**PROFESSIONAL SUMMARY:**

* Over 10 years of experience as **Business Analyst, and Lead Quality Analyst** as well on large time boxed projects with strong domain knowledge in **Health care,Commercial, and Investment banking** industries.
* Extensive experience in training corporate and independent clients on subjects like Business Analysis, **Business Process Re-engineering, Business Process Modeling** and other core areas of Business Analysis like, Enterprise Analysis, Effective Requirement Gathering, Skills to survive as a BA(for clients on job) and **SOA(Service Oriented Architecture)** and **ESB** based architect. Also worked on **legacy modernization** methodology including the tasks, models and techniques.
* Excellent knowledge in **Corporate Finance, Investment Banking, Credit tracking, Asset Management, Wealth Management, Derivative products such as Options and Futures, Swaps and Swap Options involving Credit and Interest rate and other OTC derivatives, Fixed Income, Trade Life Cycle, FIX protocol,Mortgage, Insurance, Bonds, Section 508, Sarbanes Oxley Act (SOX), and GAAP.**
* Worked on **Accredited**Standards**Committee** X12 (ASC X12) standard **EDI transactions and integration**(270/271 Benefit Inquiry- Eligibility, 276/277 Status Request- payment advise, 278 Request for Review/Response, 834 enrollment, 835 Payment/Advice, 837 Claims integration, 837P Claim: Professional, 837I Claim: Institutional, and 837D Claim: Dental).
* Gained good experience on **Configuration of QNXT** followed by business rules around adjudicating claims, member eligibility verification, and authorizations.
* Having work experience and expertise level knowledge on different **claim adjudication systems** e.g. **Bluechip, FEP Express, FACETS**, **Epic,** Magic, Coordinator Mouse, PREP, BlueSource, TSO, Availity, **VDR**, and also used Clarity PPM, SharePoint, Lotusnotes, WebEx, citrix, and NetMeeting for communication and information. Worked on creating, testing and implementing of Member focused Customer Relationship Management **(CRM)** tool with regulatory reporting system.
* **Worked on claim adjudication system including Inter-Plan Teleprocessing Services (ITS), BlueCard Program, BlueExchange transactions.**
* Well known and having sound understanding of  **comprehensive health reform**, the **Patient Protection** and **Affordable Care Act (ACA)** and medical claim policies and requirements including benefits, membership, enrollment and **implementation**.
* Documented the Requirement **Traceability Matrix** for tracing the Test Cases and requirements and documented and assisted the **QA** Team with the Test Plan. Also worked on different types of testing in different environments e.g. **UAT, UIT, and SIT** testing including regression, parallel, load runner and many of other testing techniques.
* Used the **iterative user-centered design** methodology to meet the business needs and to create the user user-centered design mainly on java, Oracle, and COBOL based development environments.
* Worked on Defects management including analysis, retesting, verifying, and approving process. And, also worked as a **HP QC administrator**.
* Working expertise in Software Development Life cycle (**SDLC**), Project Life cycle, Business Process Modeling (**BPM), Six Sigma, ITIL** and in Software Development Methodologies including Rational Unified Process **(RUP**), **Waterfall,** and **Agile**.
* Actively used Joint Requirement Planning **(JRP**), Joint Application Development (**JAD**) and Rapid Application Development (**RAD**) sessions with Business users, SME’s and Stake holders alike in gathering requirements, collating and analyzing them to identify the real business need and facilitating the development of a customized solution which delivers maximum cost and usability benefit to the client and company.
* Extensive knowledge and working experience in converting business requirements into **UML** diagrams using Rational Rose and MS Visio and also managing and tracking those requirements.
* Experience in process modeling using **Use Cases, Sequence Diagrams, Collaboration diagrams, Activity Diagrams, Class Diagrams.**

