# Raoul Darnal

# Sr. Business Systems Analyst

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## SUMMARY OF QUALIFICATIONS

* Around 8 years of IT consulting and management consulting experience including 5 years of project management experience by managing teams of size around 5-9 people.
* Expertise in Business Analysis/Analytics, delivery of solutions in analytic research, Project Management, Business Process/Data Modeling, Business Process.
* Industry/Domain experience: Health Care (Providers/Insurance Health Plans), Finance, Banking & Insurance, Energy and Utilities, and E-Commerce.
* Developed and evaluated project management artifacts for client assignments such as request for proposal, statement of work, engagement letters, and response to RFP, contract summary, on boarding materials, and project help resources.
* Works include deploying business software applications using SDLC model, production support, systems maintenance, business-IT liaison services, business analytics, reporting, business process modeling, information management, and data architecture/modeling.
* Hands-on expertise in both business and technology vendor product tools used for project management, product supply chain management, inventory management, product development, financial analysis, modeling and forecasting, and business valuation.
* Good experience in conducting Joint Application Development (JAD) sessions to converge early toward a design acceptable to the customer and feasible for the developers and to limit a projects exposure to the forces of change.

**Technical Expertise**

* Business Analyst skills - Understanding of Rational Unified Process (RUP), Unified Modeling Language (UML), Software Development Life Cycle (SDLC), Object Oriented Analysis and Design Concepts (OOAD), Business Process Re-engineering (BPR), Test Lifecycle, Data Modeling, Data Warehouse, Service Oriented Architecture (SOA), Prototyping, Agile and extreme programming methodologies.
* Extensive knowledge in subject matter concepts involving Medicare Revenue Reconciliation, Medicaid, Xcelys payer system, MMIS core tool for payer processing, EDI 837 and 835 health care claims transactions, ICD-10 conversion, end-to-end claims processing, and integrated eligibility modernization systems.
* Extensive experience in Business writing skills in writing Business Requirements Document (BRD), System Requirement Document (SRD), Use Case Specifications, Functional Specifications, Technical Specifications across the Deliverables of a project.
* Excellent knowledge of Health Insurance Portability and Accountability Act (HIPAA) transaction and code set rules such as EDI 837,270,271,276,277,834,835.
* Expertise in working with technical (developers) and business teams (Portfolio Managers, Traders, Operations) to create, interpret and implement financial software systems for a wide range of instruments involving securities specifications, pricing, trading, settlement and risk management with Equity, Fixed Income, Swaps and Derivatives.
* Proficient in requirement gathering and analysis, validation, business requirements specifications and functional specifications, lead JAD sessions, use cases, user interface design, relational database models and data flow models and testing (test cases and perform unit testing, integration and system testing and UAT).
* Involved in data mapping, data analysis and using SQL to query the database and get results.
* Excellent T-SQL Queries, working on SSIS, SSRS, SSAS, Data Cleansing, Data Scrubbing and Data Migration, Also created Indexed Views, complex Stored Procedures, CDC, Triggers, effective functions to facilitate efficient data manipulation and data consistency.
* Reviewing existing documents to assist in GAP analysis.
* Experienced in documenting various business requirements and functional specifications in various tools including MS Access, SharePoint, Rational Rose and use Version Control Tool to make modifications in the existing documents and programs.
* Proficient in UML – Use case diagrams, Activity diagrams and Class diagrams using Microsoft Visio and Rational Rose. Extensively used technologies such as MS Excel, MS Word, MS PowerPoint, MS Access, and MS Visio.
* Involved in Functional flow testing, Integration and Manual testing, UAT. Review test cases with the QA team and identify the defects.

