**Milon Patel**

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**SUMMARY**

* Over 10+ years of Experienced Project Manager /Scrum master and functional design, coordination, testing, reporting, acceptance, and implementation. With expertise in implementing large enterprise applications with strong knowledge of the SDLC methodologies like Waterfall, Data Warehousing RUP & Agile.
* As a Project Manager involved with development and implementation of full project life cycle for the firm’s various operations group
* Managed and facilitated cross-functional Scrum teams and Scrum of Scrum teams in range from developers.
* Extensive knowledge of Object Oriented Analysis and Design (OOAD) using UML and Rational Unified Process (RUP).
* Thorough Knowledge of implementing RUP in all the phases Inception, Elaboration, Construction and Transition of a project.
* Led cross-functional project teams for system conversions, acquisitions and ramp-ups.
* Knowledge of industry billing and coding compliance requirements
* Experience in interacting with business users to identify information needs and initiating process changes.
* Proficient in identifying, documenting and analyzing business requirements specifications (BRS), System Design Specifications (SDS) and Software Requirement Specification (SRS).
* Excellent understanding of Data warehousing Concepts - Star and Snowflake schema, SCD Type1/Type2, Normalization/De-Normalization, Dimension & Fact tables.
* Strong understanding of various SDLC methodologies such as RUP, Waterfall and Agile with hands on experience in all of them
* Work collaboratively across geography with business stakeholders and cross-functional team to deliver projects as per Scrum’s Rules, Roles, Artifacts and Events.
* Experienced in documenting requirement using Unified Modeling Language (Use Case and Activity Diagrams). Also building business Process Flow, Context Diagrams, Sequence Diagram, Activity Diagrams, Class Diagrams using Rational tools and Microsoft Visio
* Knowledge in the ETL (Extract, Transform and Load) of data into a data ware house/date mart and Business Intelligence (BI) tools like Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence).
* Seasoned business analyst with strong work experience in CRM, HRIS, healthcare projects
* Strong business acumen, strategic thinking, communication, interpersonal and presentation skills adept at creating, editing, and coordinating extensive communication networks (facilitation of joint application development (JAD) sessions and interviews, written correspondence, reports, implementation requirements, project status reports, oral presentations, e-mails, etc.) to keep executive staff and team members abreast of goals, project status, and resolving issues and conflicts
* Proficient in creating UML diagrams including Use Case Diagrams, Behavioral Diagrams (Sequence Diagrams, Collaboration Diagrams, Activity Diagrams and State Chart Diagrams), Class Diagrams and Data Flow Diagrams (DFD).
* Experienced with Rational tools like ReqPro, Clearquest, ClearCase, Rational soda, Rational Rose.
* Experienced on FACETS, ICD9-ICD10.
* Strong Knowledge with Iterative approach for Software Development as per Rational Unified Process (RUP). Involved in inception, elaboration, construction & transition phases using rational tools like Requisite Pro, Clear Case, and Clear Quest during various phases of RUP
* Detail oriented and strong project management skills coupled with excellent knowledge of SDLC, Agile Processes and SCRUM.
* Experienced in SWOT Analysis, Gap Analysis, Impact Analysis, Risk Analysis, and Project Planning
* Extensive knowledge of Medicaid, Medicare, Procedural and Diagnostic codes and Claims Process

**TECHNICAL SKILLS**

Business Skills: Business Process Analysis & Design, Gap Analysis, Impact Analysis, JAD/JRP Sessions Requirement Gathering, and Use Case Modeling

Scrum Master / Agile Project Manager, UML, Visio, RUP, Waterfall

Languages: C, C++, SQL, PL/SQL, HTML and XML

Management Tools: Clear Quest, Clear Case, MS Visio, Rational Rose, and Requisite Pro

Testing Tools: HP Quality Center, Win Runner, Clear Quest Rally, SSIS

Database: DB2, MS SQL Server, My SQL, MS-Access, **ETL & Data Warehousing**

Operating Systems: Windows Vista, Windows 95/2000/XP/7, and MS-DOS

Microsoft tools: MS Office Suite (Word, Excel, Power Point, Outlook), MS SharePoint, MS Visio, MS Project, and MS FrontPage

**PROFESSIONAL PROFILE**

**CIGNA, Bloomfield, CT Jan-2016- Oct 2017**

**Project Manager**

CIGNA is a global health service company. As a member of PMO team and offshore Scrum Master, I was employed for the enhancement on the Wire Watch reports and UI as rules and regulations of Anti Money laundering changes. Development included the use of Test Driven Development, Extreme Programming for continuous Integration and enhancements. Database Migration from sources to the Data Warehousing database .

