**Sangeetha**

**Profile:**

* Professional with around 8years’ experience in the role of Business Analyst, Technical Writer.
* Expertise in different phases of Software Development Life Cycle (SDLC) using Agile, Scrum, Methodologies.
* Excellent Knowledge of Business Requirement Document(BRD), Functional Requirement Document(FRD), Functional Specification Document (FSD)
* Project Life cycle with Business Analysis, Project Planning, Workflow, Execution and control with ability to support multiple simultaneous short term projects.
* Thoroughly experienced in creating requirement specifications by facilitating Joint Application Design (JAD).
* Worked on HIPAA standards In HealthCare.
* Experience in creating and maintaining Requirement Traceability Matrices (RTM), conducting GAP Analysis, SWOT Analysis
* Good Knowledge in HIPAA Standards, EDI Transactions (834, 835, 837, 270, 271, 276, 277 and 278), 4010 and 5010 format)
* Excellent knowledge about NABH and HIPAA Standards
* Experience in soliciting client requirements through interviews, workshops, and existing systems documentation or procedures.
* Experience in Health Care Industry with exposure to Hospital Information System(HIS) and Electronic Medical and Health Records (EHR)
* Gained knowledge of HL7 tool.
* Extensive knowledge of SnagIt tool.
* Experience in Physician Medical Records, Clinical templates/questionnaires.
* Expertise in MUG Stage 1 & 2 Certification guidelines.
* Proven ability as a team player and to work independently with excellent communication and people skills and presentation skills

**Technical Skills:**

Business Modeling : UML, MS Visio, SnagIT

Processes : SDLC, SCRUM Methodology, JAD, Agile

Operating Systems : MS-DOS, Linux, UNIX, Windows (2000, NT, XP, VISTA)

Project Management : MS Office Suite, MS Project

Other Tools : Visio, MS Office 2010 (Word, Excel, Power Point)

Data Base : Oracle/MySQL, MS-Access

Technologies : Java, J2EE

**Education Background:**

B.Com (Computers) from Osmania University, India.

Post Graduate Diploma in Computer Applications

**Professional Work Experience:**

**Well Care Health Plan January 2015till Present**

**Business Analyst**

**Projects:**

Was part of the team which was involved in Insurance claims project and its implementation. The project involved elimination of Paper process, Different insurance products, Group policy renewals and enrollment process.

Was part of the team which was in the scrutinizing the Immunization charts,BMI's from different Providers, PPO’s, EPO’s ( which is one of the measurable range in HEDIS data).Applying both business knowledge and technical expertise to supports HEDIS strategies, goals, and initiatives at corporate and plan-level.

**Project Responsibilities:**

* Manage and work with Stakeholders to document business logic for multiple projects.
* Interview stakeholders, Customer Support Team, User Experience Team and draft detailed requirements and identify In-Scope & Out-of-Scope Requirements.
* Document Business Requirement Document, Functional Specification documents.
* Worked on processing of the extensions letters and Insurance forms for the claim approvals and denials with the payers.
* Represent HEDIS team in collaboration with internal departments for HEDIS improvement
* Facilitates the relationship with Medical Record Review vendor for preparing HEDIS onsite report.
* Worked on HIPAA standards
* Collaborate with technical architects and the stakeholders to develop both high-level and detailed application architecture to meet the business needs using AGILE methodology.
* Design and develop Use Cases, User interface design, Activity Diagrams, Sequence Diagrams using UML and MS Visio.
* Work with users during UAT to setup UAT strategies and testing scenarios for external users.
* Involved in the various phases of agile methodology such as story time meetings, design storm meetings, estimation, release planning, Iteration planning and the retrospective meetings.
* Attend the daily scrum meetings to record status updates for the dashboard and then follow up on action items to ensure smooth functioning of the project.
* Document User Stories and the acceptance criteria for each of the stories and post them onto SharePoint Portal.
* Work on Project strategy and came up with detailed project plans, work assignments, target dates, Resource Management etc.

**Environment: - EDI Transactions (834, 835, 837, 270, 271, 276, 277 and 278), 4010 and 5010 format)HIPAA standards, MS-DOS, Linux, UNIX, Windows (2000, NT, XP, VISTA)**

**Northwell Health(Formerly Northshore Long Island Jewish) October 2013 -December 2014**

**Business Analyst**

As a Key member of the Electronic Health Records (EHR) Team, played an integral role in the execution and implementation of EHR across multiple hospitals.