**Technology System Expertise**

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| **Operating Systems** | Windows  2000/XP/Vista/7,8, UNIX, Linux |
| **RDBMS** | MS SQL Server 2005/2008/2008R2,Access 2003/2007,OLTP/OLAP, DB2 |
| **Languages** | T-SQL,MDX,VB Script |
| **Developer Tools** | SQL Server Management Studio, Business Intelligence Development Studio (BIDS), SQL Profiler, SQL Query Analyzer, DTS Import/Export, Visual Studio 2005/2008/2010. |
| **ETL Tools** | Data Transformation Services(DTS),SQL Server Integration Services (SSIS) |
| **Analysis Tools** | SQL Server Analysis Services (SSAS) |
| **Reporting Tools** | SQL Server Reporting Services (SSRS), Share Point |
| **Operating systems** | Windows Vista/XP/2007/2008 |
| **MS Office** | Microsoft Word/Excel/Access/PowerPoint |
| **Methodologies** | Rational Unified Process (RUP), Waterfall, Agile/Scrum & SDLC |
| **Business Tools** | Rational Suite (Requisite Pro, Rose, Clear Case), UML, MS Visio |
| **Testing Tools** | Rational Clear Quest, Mercury Test Director |

**Professional Experience**

Molina HealthCare, Long beach, Ca May 13 – Present

**Senior Business System Analyst**

Molina Healthcare is a leading provider of design, development, and implementation, business processing outsourcing solutions, and information technology administrative services to Medicaid agencies in USA. Medicaid Management Information Systems (MMIS). The Project supports the administration of state Medicaid and other health care entitlement programs. The project contract engaged State of Louisiana and the Client to help agencies meet their healthcare administration and MMIS goals through ICD-10 conversion of MMIS. This phase of the project included conducting ICD-10 impact assessment, generating gap analysis and strategic options, and developing implementation roadmap.

**Responsibilities**

* Responsible for 22% (~$8M) of $35M project; assisted in managing project scope credentials and reported directly to project partner.
* Led a team of three business analysts, and reported claims data analytics from MMIS large volume of COBOL program code logic containing ICD-10 procedural and diagnosis edit codes using a design framework.
* Performed & Analyzed GAP Analysis of EDI 837 transaction from 4010 to 5010**.**
* Used Mainframe and COBOL technology expertise with health care plans business knowledge to derive statistical figures, graphs that determine impact analysis of 398 edit codes in MMIS, and impact percentage level of ICD-10 implementation in both forward (ICD 9 to ICD 10) and backward (ICD10 to ICD 9) crosswalks.
* Involved with backend testing of the SQL database and verified the EDI data transactions in the database.
* Decoded COBOL logic and researched provider manuals to fill the gap of insufficient Client documentation of Medical Policies. Decomposed and analyzed MMIS data on the basis of two ICD-10 impacted categories: edit codes and types of services.
* Impacted lines of code logic were translated into Business Rules that were further framed into Medical Policies. 33 Medical Policies and 5 Service Types were derived and assessed to be ICD-10 impacted.
* Gained knowledge of ICD 9 standards during the conversion of ICD 9 edit codes to ICD 10 structure; worked extensively with CPT and HCPCS modifiers related to the conversion based on claim logic rules specified in CMS guidelines.
* Analysis performed on edit codes impacts added value under Business Process Thread in review to the people process technology impacts of ICD-10. The analysis on types of services led to Strategic Value Opportunity Assessment.
* Delivered 1 final client presentation and 3 deliverables comprising statistics of Impact Analysis of Edit Codes and Types of Services, and framed Medical Policies.

**Technical Environment:** Mainframes, COBOL, JCL, CICS, DB2, Oracle, SQL, Microsoft Office Suite 2010, Microsoft Visio, Microsoft Project, Microsoft SharePoint, Clarity

**Dignity Health. Phoenix, AZ Oct 12 – May 13**

**Senior Business System Analyst**

Dignity Health is a [California](http://en.wikipedia.org/wiki/California)-based  [not-for-profit](http://en.wikipedia.org/wiki/Non-profit_organization) public benefit corporation that operates hospitals and ancillary care facilities in 17 states. The project revolved around Integrated Eligibility (IE) Modernization of current Eligibility determination system to comply with ACA law and other Federal laws and legislations.

