**Name: Navya**

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**424 341 2956**

**Summary:**

* Business Analyst with 7+ years of experience in business process analysis/modelling, business requirements gathering, database design and development of Web Based, and Client/Server applications, with hands on experience in Healthcare Sectors.
* Extensive experience with Medicare/Medicaid processing as well as the Claims/Billing.
* Strong knowledge of the Software Development Life Cycle methodologies (phases and gates) like Agile and Waterfall models
* Complete Software Development Lifecycle experience including requirements gathering, designing, implementing and supporting SharePoint Portal Solutions.
* Experience with Iterative Software Development Life Cycle Process as per Rational Unified Process (RUP), involved in inception, elaboration, construction & transition phases using rational tools like RequisitePro, Clear Case, Clear Quest during various phases of RUP.
* Experiences in Developed plan for SharePoint 2007 to 2010 upgrade, implemented the new system and worked with management to help drive user adoption.
* Extensive experience in Business Requirements gathering and writing skills with expertise in developing and documenting Business Requirement document (BRD), Functional Requirement Document (FRD),Software Requirement Specification (SRS) across the deliverables of a project.
* Effectively used Rational Requisite Pro to organize, track and change requirements of the system.
* Managed two SharePoint 2013 enhancement and a migration project for the organizations SharePoint 2010 to 2013.
* Expertise of UML in visualizing and documenting the artifacts using Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data Flow Diagrams, Business Flow Diagrams, Sequence Diagrams using MS Visio
* Experience in facilitating Joint Application Development (JAD) sessions, Rapid application development (RAD) sessions , conducting user interviews and acting as a liaison between the customers, development team and testing team
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Interface with clients from Operations, Marketing, Sales, Technologies, and Outside Vendors and act as their customer interface point as the lead of the Projects.
* Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.

**Education:** Bachelor’s in Computer Science from JNTU

**SKILL SET:**Project Management framework/ Methodology: SDLC, PMBOK, Agile-Scrum Alliance.   
Project Management Tools: MS Project, Clarity, RALLY, SharePoint Server.   
Requirements Management Tools: Enterprise Architect, Quality Center, RequisitePro, Excel, JIRA Issue Tracking, SharePoint.   
Business Modeling Tools: Enterprise Architect, Rational Rose, MS Visio, UML   
Operating System: Windows   
Other: SQL, XML, HTML, PHP, .NET   
Languages: SQL, C++, Java, XML   
Databases: Oracle, Unisys, SQL Server, MS Access   
Web Technologies: ASP.NET, HTML, JSP, ASP, Java Script, Websphere, SharePoint Designer   
Software/Applications: MS Project Server, FIM, Geneva, Adobe Photoshop

**PROFESSIONAL EXPERIENCE:**

**State Farm Corporate Bloomington, IL July 2015- Present**

**Business Systems Analyst**  
   
With the increased adoption of SharePoint, the need for governance and content management became a priority within State Farm’s Integrated Solutions Department (ISD). With a background inSharePoint, content management, governance, as well as web design, I was allocated to 3 Development Centers within the ISD area to provide teams custom solutions within SharePoint that would help facilitate collaboration, while maintaining governance.   
   
**Responsibilities**: 

* Designed, developed, and managed internal, collaborative websites for approximately 600 department users in SharePoint.
* Conducted interactive sessions to elicit business and functional requirements. Organized interviews with area team leads, Program Managers, and Directors for the purpose of designing and creating custom sites, pages, forms, libraries, lists, workflows, and content types in SharePoint
* Coding in front end languages (HTML, CSS, JQuery) to build dynamic web pages, dashboards, and navigation within SharePoint using out of the box functionality
* Analyzed and evaluated site performance and provide written recommendations for leadership
* Involved in creating approval Workflows using SharePoint Designer 2010.
* Created and developed various graphic designs including page headers, background graphics, interactive buttons and menus using Adobe Illustrator and Adobe Photoshop as part of site designs
* Document the processes and procedures related to SharePoint activities to facilitate knowledge transfer
* Prepared mock ups of site designs to illustrate how site changes would affect the user interface
* Facilitated working sessions with area leaders to implement a governance system within the SharePoint environment across 3 Development Centers, which resulted in more efficient use of the team sites and document libraries.
* Successfully completed 49 requests for SharePoint customizations over the course of 15 months
* Successfully installed and configured the Quest Site Administrator tool onto SharePoint Production Farm for more powerful site usage reports.
* Researched functionality of SharePoint 2013 in advance of Enterprise implementation to assist organizational change

**Environment**: SharePoint 2010, SharePoint Designer 2010, HTML, CSS, JQuery, MS Office, Adobe Photoshop, Adobe Illustrator, Governance, Communication

**Dr Pepper Snapple Group Sep 2013-Jun 2015**

**Business Analyst**

**Project Description:**

This is a multi-technology solution involving SharePoint, Informatica, SAP BW and Micro-strategy. In SharePoint the solution is -Data receiving through manual entry and File upload, Manual Correction of Data, Setting up Profile for Bottlers and Reports for File Receiving process and File Processing stages.