**Project Responsibilities:**

* Worked closely with hospital personnel to understand their needs, implement clinical solutions, provide product demonstrations and user training and provided Business Requirement documents (BRD)
* Identify and document clinical business needs and objectives, current operational procedures, problems, input and output requirements, data scope, usage, formatting and security requirements.
* Conduct requirement gathering sessions to create Functional Design Specification documents.
* Conduct phase planning and requirements gathering session with project team, clinical staff and physicians to customize Electronic Medical Record system
* Create or assist in the writing of user documentation, instructions & workflow steps.
* Conduct review meetings with application developers to discuss workflows and provide domain assistance as required.
* Resolve queries raised by the QA team regarding functional requirements.
* Involved in Design Documentation and worked extensively on the front end manual testing to check all functionalities.
* Coordinated work plans using MS Project.
* Work closely with Testing Clinicians who are involved in Application testing and document the gaps and update to the IT team.
* Validated technical designs created by IT developers against functional specifications.
* Assisted in user acceptance testing (UAT) of the system
* Maintain up-to-date knowledge of Healthcare standards, ICD & CPT codes enhancements.
* Generated various user reports using excel
* Managed multiple activities in a deadline-oriented environment.
* Translated technical information into clear, readable documents to be used by technical and non-technical personnel.
* Assist in the needs analysis related to automated systems and makes recommendations to management.
* Responsible for the development of customer training materials

**Business Analyst From Sep 2010 till Aug 2013**

**Yashoda Group of Hospitals – Hyderabad-India**

As a Key member of the Functional IT team in the implementation of PACS (Picture Archival Communication Systems) and EMR (Electronic Medical Records), played an integral role in the execution and implementation across group of hospitals hospitals.

Was a key member in the NABL accreditations along with the QA team. Worked closely with the Credit department as a Revenue Cycle Manager with regards to handling of claims, Pre-Authorizations from Third parties and Companies.

**Project Responsibilities:**

* Worked closely with the departments of Inpatient / Out patients / Diagnostics , the Emergency Departments and the Credit billing Departments.
* Worked on various test cares pertaining to the Archival systems and documenting for further analysis.
* Coordinated with the various departments with respect to the test cares and Functional specification requirement.
* Headed the complete department of Dialysis with regards to their schedules, maintaining their data related to their renal failures and DM data.
* Worked closely with hospital personnel to understand their needs, implement clinical solutions, provide product demonstrations and user training and provided Business Requirement documents (BRD)
* Identify and document clinical business needs and objectives, current operational procedures, problems, input and output requirements, data scope, usage, formatting and security requirements.
* Conduct requirement gathering sessions to create Functional Design Specification documents.
* Analyzed the complete data with regards to the different functionalities of the different departments within the hospital.

**Cybermate Infotek Limited, India August 2008 - August 2010**

**Business Analyst**

**Project Information:**

**As a Business Analyst,** played a key role in design and development of Hospital Information Solutions Software (“Healsoft”)

**Project Responsibilities:**

* Was involved in complete Software Development Life Cycle (SDLC) of the product right from the day of conceptualization.
* Worked closely with Business Users in understanding the business requirements, mapping documents, functional design and business requirement documents.
* Translated business requirements into functional requirements and coding approaches for developers.
* Evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, distinguish user requests.
* Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between Usability and performance needs.
* Performs daily use of verbal and written communication skills, which requires the ability to interact professional with a diverse group of executives, managers and subject matter experts.
* Coordinate use cases, process flows and other industry standard business requirements documentation with other requirements teams.
* Led group discussions and conducted one-one-one interviews to elicit requirements from business unit teams and external/internal clients and documented them into a business requirements document (BRD).
* Working in transforming business requirements into User Requirement Specification, Functional Requirement Specifications Documents (FRD) and use case narratives.
* Act as a liaison between company and client(s) and provided on-site support to staff and coordinated all daily business efforts.
* Coordinated work plans between Project Manager and client using MS Project.
* Assisted in user acceptance testing (UAT) of the system.
* Meeting stakeholders, users and business managers to capture business requirements and business problems.