**Responsibilities:**

* Led the Support Functions track as Business Functional Lead for two subsystems, 1. Correspondence (Client Notices, Letters), and 2. Reports, during the implementation of two core applications namely ASSIST Worker Web and ASSIST Self Service Portal.
* Scope of my work included in two project releases under SDLC methodology: For Release-1 in Requirements, General System Design (GSD) and Detailed System Design (DSD) phases; for Release-2 in Planning and Requirements phases.
* Configured Enrollment Data for ID card and Validated the incoming/outgoing data from EDI (834), (837I), (835), (270/271), (276/277) interfaces to administer HIPAA privacy rights for claims EDI files**.**
* Managed 59 Notices, 65 Letters, 7 Reports and 4 User Interface Screens comprising a total of 135 requirement components.
* Delivered 4 Joint Application Design (JAD) presentation sessions to client. Led sessions as presenter, organizer, and scribe.
* Analyzed and designed 15 new Reports and 10 new Notices by giving 3 different business scenario approaches in order to solve the client’s top management team needs for better decision-making and granular management of business.
* Produced client deliverables under EVD for SI model: Requirements Traceability Matrix in Requirements phase; Solution Specification Documents comprising 11 User Interface Specifications and 2 Use Case Documents in GSD phase; 15 Business Logic Diagrams (BLD Use Cases), 10 Business Process Flows, and 19 System Technology Process Flows in DSD phase. Gained client’s appreciation for quality, timely, cost-effective delivery, and successful sign-off in all SOW deliverables.
* Contributed to EVD for SI practice by developing new document templates and subject matter content that are unavailable in existing IE model namely the User Interface Specification Documents for Notices, Letters, and Reports.
* Worked cordially with Technology Center Development/DB/QA teams supporting coding, testing, and deployment of application by managing project from business scope.

**Technical Environment:** Mainframes, COBOL, JCL, DB2, SQL, Microsoft Visio, Team Foundation Server (TFS), Microsoft SharePoint 2010.

**Asurion Corp. - Nashville, TN Sep 11 – Sep 12**

**Senior Business System Analyst**

Asurion Corp. is the largest global provider of wireless handset insurance and wireless roadside assistance programs. The company provides services and insurance products to wireless carriers and subscribers in North America, the Asia Pacific, and Europe. It offers handset and device protection programs; roadside assistance services; customized solutions; data protection; debt protection; equipment maintenance; and mobile applications.The scope of the project was to develop a web based applications to address customer enquiry and program change request. The new application is the save queue where the customers requesting cancellation of coverage are attended by the CSRs. The CSRs, using the application, try to convince the customers to keep the coverage. The goal of this product is for customer retention. The tool also helped to better understand why customer’s drop their coverage, what messaging saves customers and increase save attempt percentage.

**Responsibilities:**

* Facilitated JAD sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Clarified client requirements, business needs and project objectives, via feedback sessions and client meetings, in collaboration with all stakeholders.
* Developed and managed the formal Software Development Life Cycle (SDLC) Methodology which includes Configuration Management, Requirements Management, UML Analysis and Design.
* Assembled and validated business requirement documents (BRD) and the technical specifications as per user requirements. Closely coordinated with both business users and developers for arriving at a mutually acceptable solution.
* Maintaining the product backlogs and mapping requirements into salesforce platform. Documented detailed business requirements and process flow using Visio.
* Identified and documented the dependencies between the business processes. Also, assisted the customer in defining the high-level Functional Requirements and needs.
* Facilitated sprint planning meetings at the beginning of every sprint with an end result being a backlog of requirements/sub-requirements that the team anticipates completing at the end of the sprint.
* Prepared and managed sprint backlog that estimated the time it will take to complete that work with the entire team and put the incomplete requirements back to the product backlog at end of each sprint.
* Facilitated daily stand up meetings to collect requirements from system users and to keep track of what was done the day before and what is to be done that day and strictly enforced time-box approach for these meetings.
* Kept a check on Sprint burn down’s daily updating to reflect the progress of the sprint backlog. Estimated the items in release backlog in story points and created release burn down charts to reflect the work left to complete the target.
* Facilitated the sprint review meeting to review the completed work and presented it to the stakeholders.
* Worked on the development and changes to the look and feel of the web application and performed user acceptance testing (UAT) for errors and System Testing.
* Assisted the data analyst in resolving issues with Data modeling and Data Mapping (such as understanding the fields and its attribute).
* Performed requirement walkthroughs with the testing team to develop testing strategies and test plans such that test cases reflect user needs.
* Managed and controlled change requests/defects using Clear Quest and made sure members in the team followed the change guidelines.
* Validated technical designs created by IT developers against functional specifications.
* Worked to build Strategic Web application to design a migration plan for applications to migrate Network zones and move into virtualization

