**PROFESSIONAL SUMMARY**

* 6+ years of experience working as Technical Business Analyst/System Analyst/ BI Analyst.
* Specific expertise inBusiness Analysis, GAP Analysis, Data Analysis, and creating business process documents.
* In depth knowledge and hands on experience working with SDLC methodologies like Waterfall and Agile.
* Expertise in preparing Business Requirement Documents, Use Case Specifications and Functional Specifications.
* Hands on experience ofUML diagrams such as Use Case Diagrams, Activity Diagrams and Sequence Diagrams.
* Experience in using Joint Requirement Planning (JRP) and Joint Application Deployment (JAD) sessions for gathering requirements and brainstorm ideas.
* Strong understanding of EDI Claims, Member Enrollment, Eligibility, and HIPAA 5010 (X12) standards
* Knowledge of different modules within Healthcare Claims Adjudication Process (Membership process, billing process and enrollment & Claims process).
* Experience with data visualization/BI tools, such as Tableau.
* Proficient in Microsoft Excel (Pivot Tables, Vlookup, Hlookup, VBA, etc.)
* Experience with Office 365 & SharePoint upgrade, planning and demonstration.
* Understanding of Fast Interoperability Resources (FHIR) Specifications as created by HL7.
* Involved in EDI 834 (Enrollment and Maintenance), 837 (claim processing and clam adjudication including COB), 835 (Claim Payment and Remittance), and 820 (Payment Order and Remittance).
* Experience with HIPAA compliance in the Healthcare systems. Experience providing analysis for business processes running on EDI (Electronic Data Interchange) standard.
* Ability to supervise and make sure testing is done with regards to requirements of the project.
* Hands on experience in writing SQL queries for data gathering.
* Experience with handling UAT.

**TECHNICAL EXPERTISE**

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| --- | --- |
| **Methodologies:** | Waterfall, Agile/Scrum |
| **Testing Tools:**  **Requirement Management Tools:** | HP ALM, Quality Center  JIRA, Rally |
| **BI:** | Tableau |
| **Languages:** | Core Java, Java/J2EE, .Net, XML |

**PROFESSIONAL EXPERIENCE:**

**WellCare Health Plans, Inc. Tampa, FL February 2016–June 2018**

**Technical Business Analyst/System Analyst/BI**

As a Technical Business Analyst/ System Analyst I worked on multiple healthcare projects driving them and bringing value through technical operations. Some of my common responsibilities included analyzing system for Java based software applications development, mapping X12 transactions EDI 837, 835, 834, 820, creating business process models, strategic operations, identifying performance trends, scanning business/industry trends and interpreting data.

**Responsibilities:**

* Use strategic thinking to see the big picture, determine the problem and understand fundamental parts of the problem.
* Worked in Hybrid environment (Waterfall and Agile)
* Worked closely with Product Owners and Scrum Masters in Product Backlog grooming and refining user stories.
* Assisted testing and development teams in understanding the user stories.
* Analysis of Business requirements & Design Specification Document to determine the functionality of the Business Intelligence (BI) Processes.
* Identify business/industry trends in consumer lifestyle and technology; scan competitive landscape; analyze consumer data
* Participated in integration and administration of data sources for data warehouses.
* Designed and developed algorithms, data points and analysis requirements.
* Supported web analytics packages and data warehouse operations.
* Monitored and maintained data warehouses integration for various business functions.
* Updated BI database functions.
* Identify, distinguish and analyze multiple components of a problem, and then make recommendations for business change.
* Developed and implemented BI solutions utilizing Tableau and SQL.
* Used Edifecs to Import and export specifications and data efficiently using a broad range of tools and third-party applications, including XSD, XSLT.
* Export guidelines to JSON schemas.
* Full life-cycle application development experience.
* Used EdifecsSpecBuilder to customize EDI data files.
* Experienced in working with management and end users to gather reporting requirements, document Java based requirements, design, write test scenarios, and develop/test/deploy reports to the production environment.
* Coordinated with team members and end users to provide smooth change management
* Facilitated and managed requirements gathering meetings, preparing agendas and materials, as well as providing presentation documentation.
* Created extensive SharePoint documentation for end users, business owners and site collection administrators.
* Use predefined HIPAA, HL7, FHIR, NCPDP and other guidelines to achieve compliance
* Implemented numerous automated data collection systems utilizing MS Access and Excel.
* Worked with team members to implement quality assurance plans and testing
* Extensively used SQL statements to query the Oracle Database for data modeling, data migration, data analysis, data Validation and data Integrity.
* Create daily reports in designed MS Excel spreadsheet with pivot tables.
* Used MS Excel to analyze, communicate, & examine organizational change.
* Used JIRA for requirement management and also as version control tool.
* Created BI reports using Tableau.
* Extensively wrote standard and complex SQL queries to perform data validation to make sure test results matched.
* Provide data and thorough project recommendations to all directors to support strategic decision-making
* Provide input on strategy, based on knowledge of industry and technology trends.
* Conducted JAD sessions with business units and stakeholders to define project scope, to identify the business flows and determine whether any current or proposed systems are impacted by the new development efforts.
* Ensured all artifacts compiled with HIPAA 5010 policies and guidelines.
* Worked on EDI transactions like 270,271,834,820, 837 and 835.
* Created workflow diagrams, UML diagrams, activity diagrams, use cases.
* Designed and supported in Test cases, Test plan creation and Companion Guide from development stage to production, including both internal and external requirements.
* Conducted Business Requirements walkthrough with the business owners as well as the Technical Stakeholders.
* Participated in the monthly steering committee meetings to update the Business Sponsors on the project schedule and financials.
* Documented the UAT Plan for the project and worked with the UAT Team to ensure every acceptance criteria for the requirements has been included in the UAT task plan.
* Established Traceability Matrix using MS Visio to trace completeness of requirements in different SDLC stages.

