**PROFESSIONAL SUMMARY:**

* Over 10 years (10 **years** in USA) of experience as **Lead Quality Analyst, and Business Analyst** as well on large time boxed projects with strong domain knowledge in **Health care,Commercial, and Investment Banking** industries on their **onsite and offshore** projects.
* 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)**. Also worked on **legacy modernization** methodology including the tasks, models and techniques.
* Having excellent knowledge and worked as a **SME on Medicare, Medicaid, Medicare Advantage, MediGap, ICD-9 and ICD-10 Codes, HL7, HIPAA**, **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), **EDI File Formatting**, **Electronic Health Record (EHR**), **Health Information Exchange (HIE)**, **Protected Healthcare Information (PHI)** and Healthcare reform processes.
* To be prepared for the **ICD-10** transition, as healthcare provider that handle billing and software development internally, worked on ICD-10 transition efforts including product development strategy, product test plan, product deployment timeline, and medical records/coding training.
* Worked on **HLI LEAP crosswalk tool (**LEAP I-10) that mapped actual claims from individual benefit plans, medical policies and provider contracts from ICD-9 to ICD-10 using the Centers for Medicare and Medicaid’s (CMS’s) General Equivalency Maps.
* Having work experience and expertise level knowledge on different **claim adjudication systems** e.g. **Bluechip, FEP Express, FACETS**, Magic, Coordinator Mouse, PREP, BlueSource, TSO, Availity, **VDR**, and also used Clarity PPM**, Sharepoint**, Lotusnotes, Webex, citrix, and NetMeeting for communication and information.
* Having good experience on **SOA, BI, and Data Warehousing including Data Analysis and Data Mappin**g. Used **DTI tool** for incorporating the database engine.
* **W**orked for the whole **testing cycle** including understand project vision and context, identify reasons for testing performance, identify value of testing performance, configure test environment, identify and coordinate tasks, execute tasks, analyze result and create report, and reprioritize the testing task.
* **W**rote **Test Cases**, Documented the Requirement **Traceability Matrix** for tracing the Test Cases, executed test cases, managed and assisted the **QA** Team with the Test Plan. Also worked on different types of testing environments e.g. **UAT, UIT, and SIT** testing including **Path testing, Data set testing, Unit testing, System testing, Integration testing, Black-box testing, White-box testing, Regression testing, Automation testing, User acceptance testing, Software performance testing, and stress testing or load testing.**And also have excellent knowledge on java, web services, **COBOL, Oracle,**platform testing, SQL queries, and **SAS** Methodology for centralized stress testing.
* Paid attention for establishing of well-conceived software testing strategy to keep organization on track to achieve greater innovation, growth and success. For quality deployment of the solution worked on **Test Transformation process** to significantly reduce the deployment of quality solutions. Also, provided test training and mentoring to the human resources as needed.
* Worked on complete testing cycle for **EDI Transactions** and **defects management** including analysis, retesting, verifying, and approving process. And, also worked as a **HP QC / ALM administrator**and **Defect Coordinator**and used**HP Diagnostics**too.
* **HL7** develops **conceptual standards** (e.g., HL7 RIM), document standards (e.g., HL7 CDA), **application standards** (e.g., HL7 CCOW), and **messaging standards** (e.g., HL7 v2.x and v3.0) and tested the FEP Streamline and Montana Streamline java web services projects whether fulfilled the HL7 standard requirements or not.
* Worked on **HP QC Premier Edition (ALM 11.0)** as a QC Administrator to carry out administrative functions including designing and implementing HP QC Functionality, setting up projects, user’s role and access, role's permissions for QC users, loading test cases, allocating tasks for different tests, monitoring and reporting test result.
* Have experience on **Mainframe testing, Batch Testing, Cluster Testing, SQL server 2005** and **2008R2, API ON Boarding and API Res**t**, SOAP UI and Validation testing.**
* Working expertise in Software Development Life cycle (**SDLC**), Project Life cycle, Business Process Modeling (**BPM), Six Sigma** 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.**
* Extensive experience in producing documents like **Business Requirements Documents (BRD**), Functional Requirement Specifications (**FRS**), **Software Requirement Specifications (SRS), Creating Request for Proposals (RFP), creating Requirements Traceability Matrix (*RTM*).**
* Experience in developing and imparting pre and post implementation training, conducting **GAP** Analysis, User Acceptance Testing (**UAT**), **SWOT** Analysis, Cost Benefit Analysis and ROI analysis.
* Driven by creative ideas and backed by strong Analytical and methodical problem solving skills, identifying causes, corrective actions and providing innovative solutions, building strategic partnerships with senior business leaders and getting commitments to actions from individuals at all levels.
* Extensive experience on Excel, Word, PowerPoint, MS Project, MS Visio, Rational Suite and SQL.
* Highly motivated self-starter with excellent communication, presentation and interpersonal skills, can perform well both independently and with a team, always willing to work in challenging and cross-platform environments.