**Environment:** RUP, UML, MS Visio, MS Project, MS Access, SQL server, IBM Web sphere Modeler, scrum (Agile) implementation, IBM Rational Software Modeler, JAVA, J2EE, JSP, HTML, SQL server 2000, Oracle 11i, Informatica and Erwin, Business Objects 6.5, SharePoint Test Director, SQA Architecture.

**QBE NorthAmerica. - Maddison, WI Feb 10 – Aug 11**

**Senior Business Analyst**

QBE North America Operations is a division of QBE Insurance Group Limited, one of the world's 20 largest insurance and reinsurance companies. The project revolved around a web based system handles all fixed income products like Corporate Bonds, Government Securities (T-Bond, T-Bills and Municipal Bonds), Capital Market Securities, Mortgage and Asset Backed Securities (MBS and ABS), CMOs, CDOs and CLOs, intended for the use by the Fixed Income sales desk and sales support staff. It was developed as an enhancement for an existing sales side system. This system interacts with the clients, who are institutional investors and traders. After the sales person confirms the trade with the client, the trade is opened and sales support staff interacts with the trader who in turn enters the quote in the system. Matching logic is used to compare both side of trade. Then, the system helps to match the trade before sending it to the MTS for execution later this system confirms the execution of trade to the client.

**Responsibilities:**

* Followed and applied Rational Unified Process (RUP) Methodology in defining the problem, gathering requirements, business modeling and communicating with the technical team for the development of the system.
* Organized meetings and presented story boards to ensure accurate comprehension of the existing situation with regards to mismatched scenarios.
* Prepared BRD, FRD and SSRS for the detailed expansion of the functionality and going over it with the technical as well as the testing team.
* Diagnosed and cogently defined the core problem – the lack of systematic procedure in matching the trades proposed solution to effectively take care of the issues and identified gaps, performed Gap Analysis and also used ETL for Data Warehousing.
* Managed the flow of simultaneous processes and ensured protection against any risks in the development process such as ensuring the iterative nature of development of various tool types in the application, so that they provide the desired functionality towards the end.
* Conducted various JAD Sessions with different stakeholders in order to get better understanding of ongoing activities and to assign every party their tasks and duties.
* Analyzed the attributes of the all Fixed Income products includes Corporate Bonds, Case Bonds, Government Securities, MBS, ABS, CMOs, CDOs and CLOs.
* Performed risk mitigation by evaluating counterparty risk (systems will reflect any credit rating downgrade by Moody or S&P on Collateral holdings); provide accurate clients statements which facilitate business users to make timely/accurate margin calls when thresholds have been exceeded.
* Liquidity stress test applications, which allowed Treasury to model various market stresses (ex: drastic movements in Foreign Exchange rates, bond prices and interest rates), and their impact on Corporate liquidity.
* Enhancements to Treasury's product classification (reference data) process to allow for more granular classifications, which were used to define liquidity haircuts. This enhancement also allowed for proper classification of new complex financial instruments including covered and government guaranteed bonds.
* New reports to reconcile the Liquidity Barometer to the Balance Sheet to ensure data completion in the Liquidity Barometer reports.
* Developed use case diagrams for every conceivable scenario – such as use case to determine the sales credit mismatch, use case for allocation etc.
* Supervised the development of the application by simultaneously interacting with the clients and the technical team.
* Assisted in developing test case objectives for verifying the accurate functioning of the system with respect to various mismatching under different permutations and combinations of scenarios.
* Involved in performance testing, functional testing, GUI and navigation testing.
* Used SQL on Oracle database to perform data analysis, and generating reports for management discussion.

