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***Ritu Shah***

**757-716-4366**

***Sr. Business Analyst/ Scrum Master***

***Summary:***

* Experienced **Business Analyst** with over 7+years of proven skills in Requirements Gathering,**Requirements Documentation,**Business Process Modeling,**Affordable Care Act**,**Medicare**, **Medicaid**and in the **Pharmaceutical Domain** of**Healthcare.**
* Experienced in understanding and supporting both the Business and Technical teams in all Phases of **Software Development Life Cycle (SDLC)**methodologies like Waterfall, Agile-Scrum and Waterfall-Scrum hybrid.
* Expertise in gathering business, functional, non-functional requirements, creating **Use Cases and UML Diagrams**: Class Diagrams, **Use Case Diagrams**, **Activity Diagrams**, Data Flow Diagrams, **Flow Charts** using **UML Tools** like **MS Visio** and Rational Rose.
* Acted as a **Scrum Master** by creating sprint backlogs, organizing and conducting sprint planning meetings and daily scrum meetings.
* Worked on splitting EPICS into small **user stories** for effective utilization
* Designed and Implemented **SQL queries** to extract data from different databases for timely reporting, **Data Analysis and Validation.**
* Experienced in**Data Warehouse Environment** including **Data Analysis, Data Modeling, Data Mapping, Data Integration and Data Migration using ETL tool – Informatica**
* Strong knowledge with implementation experience in **EDI270, 271, 276, 277, 834, 835, 837, and ANSI X12transactions** complying with **HIPAA** and**HL7 standards,** and **CMS Compliances/Regulations**.
* Experienced in **Healthcare Pricing/Reimbursement, EHR (Electronic Health Records) and EMR (Electronic Medical Records), Facets, EPIC systems.**
* Excellent **organizational, interpersonal, communications, teamwork** and **leadership** skills with proven skill to interact across multiple levels of organization.

***Technical Skills:***

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| * Healthcare | HL7, ASCIIX12, EDI Transactions, HIPAA Compliance, MMIS, EPIC system |
| * Business/Modeling Tools | MS Project, TABLEAU, MS Visio, MS Office Suite, IBM Cognos, Grapholite,  Mockup Screens, Rational Rose, MS Team Foundation Server |
| * Requirements Management Tools | Rational Requisite Pro, Microsoft SharePoint |
| * Case Management Tool | Rational Clear Quest, Rational Clear Case |
| * SDLC Methodologies | Agile-Scrum, Waterfall, Waterfall-Scrum |
| * ETL Tools | Informatica, SSIS |
| * Testing Tools | HPQC, HPALM, JIRA |
| * Databases | MS Access, MySQL |
| * Statistical Analysis Tool | Statistical Analysis Software (SAS) |

***Academics:***

* Education: Bachelors of Pharmaceutical Sciences, Mumbai, India
* Certified Scrum Master

***Professional Experience:***

**Anthem, Inc.**

**Location: Virginia Beach, VA**

**Duration:March 2013- Present**

**Role: Sr. Business Analyst/ Scrum Master**

**Project Description:**Anthem, Inc. is one of the largest health benefits companies in the United States. Its health plan companies deliver quality products and services that give their members access to the care they need.The scope of the project was to efficiently manage the claims process, increase accuracy in the process flow and remove redundancy of data. This benefitted the providers andpayersby reducing the operational cost. This also aimed at increasing patient satisfaction by facilitating timely payment of claims.

**Roles and Responsibilities:**

* Interacted with the stakeholders to get a better understanding of client business processes and gather requirements.
* Involved in gap and feasibility analysis for the design and architecture of the new application.
* Involved in Requirement Scoping, Request for Proposal (RFP) documenting and analyzing high priority requirements for implementation,creating **Business Requirement Document** (BRD), **Functional Requirement Document** (FRD) and use case documents.
* Conducted **Joint Application Development** (JAD) sessions for communicating and managing expectations.
* Used Rational Requisite Pro to manage the requirement and keep the **Traceability Matrix**.
* Created prototypes using MS Visio.
* Worked with HIPAA compliant **ANSI X12 837** formats for all the types of claims.
* As a **Scrum Master** assisted the Product Owner in making the project charter and also worked on cost benefit analysis to check for **scope creep**.
* Prioritized the **PBIs** with the Product Owner and created the **product backlog** and **sprint backlog artifacts**.
* Assisted in integrating claims with **facets** for real-time delivery of claims.
* Utilized the **Statistical Analysis Software (SAS)** for initial descriptive analysis.
* Assisted in testing the **HIPAA Transactions and Code Sets 837 transactions**.
* Involved in the **UAT testing** to check if the requirements meet that of a business user.
* Conducted the required **scrum ceremonies** to work on the potentially shippable product increment**(PSPI).**
* Involved in HIPAA assessment and **HIPAA X12 EDI** transaction (834, 835, 837, and 270/271) mapping and identified changes that needed to be done to comply with HIPAA regulations.
* Associated with the testing team to work on test cases and test plans.
* Executed **SQL queries** to test the database for records,remittance advice in the claims application and to integrate claims information from various databases to calculate the number of claims passed, pending and denied, to calculate the number of enrollees (inner join, full join, right join, left joins were used to get results in a single table).
* Managed the **change request** and analyzed the impact of the change request on the application in regards to Project Plan, Scope and Schedule.