**EDUCATION & CERTIFICATION:**

* **MBA – June 2008 - Keller Graduate School of Management,** Devry University, NY, USA
* **MSW – July 2005 – Wurzweiler School of Social Work,** Yeshiva University, NY, USA
* **Liberty Institution Certified** – Business Analyst
* **Six Sigma Certified** – Liberty Institution
* **Graduated in SAP/FICO –** Global InfoTech, NY, USA**.**
* **EPIC Core (TAP 110), and EPIC Claims and Contracts (TAP 112) –** Madison, WI.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| Business Tools | Epic, Retalix, Proxis Store Manager Classic, TeleTracker Business Suite, PRAPP |
| Microsoft Tools | MS Project, MS Visio, MS Office, MS Outlook, MS FrontPage |
| Databases & Languages | Oracle, MS Access, .NET, MySQL, SQL, HTML, Java, XML |
| Testing Tools | HP Quality Center, Mercury Test Director, WinRunner, Load Runner, Rational Robot, Quick Test Professional |
| Methodologies & Standards | RUP, Six Sigma, SDLC Agile, QA, HIPAA, Medicare Software, ezclaim, Medicaid |
| Operating System | Windows 95/98/NT/2000/XP, UNIX, Linux |
| Tools | PUTTY, WinSCP, NotePad++, Adobe Acrobat, Business Explorer, Toad, Data Warehousing,Lotus Notes |
| Skills | Rational Rose, Rational Requisite Pro, Rational Clear Quest, Snagit, Rational Unified Process, UML, SOA, ESB, ITIL, Business Process Modeling, MS Visio, MS Word, MS Excel, PowerPoint, MS Project, MS Access, MS Outlook, ERWin 4.5, SharePoint, Cognos, Crystal Reports Visual Basic 6.0, Java, Object Oriented Programming, C++ .Net, UNIX, Windows NT/ 2000/ XP, MS SQL Server, BlueChip, FEP Express, VDR Data System, BlueSource, Coordinator Mouse. |
| Financial | SAP/FICO, Quick Books, ARC Manager |

**CHRONOLOGICAL SUMMARY OF EXPERIENCE:**

**Kaiser Permanente (KP), Denver, CO May. 2014 – Conti.**

**Business Analyst**

**Kaiser Permanente (KP**) is a leading organization in U.S. health care system. Total 17,000 physicians and 174,000 employees are working for KP to improve the health and well-being of its patients, members and the communities. Kaiser’s goal is to keep continue to advance its mission on affordability, and make the high-quality care it provides more affordable and more accessible for millions of Americans.

**Projects:**

* **Epic Implementation Project:** Epic Tapestry Implementation Project is the major project for upgrading of Kaiser Permanente’s Claim Adjudication System. Creating Batch type definition including Kofax Capture Service, Kofax Transformation Modules and Server Scheduler Services are taking care as of major elements of creating EDI Claims through its paper intake process. In this attempt, the Hawaii ‘(HI) Go Live’ can be counted as of a most successful project

**Hardware/Software:**

**EPIC – TAP 110 (Core) and TAP 112 (Claims and Contracts), Epic Hyperspace and Text, PUTTY, CRM, WinSCP, Notepad ++, Citrix, SharePoint, MS Visio, MS Project Professional, MS Project**, **Lotus Notes**, WebEx, and Microsoft Office package with Blue’s Outlook Express and **Blue’s Link**.

**Responsibilities:**

* Worked as a national team member on the **Tapestry Implementation Project** especially for creating and defining paper intake batches including scanning, error analysis, loading and storing paper claims in to the EDI format.
* Retrieve and send out recently loaded batches to different trading partners e.g. Relay Health, Apria, MedQuest, Stratos and others.
* Worked on creating, testing and implementing of Kaiser’s Member focused Customer Relationship Management **(CRM)** tool with regulatory reporting system.
* Keep batch tracking records for each and individual files that used for testing purpose. Also follow up with the Citibank for payment status.
* Worked on creating, testing and implementing of Customer Relationship Management (CRM) tool.
* Worked as a SME on HL7, Medicare, Medicare Advantage, MediGap, HIPAA, HIE, EDI Transactions, EHR and all other compliances.
* Followed the Agile Scrum SDLC Methodology and coordinated the project team for **JAD and BRD** Sessions through documentation to the testing phases.
* Prepared **Functional Design Specifications** (FRS) employing Use case scenarios**, sequence diagrams**, DFDs and class diagrams.
* Documented the Requirement **Traceability Matrix** for tracing the Test Cases and requirements.
* Documented and assisted the **QA** Team with the Test Plan. Also worked on different types of testing in different environments e.g. **UAT, UIT, and SIT** testing including regression, parallel, load runner and many of other testing techniques.