**Environment:** Windows XP, MS Office Suite, MS SharePoint, Test Director, MS Visio, Oracle, .Net, HTML, ASP, XML, Java/J2EE, MS-Project

**Capital One Financial Corp. - Richmond, VA Apr 09 – Jan 10**

**Senior Business Analyst**

Capital One Financial Corp is a member of Fortune 500, specializing in Credit cards, Investments and savings, auto loans, banking and Home loans. The scope of the project was to enhance the Credit Card Processing Application of the Integrated System used by the Company. The credit data were made easily accessible which in turn lead to cost effective and quick decision making process on new credit card approvals. This also enabled the business units’ organization wide to take actions on the existing accounts such as Credit line Increase or Decrease, Balance Transfers and Collections. I also worked closely on the online credit card statement documentation to allow the customers to view their online statements.

# Responsibilities:

* Worked closely with SMEs in understanding and documenting client requirements pertaining to ACH based Accounts, loan servicing, maintaining and analyzing customers accounting books and many other business Areas.
* Analyzed business requirements into high level and low level Use Cases, Activity Diagrams / Sate chart Diagrams using MS Visio.
* Worked closely with the project manager to prepare documents such as Business Requirements Document (BRD) and System Requirements Document (SRD).
* Analyzed requirements document by identifying ambiguous, incomplete and incorrect requirements. Also, developed attribute matrix and functionality traceability matrix to check if the current project requirements are being met.
* Implemented Object oriented Analysis and design (OOAD) methodology to analyze and decompose the requirements.
* Facilitated discussions, presentations and preparation of the burn out charts and estimated the schedule of the project timelines.
* Created Use Case Diagrams, Data Flow Diagrams, Activity Diagrams, Sequence Diagrams and Entity Relationship (ER) Diagrams in MS-Visio.
* Conducted JAD sessions with management, SME, vendors, users, credit agencies and other stakeholders for open and pending issues.
* Scheduled meetings with developers, systems analyst and testers to collaborate resource allocation and project completion using MS Project.
* Extensively used MS Access to perform data analysis by drilling down to the data level and check the business logic/ data tweaking done within the code. Also used PL/SQL to write queries and retrieve the data from ORACLE database.
* Managed and controlled change requests/defects using Clear Quest and made sure members in the team followed the change guidelines.
* Aggregated and Analyzed test metrics weekly from the Clear Quest defects database that reflected the current status of the test execution and the state of the defects, and communicated weekly status report to Project Manager
* Participated in QA testing (UAT, Black Box, and Regression) and deployment ensuring minimal defects.
* Extensively used MS- Access and SQL to analyze data scenarios and data mapping.
* Extensively involved in UAT testing, gathered user inputs on the system, analyzed, discussed and incorporated change requests based on user inputs.
* Conducted GAP analysis to gather new functionality requirements. Also, worked on Agile and SCRUM methodologies for fast completion of projects.

**Environment:** UML, IBM Web sphere Modeler, MS Office Suite, scrum (Agile) implementation, IBM Rational Software Modeler, JAVA, J2EE, JSP, HTML, SQL server 2000, Oracle 11i, SharePoint Test Director.

STATE FARM, Bloomington, IL Nov 07 – Mar 09

### Senior *Business System Analyst*

State Farm currently has more than 90 insurance products ranging from Auto, Fire and Life insurance. Payment rules and functionality vary by access point, product and method resulting in an inconsistent customer experience. Payment options can be complex, inflexible and disjointed for users to follow. The scope of the project was to create a superior customer experience by understanding customer needs and their desired methods of interaction and providing personalized and convenient service across all (web portal/ channels) touch points like agent, commercial web, phone and mobile for payments and claims. It provides ability to maintain billing and payment functionality for new and existing customers to purchase Auto, Home and Life products within one payment interaction.

