**Mitali**

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**Sr. Business/Data Analyst**

**SUMMARY:**

* Over 11 years of industry experience as a Business Analyst/Data Analyst with solid understanding of Business Requirements Gathering, Business Process Flow, Use Case Modeling using **UML**, Data Modeling, Software Development Methodologies, Business Process Modeling, and Business Analysis.
* Experience working in Healthcare domain.
* Experience with CDMS, Intelligent Health Management Technology (**IHMT)** system for management of chronic diseases.
* Interacted and coordinated between end-users, Subject Matter Experts (**SMEs**), vendors, development and QA team and suggesting key enhancements and changes to the business architecture.
* Good knowledge of Business Analysis and Software Development Life cycle methodologies.
* Experience in conducting Joint Application Development (**JAD**) sessions and interacting with the internal and external Stakeholders to resolve issues.
* Excellent analytical skills for understanding and gathering the requirements, business rules/processes and detailed design of the application, generating use case models, analyzing **ER Diagrams** and Data Flow Diagrams (**DFD**)
* Adept at creating and transforming business requirements into software requirement specification (**SRS**) and designing business models using use case model, analysis model, activity diagrams, sequence diagrams in MS Visio.
* Expertise in interacting with the client and the IT Department and thus acted as a facilitator between the client and the IT Department and resolved conflicts and thus possesses excellent co-ordination, negotiation and interpersonal skills.
* Good communication skills with strong analytical and problem solving skills.
* Proven skills in project coordination and infrastructure management in fast paced dynamic environments.
* Proven skills in creating Business Requirement Document (**BRD**) and Functional Requirement Document (**FRD**) also experience in creating wireframes and mockups.
* Interacted with different risk management, disaster recovery (**DR**) and analytic groups to get the requirements for the application.
* Excellent Functional Analysis skills in Healthcare Benefits Administration, Product Implementation and Business Intelligence.
* Experienced in extracting data from external sources, processing and loading data files **ERP**& **MMIS**.
* Ability to adapt to new technology and learn quickly in order to deliver quality product on time
* Rich hands on experience on Software Development Life Cycle (**SDLC**) and Project Management
* Experience in user requirements gathering, creating System Requirement Specification (**SRS**), System Implementation, Use Case design and analysis, Use Case specifications, Scenarios, Business processes, Work flow diagrams, process flows and technical documentation, using **UML**, **MS Visio**, **MS Office Suite**&**MS Project** etc.
* Good experience on **SQL**,**OBIEE**, **SDTM**,**Microsoft Tools** (Word, Excel,Access, PowerPoint and MS Project) and **Salesforce.**
* Documented the objectives, constraints and scope of the system keeping in mind the changing business requirements.
* Experience in Object Oriented Technologies and maintain traceability of Requirements using Requirement Traceability Matrix (**RTM**).

**ACADEMIC PROFILE:**

* **EDUCATION**
* Bachelors of Occupational Therapy (BOTh)
* **CERTIFICATIONS:**
* Scrum Certified Master (SCM)

**TECHNICAL SKILLS:**

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| --- | --- |
| **Business/ Modeling Tools** | SQL, MS Visio, MS SharePoint, MS Project, MS Access, MS Office Suite, OBIEE, SDTM. |
| **Requirement Management Tools** | Rational Requisite Pro, Rational requisite doors |
| **Databases** | SQL Server, MS Access, Oracle |
| **SDLC Methodologies** | Rational Unified Process(RUP), Agile Scrum, Waterfall |
| **Operating Systems** | Windows 95/98/2K/NT/XP/ Vista/ Windows 7 |
| **Business Skills** | Business Definition Requirements, Business Process Analysis, Gap Analysis, Use Case Modeling & Analysis, Data Analysis |
| **Testing Tools** | Quick Test Professional (QTP), Load Runner, Rational Test Manager, Rational Clear Quest |

**PROFESSIONAL SUMMARY**:

**Project 1: Clinical Supply Operations Management**

**Client: Rotech Healthcare Inc, Orlando, FL Duration: Jan 2014- Present**

**Role: Sr. Business/ Data Analyst**

**Scope:**This project involved managing and tracking of all the medical supply consumption to the lowest level of clinical details. According to the project all aspects of clinical supply specifications and preferences, purchasing, delivery and therapeutic use maybe tracked via the inventive platform, permitting optimized supply selection, patient outcomes and more accurate cost accounting for that material.

