**Sai Ram Reddy**

**480 273 8948**

**gayamsairamreddy@gmail.com**

**Summary:**

Successful experience in Strategic planning and product development. Effectively utilizes IT methodologies and tools to deliver technical and business solutions on time and within budget. Possesses strong analytical, team-working and multi-tasking skills and successfully organizes work in time. Flexible to adapt to all kinds of environment and learns quickly.

* Over 6 + years of demonstrated and professional IT experience as a Sr Business Systems Analyst in Sales and Marketing Insurance, Life Insurance, Health Insurance, dental services and Technological industries.
* Business Systems Analyst supporting new life insurance product application development
* Strong Experience in all stages of Software Development Life Cycle (SDLC) including Requirements Gathering, Specifications Analysis/Design, Coding, Implementation, Testing and product support
* Extensive experience in Agile (Scrum) methodology as Business Analyst.
* Expertise in project co-ordination, conducting requirement gathering sessions/ meetings, requirement prioritization, requirement trace ability and documentation
* Typical Client including Dental Offices, Private Medical Practices, Small Law Firms and Insurance Agents
* Interviewing stake holders / subject matter experts (SME), asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business and technical people.
* Experience in creating Business Requirement Documents, Functional Requirement Documents, and Technical Writing.
* Good Documentation and Process Management skills with an ability to effectively understand the business requirements to develop a quality product.
* Proficient in creating Use Cases diagrams, Sequence Diagrams, Collaboration Diagrams, Swim-lane charts, Activity Diagrams, Wireframe Diagrams, and Class Diagrams.
* Fluent in a broad range of technologies, including business process tools such as MS Project, Excel, Visio, word.
* Strong experience in managing multiple projects simultaneously and exceptional problem solving and decision making skills.
* Excellent communication, presentation, and interpersonal skills, always willing to work in challenging and cross-platform environment.
* Worked with SQL queries to extract application data to perform application validation

Identifying deficiencies in business systems.

Navigating through organizational hierarchies.

Writing up engaging, informative and well-

organized presentations.

Highlighting risks and issues that could impact project delivery.

Can quickly understand business or technical issues.

Solid collaboration, facilitation, and negotiation skills

**Technical Skills:**

Operating Systems: Win XP/Vista/Windows, UNIX, LINUX, Mac

Languages: C, C++, Java, SQL, HTML, XML, C#, VB, ASP, .Net

Databases: Oracle, MS SQL server, SDLC, MS Access

Tools: MS Office: Word, Excel, Access, Power point, Project, Visio, Front Office, Rational Rose, Software Modeler, Team Test, Doors, WebSphere, Business Modeler, HP Quality Centre, Ultra Edit, Duck Creek, TOAD and Test Director, MMIS

Project Management: Microsoft Project, Microsoft Office (Word, Excel, PowerPoint), JIRA, SPIRA

Testing Tools: Quality Center, QTP, Rational Clear Quest, Win Runner, Loadrunner

Version Control Systems: Rational Clear Case, PVCS

**Education - Bachelors in science and technology.**

**Employment History:**

**National Lloyds Insurance, Dallas, TX April 2016 – Till Date**

**Sr. IT Business Systems Analyst**

The main purpose of the project is to build a DataMart on Sales and Marketing to enhance the business strategy and operations for the Sales and Marketing Department. It will provide a single point of truth for all sales and marketing reporting needs across all lines of business, including the execution of communications, collection of campaign response data, and generation of campaign performance reports and analytics to support closed loop marketing, within a unified ecosystem of environments and tools

**Responsibilities:**

* As a part of BA team, I am involved in different activities of product development.
* Reviewing & gathering of business requirements with the business and creating business analysis process.
* Analyzing and identifying gaps in existing system comparing and contrasting with documented business requirements, As-is system and the To-be system.
* Conducted meetings and understood the requirements of the sales and marketing team
* Creating detailed Functional Requirement Specification (FRS) and Non-Functional Requirements for Individual Market Portal Project based on the approved scope document.
* Work with business domain experts to determine the ideal set of information required to deliver the intended value associated with the new line of business
* Facilitated JAD sessions and workshops required to understand workflows, business needs and storyboards.
* Perform Claim's Adjudication for dental configuration related suspends.
* Processed year to date benefits processing of medical, dental, and vision.
* Conducted Scrum meetings on regular basis.
* Worked with cross functional team like UX, design, development, QA, marketing and different Line of Businesses.
* Generate Use Case diagrams, Activity diagrams, Business Object to depict process flows and PowerPoint presentations
* Performed User Acceptance Testing (UAT) for various web based and database related applications.
* Work on defining the sprint scope and oversee the BA schedule and deliverables.
* Analyzing and reviewing system performance
* Work with IT to design and develop data collection and management tools to manage the information
* Schedule, plan, coordinate, and review project activities
* Data Mapping: Mapping of internal data sources to the optional and required data fields
* Following the Agile SDLC methodology.
* Met sale's goals through new product sales, cross selling and retention of current customers.
* Created a roadmap for the Internal Communications department to enhance the overall employee engagement and increase productivity.

**Environment:** UNIX, DB2, UDB, MS Power Point, MS Excel, RUP, UML, Rational Rose, System Analysis, Testing Strategies.

**Assurant Health Insurance Milwaukee, WI Sept 2014 – Feb 2016**

**Business Systems Analyst**

Assurant provide a variety of product and services such as individual health and small employer group health insurance, dental insurance, disability insurance and life insurance. I worked on Healthcare system specifically designed to incorporate with clinical, material management and medical billing applications needs of the users. The system was also easy to integrate with most patient accounting and clinical healthcare software solutions.