**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
* **MBA** – Sept. 1997 - Central Department of Management, **Tribhuvan University,** Kathmandu
* **Diploma in Quality Analysis - 2009**– Liberty Institution
* **Business Analyst - 2011**- Liberty Institution
* **Six Sigma Certified - 2011**– Liberty Institution
* **Graduated in SAP/FICO - 2007–** Global InfoTech, NY, USA**.**

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| Business Tools | Retalix, Proxis Store Manager Classic, TeleTracker Business Suite, PRAPP, BRM |
| Microsoft Tools | MS Project, MS Visio, MS Office, MS Outlook, MS FrontPage |
| Databases & Languages | Oracle, MS Access, .NET, MySQL, SQL, HTML, webservices, Java, XML, Solaris |
| Testing Tools | HP Quality Center, ALM, Mercury Test Director, WinRunner, Load Runner, Rational Robot, Quick Test Professional, SOAP UI, DTA Tool |
| Methodologies & Standards | RUP, Six Sigma, SDLC Agile, QA, HIPAA, Medicare Software, ezclaim, Medicaid |
| Operating System | Windows 95/98/NT/2000/XP, UNIX, Linux |
| Tools | Adobe Acrobat, Business Explorer, Toad, Data Warehousing,Lotus Notes, VM Wire Player, VLC Player, Serverlet |
| Skills | Rational Rose, Rational Requisite Pro, Rational Clear Quest, Snagit, Rational Unified Process, UML, SOA, 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, ICD 9 and 10 codes. |
| Financial | SAP/FICO, Quick Books, ARC Manager |

**CHRONOLOGICAL SUMMARY OF EXPERIENCE:**

**Aditi IT Solutions/DATATRAK International, Bryan, TX**

**Oct. 2013 – Conti.**

**Clinical Test Manager**

**DATATRAK International, Inc**., is a leader in developing cloud-based, unified eClinicaltechnologies and delivering related services for the clinical trials industry. The USA based company has a long history of Electronic Data Capture (EDC) technology provider in the clinical trials industry.

**Aditi IT Solutions** manages a comprehensive software development methodology for its customers around the globe. It has executed a number of large projects for government and education institutes across Northern India, particularly NCR (National Capital Region).

**Project:**

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:**

* **Test Automation Project -** Including the 21 CFR Part 11 compliant IT solution project the DATATRAK is releasing major clinical modules with generic and individual customer specific features. The ‘Test Automation Project’ is the joint venture of Aditi and DATATRAK aiming to reduce time and cost for software quality test without compromising quality.

**Hardware/Software:**

**VM Wire Player, VLC Player, Managementservlet, Unix, java, ShareDrive/SharePoint, WebEx, NetMeeting,** USAMail, Customized Outlook, MSP, **HPQC/ALM**, HP Diagnostics, **QTP**, Visio, PPP and other MS Office package.

**Responsibilities:**

* Conducted meetings, workshops, discussions, and in-person conversations with key client stakeholders and developed the detail focused and **IEEE standard SRS, SFS and SDS** documentation for all system modules.
* Leveraged extensive industry and domain experience to identify and suggest best practices. Worked with SMEs, key decision makers and enterprise leadership and **translated business strategy to clear objectives.**
* Conducted workshops with key client stakeholders to understand the current state and formulation of actions needed to achieve the desired **test case documentation**.
* Provided technical leadership and direction to the **testing solution** including formulation & development of **test strategy & test architecture**, drive **quality processes** initiatives and ensure **quality of deliverables**, design Automation framework and **identify need** for custom components.
* Worked on business requirements and translated into test architecture design, used testing and domain expertise to **test the product**, **developed test cases** in-line with the **requirement documentation**, developed custom components, if any, to **accomplish testing goals**, and also **build data-sets for test.**

**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.
* **ICD 10:**BCBS TX/IL/NM/OK/MT were in readiness position and was preparing itself for ICD-10 transition efforts including product plan, product development strategy, product test plan, product deployment timeline, and user’s training on product.
* **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.
* **SharePoint:** Health Care Service Corporation (**HCSC**) has established the new SharePoint project for its all 5 states BCBS plans.

