**Sai**

**Professional Summary:**

Business Analysis Professional with over 6+ years of experience in delivering high impact projects with proven technology expertise and strong business focus, seeking a challenging role of business analyst with continued personal and professional growth. Primary experience is within applications development, process improvement, and global technology implementations and/or conversions. Trainer to software vendors on business analysis, SDLC processes, business requirements and documentation, testing and business process flow documentation.

* Proficient in Business Analysis, Gap, Analysis, Risk Analysis, Business Process Models, Business Flow Diagrams and Business Requirement Documentation.
* Worked on Medicaid, Medicare, and children claim processing systems in the private sector and integrated with State Medicaid systems.
* Conducted Joint Application Development (JAD) sessions involving Subject Matter Experts (SMEs), asking detailed functionality aspects of business process and carefully updating the information to the requirements in an easily understandable format.
* Experienced with the Data Structures and data Modeling of Salesforce.
* Expert in gathering, analyzing, documenting the Business Requirements into artefacts such as Business Requirement Document (BRD), Statement of work(SOW), ROP, High Level Document (HLD), Functional Specification Document (FSD), Functional Requirement Document (FRD), System Requirement specification (SRS) and Requirements Traceability Matrix.
* Extensive experience in SDLCworking in Agile environment using Scrum methodology and waterfall methodology.
* Worked on facets configuration, claim process management and in integration of HIPPA, Medicare solutions on Facets.
* Worked on HIPAA 4010 and 5010 EDI healthcare transactions with experience on Claims processing (Auto adjudication), COB, Claims pricing and testing, HIPAA, EDI, Medicare, Medicaid, CDHP (consumer driven health plans).
* Worked on Enrolment, Billing, Providers and claims health care functional areas.
* Expertise in creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams as well as Data Flow Diagrams, Entity Relationship Diagrams, and Flow Charts using MS Visio and Rational Rose.
* Gathered as well as managed the requirements by prioritizing user stories with proficient use of project management tools like TFS, HP ALM and used JIRA for defect management.
* Liaison with Business users, Project Manager, stakeholders and Project team (Large and Cross Functional).
* Proficient in the tasks of Defect tracking and Reporting using which facilitates workflow issues and helped resolving technical issues with developers.
* Produced Statement of Work (SOW)including scope of work, task breakdown, level of effort Quality Center and SharePoint, duration and costs.
* Proficient in querying and verifying databases on Oracle and SQL Server.
* Developing Crystal reports and formatted as per business user's requirement.
* Team player, comfortable working in fast paced, changing environment and ambiguity.

**TECHNICAL SKILLS:**

**Programming Language:** C++, SQL, PLSQL, HTML

**OOAD tools:** Rational Suite, MS Visio, MS Project

**Methodologies:** Complete Software Development Lifecycle, Waterfall, Agile, RUP

**Tools:** QTP, Test Director/Quality Center, Clear Quest, ALM, Microsoft Visio

**Graphical User Interface:** MS Office suite, MS Share point

**Management tools:** Rational Unified Process (RUP), Agile Scrum, Use Cases, Work Flow and Data Flow.

**Office tools:** MS word, MS Excel, MS Access, MS PowerPoint, Lotus Notes, and MS Project.

**Databases:** Oracle 9i10g, MS Access, MS-SQL Server 2005 2000, Toad

**Project Management:** JIRA, SharePoint.

**EXPERIENCE:**

**Unicare, Inc., Chicago IL April 2015 – Present**

**Jr. Project Manager/Business Analyst**

**Description:**Uni-care Health Insurance Company is one of the health insurers in the United States. Worked on Claims management system - HIPPA compliant all payor claims management system with a very intuitive GUI.The project also involved conversion for ICD 9 to ICD 10 and worked with Claims, Subscriber/Member, Plan/Product, Claims, Enrollment, Provider, Commissions and Billing Modules of Facets.This project involved reengineering Company's web application to make it compliant with EDI &HIPAA Standards and integrated it with Third Party Administrators.

Responsibilities:

* Work with Project Manager periodically to create project schedule and tracked project status using MS Project.
* Prepared Project Plan in MS Project and constructed implementation plan for the infrastructure.
* Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.
* Created various Reports (summary reports, matrix reports, PowerPoint, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured

various Reports for different user profiles based on the needs of the organization.

