##### Sarasa Pokharel

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**Summary**:

A results-driven Senior Business Analyst with over 7 years of superior performance in application development projects, implementations and improvements of business processes. Possess large spectrum of experience in dealing with a variety of industries like Healthcare, Finance, and Mortgage.

**Core Competencies include:**

* Implemented complex projects using various **SDLC Methodologies** like **Waterfall, Agile** and **RUP**
* Expertise in implementing various projects in areas like **Resource Management, Finance** and New software tools for **better management control**
* Expertise in defining scope of projects based on **Business Requirements** including **Documentation of constraints, assumptions, business impacts, Project risks, scope exclusions**
* Experienced in analyzing **Business Requirements Documents (BRD)**, **Functional Requirement Documents (FRD)** and propose changes as per various internal and external requirements gathered for process improvement
* Traced requirements throughout the development process and verifying adherence using the **Requirements Traceability Matrix (RTM)**
* Experienced in conducting **Joint Application Development (JAD) sessions**, **Project Meetings, Reviews, Walkthroughs** and **Customer Interviews**
* Had hands on experience in creation of **Use Case Scenarios**, Process modeling using **Use Case Diagrams**, **Data Flow Diagrams**, **Activity Diagrams**, and **Sequence Diagrams** using **MS Visio** and **Rational Rose**
* Experience in all phases of Software Development Life Cycle (SDLC) methodologies like **Waterfall**, **Rational Unified Process**, **Agile** and **SCRUM.**
* Expert in Microsoft Business Intelligence technologies like MS **SQL** Server Integration Services **(SSIS),** MS **SQL** Server Reporting Services (**SSRS),** and **MS SQL Server** Analysis Services **(SSAS)** of MS **SQL server 2005/2008**.
* Experience in converting these requirements into technical specifications for preparing **Test Plans**

Developed and implemented new processes for efficiency

* Conducted **User Acceptance Testing (UAT)**, **Black box**, **Unit, Functional**, **Integration**, **Regression testing** and **Verifying Performance, Reliability** and **Fault Tolerance Issues**
* Self-motivated, capable of setting up useful priorities and take instant decisions and apply them to meet given deadlines. Adjust easily to innovative concepts and tasks. Can undertake difficult mandates and meet tight deadlines.

Technical Skills:

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| **OPERATING SYSTEM** | Windows 2003 Server, Windows |
| **TESTING TOOLS** | HPQC**,** |
| **DATABASE** | MS SQL Server, MS Access, |
| **FRONT - END TOOLS** | Adobe Photoshop, MS Excel, MS Office |
| **LANGUAGES** | C, C++, SQL, TSL, Visual Basic, |
| **REQUIREMENT MANAGEMENT** | Rational Requisite Pro |
| **MODELING TOOLS** | MS Visio, Rational Rose |
| **PROJECT MANAGEMENT TOOLS** | SharePoint 2010, JIRA, Primavera |
| **WEB TECH** | HTML, UML, Micromedia, Wireframe. |
| **METHODOLOGIES (SDLC)** | Scrum, Agile, Rational Unified Process (RUP), Waterfall Model |
| **DATABASE** | MS SQL Server, MS Access |

**AmeriHealth, NJ Sep 2013-Present**

**Business Analyst**

AmeriHealth New Jersey is a provider of [health insurance](http://en.wikipedia.org/wiki/Health_insurance) to nearly 230,000 employers and individuals throughout [New Jersey](http://en.wikipedia.org/wiki/New_Jersey). The company's contracted hospital and physician network includes thousands of physicians at 76 hospitals throughout its service area. Its [HMO](http://en.wikipedia.org/wiki/HMO) and [POS](http://en.wikipedia.org/wiki/POS) plans are New Jersey's top-rated health plans based on   
Department of Banking and Insurance HMO Performance Report. The project was to create new referral web portal for members and provider where provide can see their appointments, check patient medical history as well as members can book an appointment, reschedule appointment, cancel an appointment and do live chat with doctors.

