**SUMMARY**

* , Business Analyst with extensive experience in leading development and implementation of a company’s software products and services and web development.
* Excellent experience in gathering business and technical requirements from SMEs and stakeholders through different sessions (i.e. JAD sessions, interviews).
* Knowledge of Change management, Six Sigma, SDLC and ROI.
* Mentor team members on agile methods and best practices and Conduct Agile planning meetings, daily stand-ups, reviews, and retrospectives.
* Healthcare consultant specializing in analysis of Benefit Contracts and Certificates of Coverage for the configuration of claims processing systems. Extensive knowledge of Benefit configuration and Plan/Product data structure in systems, clinical code editing, claims configuration, claims adjudication processing.
* CSM certified and highly trained and tremendous expertise in agile product life cycle (SCRUM) methodologies.
* Proven track record to transform non-Agile teams to agile teams.
* Used Rational Team Concert (RTC), Rational RequesitePro, Documentum, Version One, Mingle, DOORS, MS Project, Clarity, Plan View and Quality Center to manage successful delivery.
* Implement HIPAA regulations while implementing EDI solutions.
* Act as a liaison across business and technical team to provide solutions.
* Extensive experience in developing and implementing a company’s software products and services.
* Project management experience includes client management, customer interaction, scope definition, project planning, and change control, integration and release management.
* Experienced in gathering user requirements using Telelogic Doors, analyzing and preparing project deliverables such as Project Charter, Business Requirement Document (BRD) and Functional Requirement Document (FSD).
* Skilled with Unified Modeling Language (UML), including Use Cases, Class, Activity, State and Sequence Diagrams.
* Experience working with PMO office and PMBOK guidelines.
* Used Rally software to track project status, team collaboration, share ideas, set project hierarchies, organize, allocate, plan iterations, and create manageable user stories.
* Skilled in Vision documents, Feasibility Studies, Scope Documents, Requests for Proposal and preparing end-user support documentation and training materials.
* Created Work Breakdown Structures (WBS), Project Schedules, Request for proposal (RFPs), Service level agreement (SLAs), Operation level agreement (OLAs), and Project Timelines.
* Managed Risk Assessment, Risk Mitigation, Risk Log and Issue tracking.
* Created and maintained Responsibility Assignment Matrix and Requirements Traceability Matrix (RTM).
* Highly motivated team player with ability to lead, manage and work in all environments to meet deadlines.

**TECHNICAL SKILLS**

* **Analysis Methodologies :** RUP, UML, Agile methodology, Waterfall methodology, CMM, SWOT, Cost-Benefit Analysis, Risk Analysis, Gap Analysis
* **Operating Systems :**  Win 95/98/NT/2000/XP, Linux, UNIX
* **Defect Tracking Tools :** Rational Clear Quest, Test Director, JIRA, Rally, Quality Center
* **Business Modeling Tools :** Rational Rose, Microsoft Visio, Share Point
* **Requirement analysis &Mgmt. :** Rational RequisitePRO, RequisitieWeb Test Director
* **Reporting :** Crystal Reports, MS Project, Power Builder, Actuate
* **Project Management :** Microsoft Project, Microsoft Office Suite, Rally, At Task
* **Programming Language :** HTML, XML, SQL, ORACLE, DB2., Java
* **Testing Tools :** Rational Enterprise Suite, Test Director, Quick Test Pro

**EXPERIENCE**

**Kaiser Permanente, Aurora, CO Project 2 Nov 2014 – Present**

**Sr. Business Analyst/Scrum Master - Agile:**

The BI project is about replacing outcome reports from HealthTRAC Disease Management into Tableau Reports and also retiring unused reports based on complexity and usage anlaysis. In addition, Kaiser also required offering database solution (optimize data mart) to its existing database HERBIE.

**Responsibilities:**

* Gather requirements with internal Kaiser SMEs and power users of HealthTRAC through site interviews.
* Understand the functionality/features of current database to replace with possible new database.
* Created and Updated the standard SDLC DOORS templates for Business, Functional and Technical requirements
* Perform and coordinate the Scrum Ceremonies (Iteration Planning, Daily Scrum, Iteration Review/Demo, Retrospective and backlog grooming session).
* Maintained detailed knowledge and understanding of Diamond (Legacy claims processing system) and Xcelys (new claims processing system) rules relative to claims payment.
* Analyzed Provider contracts to determine the best approach for loading data elements into the claims processing system.
* Identify and keep track of issues and dependencies and work with team for resolution.
* Update Project Plan and Risk Log in coordination with Project Manager.
* Generated custom Reports from DOORS for requirements and traceability analysis.
* Monitored the integration between Rational Test Manager and DOORS and the interface process.
* Provide daily and weekly status reports to the Sr. Project Manager.
* Create user stories as per planned iterations and assign to the respective team members.
* Develop and maintain Execution plan and Scope documents.
* Assist in designing user workflow and interview templates.
* Extensive use of Rally to keep close track of project and teams’ progress per sprint and release.
* Establish and enhance collaboration between all Scrum Team members.
* Assist product owners in prioritizing user stories and identifying dependencies as needed.