**Hardware/Software:**

**FEP Express, BlueChip, PRAP, VDR, BlueSource, Availity, CM Mouse, java, webservices, COBOL, SOAP UI, SQL, System Magic, SharePoint, Agile Scrum, MS Visio,** ALM, **MS Project Professional, MS Project**, **HPQC/ALM, HP Diagnostics, QTP, LoadRunner**, **Lotus Notes**, WebEx, and Microsoft Office package with Blue’s Outlook Express and **Blue’s Link**.

**Responsibilities:**

* Worked as a **SME on Medicare, Medicare Advantage, MediGap, HIPAA, HL7, EDI Transactions** and all other compliances.As **HCSC** has been running BCBS plans in **5 states** (TX, IL, OK, MT, and NM) I have worked or/and lead the **offshore project**s as well.
* Worked on whole **Testing Cycle** including understand **project vision** and context, identify **reasons for testing** performance, identify **value of testing** performance, **configure test environment**, identify and **coordinate tasks**, **execute tasks**, analyze result and **create report**, and reprioritize the testing task.
* As BCBS TX was in **readiness position for ICD 10**, worked on **HLI LEAP crosswalk tool (LEAP I-10)** that mapped actual claims from individual benefit plans, medical policies and provider contracts from ICD-9 to ICD-10 using the Centers for Medicare and Medicaid’s (CMS’s) General Equivalency Maps.
* Wrote Test Cases, Documented the Requirement **Traceability Matrix** for tracing the Test Casesof it’s**SharePoint project**, up loaded test cases in to HPQC/ALM, executed test cases, Managed and assisted the **QA** Team. 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.Carried out Mainframe testing activities.
* Testing executed for the **security specifications**, and the **backwards compatibility** of the FEP Streamline - **a java webservices**. Also, Supplied the bad data for **negative test** of this webservices based solution. Also, tested whether fault elements contained with the solution or not.
* Worked on **Test Transformation procedures** on risk based testing methodology to transform and strengthen the organization’s software test practices and build an exceptional software test capability.
* Executed the testing activities for XML based **protocol** used for communicating with a **WebService** and checked the elements such as **Envelope, Header, and Body** where a typical XML message contains.
* Test executed for its web based FEP streamline and Montana FEP projects where the java web services based used applications that uses **standard transports, encodings, and protocols to exchange** information. Executed **Active-Test** that allowed to populate the Web Service with real data from its server.
* Developed **strategic plan for ICD-10** implementation as it will radically change the way of coding is currently done and will require a significant effort to implement. Focused on ‘Test Cycle’ as, I was asked to work on product testing requirements, procedures, timeline, and methodology.
* Having knowledge and understanding of TSO and COBOL, worked on CICS (CICSC and CICST both) for **BlueChipMainframe Testing** in different environments including **UIT, UAT, and SIT.**Also, lead the QA team to execute the **mainframe** testing together with databases, screens, reports and auxiliary files.
* Worked on testing of HIPAA standard **EDI transactions, file formattin**g, and used **VDR**, Data Transfer Assistance (**DTA**) Tool for database management and testing.
* worked on **SOAP UI** for ‘**Batch Testing’** to execute a group of test or series of tests at a time and used ‘test result viewer’ to find the **test-wise result**.
* Worked as a **HP QC / ALM administrator** and **Defect Coordinator** as well.
* Worked on **BlueChip** and **FEP Express** for the organization’s healthcare plan administration. Also, experienced on **claims adjudication** to provide the best claims management service.
* 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.
* 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.
* Worked on Defects management including analysis, retesting, verifying, and approving process.

**Blue Cross Blue Shield of Michigan (BCBSMI) – Detroit, MI**

**Apr. 2011 – Feb. 2012**

**Quality Analyst/Business Analyst**

Blue Cross Blue Shield of Michigan, a non-profit making organization, is a member of BCBSA. It offers health care solutions to the Michigan's people. Currently, total 7000 employees are working for the company, and it has paid $17.4 billion as benefit to physicians, hospitals and other health care providers in 2010. The Michigan Blues have the largest patient-centered medical home program in the nation.