**Role & Responsibilities:**

* Gathered high-level requirement for all the external projects in a release.
* Performing Need Analysis to check the level of enhancement required in the tracking system according to the new business requirements.
* Design Process manuals for smooth processing of supply operations.
* Designed and developed Project document templates based on **WATERFALL**&**AGILE** methodology.
* Assigned tasks among development team monitored and tracked progress of project following agile methodology.
* Created functional requirement documents for the impacting projects.
* Worked extensively with **MS Excel** and **MS Project**.
* Analysis of business requirements and system requirements of the client.
* Authored various **Use Cases** and Activity diagrams (**AD**), Sequence diagrams using Rational Requisite Pro (**RRP**) and used **UML** methodology to define the Data Flow Diagrams (**DFD**).
* Created and managed project templates, Use Case project templates, requirement types and traceability relationships in Requisite Pro.
* Create and analyze Web metrics for business performance, dash boarding and scorecards.
* Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams using **UML.**
* Responsible for gathering requirements from users in operations group and performing data mapping for the application, confirm and vacillating the requirement at time of BA testing.
* Facilitated and led **JAD** sessions aimed at functional requirement walkthroughs for all the impacting projects and updated the documents based on recommendations (if any).
* Provided data modeling support for numerous strategic application development projects.
* Used **MS Project** to manage schedules, deadlines and resources and collaborate on the project.
* Interacting with the developers on resolving the reported bugs and various technical issues.
* Assisted the QA team in designing the Test Plan and Test Cases for User Acceptance testing (**UAT**).

**Environment:WATERFALL, SHAREPOINT, RATIONAL REQUISITE PRO, MS VISIO, UML.**

**Project 2: CDMS**

**Client: Gilead Sciences, Foster City, CA Duration: July 2012- Dec 2013**

**Role: Sr. Business Analyst/Scrum Master**

**Scope:**This project involved method and system for managing multi-domain health and wellness program using remotely located terminal devices, software agents and remotely stored participant information associated with definable access. The system referred to herein as Intelligent Health Management Technology (IHMT)

**Role &Responsibilities:**

* Worked as an Interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Analysis of business requirements and system requirements of the client and **IHMT** module.
* Maintained user interface screens for personal lines, property & casualty automated policy issuance system, including making updates including rate changes and statistical reporting elements to underlying data tables.
* Helped in migrating from the medical system to the proposed new process systems
* Security and privacy protocols of **HIPAA** used to coordinate or access multiple databases.
* Conducted user interviews, gathered requirements, analyzed the requirements using Agile methodology and documented the requirements using Rational Requisite Pro
* Utilized Requisite Pro for preparing the Requirements Document
* Prepared **Use Cases** based on **BRD**; used Visio for **UML**: state, activity, status charts, sequence diagrams, data flow diagrams (**DFD**).
* Utilized corporation developed Agile **SDLC** methodology. Used **Scrum Work Pro** and Microsoft Office software to perform required job functions also, successfully carried out the role of **SCRUM MASTER**.
* Collected and documented business processes as well as business rules. Participated in the identification, understanding, and documentation of business requirements, including the applications capable of supporting those requirements.
* Reviewed and analyzed the business requirements document to derive the functional specifications document and assisted in the preparation of System Requirement Specifications (**SRS**).
* Facilitated business requirements gathering sessions with the client, and overlooked the creation of Use Cases/Activity Diagrams, Functional Specifications using **UML/Visio**
* Designed and developed Use Cases and **UML** models using Rational and developed Sequence Diagrams.
* Participated and facilitated different levels of discussions through JAD sessions, conference calls and business workshops held to plan business strategy.
* Attend weekly change request meetings to document changes and implement procedures to test changes upon completion.
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Involved in creating various documents such as Use case, Business Requirements and Functional requirement specifications.
* Used **MS Office** suite (Word, Excel, Access, Visio, Power Point, Outlook, and Project) for project tracking, documentation, and presentation to senior management.
* Conducted **UAT** (User Acceptance) Testing. Provide end user training and extensive go-live assistance. Provide solutions to users via phone/email by providing them with screen shots of the different screens, which helped them in understanding the process at a much faster pace.
* Wrote various **SQL** queries in Oracle for data manipulations. Created Report Mockups and Sample mapping documents for the Error Reporting.

