**Rosy Patel**

**PROFESSIONAL SUMMARY**

* 7+years of experience with strong business analysis skills and an understanding of the **Software Development Life Cycle (SDLC)**.
* Analytical, enthusiastic and innovative **Business Analyst** with information technology experience in **HealthCare** domain.
* Experience in gathering **Business and Functional Requirements**, developing **Business Requirement document, Functional specification document, Communication plan, Use Cases and Test Plans**
* Excellent **Communication, Presentation** and **Management** skills.
* Performed a variety of tasks including Project Management and Decision Support systems.
* Experienced in elicitation techniques like questionnaires, brainstorming, focus groups, prototyping, cost/benefit analysis and risk analysis.
* Expert in the use of a broad range of technologies including Business Process Tools such as **MS Project, MS Excel, PowerPoint and MS Visio.**
* Facilitated **JAD** sessions and **SCRUM** meetings, workshops and interviews.
* Excellent in performing **GAP Analysis** to check the compatibility of the existing system infrastructure with the new business requirements and move from the As -Is towards the To-Be scenario.
* Proven ability to contribute significantly to projects independently and in a team environment.
* Extensive experience in **Functional and User Acceptance testing (UAT)**.
* Proficient at adapting quickly to changing work environments with a strong desire to learn new technologies, tools and applications.

**TECHNICAL SKILLS:**

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| --- | --- | --- |
| Domains | | HealthCare |
| Methodologies | | Waterfall, Agile and RUP |
| Business Analysis | | Business/Functional Requirements Document (BRD/FRD), System Requirements Specification (SRS), Gap Analysis, Impact and Risk Analysis, Feasibility Analysis, Work Breakdown Structure (WBS), Statement of Work (SOW). |
| Elicitation Techniques | | JAD sessions, JRP Sessions, Brainstorming sessions, Interviews, Surveys/Questionnaires, Document Analysis, Observations. |
| Business Modeling | | UML 2.0 (Use Cases, Process Flow/Swim lane diagrams, Sequence diagrams, Activity diagrams). |
| Business Tools: | | Word, Excel, PowerPoint, Access, Visio, Outlook, Pencil Project, Report Builder, Share point 2010 |
| Graphic Tool | | Smart Draw, Snagit, Photoshop |
| Testing | | UAT testing, UI Testing, HP Quality Center, QTP |
| Data Base | SQL Server Management Studio | |

**PROFESSIONAL EXPERIENCE:**

**Well Care Health Plans Inc., Tampa, FL Jun 2015 – Present**

**Sr. Business Data Analyst**

**Roles and Responsibilities:**

* Gathered information and documents from business rulers and SMEs through meetings, JAD, sessions, emails as well as reviewing second hand information.
* Followed AGILE methodology viz. Scrum throughout the project.
* Conducted project kick off meetings with team members to explain roles/responsibilities, relationships with other groups, deliverables, timelines, assignments and status reporting
* Extensively used Clarity for Project Management
* Prepared release plan and iteration plan for the project working with the stakeholders
* Participated in Steering/Executive Committee Meetings to provide project status
* Planned, prioritized and managed user stories and defects in Rally.
* Re-factor Epics to Stories and maintain the prioritized Sprint backlogs
* Worked on conversion of HIPAA EDI transactions 837/835/270/277 and NCPDP 5.1 to D.0 conversions
* Facilitated pre-planning meetings, demos and daily stand ups
* Managed and created burn down charts, tasks for task board and velocity charts for the Scrum process.
* Prepared graphical depictions of Use Cases, Use Case Diagrams, State Diagrams, Activity Diagrams, Sequence Diagrams, Component Based Diagrams, and Collateral Diagrams and creation of technical design (UI screen) using Microsoft Visio.
* Planned and allocated resources for completion of tasks in various sprints/iterations and maintained engineering backlogs and project backlogs for different projects.
* Worked with clients to better understand their needs and present solutions using structured SDLC approach.
* Assured that all Artifacts are in compliance with corporate SDLC Policies and guidelines.
* Worked with design team to prepare Project plan for User Interface documents.
* Tracked daily issues and dependencies and coordinated with common team to work on the impediment list.
* Coordinated with development team to help them better understand the requirements.
* Conducted GAP analysis for fixed fee projects.
* Worked with change control board to initiate/manage Change Requests
* Coordinated management of projects on MS SharePoint
* Conducted weekly coordination meetings with offshore teams for status meetings
* Teamed up with both internal and external software development groups to provide functional requirements specifications in form of use cases, business process flows, and prototypes and management reporting requirements
* Managed and assigned defects to the development team in Microsoft Team Foundation Server
* Prepared the application road map for upper management
* Conducted ER(emergency fix) that demands an urgent and quick resolution by preparing an ER document and doing a quick test before passing on to the QA team.