**Responsibilities:**

* Interacted with stakeholders to understand the scope of application.
* Conducted initial JAD session with managers, system developers and system architects for gathering software requirements for the new system.
* Acted as an interface between Business and Development to communicate user requirements.
* Document system requirements using Use Case templates recommended by RUP.
* Create High Level call flows using MS Visio.
* Used Rational Requisite Pro for requirements management and traceability.
* Created Use Case diagrams in Rational Rose.
* Involved in complete cycle of SDLC using Agile/Scrum methodology and lead the team when needed.
* Worked closely with Project Manager during project initiation and planning phases to prepare project charter.
* Interviewed each actor for system requirements.
* Used SQL Server 2005 tools like Management Studio, Query Editor, Business Intelligence Development Studio (BIDS) including SSIS and SSRS.
* Created Software Requirements Specifications (SRS) document using standard templates.
* Provided estimates of effort during the requirements gathering phase to the project manager.
* Captured and modified the existing clearance business process using Visio.
* Successfully Extracted, Transformed and Loaded data using the SSIS.
* Prepared Activity and Sequence Diagrams for the proposed system in Visio.
* Prepared ER diagrams using Visio.
* Prepared and proposed user interfaces or wireframes for the new web screens to the business customer.
* Conduct UAT with the project sponsor and train end users of the system.

**Environment:** Rational Rose, Rational Requisite Pro,Agile, Rational Clear Case, SQL,SSAS,SSIS,SSRS, Rational Clear Quest, Windows NT,.Net, XML, Oracle, RUP, Mercury Quality Center

**Matria Healthcare Inc,(now known as Alere Health, LLC since 2008 take-over) Jun 2012-Aug 2013**

**Sr. Business Analyst**

Alere Inc. is a major global developer, manufacturer and marketer of pioneering consumer and professional medical diagnostic products. By developing new capabilities in near-patient diagnosis, monitoring and health management, it enables individuals to take charge of improving their health and quality of life at home.

Enhancement of the company’s fully integrated suite called Enterprise Customer Information Claim System (CICS). The system automated all aspects of health plan management including eligibility, enrollment; benefit administration; provider contracting and reimbursement; care management; capitation; claims adjudication; overpayment recovery

**Responsibilities:**

* Prepared Business Requirements Document (BRD) by gathering requirements from all the stakeholders; translated BRD to Functional Specifications Document (FSD) and created prototypes.
* Worked with different business users to develop Vision Document and Business Requirement Specifications and gathered Business and Functional Requirements. Experience supporting the full Software Development Life Cycle (SDLC) in Agile (Scrum) methodology
* Developed Use Cases as well as flow charts based on the proposed enhancement for the system
* Developed training content related to LMS integrations.
* Developed training Modules for professional associations such as hospitals, Insurance agents
* Converted technical white papers and other raw materials into rich multimedia eLearning content
* Wrote and integrated online Help content
* Researched/Analyzed the various steps involved in claims processing life cycle and then wrote the BRD in such way that developers could construct the system to identify riskier claims.
* Conducted requirement sessions, identifying business needs, getting sign-off on requirements and capturing requirements with Caliber RM.
* Facilitated pre-planning meetings, demos and daily stand ups
* Wrote test cases and test scripts for the User Acceptance Testing (UAT).
* Managed and created burn down charts, tasks for task board and velocity charts for the Scrum process.
* Prepared graphical depictions of Use Cases and Use Case Diagrams.
* Working with clients to better understand their needs and present solutions using structured SDLC approach.
* 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.
* Worked with change control board to initiate/manage Change Requests
* Coordinated management of projects on MS Project
* Handled ad-hoc requests from SMA’s and SMM’s for performance of item at a particular location by providing analytical reports using SSIS, SSAS and SSRS for a particular calendar.
* Collaborated in writing a Reference Guide (Technical Specification) for the CICS enhanced software.
* Verified and validated data model with changes to business information and rules
* Extensively interacted with both user group and development team in coming up with structured charts, class and sequence diagrams
* Took on responsibility for executing Volume Testing, Compliance Testing, Data Quality Testing

**Environment:** Windows, Agile, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), MS Access, MS Project, RationalRose, MySQL, SQL, SSAS, SSIS,SSRS, RequisitePro

**MetLife Insurance, NY                                  Nov 2010 - May 2012**

**Business/System Analyst**

MetLife’s new Life Insurance Product Selector is a new web based project where the user has the choice of selecting the Life Insurance, which seems the most appropriate for him. This module helps to narrow down the various categories available as per the user’s needs. The application generates comparative quote statements. This quote, which is selected by the user, is sent to a randomly picked customer care representative to finalize the insurance, depending on the pricing policy and cost effectiveness in that region.