**Projects:**

* **Social Security Randomization -** Since 2005, BCBSM and BCN have been assigning 89x prefixes for Contract Numbers to print on ID Cards. The Card Numbers were issued as a part of the mandate to remove Social Security Number from ID Cards. The 89xxxxxxx Contract Numbers which have been used on ID Cards have the potential to overlap with Social Security Numbers which the Social Security Administration can begin issuing June 25, 2011
* **Member Compliance Self Service Project -** The purpose of this project is to develop a user interface to display a member’s compliance information in order to allow the member to view whether or not they have completed specific WCM activities (components) and have met the compliance requirements of their group (if applicable). The objective of this project is to reduce the volume of calls that are coming in to the WCM compliance technicians, web help desk and the 24/7 nurse line (soon to be renamed the engagement center) by providing a mechanism for members to view their own compliance information via a self-service user interface. The volume of calls into these areas is currently extremely high, and staff have had a difficult time managing the current call volumes, leading to high abandonment rates and low customer satisfaction.

**Hardware/Software:**

**HPQC, HP Diagnostics, QTP, LoadRunner, COBOL, SQL, SharePoint, MS Visio, MS Project Professional, MS Project**, **FACETS**, **Lotus Notes**, **Agile Scrum**, **java, webservices, SOAP UI**, WebEx, and Microsoft Office package with Blue’s Outlook Express and **Blue’s Link**.

**Responsibilities:**

* Wrote Test Cases, attended and lead the sessions for getting approval of those test cases, uploaded test cases, and executed, managed 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. Also, carried out **ICD 10** and **Mainframe Testing** activities too. Described the methods, method parameters, namespace and handling URL for the web services.
* Worked on **ICD- 10 readiness plans** and timelines for product development, testing, deployment, availability, and training for meeting the October 1, 2014, deadline.
* **W**orked for the whole **testing cycle** including understand project vision and context, identify reasons for testing performance, identify value of testing performance, configure test environment, identify and coordinate tasks, execute tasks, analyze result and create report, and reprioritize the testing task.
* Worked on **HP QC** as a **QC Administrator/Defect Coordinator** to carry out administrative functions including designing and implementing HP QC Functionality, setting up projects, user’s role and access, role's permissions for QC and ALM users, loading test cases, allocating tasks for different tests, supervision monitoring of testing activities, defect management, defect resolution, re-test, and reporting test result.
* Worked on **Test Transformation** to effectively execute testing activities, defect prevention and defect resolution, and to reduce the deployment risk.
* Worked for **Path testing, Data set testing, Unit testing, System testing, Integration testing, Black-box testing, White-box testing, Regression testing, Automation testing, User acceptance testing, Software performance testing, and stress testing or load testing**. Having specialized knowledge on **HPQC, QTP, ALM and LoadRunner** too.
* **Incorporated database engine** by using **DTA** tool. Worked on data mapping, data conversion and loading too.
* Worked on **FACETS**claim adjudication tool and **SharePoint**for healthcare plan administration. Also, experienced on **claims adjudication** to provide the best claims management service.
* Carried out HIPAA standard **EDI transactions** testing activities as a Lead QA.
* Worked as a **SME on Medicare, Medicare Advantage, MediGap, HIPAA, HL7, EDI Transactions** and all other compliances.
* Worked on web server **IIS** (Internet Information Services) 7.5 to create and manage Web sites, and share and distribute information over the Internet. Also worked on **SQL Server Reporting Services (SSRS)** 2005 and 2008 R2 to prepare and deliver a variety of interactive and printed reports, also worked on **HP Diagnostics** for monitoring and supervision.
* Worked on **SOAP UI** for web based batch testing.
* Coordinated the project team for **JAD and BRD** Sessions.
* 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.
* Assisted Project Manager to complete the project approval process.

**FarePortal - NY**

**Jul 2010 – Apr. 2011**

**System/Quality 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, hotels, car rentals and vacation packages, 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, **java, webservices**, Lotus Notes, **SharePoint,Oracle SCM, BRM**, QuickBooks Accounting Software, Project Management, and Microsoft Office package.

