**MOHAN CHOUDHARY **

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# SUMMARY:

Senior Business Analyst with 8 **plus years** of IT implementation experience in **Hospital, Pharmaceutical and Health Insurance domains.** Thorough knowledge of industry standard **SDLC practices and UML tools.** Worked with various stakeholders, SMEs and staff to understand and document business requirements, functional requirements and technical requirements. **Researched, created and reviewed business requirement documents and use cases.**

# COMPETENCIES:

* Excellent analytical skills and **understanding of the need of Business and Stakeholders** and ability to **translate them into functional/technical requirements.**
* Adept at preparing **Business Requirement documents (BRD), Functional Required Documents (FRD,)** **defining project plans**, and delivering **project status report.**
* Skilled at performing **Gap analysis, Risk analysis and Cost Benefit Analysis, User Acceptance Testing (UAT), Traceability Matrix** along with good experience of **process workflow tools and techniques.**
* Experience in conducting /facilitating **JAD** sessions with end-users, SMEs’ and development team with superior **organizational and presentation skills.**
* Worked on Healthcare standards such as **HIPPA 4010, 5010, ICD-9, and ICD-10 codes. Worked extensively on** **EDI (820,834,835,837) transactions and NCPDP file format for retail pharmacy claims.**
* Expertise in the **management of User Request Change and handle User Conflicts.**
* Knowledge in **business process design,** **research & implementation methodologies, data & process mapping,** applying **Unified Modeling Language (UML)** and the implementation of Performance metrics. **Conducted, integration, functional, regression, and security testing.**
* **Demonstrated proficiency in all six areas of knowledge of BABOK**
* Sound proficiency in analyzing and creating **Use Cases diagram, Block diagrams, Activity diagram, Data flow diagrams, Swim lane and Business flow diagrams using MS Visio.**
* Broad Knowledge in reviewing **Test Procedures,** creating **Test plans** and detailed test plans for **UAT (User Acceptance Testing), Test scenario,** defining Test cases, both **System & Integration and executed many test cases.**
* Experience with **Trizetto** **Facets** 4.51/4.71 and **Trizetto** HIPAA Gateway 4.11 - supported new business requirements by extending the functionality of the core Facets system using the Facets extensibility architecture feature.
* Experience in Data Warehousing Concepts and Extraction, Transform and Loading (ETL) Processes.
* Maintaining relation and communicating with Client vendor and external clients to determine the solutions to implement the new system.
* Familiar with MS Project to manage, schedule deadlines, resources, collaborate with different teams and analyze project information. Base SAS certified. Worked on **SQL** queries.
* Possess very good organizational skills, with the ability to **multi-task and deal with shifting priorities.** Adept in learning new technologies and quickly adapting to new environment.
* Extensive knowledge in data collection, **data analysis** and evaluation, analytical problem solving, decision making, and interpersonal skill with ability to interact with individuals at all levels.

# EDUCATION:

* Bachelor of Pharmacy, University Of Pune, India.

# TECHNICAL SKILLS:

* **Methodologies:** RUP, Waterfall, Agile
* **Change Management tools:** Rational clear quest, Test director
* **Business Modeling tools:** Provision, Rational Rose, Microsoft Visio
* **Project Management:** Microsoft project, Microsoft office

# PROFESSIONAL EXPERIENCE:

## Horizon Blue Cross Blue Shield, Newark, NJ Feb 2013 – Aug 2013

**Project Business Analyst**

HBCBS provides Health Insurance to over 3.2 million people throughout New Jersey. The project with HBCBS was to update the existing system to a New Membership Solution system with the new HIX changes.