**Credit Suisse, NYC Oct. 2013 – May. 2014**

**Business Analyst**

Credit Suisse provides a broad range of financial products and services including investment management, Hedge funds, banking services. The Project was to develop an Intranet web-based application for the financial advisors in the investment banking division, to review and work with the brokerage accounts of the private customers and to advise them with investment strategies.

**Hardware/Software: VM Wire Player, VLC Player, Managementservlet, Unix, java, Oracle 11g, WebEx, NetMeeting, ShareDrive/SharePoint,** USAMail, Customized Outlook, MSP, **HPQC/ALM**, HP Diagnostics, **QTP**, Visio, PPP, Rational Rose, Clear Quest, Microsoft Project, Oracle, UNIX, MS Excel, MS Access.

**Responsibilities:**

* Responsible for creating and reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Worked extensively with SMEs in understanding and documenting their requirements pertaining to the Credit Card processes. Worked with all levels of client staff in the process of solution definition.
* Worked on financial compliences e.g. Section 508, Sarbanes Oxley Act (SOX), GAAP, Anti Money Loundering (ALM) and other compliences.
* Analyzed user problems, including automated and manual business processes, and identified, researched, investigated, defined and documented business processes.
* Designed and developed Use Cases, Use Case Diagrams and Activity Diagrams using UML.
* Co-authored business requirements documents with the business users. Extracted, discussed, and refined business requirements from business users and team members.
* Assisted the project managers with the development of project schedules.
* Involved in documentation during various phases of development life cycle.
* Coordinated activities between business unit and technical staff, developed new methods, policies, and procedures to meet the business needs, as well as acted as primary trainer in educating the business units, related to business applications.
* Performed UAT on business requirements, technical specifications and product knowledge.
* Interviewed business experts, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business and technical communities.
* Utilized Rational Unified Process (RUP) to configure and develop processes, standards, and procedures.
* Used MS Office extensively (Word, Excel, Visio, Power Point, Outlook, Project) for analysis, presentation and documentation throughout the project.

**Blue Cross Blue Shield of TX, Abilene, TX Mar. 2012 – Oct. 2013**

**Business Analyst/Quality Analyst**

Health Care Service Corporation (**HCSC**) is operating Blue Cross Blue Shield plans in TX, IL, NM, and OK and recently added up MT as well. It provides health coverage through its Blue Cross and Blue Shield Plans and dental, life and disability insurance to the members associated with it. Founded in 1936 and with more than 13 million members, 18,000 employees with 60 local offices HCSC is one of the large customer-owned health insurer in the United States.

**Projects:**

* **Federal Employee Program Stream Line Project (FEP Streamline) -** FEP Streamline is the part of the Federal Employees Health Benefits Program (FEHBP) and HCSC is operating this project with cooperation of US Government’s Office of Personnel Management. FEP covers roughly 4.5 million federal employees, retirees and their families out of the nearly 8 million people (contract holders as well as their dependents), or about 57 percent of those receiving their benefits through FEHBP. This project is involved in rewriting/Redesigning its processing system including the quality, structure and flow of logic between the FEP Direct and BlueChip Claim Processing System.
* **Montana FEP Streamline:** Health Care Service Corporation (**HCSC**) has recently added up the Montana states BCBS program and now it is known as FEP Streamline of Montana. HCSC has recently completed redesigning and restructuring of existing claim processing system for Montana BCBS. HCSC also completed the healthcare reform process and procedures for Montana Streamline project.

**Hardware/Software:**

**FEP Express, BlueChip, PRAP, VDR, BlueSource, Availity, CM Mouse, System Magic, SharePoint, MS Visio, MS Project Professional, MS Project**, **Lotus Notes**, WebEx, Siebel**CRM**and Microsoft Office package with Blue’s Outlook Express and **Blue’s Link**.