**Responsibilities:**

* Developed business requirement updates while working with different user groups to define priorities concerning project development.
* Documented business requirements, and communicated these requirements to the development team for the design and implementation of business solutions.
* Conducted brainstorming and JAD sessions with stakeholders and end-users for requirement analysis and documented the same.
* Responsible for elaborating BillingCenter dental configuration user story such as Invoicing rules
* Created EDI documents for EDI maps to generate requirement documents and Project Charter, and logical design documents for EDI transactions and code sets.
* Developed a staging database and inquiry screens to support EDI transactions.
* Associated with full HIPAA Compliance life-cycle from gap analysis, mapping, implementation and testing for processing of Medicare, Medicaid and Tri-care claims.
* Worked with HIPAA Team for RIMS Companion Guide of X12 ANSI 270/271 and 276/277 Companion guides for Professional and Dental claims. Cross-functional team member in the implementation of the ANSI X12 involving 837 HIPAA compliance and 835 Remittance Advice.
* Used UML during requirements gathering and created Use Case Models and Use Case Diagrams for the purpose of stakeholders in the project to help them understand the workflow of the system associated with the requirements.
* Design test procedures, maintenance procedures and dental configurations
* Analyzed, coordinated, documented and managed project requirements, project processes and procedures and its changes throughout the software development lifecycle.
* Involved in writing test plans, defining test cases, test scenarios and data sets; developed and maintained test scripts, analyzed bugs and interacted with development team in fixing the errors.
* Worked with Subject Matter Experts (SME), project team members (business and technical), to define technology application for the business and system requirements. Also worked with the QA Team Lead to develop QA standards and ensured compliance with all regulatory requirements.
* Created and segregated SQL views and stored procedures for obtaining meaningful set of data.
* Created Gantt charts and project charters, and followed the Software Development Life Cycle (SDLC) methodology to complete projects on time and within budget.
* Extensively used MS Project for status reporting and planning throughout the project lifecycle

**Environment:** Windows NT, MS SQL Server, Rational Unified Process (RUP), UML, Rational Rose, Mercury Test Director, MS Office Tools, Lotus Notes, Java.

**Cincinnati Insurance Company Fairfield, OH Sept 2013 – Aug 2014**

**Business Analyst/** **Systems**

**Responsibilities:**

* Involved in defining scope of the project with vision statement.
* Define business requirements for new products to deliver to the application development team.
* Interface with multiple life insurance operations units to establish project goals and timelines.
* Troubleshoot production issues and provide consultative support to Life Insurance Division business units.
* Prepare time estimates for project deliverables, and assist in overall project scope definition and tracking.
* Author and maintain test plans, work schedules, issue logs and application requirements for projects.
* Perform regression testing, data validation and analysis, system defect testing and reporting.
* Serve as SME for internal customers regarding new product implementations, and CyberLife system support.
* Interviewed business stakeholders, performed JAD sessions - to capture business requirements.
* Responsible for meetings with users and stakeholders to identify problems, resolve issues and improve the process to ensure a stable and accurate solutions.
* Applied Unified Modeling Language (UML) methodologies to design Use Case Diagrams, Activity Diagrams, and Sequence diagrams.
* Developed and presented solutions to stakeholders, suggested and implemented a timeline which involved integration of the systems in phases.
* Developed UAT Test Plan and performed UAT to test compatibility.
* Active participant in team building activities. Created a discussion board on MS Share point.
* Responsible for weekly newsletter detailing forthcoming activities, important announcements, and training sessions.

**Environment:** Strong analytical skills, IAM, report writing, customer service, MS Office (Excel, Access, Word), and Windows.

**Computer Science Corp Tysons Corner, VA Feb 2012 – Aug 2013**

**Business Analyst**

**Responsibilities:**

* Write business requirement documents for reports, interfaces, data conversions and application extensions.
* Facilitated JAD Session for Requirement Gathering Phase.
* Prepared project charters/plans and identified major milestones.
* Collaborated with Stakeholders and SME's to get the requirements.
* Studied current flow system of pricing, inventory, and coordination department CSC Inc.
* Created BRD FRD/FSD and worked with dev team to create the SRS
* Gathered functional requirements for cloud web application
* Maintained Requirement Traceability Matrix in Excel
* Created Database stubs for Testers to test the new system using SQL Sequel Queries
* Developed PowerPoint presentations for monthly meetings with upper management.
* Used Waterfall and Agile SCRUM framework for project
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance Testing (UAT).
* Reviewed queries that were automatically build by Tableau and edited them as and when needed along with writing basic custom SQL queries to extract data from various data sources into the BI tool, Visualization tool, and Excel reports.
* Used Waterfall and Agile SCRUM framework for project

**Environment:** Microsoft Office Suite, Documentum, UAT, Agile, Windows NT/XP, Net Suite Oracle, SQL, SQL Server, Biztalk, Sybase, VBScript, Business Objects

**Brink's - Irving, TX Mar 2011 – Nov 2011**

**Jr. Business Analyst**

**Responsibilities:**

* Experienced in writing skills essential for producing various business documents such as business Requirements Document (BRD), Functional Requirements Document (FRD), and Non-Functional Requirements Document (NFRD).
* Gathered requirements to understand the business needs, write functional and technical specifications.
* Facilitated JAD session and one to one interviews to understand and analyze the requirements.
* Experience working with several departments and organizations for customizing the product, create mapping document, coordination for integration testing and follow up.
* Updated requirement document as per business user's feedback and changes in functionality of the applications.
* Experienced in writing user stories, use case and acceptance criteria
* Attend meetings with, business analysts, QA and developers to discuss defects.
* Participated in development of timelines for project delivery and managing projects and resources to successful completion.
* Arranged review meetings and discussed issues with developers and other team members
* Reviewed the business requirements document with the business and development team to ensure there is no ambiguity
* Participated in weekly status meetings, walkthroughs and documented the proceedings