**Pulkit**

**Professional Summary:**

* 8 Years of industry experience as a Business Analyst with respectable understanding of High Level Business Requirements Gathering, Business Process Flow, and Business Analysis.
* Industry experience across various domains such as **Healthcare.**
* Proficient in Business Process Engineering and Software Development Life Cycle including analysis, design, testing and implementation of software applications.
* Proficient in creating various artifacts such as Functional Requirement Document, Business Requirement Document, Business Process Flows, **Use Case Diagram/Use Case Document** and Change Requirement Document.
* Experienced working on **federally facilitated exchange** (**FFE**) for on exchange and off exchange members.
* Proficient in working with different business clients and users to gathered and document **business and functional requirements.**Worked on HIPAA Transactions **270, 271, 276, 277, 834, 835 and 837.**
* Experienced in Software Development Life Cycle **(SDLC)** and project life cycle like **Agile, RUP**.
* Extensive experience in organizing and facilitating joint application development **(JAD)** sessions through interviews and workshops with user(s), subject matter experts (**SME’s**), and business stakeholders.
* Experienced in analyzing and documenting business requirements and system functional specifications including **Use Cases**.
* Knowledge of **EMR/EHR**, Patient Protection and Affordable Care Act **(PPACA**).
* Good understanding of **Medicaid**, **Medicare**, Procedural and Diagnostic codes and Claims Process.
* Experience in Software Development Life Cycle (SDLC) and Software Testing Life Cycle **(STLC**) in different methodologies such as **Agile, Scrum, Waterfall, RUP** etc.
* Experience on bridging the gap between Business/Product department and IT.
* Experience in assisting technical team in different phases of SDLC such as **Design, Development and Quality Assurance.**
* Experience in working with **QA** testing teams, while interacting with business users and gathering user’s requirements to develop necessary **Test plans, Test Cases and Test script**.
* Proficient in **ICD-9-CM** and **ICD -10-CM** coding and claims processing
* Result oriented, committed and hard working with a quest to learn new technologies and undertake challenging tasks.
* Excellent working Knowledge with **HIPAA-4010 & 5010, EDI**
* Highly motivated, self-starter, able to work independently and collaboratively within a diverse technical team.
* Excellent team player work in conjunction with **testing**, development and other teams in validation and testing complex scenarios and projects and in the maintenance of Quality Standards in Projects.
* Extensive experience with **MS Visio** for drawing flow charts and screen mock ups and MS Project for status reporting and planning.
* Knowledgeable about preparing **RTM** documents.

**Technical Skills:**

**Requirement Tools:** Quality Center, Rational Requisite Pro.

**GUI/Tools:** MS Project, MS Visio, MS Outlook, SharePoint, Office 365, Word, Excel, Power point.

**Industry Standards:** ISO, Six Sigma, CMM.

**Operating Systems**: Windows, MS Dos, UNIX

**Testing Tools:** Quick Test Pro (QTP)

**Languages:** SQL, HTML

**Methodology:** SDLC, RUP, Agile, Waterfall.

**Professional Experiences:**

**UnitedHealth Group, Minneapolis, MN February 2016- Present**

**Role:Sr. System Analyst**

Description: UnitedHealth Group is one of the most diversified companies in the United States. They are well known for their innovative approaches, products and services that can help to improve personal health and promote healthier populations in local communities. My project at UHG was about developing HEDIS ICD-10 EWS (Early Warning System), in order to monitor the ICD 9- to ICD 10 transition, detect changes in provider HEDIS behavior and provide data for provider data outreach.