**Tools & Technology:** Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access, MS SharePoint), SQL, and Quality Center.

**Molina HealthCare, Long Beach, CA Aug 2014 – May 2015**

***Sr. Business Analyst***

**Roles and Responsibilities:**

* Designed and developed project document templates based on the scope and plan for the project
* Interacted with client and the technical team for requirements gathering and translation of Business requirement to technical specifications
* Gathered business requirements, functional, and Nonfunctional requirements
* Followed the Agile SDLC methodology throughout the project
* Mapped out timelines, milestones, communication processes, Q&A sessions, and MS Excel based query tracking
* Communicated with business and other functional stakeholders for all **JAD** sessions to derive and execute action plans, meeting deadlines and standards.
* Identified & documented **Software Requirements Specification** (SRS)
* Created a well-defined **As-Is** and **To-Be** process for both project roadmaps as well as for final deployment
* Defined Business Process Model; **UML Diagrams** including **Use Case Diagrams, Activity Diagrams, Sequence Diagrams, Web Page Mock-Ups, Adaptability,** and **Risk Analysis**
* Assisted in creating and reviewing test plan & test cases and conducted **User Acceptance Testing (UAT)**
* Monitored all projects for HIPAA compliance

**Tools & Technology**: Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access, MS SharePoint).

**CHI Health, Omaha, NE Jan 2014 – Jul 2014**

***Business Analyst***

**Roles and Responsibilities:**

* Acted as a liaison between the business team and technical team
* Utilized Agile/Scrum Methodology to configure and develop process, standards, and procedures
* Coordinated and Participated in Multiple War Room discussions during Requirement Elicitation, Development and Delivery of Multiple Sprints
* Participated and conducted various JAD sessions allowing different stakeholders to communicate their perspectives with each other, resolve any issues, and come to an agreement quickly
* Developed business requirements, user requirements, and functional requirements, and accordance with the company’s policies and procedures
* Articulated business requirements from user interviews, and discussions with stakeholders
* Convened with client groups to determine user requirements and goals
* Identified and created all necessary business use cases from requirements, created activity diagrams, sequence diagrams, and class diagrams using Microsoft Visio
* Worked with GUI team for designing the screens and assisted in developing mockup screens and prototyping of the user interface and usability testing
* Set up definitions and process for test phases including product test, integration test, and system test
* Worked with the QA team for designing Test Plan and Test Cases for the User Acceptance testing (UAT)
* Worked with the teams in conflict resolution and problem solving at various stages of the projects
* Extensively used MS SHAREPOINT a content management platform, for managing content across the organization within a shared repository