**Environment: AGILE (SCRUM), MS OFFICE, MS VISIO, UML, ADOBE ACROBAT, MYSQL, ORACLE, WINDOWS 7.**

**Project 3: Clinical Data Management**

**Client: Connecticut State Department, East Hartford, CT Duration: Nov 2010- June 2012**

**Role: Sr. Business/ Data Analyst**

**Scope:**This project involved clinical data management system comprising of at least one digital data processor, user interface and external system interfaces, and at least one database, wherein the data processor is adapted to:

1. Import source data from disparate clinical site sources into staging databases at refresh intervals,
2. Maintain a plurality of data models, and a mapper mapping data from the staging databases into the data models, and
3. The mapper mapping data from the data models into data delivery databases.

**Roles & Responsibilities:**

* Performed the requirement analysis, impact analysis and documented the requirements using Rational Requisite Pro (**RRP**).
* Used **SDLC** (System Development Life Cycle) methodologies like the **AGILE** and the waterfall.
* Working with clients to better understand their needs and present solutions using structured **SDLC** approach.
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Reviewed the Joint Requirement Documents (**JRD**) with the cross functional team to analyze the High Level Requirements.
* Used Test Director and Mercury Quality Center for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
* Acted as a liaison between business users and system development team during development process.
* Create technical design documentation for the data models, data flow control process, metadata management.
* Implemented a suitable Change Management process and supported the existing solution upgrade by coordinating multiple projects.
* Defined the current clinical and financial business processes and practices.
* The standard clinical data model was designed with **CDISC** standards, particularly the **SDTM** guidelines for domains, variables and naming convention.
* Reporting models included **CDR** Clinical Data Lifecycle for SpotFire, and the Clinical Dimensional Model for **OBIEE**.
* Planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the **UML** (Unified Modeling Language) methodologies.
* Participated in the development of the data modeling methodology to be used in the project.
* Developed requirements traceability matrix (**RTM**) using **MS EXCEL** to trace each software design requirement to test case.

**Environment: SAS, SQL, ORACLE, AGILE, WATERFALL, SHAREPOINT, MS VISIO, UML, MS OFFICE.**

**Project 4: Patient Portal**

**Client: Sanjeevani Hospital, Mumbai, India. Duration: March 2008- Sept 2010**

**Role: Business Analyst**

**Scope:**Patient and Care Provider Portals provide a new and better way to view and access patient information, lab results and other relevant information for the doctors and care provider team.

**Roles & Responsibilities:**

* Involved in development & documentation of Software Requirements Specification (**SRS**) using Rational Rose.
* Involved in **JAD** sessions with business and technical units.
* Involved in the design and implementation of web based marketing tools.
* Prepared Use Case surveys, briefs and specification for all the functional requirements identified.
* Prepared Use Case surveys, briefs and specification for all the functional requirements identified (**FRD**).
* Worked extensively in **SQL** Server, **MySQL** and **MS-Access**.
* Modeled the detailed design of the system using **UML** and Rational Rose, Use Case Diagrams, Class Diagrams, Sequence Diagrams and Activity Diagrams.
* Handled requests for proposals, making presentations to customers, and negotiating project timelines and deliverables.
* Implemented **SDLC**, which included requirements, specifications, design, analysis and testing utilizing **RUP** methodology.
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Documented information such as project status reports, memos and project specifications.
* Involved in various groups for improvement in business processes.
* Documented test cases during requirements, analysis and design phases.
* Assisted in system and user acceptance testing (**UAT**).

**Environment: WATERFALL, RUP, MS VISIO, UML, MS OFFICE, ADOBE ACROBAT, MY SQL, WINDOWS XP.**

**Project 5: Clinical Data Management**

**Client: Sanjeevani Hospital, Mumbai, India. Duration: Aug 2007-Feb 2008**

**Role: Business Analyst**

**Scope:**The project involved development of a clinical data management application for the patient records and updates on the illnesses.

