy Products.
* Excellent knowledge of HIPAA (Health Insurance Portability and Accountability Act) transaction codes such as 270/271 (inquire/response health care benefits), 276/277 (claim status), 470 (benefit codes), 835 (payment or remittance advice), 837 (health care claim) and 834 (benefit enrollment).
* Creating Documentation for Business to present to the Executive Level Steering Committees.
* Worked with the QA team to resolve bugs while testing using JIRA.
* Joined the Oncology team for AIM’s Oncology Application which was a $10 million project following AGILE SCRUM methodology- worked with Scrum Master, daily standups, Gantt Charts, 3-week Sprints, Iteration Planning Sessions, Estimation and Creation Sessions, Presentation of FSD’s for next iteration.
* Worked with testing team to validate test cases and test Scenarios. (Especially System testing, Functional testing).

**Burns & Wilcox, Minneapolis, MN Mar ‘14- Apr ‘16**

**Business Analyst**

* Gathered business requirements by conducting detailed interview with business user’s stakeholders, and Subject Matter Experts (SME’s).
* Communicated and interacted on a regular basis with the project manager and development team during different stages of the project.
* Performed **AS-IS** and **TO-BE** analysis of current system and expectations of users and stakeholders.
* Created and executed test plans and documented results and shares with development team.
* Written test scripts for the application
* Participated in JAD sessions with project’s stakeholders such as business users, subject matter experts, QA analysts, and project management team, identifying and resolving issues.
* Understood and articulated business requirements from user interviews.
* Gathered requirements from various stakeholders.
* Worked closely with the business requirements team to identify and correct any deficiencies in business requirements.
* Experience in creating the Flow diagrams
* Participated in the identification, understanding and documentation of business requirements.
* Developed use cases from requirement and created UL diagrams such as use case diagrams, activity diagrams, and sequence diagrams.
* Designed Data Flow Diagrams (DFD’s), Entity Relationship Diagrams (ERD’s).
* Managed schedules and collaborated with different teams working on the project.
* Prepared project progress reports and status reports and submitted to the management on ongoing bases.
* Coordinated and communicated evolving requirements through complete project life cycle.
* Participated in the prioritization of business requirements throughout the entire project life cycle by working with the business partners and development teams.
* Coordinate and communicate evolving requirements through complete project life cycle
* Participated in user acceptance testing.
* Assisted with required data analysis, interpretation, correction and document presentation of various assignments.
* Organized and maintained documents like Requirements Traceability Matrix (RTM) and Test Strategy.
* Created and tracked deviations occurred during testing process.
* Worked on Relational database like SAS, created SQL queries using complex joins, grouping, aggregation etc., created tables and generated Reports.

**Apollo Healthcare, Buffalo, NY Sept’ 13 – Mar’ 14  
Business Analyst**

* Studied and analyzed similar applications and brainstormed to gather effective requirements for the system.
* Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Manage Traceability matrix to trace Business Requirements, Functional Requirements, and Use Cases.
* Identified opportunities for business process improvement and initiated efforts to make improvements.
* Assisted in designing test plans, text scenarios and test cases for integrations, regression and user acceptance testing.
* Assisted the development team in designing the GUI of the application.
* Performed report testing with Business users and validate the data on database side.
* Participation on software project teams to review and analyze software documentation/project deliverables associated with the Software Development Lifecycle.
* Generation of test protocols for software testing and validation.
* Responsible for executing and developing compatibility validation tests.
* Developed test plans, test protocols for software enhancements and changes.
* Provide technical support for commissioning activities (e.g. receipt verification, factory acceptance testing, functional testing, etc.).
* Provide support for qualification activities (e.g. Design Qualification, Installation Qualification and Operational Qualification) as the system is developed and installed.

**EDUCATION:**

**Bachelor’s Degree:**

Bachelor of Science (4-year degree) (India)

**U.S Equivalence:** Bachelor of Science degree with GPA of 3.31 as per Educational Credential Evaluators (ECE)

**Statistics:** Did coursework in statistics