### Responsibilities:

* Elicited, documented and validated business requirements for future state processes.
* Developed a contingency process for Binder payment for the new **on Exchange (HIX) Subscribers**. Gave valued inputs in defining the **Assumptions, Gaps and Risks** for the process.
* Functioned as a liaison between the business and technical team.
* Framed detailed **JAD** session agenda and worked with SMEs, process owners & stake holders and identified various action items.
* Worked extensively on **EDI 820 and 834** (enrollment and premium billing) processes.
* Creating the **presentation for Binder Payment contingency plan**. Identified the **risks** in the process.
* Gave valuable inputs for new **Staffing Model** considering the impact of the HIX reforms.
* Interacted with Subject Matter Experts (SME) to understand and document the impact of new system on current process.
* Helped the **training team** by understanding the new system and worked on identifying the area for training. Worked on Lotus notes to get all the latest updated documents.
* Created **screen mock-ups** for the Horizon Sales Portal for **Premium payments**.
* Was the point of contact for Treasury Dept. and Billing & A/R to get information on the current process and drafted the future state process flows with the SME’s feedback.
* Worked on NASCO’s Metavance Web Client and Metavance Client. Created Desk Level Procedures by gathering information from NASCO. Defined, created and **maintained the Desk Level Inventory** on SharePoint 2010.

## AmeriHealth, Cranbury, NJ July 2011- Dec 2012

**Business Analyst**

AmeriHealth is a health insurance company, offers health care services through three government programs that target different segments of the country’s low-income population. The process was involved in enhancing existing claim application and come up with trends to automate the claim follow up process.

### Responsibilities:

* Interacted with the Subject matter experts (SME) for the Business Process Modeling.   
  Understood the **AS-IS and TO-BE** Business (current and future flow) and developed the Business Requirement Document (BRD).
* Gathered requirements and analyzed them to convert into functional requirements.
* Extensively worked on **EDI 837, 835, 276, 277** processes. Prepared **Data mapping** document for EDI 837 to proprietary format.
* Participated in JAD session and facilitated JAD sessions with the SMEs, process owners & stake holders and collected the meeting minutes from the session and identified various action items.
* Recommended changes for system design, method, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPPA/EDI formats. Performed **GAP Analysis for HIPPA 4010 and 5010** transactions.
* Captured all HIPAA related EDI data in the repository using FACETS. Accepted inbound transactions from multiple sources using FACETS.
* Worked on Content Management to manage workflows in collaborative environment.
* Conducting 4010-5010 Gap Analysis, **User Acceptance Testing** (UAT) and System Integration testing (SIT).
* Conducted **Black Box Testing, White Box testing and Ad Hoc testing**. **SNIP level testing**.
* Utilized RUP to configure and develop process, standards and procedures. Planned all the RUP iterations and documented the artifacts throughout various phases.
* Worked with Facets software for **maintaining data** about the billing and health care claims management and to store, send, receive HIPAA transactions and facilitate the administration of HIPAA privacy rights.
* Tracked and maintained Stakeholder requested enhancements and changes using **Requirement Traceability Matrix** (RTM).
* Extensively used **SQL scripts/queries** for data verification and validation.
* Validated and analyzed System Functional and Business requirements and developed and executed validation **test scripts** in **HPQC**.

## Beth Israel Medical Center, Brooklyn, NY Feb 2010- June 2011

**Business Analyst**

Electronic Medical Record Management System is a physician Support System built to capture the out-patient clinical data using an Electronic Health Record System. The purpose of this system was to have a Paperless Medical Record and instant retrieval of data and laboratory records by the doctors.

### Responsibilities:

* Collaborated with project stakeholders throughout all SDLC phases to ensure timely delivery of specified business solutions. Wrote **Business Requirement Documents (BRD).**
* Conducted GAP analysis of the different reports that are being presented to clients to accommodate their requirements for the new enhancements.
* Analyzed existing Business units, Business process, System/ Application and there Interfaces with their capability through open-ended discussions, brainstorming sessions, and prototyping, prioritizing them and converting them as system requirements that must be included while developing the software.
* Handled multiple projects successfully and provided updated to Project Manager.
* Performed a baseline assessment and related interfaces, existing service level agreements, policies, and operational business procedures for readiness to comply **with ICD-10 requirements**
* Identified risks, problems, requirements and concerns in order to comply with ICD-10 changes by conducting interviews.
* Actively worked on **Data analysis and Data** mapping with respect to ICD-10 impact.
* Collected the information related to ongoing application upgrade. Studied their impact on ICD-10 implementation.
* Interact with the SME’s to gather information about the health care **enrolment, billing and health care claims processing** and checked if they are processed correctly or not.
* Documented and maintained all the **Project Changes Request** (PCR) documents and updated them accordingly. Used SharePoint to share the documents and kept SharePoint updated with latest versions.
* Developed **Requirements Tractability Matrix** (RTM) using MS excel to trace each software design requirement to test case.
* Migrated Data from MS Excel to **SQL Server** Reporting Service Using DTS and **SQL loader** utilities.
* Prepared **Test cases, Test scenarios and was part of UAT testing.**
* Used **Use Case diagrams** during analysis to capture the requirements diagrams and Sequence diagrams so that the development team and other stake holders can understand the business process.