**Responsibilities:**

* Worked with Requirement Gathering Team and produced Initial Requirement Data to produce User Interface and Business Process Requirements.
* Used the guidelines and artifacts of the Agile and Rational Unified Process (RUP) to organize the execution of Rational Unified Process in different phases of the Software Development Life Cycle.
* Designed the business requirement collection approach based on the project scope and System Lifecycle (SDLC) Methodology, documented the same in Business Requirement Document (BRD)
* Employed Waterfall Methodology to conduct the system development.
* Facilitated and managed meeting sessions with committee of SME’s from various Business areas.
* Developed project document templates based on SDLC methodology.
* Planned and defined the system requirements to Narrative Use Cases and Use Case Scenarios using the UML methodologies. Created Use Case Diagrams Activity Diagrams, Flow Diagrams in MS Visio.
* Migrated data from different sources (Text files, Excel spreadsheets, Oracle and Access) to SQL Server databases using SQL Server Integration Services (SSIS).
* Assisted Quality Assurance Team in documenting and analyzing their current process and then make recommendations for improvements in their functional areas.
* Carried out UAT by developing test plans, test scenarios, test cases, test data to be used in testing based on business and user requirements, technical specifications and/or product knowledge

**Environment:** MS Visio, Waterfall Methodology, UML, MS Word, SQL,SSAS,SSIS,SSRS, Windows 2000, Load Runner

**Discover Financial Services, Illinois Jan 2009 - Sep 2010**

**Business Analyst**

Discover Financial Services (DFS) is a direct banking and payment services, best known for issuing Discover-brand credit cards, which are used by some 50 million members at more than 4 million retail and cash outlets. The project involved enhancing an online access system for Discover credit cards, wherein customers can login and view their account information, and view and monitor Spend Analyzer and cash back bonus rewards on their purchases.

**Responsibilities:**

* Interacted with the stakeholders by interviewing them.
* Communicated Project Requirements, Business Issues, Solution and made recommendation.
* Responsible for defining the scope of the project, gathering business requirements, doing gap analysis and documenting them textually or within models
* Analyzed and documented Business requirements and detail design of the software for full understanding of the business
* Supported the assigned project manager with creating detailed project plans and assisting in developing, scheduling and tracking project timelines.
* Identified KPI aligning with business rules.
* Create Use Case using UML tools and Process Analysis tool such as Fishbone Diagram, and business process flow chart using MS Visio.
* Created use case scenarios and documented work flow and business process.
* Prepared the UML Use Cases using Rational Rose
* Used MS Visio for flow-charting, process model and architectural design of the application.
* Documented business workflows textually as well as in UML diagrams according to RUP for the stakeholder review.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.

**Environment:** RUP, Rational Requisite Pro, Rational Rose, Visio, SQL 2008, UML Diagrams, Quality Control

**Janta Bank, Home Loan ( Nepal) Jun 2006 – Dec 2008**

**Business Analyst**

The project is intended to automate the entire loan business processes – handling a loan application right from its inception through its closing and securitization. In addition, the company wanted to have more integrated technologies that could help the branch locations operate more effectively but still maintain security and data access requirements.

**Responsibilities:**

* Worked with the entire Mortgage Business Applications including Loan Origination System, Loan Processing System, Loan Origination Web Interface, Loan Underwriting System, Loan delivery System, and various other internal systems interfaces.
* Followed Rational Unified Process (RUP) methodology for creating artifacts.
* Facilitated JAD sessions to identify business rules and requirements.
* Documented business requirements and system use cases.
* Participated in design walk-through with Subject Matter Experts (SME’s) to baseline the business architecture.
* Used MS Visio to carry out business modeling and created use case diagrams, Sequence diagrams and activity diagrams.
* Supported the QA team while conducting Unit and Functional Testing.
* Assisted the Business Users at the time of Application testing and User Acceptance Testing  
  **Environment:** RUP Methodology, JAD, UML, SQL, MS Office Suite (Word, Excel, PPT, Visio).