**Roles and Responsibilities:**

* Gather requirements by conducting meetings and brainstorming sessions with end users and SME and document them using Requisite Pro - the documentation tool offered by Rational.
* Extensively involved in data modeling, data mapping and data warehousing.
* Analyze business requirements and segregated them into high level and low level Use Cases, activity diagrams using **UML** methodology thus defining the Data Process Models.
* Prepared Business Workflow models that cover "How" business processes are accomplished.
* Utilized Rational Unified Process (**RUP**) to configure and develop processes, standards, and procedures.
* Used the **UML**&**Visio** for structuring / modeling the whole project. Identify Use Cases and developed Use Case Diagram using **UML.**
* Supported and stream lined financial data and conducted due diligence before monthly reports to support in managerial decisions. Established a systematic method for improving control for the budget and the accounting process.
* Involved in process modeling, reviewing and writing Functional Requirements. Participated in periodical Joint Application Development (**JAD**) sessions with the management and IT teams; technical design walk-through.
* Reporting and data analysis using **MS Office** tools like MS Word and MS Excel
* Interviewed business area experts, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business people and technical people
* Used **MS Office** extensively (Word, Excel, Visio, Power Point, Outlook, Project) for analysis, presentation and documentation throughout the project
* Apply **UML** notations and methodology in developing models that accurately represent the business process and workflows and clearly communicate them to the stakeholders.
* Facilitate **JAD** sessions involving the management, development and user teams for clarifying requirements and facilitating better communication.
* Assure that all Artifacts are in compliance with corporate **SDLC** Policies and guidelines.

**Environment: MYSQL, RUP, MS OFFICE, UML, WINDOWS XP.**

**Project 6: Clinical Supply Management**

**Client: Criticare Hospital, Mumbai, India. Duration: Sept 2005-July 2007**

**Role: Business Analyst**

**Scope:**The project involved creating an application for tracking of the supply operations of the orthopedic department of the hospital by means of a common portal for the various users of the products.

**Roles & Responsibilities:**

* Created targeted questionnaires for SME to gather requirements and understand the business process goal from them.
* Actively participated in Pre-Testing that included review of the requirement documents, studying the use cases for developing test plans and collection of test data.
* Developed routine **SAS** macros to create tables, graphs, and listings for inclusion in clinical study reports.
* Worked closely with other BAs and the BA Lead to get in consensus with the common goal and made collective decisions on critical issues.
* Provided primary liaison between client and development team, providing adequate information to project team for development of application.
* Created business requirements and helped system analysts in converting them into System Requirement Specification (**SRS**) document.
* Used Rational Requisite Pro (**RRP**) to document stakeholders’ requests, software requirements specifications and traced it to use cases.
* Discussed defects with analysts and then made decisions about modifications and changes.
* Studied and analyzed competitor’s applications and brainstormed to gather effective requirements for a better quality in the product.
* Gave access to end-users for Acceptance Testingand sent defect reports to developers.
* Used Rational Clear Quest (**RCQ**) to track defects, while prioritizing them for enhancements after base lining the requirements.
* Documented Manual Testing and also kept track of defects found during this testing.
* Participated in weekly review meetings to report the documented test metrics and defects found in the System.
* Used Rational Rose and **MS Visio** to carry out business modeling of the business process.
* Performed **JAD** sessions and interacted with stakeholders to discuss problem issues and describing common goal of project.
* Verified business scenarios on new builds to allow extended testing by the QA team and also helped the testing team to expedite User Acceptance and Regression testing to meet the production date.
* Resolved issues between front-end developers, middle-tier developers, QA team, and provided suggestions/feedback.

**Environment: WATERFALL, MS OFFICE, MS EXCEL, UML, SHAREPOINT, WINDOWS XP.**

**Project 7: Patient Portal**

**Client: Criticare Hospital, Mumbai, India. Duration: June 2003- Sept 2005**

**Role:Business Analyst (Intern)**

**Scope:**The Project involved creation of a patient portal for record management of their illnesses, future follow ups and physician recommendations.

**Roles & Responsibilities:**

* Gathered Business Requirements, interacted with the Users, Designers, Developers, and Project Manager to get a better understanding of the Business Processes, and analyzed and optimized the process.
* Provided primary liaison between client and development team, providing adequate information to project team for development of application.
* Created business requirements and helped system analysts in converting them into System Requirement Specification (**SRS**) document.
* Used Rational Requisite Pro to document stakeholders’ requests, software requirements specifications and traced it to use cases.
* Management of patient profile transfer (**PPT**) reports created by data team by verifying the associated data.
* Analyzed corporate healthcare business processes to develop customized solutions.
* Coordinated User Acceptance Testing (**UAT**).
* Wrote queries and developed reports for various levels of data management by using **SQL** and **Excel**.
* Provided reporting to management via Excel reports of workload and work completion on daily, weekly, and monthly bases.

**Environment: Windows, MS Excel, SQL, UML, Rational Unified Process.**