* Provided predetermined status updates to monitor progress, deliverables, milestones, timelines, resource allocation, problem solving strategies and outcomes in SharePoint Sites.
* Developed, documented and analyzed functional and technical requirements within Facets.
* Supported SharePoint sire for the project.
* Performed Sales & Marketing processes optimization through implementation of custom Salesforce logic like custom fields, objects, validations, associations, workflows and approval processes.
* Worked on Medicare Advantage (A, B, C), Medicare Part D (MA-PD), Medicaid Options (Under 65 and Over 65)and Managed Care (Care, Disease and Case Management), also in Insurance regulations and Claims Processing and claim scrubbing in HMO, PPO, Medicare and Medicaid.
* Migrated and organized the new site for the future state system using Solarwinds.
* Defined and/or reviewed project statement of work (SOW) with the vendors for software/hardware implementation.
* Built business requirements into the Medicare Advantage (MA) requirements database and created the Project Requirements Document for the three functional areas
* Reviewed, designed and reconfigured the following Facets functional areas such as Group, Membership & Billing, Health Care Services, Claims, Medical & Dental Plan, Finance & Actuarial.
* Designed, tested and customized Electronic Medical Record templates, documents and Crystal Reports compliant processes such as HIPAA (5010) and EDI formats and accredited standards such as ANSI.
* Acquired good understanding and learnt to analyze the ICD conversion information provided by the CMS.
* Used General Equivalence Mapping to convert ICD 9 to ICD 10.
* Involved in both forward mapping and backward mapping.
* Performed impact analysis for conversion of ICD 10.
* Used GEM for forward and backward mapping to convert ICD 9 codes to ICD 10 codes and vice versa.
* Created reports to depict metrics-based analysis of campaigns and pipeline conversion
* Maintained HIPPA Compliance while conducting business with vendors, clients, and members.
* Interacted and Interviewed key stakeholders and business users to understand the business goals and functional requirements respectively.
* Performed thorough Database functionality tests and verified the Business Logic Implementation by constructing and executing several SQL statements and executed SQL queries on claim records to validate reporting.

• Interacted with the test team and reviewed test plans and cases.

• Assisted in regression, system and user acceptance testing.

**Environment**: MS Project, UML, Rational Rose, MS Visio, SharePoint, SQL Server, Sybase, SQL Server, RUP, HTML and Test Director.

**Celtic Healthcare, Inc -Mars, PA Jan 2014 - April 2015**

**Business Systems Analyst**

**Description:** This project involved development of migration from Diamond software to Facets 4.0 including configurations, claims auto adjudication scope and definitions, financial transactions ID cards, Membership, and Enrollment. EDI 835, 837I, P, 270, 271 and proprietary conversions utilizing Facets extensions and development of new scripts and extensions to meet proprietary origination formats and reformat them into HIPAA standardized formats.

Responsibilities:

* Responsible for gathering the business requirements and creating business requirement document, FRD, functional specification document.
* Prepared Functional Design Specifications employing Use case scenarios, sequence diagrams, ERD's, DFD's and class diagrams for new process, integrating with legacy and Facets.
* Closely worked with system analysts(SAs) in process of architecting integrated HIPAA, Medicare solutions on Facets.
* Design and develop Relational Database using Salesforce customizations like creating lookup relationships, Master-Detail relationships and Junction Objects.
* Created Dashboards and custom forecasts which provide Websense with fast access to key business metrics.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application.
* Analyzed and translated business requirements into system specifications utilizing UML and RUP methodology.
* Provide technical expertise as an early engagement to different modules and enhancements to access impacts and define scope.
* Defined Functional Test Cases, documented, Executed test script in Facets system.
* Helped with data modeling and defining the conceptual and logical model of the data warehouse.
* Used SQL to test various reports and ETL load jobs in development, QA and production environment
* Gathered high level requirements and developed scope of the project for the implementation of Microsoft Office Share Point 2007.
* Responsible for verifying test cases for healthcare reform, changes in benefits are processing as expected.
* Recommended changes for system design, policies and workflow affecting Medicare/ Medicaid Claims processing system in compliance with current government process like HIPAA and EDI.
* Worked with HIPAA 270,271,835,837 transactions and performed validation of 270,271,835 and 837 Professional and Institutional format files.
* Wrote Test cases for Enterprise Data Warehousing (EDW) Tables and Data Mart Staging Tables.
* Performed the requirement analysis, impact analysis and documented the requirements using Rational Requisite Pro.
* Used Tableau as a Business Intelligence Reporting tool to generate dashboards and ad-hoc reports.
* Generated database SQL scripts and deployed databases including installation and configuration.
* Review requirements and understand technical recommendations and constraints, and develop comprehensive and accurate functional specifications; Data Mapping, and process flows.
* Work with Compliance and Regulatory operations to follow and monitor different IT process bound by CMS Regulations**.**