**Responsibilities:**

* Modified and used Project Templates to gather the requirements and carry on the project. Also worked on **legacy transformation methodology** including the tasks, models and techniques especially on UAT, UIT and SIT Environments. Alsolead the QA team to execute the **mainframe**testing together with databases, screens, reports and auxiliary files.
* Worked on Siebel**CRM** Systemsalong with**BlueChip** and **FEP Express** for the organization’s healthcare plan administration. Also, experienced on **claims adjudication** to provide the best claims management service.
* Worked on healthcare reform process and procedure for Montana Streamline project.
* Worked as a SME on HL7, Medicare, Medicare Advantage, MediGap, HIPAA, HIE, EDI Transactions, EHR and all other compliances.
* Coordinated the project team for **JAD and BRD** Sessions, and documentation for different projects including **SOA** model projects.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, information needs and insured that critical requirements are not missed
* Coordinated activities between business unit and technical staff, developed new methods, policies, and procedures to meet the business needs.
* Analyzed and translated business requirements into system specifications utilizing UML and RUP methodology.
* Prepared **Functional Design Specifications** (FRS) employing Use case scenarios**, sequence diagrams**, DFDs and class diagrams.
* Identified and clearly **defined functional issues** and supported IT development staff throughout the design, development, unit testing, and implementation phases of the software development life cycle.
* Documented the Requirement **Traceability Matrix** for tracing the Test Cases and requirements.
* Documented and assisted the **QA** Team with the Test Plan. Also worked on different types of testing in different environments e.g. **UAT, UIT, SIT** testing including regression, parallel, load runner and many of other testing techniques.
* Worked on Defects management including analysis, retesting, verifying, and approving process.
* Worked as a **HP QC administrator**.
* Assisted Project Manager for successfully completion of the above mentioned projects.

**Fiserv, Lake Mary, FL Feb. 2009 – Feb. 2012**

**Business Analyst**

Fiserv is a diversified financing solution provider serving consumers, retailers and businesses around the globe in Commercial Lending and Leasing. The project was how interest should be applied to businesses who borrowed money from Banks. The project was built on Fiserv Technologies which will allow businesses and banks to allocate interest and allow businesses and banks to run and view reports.

**Hardware/Software:**

Windows 2000/XP, Rational Requisite Pro, MS Office, Lotus Notes, ALM and KYC tool, SQL Server, MS Project, SOX, MS Access, UML, Cognos 8.4, SharePoint, Sales Force.

**Responsibilities:**

* Analyzed software requirement specification documents for different **finance based projects** including in-house projects and client’s onsite projects too.
* Worked on different in-house projects for different **Corporate Finance, Investment Banking, and Insurance companies for Fixed income, Asset Management, Wealth Management, Derivative products, OTC derivatives, Trade Life Cycle, Mortgage, Insurance** management.
* Worked on financial compliances and rules e.g. **OTC derivatives, Fixed Income, Trade Life Cycle, FIX protocol,Mortgage, Insurance, Bonds, Section 508, Sarbanes Oxley Act (SOX), and GAAP.**
* Created processing model diagrams in **UML/Visio** using the business process information captured in the business context analysis documents. Worked on electronic documentation as well.
* **Elicited requirements** by employing information-gathering techniques (e.g., Interviews, surveys, business process analysis), competitive product analysis, reverse engineering of existing systems, etc.
* **P**articipated in the corporate wide **BPR roadmap process** to define the “To be” process based on Design for **Six Sigma** Methodology. Also, worked on Siebel CRM Systems in designing, development, marketing, and supporting of customer relationship.
* Developed functional requirements and a proposed data warehouse strategy for supporting **employee compensation** and compliance reporting/analytics.
* Involved in defining the **scope of the project**, gathering business requirements and documenting and managing them using Rational rose and Rational Requisite Pro respectively.
* Presented high level requirements and interaction diagrams using **use cases**, to user groups, as well as documenting requirements and getting them reviewed and base lining the same.
* Analyze business requirements and segregated them into high level and low level Use Cases, activity diagrams using **UML methodology.**
* Prepared Business Workflow models that cover "How" business processes are accomplished.
* Involved in process modeling, reviewing and writing URS and Functional Requirements.
* Participated in periodical Joint Application Development **(JAD**) sessions with the management and IT teams.
* Interviewed business experts, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business and technical communities.
* Utilized Rational Unified Process (RUP) to configure and develop processes, standards, and procedures.
* Performed UAT and Performance testing on the application.
* Used MS Office extensively (Word, Excel, Visio, Power Point, Outlook, Project) for analysis, presentation and documentation throughout the project.