**Responsibilities:**

* Ensured integration among all the teams, conducted unit and integration testing for developments
* Actively participated as a SCRUM Development member in the agile management (SCRUM) i.e. planning project backlogs, 2 week sprints and daily stand up meetings to analyze the time frame and report the status of the project.
* Provided Overall leadership on project approach and direction
* Identified stakeholders' requirements and validated them with implementation and Quality-of-service requirements.
* Involved in implementation of Business Intelligence Applications using Cognos and Business Objects, building Data Marts and enterprise wide Data Warehousing.
* Performed regression, Integration and functional testing
* Completed a Business and Technical Requirement Document (BTRD).
* Analyzed the laws and regulations (HIPAA, HL7) before implementing the electronic medical record software.
* Developed current and ‘to be’ business processes and use case documents in compliance with HIPAA policies and procedures using MS Visio.
* Expertise in developing Business Intelligence and Data Warehouse applications. Creating Universes for Adhoc reporting and also for Dashboards. Creating Full Clients and Web Intelligence Reports.
* Ability to work in Scaled Scrum environment (Scrum of Scrum) and with multi-project teams.
* Made rapid deployment and continuous process improvement using Open Text Business Process Management
* Certifying the projects by covering functional, regression and integration testing for quarterly releases
* Conducted Risk Analysis by developing Business Impact Analysis (BIA) report and updating it throughout the transition cycle to keep track of every change in the requirements and alteration in Business Requirement Document (BRD) and System Requirements Specifications (SRS).
* Assist to define different report (SSRS) after analyzing different source of data (data warehousing).
* Extracted Data from Teradata using Informatics Power Center ETL and DTS Packages to the target database including SQL Server and used the data for reporting purposes.
* Modifying the existing programs and testing with prepared test plans.
* Collaborated with technical experts and business units to determine best possible reporting mechanisms for competitive analysis of the current system to the proposed New Claim Processing System.
* As Scrum Master, created and prioritized the Back Log in Rally, coordinated Planning Sessions
* Worked as a liaison between the product development, technology and internal business units.
* Performed Unit testing and integration testing
* Developed Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Beds and Traceability Matrix.
* Created Traceability matrix between requirements & test cases.
* Worked with OLAP tools such as ETL, Data warehousing and Modeling.
* Work with business representatives to understand data marts requirements, data models, data flows, Facets on-line, priorities and ensure that IT works is appropriately aligned.
* Gathered requirement for HIPAA 4010-HIPAA 5010 and ICD 9 (clinical modification) to ICD10 conversion.
* Performed a bench-mark analysis between “as-is” and “to-be” process flows to realize higher levels of conformance with updated HIPAA and EHR versions.
* Wide-ranging experience in using methodologies such as UML (Unified Modeling Language), Agile, RUP (Rational Unified Process) & Waterfall using rational tools and Microsoft Suite.
* Involved in assessment of transition of standards from HIPAA 4010 to HIPAA 5010 and implementing ICD -10 codes to identify an efficient process flow for the transition.
* Transfer projects from Waterfall to Scrum are major responsibility.
* Coordinated project activities across multiple & geographically dispersed functional teams to ensure accurate data modeling, construction & validation of the data warehousing solution & report remediation to support organizations BI and analytical needs
* Experience with data migration (ETL development), document data manipulation processes and scripts.
* Preparation of unit test cases and conduct unit and integration testing
* Complete a review of existing documentation for orders, referrals, and reports and compare it to the clinical details needed for ICD-10
* Facilitate HIPAA integration and applied ANSI ASC X12 standards for 837 (P, I, D), 270/271, 276/277, 278, and 835 transactions.
* Used RequisitePro, to document the process flow and Use Cases for the EDI transaction 835, 837.

**Environment:** UML, Agile Scrum, Rally, SSIS, ETL Testing Rational RequisitePro, Rational Clear Quest, MS Office Toad, **Data warehousing**, MS SharePoint, MS Project, MS Visio, SQL, Oracle, HTML. Business Objects, Business Intelligence, Report

**Harvard Medical School, Cambridge, MA Oct-2014- Dec 2015**

**Project Manager**

Directed application of information technology services enterprise-wide and to departments including Harvard Medical School, MGH Healthcare and Human Resources / Benefits Office .