**Coventry Healthcare, Bethesda, MD May 2014 – December 2015**

**Technical Business Analyst/BI**

The project was based on the implementation of an Enrollment & Reconciliation process using X12 EDI 820/834/837/835 transactions. I worked on various HIPAA transactions, like 820, 835 and 837.My daily responsibilities included conducting meetings related to the code conversion process and document them to create the business requirement document. Additionally, I also worked on the database part by helping the team identify the right data sources, verify the data integrity and creating production scrubs for testing purposes. I was also involved in payment reconciliation, payment balancing, payment adjustments, and pending payments.

**Responsibilities:**

* Involved in forward mapping of ICD-9 to ICD-10 and backward mapping of ICD-10 to ICD-9 using EDIFECS.
* Worked with business users to understand the Eligibility Reconciliation and Payment Reconciliation process.
* Created and maintained data mapping document(s) in reference to the HIPAA mandated X12 format EDI transactions 820, 834, 837 and 835.
* Extensively worked on EDI transaction like 837,835,834, 820, 270, 271, 276, 277 and 278.
* Performed GAP Analysis on 4010 to 5010 (X12) transition
* Gathered business requirements, created business process models, analyzed data sources, workflows by conducting interviews and meetings.
* Use predefined HIPAA, HL7, FHIR, NCPDP and other guidelines to achieve compliance
* Analyzed the change detection process on database tables to capture the daily changes done by Users through Online Java based Application.
* Worked on BI tools such as Tableau.
* Create and communicated the prototype requirements to the development team in Excel formats as templates for the reports.
* Created and Designed SDLC Methodology (Agile/Scrum) for developing EDI applications used by hospitals to completely automate payments posting for Medicare, Medicaid and commercial payers, providers electronic payments files.
* Used Edifecs to Import and export specifications and data efficiently using a broad range of tools and third-party applications, including XSD, XSLT.
* Provide SharePoint support for any content migration issues.
* Provide SharePoint and MS Office training to end users and site admins.
* Exported guidelines to JSON schemas.
* Executed dashboard setups and participated in data manipulation in Tableau.
* Conducted Analysis of business scenarios using MS Excel.
* Used JIRA as requirement management tool.
* Assign tasks to the project development team, monitoring and tracking process of the project.
* Used SQL Queries in Oracle to pull out data from the databases for the data validation, data integrity, data manipulation and routine report generation.
* Responsible for maintaining the change notification request document and communicating with the developers in each iteration review meetings.
* Provided assistance for data visualization and reporting with Tableau.
* Create and managed requirement types and traceability relationships.
* Apply knowledge experience of HIPAA Act Rules, HL7 and Regulations HIPAA transactions.
* Perform research on Member, Provider, Claims, Authorization, Appeals and Grievances data from Facets back end and front-end application system for reporting purposes.
* Held JAD sessions to make sure all requirements were well understood by the team.
* Implemented the suggested changes and finalized the design to be presented to the developers.
* Designed Information Flows for Eligibility Reconciliation, Premium Payment Transactions, and Reconciliation of Enrollment Transactions EDI Processing to outline updated processes.
* Wrote SQL queries to gather data required for supporting the application development.
* Followed the Waterfall methodology for all the modules throughout the entire SDLC.
* Actively conducted and participated in status report meetings and interacted with developers to discuss the technical issues.
* Modified the file format and layout for Electronic Enrollment & Reconciliation Payments.
* Actively participated throughout the User Acceptance Testing (UAT) process and helped coordinate the application deployment process.
* Worked independently with minimal supervision throughout the project.