Ranbaxy Laboratories Ltd, Princeton, NJ Sept 2008 – Dec- 2009 **Business Analyst**

Ranbaxy is a Global Research driven Pharmaceutical Company dedicated to putting patients first. The objective of the project was to create a **Data Mart**. This **Data Mart** allowed the Management to view Pattern and Sequence in the region with various perspectives of Business and Research.

### Responsibilities:

* Attended and Facilitated JAD Sessions, Personal interviews with the Stakeholders, SME’s and Quality analysts.
* Gathered information regarding the software’s and hardware’s (Server, Network.) involved in the project.
* Implemented the concepts of **data warehousing** by creating **relational/multidimensional** databases that was designed for query and analysis.
* Supported design efforts by lead architects by defining **data models** and Use Case analysis models
* Organized the Project plan using Microsoft Project and delivered the documents on a timely basis.
* Involved in preparation of Test Data to test the functionality of **ETL** **source and target** mapping.
* Responsible for translating BRDs into use-cases, and context diagrams and used UML to visually model the system.
* Implemented in Order management system to develop the marketing and Financial processes.
* Worked on Aggregate Spend to prepare reports for Sales, Finance and Marketing teams.
* Gathered requirements to document the Interaction of Service Center application with External and Internal Interfaces. Gathered requirements to confirm the functional and data validation for the various Service Center modules.
* Developed prototyping, **prepared the test data** and checked for the feasibility of the system.
* Involved in **Clinical Data Analysis** and preparation of Clinical database reports, tables, and graphs according to departmental guidelines.
* Coordinated with the application team and Quality Analysts in the creation of test plans, User Acceptance Test scripts and Regression test cases.

## Tata AIG Life Insurance, India Nov 2006 – May 2008

**Business Analyst**

The project involved the upgrade of the existing claims application. The upgraded application had features like creating quotes online, enrolling new customers online and enrolling groups online. The enhancement also included functionalities like “group renewals” and security enhancements.

### Responsibilities:

* Participated for the creation of Business Process Workflow Diagrams with Stakeholders.
* Involved throughout the business solution Development Life Cycle (SDLC).
* Conducted meetings with business users and SMEs to identify and gather various functional and non-functional requirements.
* Utilized Rational Unified Process (RUP) to configure and develop process, standards and procedures to create Business requirement Document (BRD).
* Conducted GAP analysis of the different reports that are being presented to clients to accommodate their requirements for the new enhancements.
* Created artifacts such as Use Cases, Activity Diagrams, and Sequence Diagrams using MS Visio.
* Developed Requirements Tractability Matrix (RTM) using MS excel to trace each software design requirement to test case.

## Sun Pharmaceuticals, India Aug 2005 – Oct 2006

**Business Analyst and Product Marketing Associate.**

Sun Pharmaceutical is one of the leading Pharmaceutical Company in India and one of the largest Indian companies in the US generic market. The project was to update the current legacy system to Model N revenue management system.

### Responsibilities:

* Involved in implementing Model N revenue management suite including contract management to meet demanding business needs.
* Worked on the pricing model to filter and analyze data for the price to be in accordance with government pricing.
* Played a key role in the planning, testing, and implementing system enhancements and conversions.
* Provided key project inputs by working with users in defining the project and system requirements.
* Reviewed business process, and functional requirements.
* Designed and executed strategic marketing and advertising plans for current product line that achieved exceptional market penetration and exceeded projected goal.
* Created Sales Process Design to increase and track the sales activities.
* Implemented the strategy for monthly meeting with wholesale customers to increase sales and better inventory management.
* Maintained long term relations with clients by strategic cold call, meetings, product detailing, and promotional activities.
* Worked on Pharmaceutical data processing for improving database for storing user files.
* Experience of managing stakeholders across the organization and in QA integration of systems.
* Involved in detailing project mission, data process flow diagrams, and timelines.