**Responsibilities:**

* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system and I worked with the people who were worked outside of the country- worked on onsite and **offshore projects and worked remotely as well**.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications. For reporting, worked on SharePoint, web server **IIS** (Internet Information Services) 6.0 to create, edit, delete and move files and directories, and share documents. Also, worked on**Oracle PL/SQL, SSRS** (Microsoft SQL Server Reporting System) 2008 R2 to accelerate and well management of reporting services.
* Executed testing activities on its java based webservices that built on **online ticketing portal**. Validated the XML format and data for its both – cheapoair.com and travellong.com projects as well.
* Developed process flow depicting business activities, and performance metrics.
* Test executed for its web services application to **analyze runtime** for detecting of memory and performance bottle necks in its early phase.
* Worked on whole **Testing Cycle** including understand **project vision** and context, identify **reasons for testing** performance, identify **value of testing** performance, **configure test environment**, identify and **coordinate tasks**, **execute tasks**, analyze result and **create report**, and reprioritize the testing task.
* Worked on Financial System management including Wealth Management.
* 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.
* 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.
* 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**

**Aug 2008 – Jul 2010**

**Lead Quality 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 system, Webservice, java, oracle, SharePoint, MS Office, Virtual Data, Metadata, Agile Scrum, Data Warehouse, SQL,

**Responsibilities:**

* Developed the prototype for PDA application “Rehab without walls” for interfacing with billing and invoice application also worked on Billing and Revenue Management (BRM) System.
* 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, HL7, PHI, **ICD 9** and many other compliances.
* Tested exposure of **java web services** whether the function of the clinical data interchange standard consortium interoperate with application regardless of programming language or platform.
* 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 including the testing of mainframe applications together with their databases, reports and auxiliary files.
* Developed strategies for Test Planning, Test Case Designing, Test Scheduling, Test Estimation, Test Execution and Defect Tracking
* Wrote Test Cases, Documented the Requirement **Traceability Matrix** for tracing the Test Cases, Up loaded test cases in to QC, executed test cases, Managed 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. Carried out **Mainframe** testing activities.

**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.
* **W**orked for the whole **testing cycle** including understand project vision and context, identify reasons for testing performance, identify value of testing performance, configure test environment, identify and coordinate tasks, execute tasks, analyze result and create report, and reprioritize the testing task.
* 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.

**Fiserv, Lake Mary, FL**

**Jan 2007 – Aug 2008**

**Business/Lead Quality 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, Oracle PL/SQL, Oracle - BRM, MS Project, SOX, MS Access, UML, Agile Scrum, Cognos 8.4, **java, webservices**Waterfall and Agile Scrum, SharePoint, Sales Force.

**Responsibilities:**

* Analyzed software requirement specification documents. Created processing **model diagrams** in UML/Visio using the business process information captured in the business context analysis documents.
* Worked on Oracle based BRM to create a Billing system for offshore client – Banco Do Brasil.
* Elicited requirements by employing **information-gathering techniques** (e.g., Interviews, surveys, business process analysis), competitive product analysis, reverse engineering of existing systems, etc.
* Participated in the corporate wide **BPR roadmap** process to define the “To be” process based on Design for Six Sigma Methodology.
* 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.
* Executed the webservice Test variations by combining the test with the acceptance test suite.
* 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, also worked on Wealth Management system.
* 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.
* 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.
* **W**orked on whole **Testing Cycle** including understand **project vision** and context, identify **reasons for testing** performance, identify **value of testing** performance, **configure test environment**, identify and **coordinate tasks**, **execute tasks**, analyze result and **create report**, and reprioritize the testing task.
* Worked on Defects management including analysis, retesting, verifying, and approving process. And, also worked as a **HP QC administrator**.
* Used MS Office extensively (Word, Excel, Visio, Power Point, Outlook, Project) for analysis, presentation and documentation throughout the project.

**Credit Suisse, NYC**

**Nov 2005 – Nov 2006**

**Quality 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, Oracle PL/SQL, java, webservices, UNIX, MS Excel, MS Access.

**Responsibilities:**

* Responsible for creating and reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Executed scalability and extensibility test of the system. Validated java based webservice interface points, message formats and the graphical user interface.
* Worked for Path testing, Data set testing, Unit testing, System testing, Integration testing, Black-box testing, White-box testing, Regression testing, Automation testing, User acceptance testing, Software performance testing, and stress testing or load testing.
* 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.
* 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 including wealth management.
* 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, java, webservices, 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**.During test execution the Service-Level **real time response** has been monitored for its **java webservice** to verify the quality of service criteria.
* 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 Analysi**s 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\*\*\***