**Responsibilities**

* Executed project using waterfall model and practiced Agile Project Management & performed the Scrum Master role for specific projects/requirements as appropriate. Used Rally for Agile project management Helped department to improve online database of records, administration, analytics and payment systems across the boundaries of multiple institutions.
* Facilitating Scrum Events (Daily scrum meetings, spring planning, spring review, and spring retrospective).
* Performed dual role of Scrum Master and Agile project manager.
* Level steering committee. Result was a successful site featured in the media; an early, on budget release; and approval for multi-year commitment.
* Developed and managed a technical program crossing several departments in a $2B Harvard affiliate.
* Achieved results while developing lightweight PMO including documentation templates for processes, PM support, knowledge management, best practices, SharePoint and collaboration.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
* Team lead representative for the HRIS group manpower issues and procedures
* Performed dual role of Scrum Master and Agile project manager
* Conducted overall quality assurance responsibilities including writing test plans, detailed test cases, test scripts, and test automation development, test execution, defect reporting and tracking, full documentation, and supervision
* Utilize data-driven and compartmentalized test automation practices using Mercury Interactive Test Suite and Compuware Products.
* Tested the ETL Informatics mappings and other ETL Processes (Data Warehouse Testing).
* Managed special projects for Corporate Business and Market Development at $7B+ 50,000 staff Harvard health affiliate.  Work included leading initial phase of $7M program bringing together consumer and physician applications, directories, education, clinical research/trials, web, social media and mobile devices.
* Created ensuing use cases, report requirements/templates, scope documents, issue tracking and project plans in an Agile environment
* Developed SQL scripts and wrote stored procedures to validate the flow of data from Legacy source to target application database and ability to perform data validation (of ETL processes, schema and DDL check, data flow from data warehouse to application databases, data marts, return marts, referential data, repositories).
* Supported executives through work on web, social media, communications / marketing, E-Commerce, E-Learning, international, security, metrics and compliance.
* Taking daily SCRUM and progress meetings with all the teams and update the MS- Projects.
* Excellent knowledge on Data warehousing concepts - Star schema, Snow-flake Schema and worked on both OLAP and OLTP databases.
* Led enterprise application integration/deployments and development on web, Oracle, PeopleSoft, CRM, database, HRIS, policies and processes.
* Used Agile’s scrum framework, for managing the software application development project.
* Distribution, communication and security.  Achieved full compliance with regulations while improving risk profile.
* Mentored project managers, focusing on delivery, quality and customer focus.

**Environment:** Oracle, Waterfall, Agile (Scrum)framework J2EE, MS Visio, Microsoft Project, GUI, Excel, SOA, Word, HP Quality Center. IBM Mainframe, ETL

**Tufts Health Plan, MA Oct 2012 to Sept 2014**

**Sr. Business Analyst**

Tufts Health Plan offers a full array of healthcare coverage options to individuals and through employer groups. Worked on web-based application that is used by healthcare providers and their participating physician offices to automate their core business transactions. Specifically worked on Eligibility & Benefits, Claims Processing, Referral submission, Claim & Referral Inquiry, Provider forms modules.

**Responsibilities:**

* Conducted weekly meetings for deciding the Policies and Procedures to be followed while constructing new sites.
* Performed the requirement analysis, impact analysis and documented the requirements using Rational Requisite Pro.
* Implemented ETL logic for Oracle DB using ODI by building Packages, Procedures and Interfaces.
* Review vendor EDI Routing Guides and communicate new vendor specifications to development team
* Directed front end experience using Curam, IBM software.
* Was responsible for data mapping of **HL7messages** into relational **database**.
* Documented the server farm requirements and requirements related to security within Share Point and using Windows Active Directory.
* Audited the accuracy and performance of functions of ACA compliance processes, to ensure accuracy
* Continually research and expand knowledge and skill base relating to Affordable Care Act (ACA), existing ADP products and statutory/legislative changes
* Built business requirements into the **Medicare Advantage** (MA) requirements database and created the Project Requirements Document for the three functional areas
* Created test scenarios to stress test the **MMIS** system prior to the go-live date
* Designed the online screens and reports for the **Medicaid Online Electronic Claims Submission System**.
* Fixed Performance Bug using Oracle database techniques and also implemented Application level logic to reduce ETL load runtime.
* Analyzed, designed, and coded several online subsystems for the **Medicaid System**.
* Performed Analysis on **NextGens EPM/EMR application**.
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Analyzed customer data and loaded data into multiple tables by using ETL procedure using External Tables.
* Reviewed the Joint Requirement Documents (**JRD**) with the cross functional team to analyze the High Level Requirements.
* Used Query Analyzer, Execution Plan to optimize **SQL Queries**.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Developed business proposals and **RFP** responses and trained others in this capability.
* Analyzed and translated business requirements into system specifications utilizing **UML** and **RUP** methodology
* Analyzed trading partner specifications and created **EDI** mapping guidelines
* Documented the **Traceability Matrix** for tracing the **Test Cases** and requirements related to them.
* Developed Data Conversion Strategy for converting data from the existing site to the new site.
* Developed a daily UAT status report for the UAT participants and management.
* Designed and developed project document templates based on **SDLC methodology**
* Prepared Demo on SharePoint for various Business to get new approvals like the Therapist and Nursing divisions.
* Provided input (scope, goals, risks, constraints, timelines and interfaces) to PM for project planning and control.