**Environment**, MS Excel,**IBM-Curam**, MS Visio, MS Project, JIRA,IBM-Cognos, Rational requirements composer 4.0.5, MySQL

**Alabama Medicaid Agency**

**Location: Montgomery, Al**

**Duration: Feb 2012- Feb 2013**

**Role:Sr.Business Analyst**

**Project Description:**The Alabama Medicaid Agency is a state/federal programthat pays for medical and long-term care services for low-income pregnant women, children, certain people on Medicare, disabled individuals and nursing home residents.The scope of the project was to update medication details linked to the Medicare patient’s account. This involved updating the organization’s system to auto generate prescriptions of the Medicare patients in the closest pharmacy.

**Roles and Responsibilities:**

* Chalked out the scope, timeframe, and risk analysis, cost and maintenance procedure.
* Responsible for scheduling meetings with users, SME’s and stakeholders to identify problems resolve issues and improve the process to ensure a stable and accurate solution.
* Extensively interacted with the stakeholders and the IT Department in finalizing the requirements, according to the **CMS Compliances/Regulations and HIPAA Regulations.**
* Participated in user meetings, gathered Business requirements & specifications.
* Analyzed the existing **explanation of benefits (EOB)** and interpreted its shortcomings.
* Arranged **JAD sessions**with the employees to understand their needs.
* Conducted detailed walkthrough of business requirement and functional requirement.
* Updated the **Project Plan** after performing **Gap analysis.**
* Conducted the **FSD** reviews and walkthroughs with designers, developers and stakeholders.
* Involved with the **Test Planning, Test Development, and TestExecution** for functional testing of the system and participated in the planning of the User Acceptance Testing **(UAT).**
* Involved in data validation, analysis and generating accurate reports for the Medicare patients.

**Environment**:Microsoft Office, SharePoint 2013,Rational Requirements Composer.

**CTIS, Inc.**

**Location: Rockville, Maryland**

**Duration: Nov 2010- Jan 2012**

**Role: Business Analyst**

**Project Description:** CTIS provides informatics solutions for clinical trials and research. CTIS empowers patients and providers with technology-based healthcare solutions. The scope of the project was to implement EMR systems to facilitate the appointment scheduling and billing process. The project involved extraction of patient information from the organization’s database and storing the information in the EMR systems.

**Roles and Responsibilities:**

* Managed the **Scrum daily standup meetings** and also ensured that quality standards were enforced as per the build-release schedule.
* Established a business analysis methodology around the **SDLC,** helped to develop use cases, project plans and manage scope.
* Compiled the **Vision and Scope Document**.
* Used UML to perform **Use-Case analysis** to capture the dynamic aspect of the application.
* **Interacted with stakeholders** and gathered requirements as per the business needs using Waterfall-Scrum environment.
* EMR system was used for **Health Information Exchange (HIE)** within the organization.
* Analyzed **Business Requirements** and segregated them into high level and low level Use Cases, Activity Diagrams (**UML).**
* Conducted **GAP analysis** by understanding the **AS-IS** system and the **TO-BE** system requirements by having discussions with the **SME's**.
* Ensured the accuracy and consistency of the data during the **data validation** process.
* Performed **UAT** based on Requirements Document and prepared the **Test Cases** using Quality Center.
* Maintained **Traceability Matrix** in Excel.
* Developed **Test Plan and Test cases** based and functional specifications and also performed manual testing of the functionality of the application by inserting varying data on different test runs. Developed **Flowchart and process diagram** using Microsoft Visio.

**Environment:** HL7, Microsoft Office, SharePoint 2013, Rational Requirements Composer 4.0.5, MS Office, MySQL, MS Project, Informatica.

**Ajanta Pharma Ltd.**

**Location- Mumbai, India**

**Duration:April 2009- Oct 2010**

**Role: Business Analyst**

**Project Description:**Ajanta Pharma is a specialty pharmaceutical company engaged in development, manufacture, and marketing of quality finished dosages in domestic and international markets.The scope of the project was to create and maintain an application for inventory management that would automatically update the records of pharmaceutical drugs existingat a point of time.