**Responsibilities**:

* Organized, facilitated and planned Requirement Elicitation meetings with the DPSG Business and IT teams
* Created Use Case, Swim Lane and ER Diagrams to support document of User and Functional Requirements
* Created Wireframes to support
* Extensively used MS SHAREPOINT a content management platform, for managing content across the organization within a shared repository.
* Prepared User and Functional Documents
* Conduced walkthrough meetings with the Business for User and Functional Documentation Sign Off
* Set up permission levels and permissions for individual users, SharePoint and Active Directory groups, libraries, and lists.
* Scheduled and Conducted Requirements briefing meetings to support Design, Development and Testing Activities
* Reviewed Functional Test Cases prepared by the Testing Team
* Coordinated with other downstream application teams like INFA and BW for Impact Analysis of CRs.
* Worked with SharePoint , creating and maintaining data on SharePoint for internal use
* Involved in Functional Testing of the Defects during ITCs in line with the Defect Management process
* Used SharePoint Designer 2010 for modifying the Web part functionalities, look & feel of the Site and even for the Customized search results.
* Supported Integration and Pre-UAT business Testing by addressing functional queries and facilitated responses for technical queries
* Analyzed, maintained and updated FAQ knowledge base in SharePoint for better data accuracy and better timely data availability
* Reduced the Severity of Defects by providing functional explanation to the Tester.
* Participated in Testing for Application Performance Improvement activities.
* Was part of the Data Conversion Team and Created Data Conversion Mapping for One of the Modules
* Participated in Daily Defect Status Meetings
* Effectively managed the Requirements Traceability from Business Requirements to User Requirements to Functional Requirements to Test Cases and Technical Design
* Participated Triage Meetings to address and close requirement conflicts arise during Testing
* Was appreciated by client for 90% requirement accuracy.
* Serve as communication liaison across multiple project teams, product owners, programs and stakeholders.

**Environment**: SharePoint 2010, IIS 8.5, Oracle 11, Informatica Powercenter, SAP BW, Microstrategy

**Emblem Health** **New York, NY Mar2011- Aug 2013**

**Business Analyst**

Build an Enterprise level Content Management system that enables the organization to store, access and share critical documents across a broad range of functions and departments. The result is a rich collaboration portal and a centralized document repository, creating a better and more comprehensive platform for managing, searching and tracking information that exists across the enterprise.

**Responsibilities** 

* Conduct Joint Application Development (JAD) sessions with heads of multiple divisions to gather business requirements in order to develop SharePoint solutions for clients.
* Crafted BRD and FRD artifacts as part of BA deliverable to ensure system changes are clearly defined and the existing process remains unaffected.
* Utilize SharePoint and Excel as necessary to work through daily inventory assignments.
* Understand and communicate the capabilities of SharePoint, including strategies and deliverables required for successful implementation and end-user adoption.
* Work closely with SharePoint Administrators in creating various Sites, Libraries and Lists storing clinical and other relevant data for cross-functional teams.
* Involved with Developers and DBAs to ensure precise design and functional specifications are met.
* Implemented various levels of access rights to individuals and teams based on the requirements gathered and in compliance with Security and Governance guidelines of HIPPA.
* Worked with the QA Team to develop test plans, test cases and test releases.
* Created Use Cases & Workflow diagrams based on the needs of the users using MS Visio.
* Organized requirements into logical groupings of essential business processes, business rules, and information needs.
* Involved in User Acceptance Testing (UAT) to verify functionalities and validate user interfaces.
* Used SharePoint to ensure all team members have easy access to all the documents created
* Created Process Flowcharts and Activity diagrams.
* Managed various Sites for documents like legal policies, regulatory, customized plans, ICD-9 and ICD-10 as reference data for clinical use and other relevant documents.
* Exposed to CCR, CCD and HL7 during the course of the project

**Environment**: ER/Studio, SharePoint, Visio, Oracle, Teradata, SharePoint, SQL Server 2000, and SQL\*PLUS, Windows XP/2000 and UNIX.

**PNC Bank**, **Philadelphia, PA May 2009-Feb 2011**

**Business Analyst**

Scope of project was the Online Retail Banking Bill Pay portal, Credit Card and Back Office System, and also to function as a liaison between the business team, developers, and testers throughout the SDLC phase. 

**Responsibilities**: 

* Interface effectively with business, technical staff and SME's of the various applications to gain an understanding of the business and process flow and available functionality of the individual applications and subsequently document and support requirements clarifications.
* Facilitated JAD sessions to collect requirements from system users and prepared business and functional requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Identified processes for developing and documenting detailed business requirements including process and data flow analysis and modeling. Data was collected from end-users, and analysts.
* Prepared and maintained requirements traceability matrix (RTM) throughout the project lifecycle.
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle.
* Formulating the systems of project to parallel the business strategies.
* Analyzed research on operational procedures and methods and recommended changes for improvement - with an emphasis on automation and efficiency.
* Wrote SQL queries in MS Access for data manipulations.
* Assist with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Develop the test plan, test conditions and test cases to be used in testing based on business requirements, technical specifications and/or product knowledge.
* Used Test Director with QA team for testing.
* Created different Traceability views to maintain the Traceability of the requirements.
* Conducted review sessions with the CRM team to upgrade the system by introducing an online chat system with the customer care group and help desk in the corporate website.
* Maintained the Business Impact Analysis Template (BIAT) to analyze and document the effect of proposed changes on the project schedule and costs.

**Environment**: Agile (Scrum), Windows XP, MS Visio 2003, PeopleSoft, MS Word 2003, MS Excel 2003, Oracle, HP- Quality Center, , Web sphere , XML, SQL and Java