**Environment:** Windows 2007, accumulators, MS Word, MS Excel, MS Access, MS PowerPoint, ClinTrace, Outlook, Netscape, Facets, Publisher, ARGUS, SQL Server, API, CTMS, IMPACT, Interface of some systems.

**Amazon India Hyderabad, INDIA**

**Business Analyst**  **October 2012 - Dec 2013**

* Gathered and analyzed data and came up with business use cases, proposed projects, and systems requirements for mortgage loan origination system using RUP standards.
* Worked on multiple short term projects in between and co-led teams
* Conducted Joint Application Development (JAD) sessions to allow different stakeholders to communicate with each other, resolve problems at an early stage.
* Interacted with Business Owners, Users, and Stakeholders to identify Business System Needs, evaluated solutions for business problems, and prepared Business Requirements Document (BRD) and later translated them in to Functional Requirements Document (FRD)
* Represented the business requirements in various alternative views such as analysis models, process flow diagrams and user stories.
* Used UML to produce AS IS and TO BE models.
* Followed solely RUP methodologies during the project.
* Conducted Gap Analysis to define the impact of the new requirements on the existing GUI and further prepared Business Impact Analysis Reports.
* Extensively used tools such as Rational Requisite Pro, UML, MS Visio, MS Project, MS Office, MS Access.
* Designed Use Case Diagrams, Activity Diagrams, and Data Flow Diagrams to define the Business Process.
* Analyzed the Data Entity Relationships and worked on Functional Requirements Document (FRD)
* Tracing requirements throughout the development process and verifying adherence using the Requirements Traceability Matrix (RTM).
* Coordinated with the test team to check the Weekly Status and Report it to the Project Manager.
* Responsible for Interacting with the Developers to explain the proposed changes and ensure understanding of the system requirements to handle these changes.
* Worked with the Quality Assurance lead to develop detailed Test Plan and Test Cases.

Environment: SDLC, UML, User Count Tool, Rational Tools Suite, MS Project, MS Office, Windows XP

**Google, India, Hyderabad, INDIA**

**Business Analyst August 2010 – Septembe**r **2012**

* Interacted with Business Owners, Users, and Stakeholders to identify Business System Needs, evaluated solutions for business problems, and followed Agile Methodology to prepare User Stories
* Represented the business requirements in various alternative views such as analysis models, process flow diagrams and user stories.
* Involved in creation and tailoring of requirements process templates for requirements analysis and documentation.
* Responsible for creating Change Requests and seeking approval from stakeholders.
* Communicate the requirements to development and Test Team.
* Validate Test Cases and host UAT with Users.
* Wrote business requirements documents (BRD) and Functional Requirement Documents(FRD) for projects of various sizes including enterprise-wide initiatives, among other types of project documentation.
* Worked closely with developers and business stakeholders to write software requirements specifications for key forecasting models.
* Extensively used tools such as MS Visio, QC. ALM
* Designed Use Case Diagrams, Activity Diagrams, and Data Flow Diagrams to define the Business Process.
* With limited supervision and minimal training, delivered full life-cycle management of several ERP systems projects, followed by multiple enhancement projects.
* Provide demo to the end users for implemented functionalities.
* Gathered reporting and analysis requirements and translated into reporting structures data models, including aggregated tables, pivoted tables, and relational and dimensional marts.
* Assisted Quality Assurance analyst in documenting test strategy and test cases.
* Monitoring the development of test cases specific to the scope of the test. Utilizing project management methodologies to produce test deliverables on all projects.
* Maintained Test log and wrote test Evaluation, Summary Reports.

Environment: SDLC, JIRA, MS Project, MS Office, Windows 7, ALM, Quality Center, MS Visio