**Roles and Responsibilities:**

* Gathered requirements through a series of interview sessions and group meetings with the identified users and

developers, and was involved in documenting business process model and process overview.

* Assisted in the project manager in creating and updating the Vision Document, Business case, and the Project Plan to define Objective, Scope and Risks.
* Worked to regulate flexibility of the application’s features during development to help in customization of the product onsite at the client organization.
* Conducted **Joint Application Development (JAD)** sessions with stakeholders throughout **SDLC** to resolve various issues raised by the Network Physicians in adapting escribe.
* Produced Visuals for the application using Rational Rose and created **Use Cases, State diagrams, Sequence Diagrams and Activity Diagrams.**
* Interfaced with business users to prepare and update **Business Process Requirements** (BPR) and Software Specifications Requirements.
* Prepared a comprehensive set of wireframes to ensure the consensus on UI with the help of SME and by continually interacting with the network physicians for feedback.
* Developed **workflow, screen mock-ups, and conversion requirements**.

**Environment:** MS Access, MS Excel, MS Word, Requisite Pro, MS Project, MS Visio.

**SRS Pharmaceuticals Pvt. Ltd.**

**Location- Mumbai, India**

**Duration: June 2008- April 2009**

**Role: Business Analyst**

**Project Description:**SRS Pharmaceuticals Pvt. Ltd. is a privately held Indian Pharmaceutical manufacturing company involved in manufacture and supply of wide range of avant-garde pharmaceuticals to semi-regulated and non-regulated markets across the globe. The scope of the project was to implement a Pharmaceutical Samples Management System to track the samples distributed and cost associated with the distribution.

**Roles and Responsibilities:**

* Analyzed and optimized the existing business processes using the conceptual modeling methods and documented the business process through **Data Flow Diagrams**.
* Assisted in the implementation of **Pharmaceutical Samples Management System.**
* Conducted JAD sessions with key business users to make them understand the project scope and deliverables and to check the feasibility of the project.
* Analyzed and translated business requirements into system specifications utilizing UML and Waterfall methodology.
* Manage all the requirements and maintained traceability matrix using **Rational Requisite Pro.**
* Conducted walkthrough session with business end users, stakeholders, Subject Matter Expert (SME), project Manager etc. to discuss and resolve various issues.
* Created Use case diagrams, activity diagrams and class diagrams using UML for designer and developers to describe whole scenarios using **MS-Visio.**
* Gathered reporting requirement from end user to generate report using **Cognos.**
* Data validation, analysis and generating accurate reports for different samples of pharmaceutical drugs.
* Analyzed UAT **Test Plans** and scenarios for functional testing of new development, reports and issues resolution and created training material for users and QA group.
* Experienced in working closely with the clinical research analysts in a **pharmaceutical environment** to categorize the trails and update the required information into disease specific timelines using **ICD codes** so as to reduce the time cycle of the clinical trial processes.

**Environment:** MS Excel, MS Word, Cognos, Requisite Pro, MS Project, MS Visio

**Cooper Hospital**

**Location:Mumbai, India**

**Duration: Sept 2007- May 2008**

**Role**: **Business Analyst**

**Project Description:**The Cooper Hospital is a public hospital located in Mumbai, India. The scope of the project was to utilize a patient information archive to improve delivery of current medical services and include latest services to provide better standards of patient centered care coordination services.

**Roles and Responsibilities:**

* Elicited requirements necessary for the analysis and documentation of the hospital’s process. Analyzed existing process and its relationship with other processes and departments.
* Designed and developed **activity diagram** for current and future process and performed Gap analysis.
* Assisted in gathering and analyzing the hospital’s flow of data. Understand, evaluate, and communicate data integration options to appropriate parties.
* For requirements gathering conducted interviews with stakeholders, **facilitated JAD sessions** with project managers, Business users and SMEs.
* Designed and developed **Use Cases**, Activity Diagrams, and Class Diagrams using **MS-Visio**.
* Responsible for creating **BRD** and getting approval and converting high level business requirements into functional specs also incorporating use cases with various scenarios.
* Managed the entire functional requirements life cycle using Agile Scrum methodology; used**SharePoint** to share and maintain the document versions.
* Assisted in Ad-hoc SQL queries to extract data from different databases for timely reporting **Data Analysis** and **Validation.**
* Created and maintained **Requirement Traceability Matrix (RTM)** for tracking requirements with **test cases** and confirming the testability of all the requirements and facilitated the user acceptance testing**(UAT).**

**Environment:**MS Visio, Rational Requisite Pro, Mercury Quality Center (QC), MySQL.