**Responsibilities:**

* Lead requirements gathering, analysis and design activities.
* Identify, understand and clarify a business/technology problem.
* Understanding and analysing supply chain and organizing meetings with key stakeholders and IT consultants.
* Gathered requirements for EDI transaction through XML files.
* Responsible for the entire reporting process. Interacted with the ETL team, developer (s), management, and account holders to get the requirements, document them, design templates, and write specifications.
* Conduct analysis of technology/systems solutions options.
* Identified/documented data sources and transformation rules required populating and maintainingdata warehouse content.
* Access reports from databases then share it on sharepoint.
* REST API documentation of a Cloud Services Aggregator Solution. This document is the API contract for all external systems and applications.
* Supported the Supply Chain and Quality business process areas over multiple locations in the United States.
* Communicate system and architecture design to all HEDIS program and other stakeholders.
* Working in the analysis phase of developing shared web service platforms, including SOAP and Restful API's.
* Serve as the liaison between business and systems analysts, developers and project management teams.
* Have to access reports from databases then transfer them to the team.
* Acquire and maintain working knowledge of databases, claims source systems and integration points, and architecture that support the end-to-end flow of data resulting in HEDIS measure reporting.
* Evaluate proposed system changes for upstream/downstream system and/or business process/departmental impacts.
* Created Web Pages and web User Interface UI using Angular JS, Javascript, JSON, and Jquery for Design.
* Present and evaluate design solutions objectively and facilitate conflict resolution.
* Collaborate with HEDIS program, business and IT teams to ensure testing efforts align with system deliveries and business processes.
* Work cross-functionally with logistic business teams, develop Oracle ERP test scenarios, deliver unit testings and UAT.
* Develop detailed data mapping and data transformation rules.
* Worked with ETL team during the upload process.
* Evaluate business requirements, formulate, define and document functional and technical system specifications.
* Expertise in Jira administration, building custom workflows, configuring custom post-functions and conditions into workflows.
* Developed services using the built in services and they integrate with external systems by pulling data into JIRA periodically.
* Design or modify system design to solve complex or potential HEDIS data integrity issues with due consideration for hardware/software capacity and limitations, HEDIS operating and production cycles and the desired results.
* Developed Python automation test framework with XML Scripts.
* Create project estimates and resource plans for systems solutions.
* Provide input to test plans, review test cases to ensure comprehensiveness.
* Document and communicate system specifications
* Participated in all testing phases - Functional (SOAP UI Webs Service Testing) through User Acceptance Testing ensuring solution is implemented as per business requirements.
* In coordination with other teams planned and verified monthly release changes using JIRA tool.
* Complete solutions documentation (i.e., functional, technical, reference, artifacts, data dictionary)
* Perform system walk-through (i.e., with developers, testers, customers, stakeholders)

**Environment:** XML, Office 365, ETL, Rational Requisite Pro, MS4, Meditech, HIE, MS Visio, MS Project, HIPAA, Microsoft Office Suite, Quality center, SAS, Galaxy, Sharepoint.

**Dignity Health, Sacramento,CA August 2014 – January 2015**

**Role:Business Analyst**

Dignity Health is a $3.4 Billion organization with multiple business operations in several states. My role as Business Analyst spanned many facets of the organization including assisting with integration of financial processes, reporting and business analysis. It is the fifth largest health system in the country with 10,000 physicians and 55,000 employees across Arizona, California, and Nevada. This project involved implementation of a Project Management Office (PMO) to align the Business Management process with the vision and culture of the organization. Some key areas of Analytics resulted in working closely with IT Stakeholder, hospital CFOs and other Project Management personnel for each of the Sixteen Facilities within the four regions included in the California operation: Sacramento, Southern California, West Bay and North State.

**Responsibilities:**

* Daily generate financial Reports for Medicare, Medi-Cal and Commercial Billing and effectively **communicates project progress, issues and financial status** to management as required.
* Work with **Senior Directors to identify opportunities for business process improvements** within project scope.
* Manually created XML files from Excel spreadsheets
* Define problems, collect data, establish facts, draw valid conclusions, and make recommendations for continuous improvement.
* Provides **complete, accurate and timely reporting of revenue cycle metrics** to service area directors; proactively provides additional analysis, as needed, to explain significant shifts or areas of concern.
* Assist Supply Chain key users in enhancing their capability to develop ad-hoc reports and the understanding of data.
* Performed extensive data modelling to differentiate between the OLTP and Data Warehouse data models.
* Conducted the **ETL** Process, extracted data from sources and transformed the data into the proper format and structured them to write queries and form analysis as well as loaded it into system
* Monitor and **keep track of all Billing Edits** and **capture defect** using **ALM 11.0**
* Review and approve project plans and charters to ensure they met all business requirements
* Work on designing and deploying the **PMO process framework**.
* Optimize SQL queries and **ETL** scripts utilizing advanced data mining techniques within existing tools and reports, to more efficiently query big data sets resulting in run time reductions of 27%-90%.
* Work with **HIPAA** rules and regulations to draft business rules and claim processes.
* Work with Business user to define Functional Requirements and Business Process Flows.
* Prepare **Audit Report for HIPAA** Privacy and Security Compliance.
* Develops **project schedules and executes** according to plan for assigned projects.
* Create and Maintain the Requirement Traceability Matrix (**RTM**) to keep track of all business and functional requirements.
* Acted a business analyst for the Buy-In project and build a new application using service oriented architecture (SOA) and XML to assist the team in sending Buy-In requests.
* Works collaboratively with Service Area Directors, Revenue Services, to understand system-wide trends, common barriers and to develop solutions.
* Actively pursues additional work through change orders.
* Validated source data for various systems to ensure data integrity; worked with supply chain group to validate reporting assumption.
* Perform API service testing using Rest Client and handle JSON responses
* Maintains profitability goals and positive cash flow.
* **Manages risks and establishes project recovery plans** when required.
* Resolves disputes with minimal need for escalation.
* Ensures project document controls are in compliance with contract requirements.
* Oversees project construction for compliance with specifications, local codes and installation techniques.
* Constantly monitored end user usage, to capture any runaway requests so that they can be fixed before slowing the entire system down and to understand how much users are utilizing the data warehouse for return-on-investment calculations and future enhancement considerations.
* Attends job progress meetings as required. Ensures subcontractors understand expectations of the project.