**Responsibilities:**

* Worked as a liaison between Product Owners, Project Sponsors and Project Management and successfully deployed 90+ insurance products in Integrated Customer Platform (ICP) across USA and Canada.
* Conducted meetings and discussions with Program Managers, Application Owners and Business Users to identify business requirements, use cases and to develop functional specifications. Identified and documented dependencies between various business processes.
* Prepared business requirement documents (BRD), functional requirement documents (FRD), system requirement documents (SRD) and system mock-ups for detailed expansion of business processes and application functionalities, which included ecommerce based web portal. Performed requirement walkthroughs with the technical and testing team to develop testing strategies and test plans such that test cases reflect user needs.
* Documented use case specifications on the basis of requirements gathered from stakeholders.
* Worked on Personal lines Property and Casualty Insurance including both policy and claim processing and reinsurance
* Create new, user-interface designs, mock-ups, wireframes and prototypes.
* Analyzed and collected business requirements, identified system interfaces and created the requirements specification document.
* Scheduled meetings with developers, systems analyst and testers to collaborate resource allocation and project completion using MS Project.
* Involved in defining the source to target data mappings, business rules, business and data definitions and managed in MEGA (Business Requirement and Rules Tool)
* Framed a detailed agenda for JAD. Facilitated JAD and Brainstorming sessions as requirement elicitation technique
* Executed SQL queries on relational databases to create daily reports
* Helped co-business analyst in drawing data flow diagrams and process flow diagrams using MS Visio.
* Helped project manager with MS-Project for developing schedules using Gantt charts and Helped the process team in Developing methodology and lifecycle for the BPM/SOA processes testing and quality assurance
* Advised developers on accessing the correct web services other technical components that are part of the Manage Financial Information application.
* Used workflow monitor to monitor the jobs, reviewed session/workflow logs that were generated for each session to resolve issues, used Informatica debugger to identify issues in mapping execution
* Developed Data Mapping Documents to depict Data Flow between Checkout application and Manage Financial Information
* Participated in Information Technology Infrastructure Library (ITIL) design and release for Problem Management and Change Management

Environment: CRM, UML, SQL, MS-Office, MS Project, MS Access, Snagit, SharePoint, Perfecto Mobile, scrum (Agile) implementation, Rational SOA Tester, Informatics Power Center 9.1/8.6, Data Warehouse and TRAC.

Aetna, Inc, Hartford, CT Aug 06 – Nov 07

**Jr Business Analyst**

One of nation’s leading company offering products and services in health care, dental, pharmacy, group life, and disability insurance, and employee benefits. The project revolved around Margin Management Information System (MMIS) application portal providing underwriting margin, customer and medical loss ratio data mart to deliver information for granular management of business.

**Responsibilities**

* Managed 20% (~$2.5M) of $12M overall project budget of costs and expenses; won client approval for a new idea proposed for defect optimization of MMIS system; created statement of work order for $2M revenue and $800K profit to company.
* Demonstrated expertise in use of multiple information delivery tools to build an application system to increase data transparency and support client’s management processes and better decision-making.
* Reported directly to the firm’s Chief Underwriting Officer and Vice President of Finance by delivering presentations on end-to-end project approach, design architecture, step-by-step solutions and recommendations, scope delivery, risks/issues, and timeline.
* Facilitated requirements gathering sessions to capture client’s goals for reporting portal. Transformed ideas into mock-up designs, and presented my recommended solution approach in direct/alternate scenarios, from business/technology perspective for developing various multi-dimensional reports and dashboards.
* Scope of my work included deriving multi-layered data models from Hyperion database, generating financial rules based on business needs, implementing formulae for calculating data values, designing excel pivot tables/charts, developing margin management financial reports, and creating a front end SharePoint application to view reports and dashboards based on user’s selection criteria.
* Built and deployed 30+ reports and 10+ dashboards, and successfully launched a mid-release of reporting portal. Gained client’s appreciation for the release sign-off.
* Performed financial and logical data analytics on client’s actuarial accounting data holding membership, premium, medical costs over cohort life cycle, product, segment, geography to generate various metric, comparison, trend, top/bottom type reports that provided insights on underwriting margin, customer, and medical loss ratio. Resulted in supporting divisions of finance, sales, operations, and medical cost management.
* Facilitated successful resolution of high-risk issues with client and vendor teams around data volume loading and exporting, erroneous data representation, system process efficiency, time and cost effectiveness within demanding time-lines.

**Technical Environment:** MS Office SharePoint Server 2007, Hyperion Database Reporting, SQL Server 2005 Analysis Services, PerformancePoint Server 2007, ProClarity Analytics, Microsoft Access, Microsoft Excel (Advanced Programming Services).