**Environment:** Rally, DOORS, AGILE/LEAN Scrum project framework, WebEx, MS-Project, MS Office Suite, Lotus Notes

**Kaiser Permanente, Denver, CO Project 1 July 2014 – Oct 2014**

**Sr. Business Analyst/Scrum Master - Agile:**

I was handling two projects simultaneously: Integrated Video Visits (IVV) Provider sideand Community Provider Connect (CPC). IVV project constitutes creating and designing web and mobile applications for providers to allowlive video appointments with members/clients after scheduling.CPC is one of the successfully run web portal project over a couple of years which currently deals with adding and enhancing the CPC website targeted to assist providers in pulling up members’ EMRs, claims information, eligibility and benefits, and pharmacy formulary – a formulary system and evidence-based decision making for providers to determine medicationneeded for members.

**Responsibilities:**

* Performed and coordinatedthe Scrum Ceremonies (Iteration Planning, Daily Scrum, Iteration Review/Demo, Retrospective, backlog grooming session and Release Planning).
* Executed Agile/Scrum as a project management methodology –Support and assist the software development team in their efforts to adopt advanced methods for the effective application of Agile/Scrum framework.
* Kept close track of teams’ progress per sprint and release using Rally Agile SDLC software with sprint and release burn down and burn up charts, and planned velocity
* Generated RTM Reports in DOORS pulling the Test case information from Test manager using the interface Ring-Zero Adapter.
* Generated DOORS Metrics for higher management on a weekly basis.
* Facilitated project manager in initiating, planning, scheduling, estimating, forecasting, coordinating, controlling, managing and delivering all activities for projects and related release initiatives and certifications.
* Responsible for maintenance of all Procedure Code and Benefit Tables enabling claims processing to become more automated along with Plan/Product applications.
* Assisted in rigorous and continuous review of defects during release and sprint planning meetings.
* Implemented agile development best practices and moving to releases from point releases.
* Utilized rally to maintain the product backlog, defects, production issues, and test cases.
* Contributed to software process-reengineering efforts aimed at evolving current software development practices to adopt Lean/Agile and Scrum practices.
* Offered remedies on teams’ technical and non-technical issues by bringing necessary resources together and facilitating troubleshoot meetings.
* Monitored the progress of the project status with respect to schedules and effort estimates.
* Established and enhanced collaboration between all Scrum Team members.
* Maintainedactive and strong communication flow among team members to create positive/healthy working environment
* Helped the Team define and excel at their chosen process for getting work done.
* Assisted product owners in making requirement Scoping decisions and analyzing high priority criteria as needed.

**Environment:** Rally, AGILE/LEAN Scrum project framework, DOORS, WebEx, MS-Project, MS Office Suite, HP Quality Center, Lotus Notes

**Blue Cross Blues Shield, Durham, NC Jan 2012–Jun 2013**

**Sr. Business Analyst/Scrum Master - Agile:**

This migration project is a substantial project for Blue Cross Blues Shield, Durham, NC team. Migrating to new system requires generating new reports which will use Crystal Reports, more advanced technology.

**Responsibilities:**

* Transformed non-Agile team to agile team by consolidating the ad-hoc work requests to prioritized monthly backlog, reducing testing cycle by the automation of regression testing.
* Implemented Agile/Scrum as a project management methodology within DRL - Coached the software development team in using Agile/Scrum.
* Educated upper management and championed the use of Agile/Scrum.
* Organized and facilitating the Scrum meetings: Sprint Planning, Daily Scrum, Iteration Review/Demo, Retrospective, and Release Planning).
* Procured and deployed Rally Agile SDLC software.
* Contributed to software process-reengineering efforts aimed at evolving current software development practices to adopt Lean/Agile and Scrum practices.
* Implemented agile development best practices and moving to monthly releases from point releases.
* Utilized rally to maintain the product backlog, track sprint progress, defects and production issues.
* Involved in Requirement Scoping and analyzing high priority requirement for implementation creating Product Backlog, User stories.
* Conducted Daily stand up, Sprint Planning, Sprint Review Meetings.
* Conducted Retrospective Meeting after each sprint cycle.
* Monitored the progress of the project status with respect to schedules and effort estimates.
* Developed and managed the project management plan, established risk management process and metrics for the deliverables.
* Participated in creating processes to protect PHI (Protected Health Information) for HIPAA compliance.
* Worked on EDI systems to integrate the application with different trading partners like Clearinghouses, Billing Services, Vendors and other Health Insurance Payers.