**Environment:** SSI, Artiva, Cerner, XML, Office 365, ETL, JSON, MS4, Meditech, HIE, MS Visio, MS Project, HIPAA, Microsoft Office Suite, Quality center, ALM 11.0.

**State of New jersey, NJ March 2012 - August 2014 Role:Business Analyst**

**Project: 1**

This project is re-engineering of existing legacy application of payment process across the state of New Jersey in various departments and involved in analysis, design, development, and implementation.

**Project: 2**

Project was to analyze the impact of ICD-9 to ICD-10 conversion on the internal enterprise wide systems and to enhance the impacted system for ICD-10 readiness.

**Project: 3**

The project was to modify the EDI system to support changes in 835 and 837 transaction in compliance with new ASC X12 standards and HIPAA. This upgrade also supported conversion of the current 4010 version of payment remittance transaction (835) and claims/encounter transaction (837) to the new 5010 version.

**Responsibilities:**

* Performed extensive analysis on system's 'As Is' and 'To be' flow to build the User Requirements Specification.
* Performed GAP analysis for ICD-9 to ICD-10 migration.
* Participated in ICD-9 to ICD-10 General Equivalence Mapping (GEM).
* Documented business rules for maintaining financial neutrality between ICD-9 and ICD-10 codes.
* Developed scrum artifacts such as User Stories, Product Backlog, Sprint Backlog and Sprint Burn down chart.
* Facilitated Sprint planning meetings and developed Sprint backlog based on inputs received from the meeting for GuideWire.
* Performed GAP analysis to identify and measure details in current business process and the future business process in conjunction with Subject Matter Experts (SME’s)
* Performed JAD sessions and interviews with the vendor, to understand their system and created flowcharts, activity diagrams using MS Visio for Property & casualty.
* Created Use Cases and BRD then converted them into FRD/TRD using Rational RequisitePro
* Uploaded project documents on Sharepoint. Maintained document versioning and approval process via Sharepoint.
* Worked with team to design and implement JSON to SOAP (XML) format mapping, data analytics and vice versa for communication between front-end and back-end systems.
* Developed UML artifacts such as Activity diagram, Class diagram, Process flow diagram, Data flow and Swim lane diagrams.
* Convert XML data files from CMS into Oracle databases tables
* Worked on Advance Loan System and mortgage, developed process for Reconciliation of General Ledger for all proceed transactions across all the municipalities of the State.
* Implemented knowledge of Distributed Web Services/ Enterprise / Web / Client- Server systems using XML and SOA Web services.
* Documented and created Business flow for Business processing of BtoC and CtoB and Guidewire Suite.
* Worked on Gathering and documenting PCI regulations and requirements for credit card payments in Policy center.
* Worked to develop the Requirement Traceability Matrix (RTM) for future references and audit purpose
* Participated in documenting Contingency planning policy document, Conducted and documented Business Impact analysis (BIA) for Disaster Recovery
* Involved in documenting User manuals, training materials, and online help User Access Guides, FAQ’s, End User guides, Statement of Work (SOW) and Standard operating procedures (SOP).
* Wrote business rules, worked with Business Intelligence professional and Sr. data architect for successful application of the business rules to the business processes
* Prepared and delivered business/system/functional requirements documents, Created requirements traceability matrix using business requirements document, Functional design document and technical design document.