**Fare Portal - NY Aug. 2008 – Feb. 2009**

**Business Analyst**

FAREPORTAL is a Travel Technology, Travel BPO (Business Process Outsourcing), Ticket Fulfillment and Call Center solutions provider to the travel industry. Strategically located in "Silicon Alley", in the heart of New York City, their group of Professionals is dedicated to harnessing the future of Online and Traditional travel for FAREPORTAL customers, partners and brands. A key element of the Fareportal Technology is an innovative and unique capacity to integrate with each of the leading Global Distribution Systems (GDS), Sabre, Galileo and Amadeus, for air, car and hotel reservations

**Project**: [**www.cheapoair.com**](http://www.cheapoair.com)

CheapOair is an award-winning travel website, ranked #5 amongst travelers by Hitwise.com. Launched in 2005, CheapOair is a leading supplier of [cheap airfares](http://www.cheapoair.com/flights/), [hotels](http://www.cheapoair.com/hotels/), [car rentals](http://www.cheapoair.com/cars/) and [vacation packages](http://www.cheapoair.com/vacations/), offering the best in value with attractive, one-stop solutions for today’s savvy traveler. The project was based on the online reservation system enhancement, chargeback and portal management.

**Project:** [**www.travelong.com**](http://www.travelong.com)

Travelong established in 1933 is a unique full service travel agency, located in New York City servicing more than 100 corporate clients and 30 home based agents/ independent contractors across the United States. The project was based on the online reservation system enhancement, chargeback and portal management.

**Hardware/Software**:

ARC Memo Manager, Amadeus Ticket Quota System (TQS), sabre software, Lotus Notes, Oracle SCM, QuickBooks Accounting Software, Project Management, and Microsoft Office package.

**Responsibilities:**

* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Reviewed the Business Requirement Documents (**BRD**) with the cross functional team to analyze the High Level Requirements.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications. For reporting, worked on web server **IIS** (Internet Information Services) 6.0 to create, edit, delete and move files and directories, and share documents. Also, worked on **SSRS** (Microsoft SQL Server Reporting System) 2008 R2 to accelerate and well management of reporting services.
* Developed process flow depicting business activities, and performance metrics.
* Conducted interviews, meetings and **JAD** sessions with financial advisors during the Requirement Gathering process.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application.
* Responsible for chargeback debit memo department, Investigates cause of debit memos and handled relevant correspondence to the **airlines, hotels, car renting companies, banks, credit card companies**, customers and other line agencies for settlement of the chargebacks. Also worked on **Fixed Periodic Income, Investment**, and **Audit and Support** activities to complete the finance part of the project.
* Used different software e.g. **ARC Manager**—software for electronically process and settle memos, Sabre Online-- unique workflow application, and Amadeus – leading transaction processor, to analyze the company’s outstanding debit memos and possible recovery.
* Worked for information gathering, analyzing the information gathered, and documenting as of functional or business requirements. And used various research techniques, financial and accounting tools and techniques to find out the current market position as well as the future predictions.
* Used in proper way of ‘**HRMS by Sage’** software for personnel management
* Provided input (scope, goals, risks, constraints, timelines and interfaces) to PM for project planning and control.
* Involved in various business operations and helped the organization to achieve cost-effective services with increased quality, efficiency and satisfied customer service.
* Successfully utilized project management software to increase recovery rate. Developed various short term recovery projects and implemented.
* Performed User Acceptance testing and documented results.
* Trained customer team on new processes and operational procedures

**Gentiva Healthcare (GTIV)– Tampa, FL Jan. 2007 – Aug. 2008**

**Business System Analyst**

The Gentiva family of companies has been bringing great healthcare home for nearly four decades. Gentiva nurses, therapists and other healthcare professionals are dedicated to educating and empowering patients to take charge of their own care, so they can achieve the highest possible level of health and independence.

**Hardware/Software:**

Medicare Software, ezclaim, Oracle, FACETS, Medicaid,HIPAA-compliant patient information management and billing systemand Microsoft Office package, Metadata, Data Warehouse, SQL,

**Responsibilities:**

* Developed the prototype for PDA application “Rehab without walls” for interfacing with billing and invoice application
* Worked under the Governmental compliances like HL7, EDI, PHI, and HIPAA standard.
* Worked on ‘FACETS Healthcare Solution’ to make the organization efficient in responding quickly and effectively to the change around the healthcare market.
* Developed Templates to gather the requirements for applications to be added in SATS
* Worked on Medicare, Medicaid, including compliances like HIPAA, EDI Transactions, HIE, HER, ICD 9 and many other compliances.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, information needs and insured that critical requirements are not missed
* Involved in planning, execution, coordination of entire testing (QA) life cycle
* Developed strategies for Test Planning, Test Case Designing, Test Scheduling, Test Estimation, Test Execution and Defect Tracking
* Assisted the QA team in SIT and Business in UAT