**Environment:** Project Management Methodologies, Rally, AGILE/LEAN Scrum project framework, Team Foundation Server 2010, Rational Clear Case, SQL Server, MS-Visio, Rational Requisite Pro, MS-Project, MS Office Suite, Java.

**Well care Health Plans, Tampa, FL Jan 2010 - Dec 2011**

**Business Analyst/Scrum Master:**

I was involved in an application where user can find the status of the member at any instance, various kinds of testing of the Power MHS application modules like Membership, Providers, Finance and Claims. Power MHS, a fully integrated, intelligent data processing and management information system for managed healthcare. This would help health insurance with its Membership and Claims Management Information Tracking System, Finance and Utilization management System modules, which integrate directly with Power MHS Member

**Responsibilities:**

* Facilitated preparation and prioritization of the product backlog andworked with the team to finalize Sprint backlog.
* Coordinated Sprints, from Iteration Planning thru daily scrum, and Iteration Reviews and Retrospectives.
* Used LEAN Principles (Agile Methodology) Dependency/Complexity Analysis (DSM), System Complexity Estimator (SCE), System Change Impact Model (SCIM) and Visual Charts.
* Brought new vision for the team and implemented new approach (Kanban) for improving effort fast testing, less errors, delivery in time in an Agile Scrum environment.
* Migrated the Projects from Waterfall to Scrum is major responsibility.
* Helped the Scrum team keep focus on sprint goals by removing impediments.
* Created WBS, Negotiated Triple constraints, wrote RFP and evaluated proposals.
* Ensured success on all projects through proven track record of applying proven methods and tools to enterprise-wide project implementations.
* Involved in preparing a simple and detailed User manual for the application, for an intended novice user.
* Conducted project related presentations and provided reports to the higher management.
* Interacted with the Helpdesk team to investigate and resolve production issues.
* Followed the Agile methodology like Risk Analysis i.e. anticipate, mitigate, and resolve conflicts across workgroup.
* Created reports and Dashboard with the help of Burn down charts and worked on Gantt Charts to understand a project progress and status.
* Facilitated Sun-up and Sun-down meetings.
* Managed Defect Management process and conducted Defect Review meetings from daily defect report with Project team.

**Environment:** Project Management Methodologies, Rally, AGILE Scrum project framework, LEAN Principles, HTML, XML, RDBMS, Java and Rational Clear Case.

**Meridian Health Care Management, Detroit, MI Nov 2007 - Dec 2009**

**Business Analyst:**

Meridian Health implemented an internet-based application to improve its Health Insurance claim processing by automating receiving and processing health benefit claims including Medicare and Medicaid. This is a legacy conversation system which initiates all the necessary procedures, standardizes and validates the data according to HIPAA regulations and provides error-processing for the transactions that could not be fully processed through the system.

**Responsibilities:**

* Liaison between stakeholders, system users, clients and managers, software development team and the QA term to gather requirements.
* Performed GAP analysis, by seeking clarity in understanding ‘as-is’ state and collecting requirements to determine ‘to-be’ state.
* Gathered user and business requirements through interviews, surveys, prototyping and observing from account managers and UI (User Interface) of the existing system.
* Participated in creating processes to protect PHI (Protected Health Information) for HIPAA compliance
* Worked on EDI systems to integrate the application with different trading partners like Clearinghouses, Billing Services, Vendors and other Health Insurance Payers.
* Prepared logical data models that contain a set of diagrams and BRDs (Business Requirement Documents) supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business data requirements.
* Planned and defined system requirements to Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
* Conducted JAD sessions with management, SME (Subject Matter Expertise), vendors, users and other stakeholders for open and pending issues.
* Worked closely with the test leads and developers to help create unit and system test cases that enhanced the quality of the deliverables.

**Environment:** Waterfall Methodology, Windows 2000, Oracle, Rational Rose, HTML, XML, RDBMS, Requisite Pro, Clear Case, Clear Quest, MS Excel, Java, Oracle 9i, Web Logic, DB2, UML.