**Tools & Technology**: Windows 7, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access, MS SharePoint)

**Rex Healthcare Hospital, Raleigh, NC   Jun 2013 – Dec 2013**

**Business Analyst**

**Responsibilities**

* Highly involved in understanding of department workflows and process flows with respect to applications. Developed business process models in RUP to document existing and future business processes. Improved process for payment of Medicare Secondary Payer claims through revised workflows.
* Perform a baseline assessment of Hospital-Provider systems and related interfaces, the existing service level agreements and/or policies and operational business procedures for readiness to comply with HIPAA as well as ICD-10 requirements.
* Have strong experience in requirements gathering by conducting interviews with end users
* Actively worked on Data analysis and Report analysis with respect to ICD-10 impact.
* Collected the information related to ongoing application upgrade and their impact on ICD-10 implementation and created awareness within the departments regarding the need, impact, benefits and risks of ICD-10 code application.
* Extensively worked on Data Mapping and ETL.
* Analyzed System flows of various department of the hospital.
* Identified risks, problems, requirements and concerns of the Hospital in order to comply with ICD-10 changes. Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA.
* Wrote SQL queries/joins for Oracle database and prepared test data.
* Designed and developed user interface screens for visualization of reports and various user inputs with cross-functional teams.
* Re-Organized the collected data and prepared documentation for implementation.
* Involved in providing education about the ICD-10 codes and 5010 standards, its requirements, complexity and accuracy to Physicians and Nurses of the hospital. Figured out the requirement of training in various departments of the hospital based on their daily work.
* Performed impact analysis on applications for deadliness of ICD-10 conversion.
* Responsible to meet the information demands of our business users by delivering timely, accurate, meaningful and standardized data and reporting.
* Mapped the collected data with the existing data provided by the hospital departments.
* Used Word, Excel and Visio as a working tool.
* Hands-on experience and good understanding of the hospital working system including Registration, Scheduling, Radiology, Laboratory, Pharmacy, Patient Accounting, HIM, Claim Processing etc.
* Met the deadlines and scheduled day to day meeting sessions.

**Environment: Windows 2007, Packet Tracker, MS office suite, MS Visio, UML, RUP (SDLC), MS SQL**

**Zynx Health, Los Angeles, CA Mar 2012 – May 2013**

**Business Analyst**

**Responsibilities:**

* Prepared Business Requirements Documents (BRD) and Functional Requirement Documents (FRD).
* Utilized Agile Software Methodology using Scrum framework. Actively participated in creating the user stories
* Performed GAP analysis by performing the system analysis between the scheduling systems and documented the gap items.
* Conducted meetings and workshops to gather requirements from various stakeholders and SMEs.
* Facilitated all Aspects of scrum framework, including product backlog, release backlog, sprint planning session, daily scrum meeting and sprint reviews
* Prepared various diagrams by using MS Visio.
* Coordinated with the PMO group in defining timelines & schedules for the project.
* Worked closely with QA and Developers to clarify/understand functionality, resolve issues and provided feedback to nail down the bugs.
* Conducted project related Presentations periodically to the management and end users during various phases of Software Development Life Cycle (SDLC).

**Health Edge, Burlington, MA Jan 2011- Feb 2012**

**Business Analyst**

**Responsibilities:**

* Gathered business and system requirements from various departments like accounting, Legal and Human Resource through focus groups, surveys and interviews
* Analyzed data to generate information about clients and their attributes, and drafted a data requirement document.
* Held meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure a stable and accurate solution.
* Prepared Business Workflow models and process diagrams depicting how business processes are accomplished.
* Created Activity Diagrams, Use Cases, Business Process flowcharts
* Created detailed workflow diagrams, business flowcharts of existing and proposed systems.
* Created Use Cases to identify automated processes and the actors (vendors, systems) involved in the project to ensure reliable results of implemented business/functional needs.
* Involved in feasibility analysis and risk analysis of the project.
* Gathered and documented business requirements in order to describe the business needs in terms of the main deliverables.
* Facilitated meetings with Subject Matter Experts (SMEs) to create the process requirements, process improvements and to proper explain the development team the flow of future data modules.
* Helped in designing and implementing deployment process, and thus maintaining the application in post deployment process.

**Gellan Health Services Inc, Glen Allen, VA Nov 2008 - Dec 2010**

**Business Analyst**

**Responsibilities:**

* Acted as primary liaison between the Business unit and development team department; performed analysis, review, and estimation of client requests; prepared and reviewed system requirements, and client documentation; prepared and executed detailed test plans.
* Prepared questionnaire and conducted personal user interviews to gather requirements.
* Prepared business requirement (BRD) and functional requirement documents (FRD) using MS VISIO
* Developed test cases and participated in UAT testing.
* Worked with outsourced team to resolve application issues.
* Provided training to users and resolved day to day issues.
* Prepared user manual and reference guide.
* Conducted user training in cross functional departments.
* Developed standard operating procedures for IT tasks.
* Maintained, analyzed and resolved IT issue log.
* On the basis of customer feedback analyzed the report and identified vital areas to fix.