**Project: Northern Queens Health Coalition, New York**

Northern Queens Health Coalition in a NGO categorized under Advocacy Group. It offers: Digestive Health Services, Legacy Health Services, Community care Health Services, St Francis Health Services and Swedish Health Services.

* Worked on internet based Electronic Laboratory Reporting **(ELR) system** to record, store, analyze, and communicate patient health data electronically for the purpose of patient care and billing.
* Worked on The **McKesson Radiology Manager** workflow management software solution to tracks and manage patients, exams and charges to improve the administrative and clinical workflow of radiology activities.
* **Built a system** to enable seniors, infants and disabled clients in receiving comprehensive health package
* Built a system to **resolve common medical insurance issues** e.g. Medicare, Medicaid, and other dental, vision, and health plans.

**Credit Suisse, NYC Nov 2005 – Nov 2006**

**Business Analyst**

Credit Suisse provides a broad range of financial products and services including investment management, Hedge funds, banking services. The Project was to develop an Intranet web-based application for the financial advisors in the investment banking division, to review and work with the brokerage accounts of the private customers and to advise them with investment strategies.

**Hardware/Software:**

Rational Rose, Clear Quest, Microsoft Project, Oracle, UNIX, MS Excel, MS Access.

**Responsibilities:**

* Responsible for creating and reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Worked extensively with SMEs in understanding and documenting their requirements pertaining to the Credit Card processes. Worked with all levels of client staff in the process of solution definition.
* Worked on financial compliences e.g. Section 508, Sarbanes Oxley Act (SOX), GAAP, Anti Money Loundering (ALM) and other compliences.
* Analyzed user problems, including automated and manual business processes, and identified, researched, investigated, defined and documented business processes.
* Designed and developed Use Cases, Use Case Diagrams and Activity Diagrams using UML.
* Co-authored business requirements documents with the business users. Extracted, discussed, and refined business requirements from business users and team members.
* Assisted the project managers with the development of project schedules.
* Involved in documentation during various phases of development life cycle.
* Coordinated activities between business unit and technical staff, developed new methods, policies, and procedures to meet the business needs, as well as acted as primary trainer in educating the business units, related to business applications.
* Performed UAT on business requirements, technical specifications and product knowledge.

**Allstate Insurance, Houston, TX Jan 2004 – Nov 2005**

**Business Analyst/Data Analyst**

All State Insurance Company is the nation’s oldest mutual insurer of automobiles. The company is a national writer of automobile, homeowners; marine and personal excess liability insurance. The Project involved developing an Internet based Integrated Policy management System where the company wanted to extend its five existing policy management systems for access by the company’s countrywide network of independent producers.

**Hardware/Software:**

MS Word, Excel, Access, Visio, Load Runner, Rational Requisite Pro, Rational Rose, Rational Clear Case, , ERWin 4.5, UNIX, SQL server, Ab Initio, Business Objects XI R2, ASP .NET, Crystal reports 7.0, Windows XP.

**Responsibilities:**

* Involved in gathering Business Requirements for new models through JAD sessions, E-mails and Surveys.
* Performed extensive Use Case analysis.
* Performed extensive Business Process Modeling using Swim-Lane diagrams, Sequence diagrams, Workflow diagrams and Activity diagrams using MS Visio.
* Conducted Feasibility Analysis to study the benefits of using the application thro’ Data Flow Diagrams and used Trace-ability Matrix to find out the best possible technologies to be used.
* Coordinated with all Allstate agents to gather requirements for the application and managed them using Rational Requisite Pro.
* Involved in Gap Analysis and ROI Analysis of existing policy management system with the Enterprise system.
* Integrated Requisite Pro with Clear Quest and Rose to provide all teams visibility and maintain tractability among requirements, use cases and change requests.
* Coordinated with Quality Analyst to develop test plans and performed UAT.

**\*\*\*References upon Request\*\*\***