**Environment:** Windows 2000/XP, Microsoft Office SharePoint 2007, SOAP, SSIS, SSRS, Rational Requisite Pro, MS Office, SQL Server, Agile, MS Project, MS FrontPage 2003, MS Access, UNIX, EDI, Documentum 2.0.,UML

**Kindred Healthcare, KY May 2011 to Sept 2012**

**Sr. Business Analyst**

**Description:** Kindred Healthcare is a well-known name in Specialty Hospitals, Nursing Centers and Rehabilitation Centers. Knect is a web based intranet site, which has information about the organization and is a one stop shop, where an employee can find his timesheets, benefits related material, doctors can find the different forms related to them, nurses can take online training and therapists can apply for the courses and jobs. Knect is a transition from web based application to SharePoint Portal within the intranet. PFR Portal is an extranet site containing information for the therapists and the patients.

**Responsibilities:**

* Responsible for defining the scope and implementing business rules of the project, gathering business requirements and documentation.
* Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (**URS**).
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams / State Chart Diagrams using Rational Rose according to **UML** methodology thus defining the Data Process Models.
* Designed a claim processing system for the healthcare management client system. It allowed the user to inexpensively capture information regarding patient, summary of medical benefits history, symptoms (**ICD-9 codes**), and treatment (**CPT**).
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the **EDI X12 Transaction**, Code set and Identifier aspects of **HIPAA**.
* Responsible for architecting integrated **HIPAA, Medicare** solutions, **Facets.**
* Identify Member, **Provider**, **Coverage**, **Medicare**, and **Medicaid**.
* Performed extensive requirement analysis including **Data analysis** and **Gap analysis**.
* Defined Functional **Test Cases**, **documented**, **executed** test script in **Facets** system.
* Successfully conducted **JAD sessions**, which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear-cut picture of the project.
* Assigned tasks among development team, monitored and tracked progress of project following **Agile methodology**.
* Created Process **Flow diagrams**, **Use Case Diagrams**, **Class Diagrams** and **Interaction** Diagrams using **Microsoft Visio** and **Rational Rose**.
* Wrote Test Cases and performed **User Acceptance Testing**, documented the in detail defects using the **Defect Tracking report**.
* Used **Test Case** distribution and development reports to track the progress of test case planning, implementation and execution results.
* Wrote **PL/SQL** statement and stored procedures in Oracle for extracting as well as writing data.
* Maintained proper communication with the developers ensuring that the modifications and requirements were addressed and also monitored these revisions.

**Environment:** Requisite Pro, Rational Rose, Agile, HL7Interfaces, PL/SQL, HTML, MS Office, MS Visio, EDI, Rational Clear Quest, Rational Clear Case, UML,RUP, Microsoft Excel, Microsoft Word, Microsoft Power Point, Visio.