**Environment**: RequisitePro, UML, XML, JSON, Microsoft Office (Project, Publisher, Excel, Word, PowerPoint and Visio), Facets, Issue Tracker, Data warehouse, SDLC, Oracle 10g and VPN Client, SQL

**UniCare, Chicago, IL April 2010 – Feb 2012**

**Role: Business Analyst**

**Description:** UniCare is a national organization dedicated to the delivery of quality health care plans and products to its customers**.**This Project was about to implement the Automated Adjudication System, Which deals with different phase of claim process such as Intake Phase, Adjudication Phase and Reporting Phase. Implementation of ACAS (**Automated Claim Adjudication System**) must have to comply with HIPAA Rules and Regulation of privacy and security.

**Responsibilities:**

* Analyzed current business process flow by understanding preset business rules and conditions.
* Conducted formal interviews, Live Meetings and **JAD** sessions with business users Subject Matter Experts (SME’s)
* Developed Functional Requirement Scenarios and Use Cased based on business needs.
* Involved in gathering Data Mapping Requirements from Technical Team.
* Involved in HIPAA 5010 gap analysis of **ANSI X12 4010** as well as migration of **ICD 9 to ICD 10.**
* Developed plan for data feed and data mapping for integration between various system, Including Xml, to follow ICD 10 code set and **ANSI X12 5010** Formats
* Accomplished experience through whole SDLC from requirement analysis till deployment, using highly efficient **RUP** process of Software development.
* Designed and developed Use Cases, **Activity Diagrams** and **Sequence Diagrams** using **UML**.
* Involved in **Backend Testing** to verify data integrity by using SQL.
* Assisted development team to translate requirements into technical specifications.
* Created and Maintained the Requirement Traceability Matrix (**RTM**).
* Initiated Test Plans, developed and executed test cases and scenarios, worked with users to develop specific acceptance criteria and prepare test exhibits.
* Develop Project charter and got Approval.
* Worked with Quality Analyst to ensure the validation of the system.
* Documented all the development work submitted to the client in a report format.
* Define project goals, objectives and success criteria.
* Identified and document Project constraints and assumption.

**Environment:** Windows NT, UNIX, Win Runner, Microsoft Office, Quality Center, Oracle, Visual Basic, Microsoft Share point.

**Coventry Health Care,Roanoke, VA july 2008 – April 2010**

**Role: Business Analyst**

**Description**: Coventry Health Care is a managed health care company. It operates health plans, insurance companies, network rental/managed care service companies, and worker’s compensation services companies. This project aimed at integrating elements of a patient’s health history, medication information, test results and treatment plans in an electronic format by creating electronic medical record (**EMR**).

**Responsibilities**

* Prepared Business and Technical Requirement Document (BTRD).
* Worked on HIPAA Transactions **270, 271, 276, 277, 834, 835 and 837.**
* Developed current and ‘to be’ business processes and use case documents in compliance with **HIPAA** policies and procedures using **MS Visio**.
* Involved with project management team in developing project plan.
* Written business flow and work flow diagrams to develop software.
* Created **Use case** diagrams, **Activity,Sequence** and **Collaboration** diagrams using **UML**.
* Worked directly with quality resources to ensure testing activities are in line with the defined business requirements.
* Defined Quality Assurance Checklist using Oracle Service Contract.
* Coordinated with QA and user acceptance testing.
* Maintained a record of recommendations, communications, activities, and schedules to monitor the progress of project in real time using **MS Project.**
* Interacted with Subject Matter Experts (SME) and end users and established a business analysis around **AGILE** methodology.
* Gathered requirements from Business Managers, Supervisors, stakeholders, Data Governance Team and subject matter experts through meetings to understand needs of the system.
* Intensively involved in project testing efforts by doing **Integration Testing**, **Regression Testing** and by helping UAT team in **User Acceptance Testing**.
* Effectively communicated user acceptance test (**UAT**) results between users and development team and provided recommendations for Application change requests (ACR).
* Dealt with **HIPAA 4010/HIPAA 5010 transactions**.
* Documented various key elements of **HIPAAcompliance** and made sure that they are understood by the development teams. Test cases written for the project were HIPAA complaint.

**Environment:** Agile methodology, MS Visio, MS Project, UML, Win Runner, Microsoft Office, Microsoft Share point.