**Geisinger, Danville, PA January 2013– April 2014**

**Technical Business Analyst/BI**

I was working on multiple projects which involved web applications, Data Warehousing, Business Intelligence (BI) ETL Validation, and outlining the overall data quality check process. I was also involved in the analysis of EDI transactions including 837 and 835 based on HIPAA 4010 and mapping them in order to comply with HIPAA 5010 standards.

**Responsibilities:**

* Project was implemented in hybrid environment of Waterfall and Agile.
* Interacted with the stakeholders and end users in order to define the purpose and scope of application and gather User Requirements.
* Developed Process/workflow analysis by understanding the process modeling.
* Validated business requirements for Java based wed applications by facilitating JAD sessions.
* Designed and documented Business Requirements (BRD) by using ASCI ASX X12 EDI guides, reviewed and interviewed business process owners and companion guides.
* Analyzed and confirmed the source and target data in the database using Oracle SQL Developer.Updated Electronic Enrollment/Reconciliation Data Form.
* Created mapping for EDI transactions, specially 820 and 834. Outlined the updated processes for Payment Reconciliation, Eligibility, and Premium Payment Transactions.
* Prepared business requirement documents and functional requirements using Rational Requisite Pro.
* Application integration with EDI-X12, EDI-820/834, Payment Reconciliation
* Designed and implemented basic SQL queries for QA Testing and Report / Data Validation
* Facilitated meetings with users for requirement collection, design changes and feedbacks.
* Collaborated with Java developers and assisted in Unit testing.
* Created BI reports in Tableau.
* Escalated issues and reported them as appropriate to Project management for support and guidance.
* Identified issues and worked with application and data team to resolve.
* Prepared Project Plan and Production deployment schedule using MS office tools (Word & Excel).
* Followed UML based methods using MS Visio to develop use cases and activity diagrams; assisted developers in creating sequence diagrams and collaboration diagrams.
* Followed and implemented Hybrid model of Agile and Waterfall methodology across multiple projects.
* Created and Maintained Test Matrix and Requirement Traceability Matrix.
* Worked with business partners and other groups to lead Quality strategies for projects and platforms
* Facilitated requirement review & update sessions with stakeholders to ensure all stakeholders are on boarded and approve the enhancements.
* Worked with UAT Testers to get feedback during UAT Testing and updated the requirement log.
* Created Requirement Matrix, Process Flows, and Use Case Documents to support the implementation of Facets Billing and Claims Processing modules.
* Prepared user instructions and use cases to conduct User acceptance testing (UAT).
* Facilitated the requirement changes and fixes along with the release management team.

**Automatic Data Processing, Inc. Roseland, NJ June 2012-December 2012**

**Junior System Analyst**

ADP helps organizations in more than 110 countries, of all types and sizes to unlock their business potential by providing [human resources](https://en.wikipedia.org/wiki/Human_resources) management software and services. As a Junior System Analyst, I was working on web based Learning Management System (LMS) application that was involved in creating courses, assignments and polls for the employees.

**Responsibilities:**

* Analyzed current system and provided recommendation for improvements
* Liaised with software development team and assisted in system development.
* Integrated and updated computer system with the latest technologies as required for the project development
* Prepared databases for developing projects to maintain its record and updating them regularly.
* Coordinated with clients to understand their requirements and maintained regular records of completed modules related to software projects.
* Suggested affordable software products as per the requirements of client.
* Prepared records of validated results according to the client requirements and tested software products accordingly
* Researched on the latest technologies and configured hardware and software to increase work efficiency and effectiveness
* Added tasks for Educational website using BI components.

**EDUCATION**

Master of Science in Computer Information Systems, New England College, NH (2012)