**Horizon BCBS, Newark, NJ May-2009-Apr-2011**

**Business Analyst**

Horizon BCBS is the leading Healthcare provider of the region. The web based application is related to bending the cost of care curve while improving the health and wellbeing of the people. This allows its clients to meet the requirements of Affordable Care Act mandates, to implement member engagement and retention strategies, customized benefit packages as per to the needs of groups and individuals. My role involved in creating a test plan and test strategy for online enrollment application including: market data analysis, workflow, file management, image management, Web page layout and security. These were created based on user requirements and the types of content

**Responsibilities:**

* Involved in all aspects of project deliverables starting from Strategy & Process defining to Design Documentation followed by SAP HCM Configuration, Unit Testing, Integration, Regression Testing, User acceptance testing (UAT), Legacy Data conversion/Data Migration, end/Power User Training.
* Primary liaison between Business users, the Technology group during the redesign of the processing for sales, resulting in process understanding and cooperation during testing and approval stages.
* Analyze business rules to develop wireframes for pages in HTML to assist in UI design.
* Performed Gap Analysis of the As-Is and To-Be process within the organization to analyze and fill the existing gaps in the business processes.
* Conducted Onsite-Offshore Status Meetings on regular basis and co-ordinate to perform BRD related activities
* Documented the Use Cases and Activity diagrams using MS Visio to understand the requirements and communicate them to the development team.
* Implemented an integrated RUP solution with complete line of traceability for all the artifacts of web development projects.
* Involved in the creation and maintenance of the Workflow plans and artifacts.
* Designed workflows for the new corporate tool (COTS product) based on the capability project for the initial release and to see that the minimum business requirements were met
* Performed requirements analysis for a large-scale, highly-available, COTS-based infrastructure Tracking system
* Performed Data Analysis and design development using SAS/ Stat procedures and MS Excel.
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models.
* Worked with the exchanges for market data redistribution sign off and approvals for clients setup on client’s proprietary OMS
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Worked with the UI team to create the User Interface screenshots to be presented to the Business.
* Reviewed, analyzed and modeled Test plans and Test procedures based on RUP methodology.
* Performed Gap analysis for the modules in production, conducted feasibility study and performed impact analysis for proposed enhancements.
* Verified the functional aspect as per the Business Process and validated the interfaces with the other systems and data conversion from the legacy system.
* Involved in walkthroughs and meetings with development team to discuss related issues.
* Used Rational Rose to visually determine the proper structure, key elements and optimal design for the database and to aid efficient creation of tables and storing procedures.
* Wrote clear, concise and detailed system requirements specification (SRS) documents and user documentation in accordance to guidelines and standards of a level where developers can interpret, design and develop the application with minimum guidance.
* Performed User Acceptance Testing (UAT) to test the functionality of the application.
* Coordinated with the development team in documenting End User Manual.

**Environment:** Windows, MS Access, UML, Quality Center Use Case Analysis, SAS MS Visio, Rational Rose, Team Foundation Server, SOX, SOA, Java, Java Script, MS Office Suites, MS Excel,

**Queens Healthcare, Long Island City, NY Feb-2007-Apr-2009**

**Business Analyst**

The project was to work on the web portal application of the organization, which gives all the information of the claim and member information. Customer Care Representatives used this application to serve the customers.

**Responsibilities**

* Coordinated with Business Owner, Application Vendor, Business Project Teams, Payers and Clearinghouses to bring all processes to a level of execution to mitigate any impact to current revenue flow under the 5010 compliancy requirements
* Produced for transaction sets 835 and 837 (I/P) a **full gap analysis 4010 vs. 5010** against the documented application 5010 enhancements ensuring the upgraded application included the required changes and additions for 5010 compliancy
* Designed and developed Business Rules document about the **Claim Component** and **HIPAA**
* Created business workflows on the claims module for the client to get a better understanding of the software and prepared a detailed BRD including all functional and non-functional requirements
* Specifications, Documentation and Construction of systems heavily relied on UML
* Worked closely on 834 transaction code for Benefit Enrollment and was involved in Validation of HIPAA for 837, 270/271, 276/277,835, 834 EDI transactions
* Performed the **Gap analysis** of the earlier systems, generated a detailed Requirements document describing new system architecture through Use Cases and Activity diagrams
* Designed robust 5010 testing and 4010 regression SIT and UAT Testing Scripts for the 5010 Project. Scripts were written on an application level and subset by payer resulting in over 600 combined scripts with a maximum of 70 testing scripts steps per script
* Worked on different modules of Facets such as Members/subscriber, commissions, provider, billing, plan and Case management.
* Analyzed the testing results to ensure that the results were in accordance with the Gap Analysis expected results for 5010 compliance
* Tracked all required resolutions required that were identified as needed from Vendors or Payers based on testing results
* Identified all risks associated with the project and gave suggestions for mitigating the impact the identified risk posed to the business

**Environment:** MS Project, MS Access, MS Excel, MS Word, MS Power Point, Rational Requisite Pro, Clear Case, Clear Quest, Facets, HP Quality Center