**SHILU PARIYAR**

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**SUMMARY:**

* Over 7 years’ experience as a Business Analyst in HealthCare and Government Transportation domain.
* Specific expertise in Business Analysis, GAP Analysis, Data Analysis, Business Rules and developing and creating business process documents.
* Extensive experience in analysis, documentation of functional and non-functional requirements in various projects.
* Experience with Business Process Modeling of various processes using various tools such as SnagIT and MS Visio.
* In depth knowledge and hands on experience working with SDLC methodologies like Waterfall, RUP, Scrum, and Agile.
* Expertise and experience in preparing Business Requirement Documents, Use Case Specifications and Functional Specifications.
* Facilitated various requirement gathering sessions and JAD sessions for various projects at a time.
* Good knowledge of important and frequently used UML diagrams such as Use Case Diagram/Template, Activity Diagrams and Sequence Diagrams.
* In depth knowledge of various data elements for various enterprise applications.
* Experience in using Joint Requirement Planning (JRP) and Joint Application Deployment (JAD) sessions for gathering requirements and brainstorm ideas.
* Extensively worked with HTML, creating and developing websites.
* An excellent knowledge of ICD-9 and ICD-10 structures and formats.
* Well experienced with the complex tasks of ICD 9 to ICD 10conversion and mapping.
* Strong understanding of EDI Claims, Member Enrollment, Eligibility, and HIPAA 5010 standards.
* Extensive knowledge of GAP Analysis, created various As-Is/To-Be process mapping to identify the gaps within the application.
* Knowledge of different modules within Healthcare Claims Adjudication Process (Membership process, billing process and enrollment & Claims process).
* Experience with HIPAA compliance in the Healthcare systems.
* Experience providing analysis for business processes running on EDI (Electronic Data Interchange) standard.
* Well versed experience in all EDI transactions like 820, 834, 837 P, 835, 271 and conversion of 4010 to 5010.
* Knowledge and experience working with FACETS 4.71 & 5.0 claims processing.
* Ability to supervise and make sure testing is done with regards to requirements of the project.
* Experience in defect management using Quality Center (ALM).
* Hands on experience in writing SQL queries for data gathering.
* Excellent working knowledge of requirement management tools like Microsoft SharePoint.
* Experienced in writing SQL queries to generate reports.
* Strong knowledge on Microsoft Business Intelligence tools (SQL, SSIS, SSRS, and SSAS).
* Excellent presentation & communication skills, can act as an excellent mediator between business & technical teams.
* Experience with handling and coordinating UAT.
* Experienced in developing test plans and test strategy and handling UAT sessions.
* Worked specifically as a UAT tester for various projects and wrote test cases, plans, delivered presentations accordingly.

**TECHNICAL EXPERTISE:**

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| --- | --- |
| **Methodologies:** | Waterfall, Scrum, Agile, RUP |
| **Testing Tools:**  **Requirement Management Tools:** | SOAP UI, QTP  Requisite Pro, SharePoint, Quality Center (ALM), JIRA |
| **Business Modeling Tools:** | MS Visio, Rational Rose |

**PROFESSIONAL EXPERIENCE:**

**Anthem, Woodland Hills, CA**

**March 2017– June 2017**

**Business System Analyst/QA**

**Project Description:** Senior Online Store Refresh and Redesign

Anthem was redesigning their Senior Online Store for Medicare. The project encompassed on implementing a new UI to the existing Web Portal for Medicare Store and enhancing the UI functionalities for better accessibility and usability for new and current users. To better serve its potential consumers and increase online sales, Anthem was incorporating the new version of Angular GS and Oracle WebCenter Sites (OWCS) for interactive and responsive online shopping experience. There were 4 Scrum Teams working as Delivery Teams to execute the overall project. Program Team was responsible to create the new HTML prototypes and UI deliverables, and provide new Wireframes for the new UI design.

The new Senior Online Store will allow all users assessing the Web Portal with dynamic shopping experience, enabling them to shop and quote all Anthem Medicare plans, compare the various plans to choose the one that best suits their health needs, select and add the existing doctors, facilities and prescription drugs to the plan type, and create an account and enroll in the Anthem Medicare Plans.

As a BSA, I was responsible to understand the domain knowledge about the existing system capabilities and limitations, and translate business requirements into detailed user stories for implementation. I worked closely with Product Owner(PO) and development teams to refine specifications for technical designs and non-functional requirements.

**Responsibilities:**

* As a BA, I was responsible to review, understand and analyze all Epics covered within the project and work closely with PO to breakdown each Epics into multiple user stories and refine the stories with details and specifications.
* Develop Product Backlog along with Product Owner and gather requirements for business definitions and facilitate brainstorming sessions to refine functional requirements.
* Develop and create an Issue (Epic, story, task, defect) on Jira, and manage Backlog.
* Create detailed user stories with well-defined acceptance criteria, UI requirements and design specifications on Jira and make updates to user stories (if required) for implementation and inform the team about the changes/updates.
* Analyze Legacy System to address questions related to existing functionality.
* Participate in Daily Scrum Stand Up, Sprint planning and Sprint Retrospective meetings.
* Participate in the development and grooming sessions of Project Backlog stories with Business, PO and the technical team.
* Coordinate project initiatives with software developers, stakeholders, project manager, project owner and software testers.
* Perform an Internal Quality Assurance (IQA) for the stories being worked on each sprint to ensure all the application functionalities and UI requirements are delivered as per the acceptance criteria and detect any critical defects upfront post deployment. Communicate the findings and observations with PO, project manager, technical team and development team to review and fix the defects before the final acceptance signoff.
* Work closely with Testing team to validate the testing of user stories and ensure all acceptance criteria are undisputed. If a defect is identified, assist tester to create, prioritize and track a defect and close it in order.
* Participate in defect triage meeting to review and analyze defect with testing team and estimate time and effort to implement solutions for each of them.
* Creating component framework for the new screens to assist the development team in creating common components that can be used across different screens/pages.
* Comparing multiple user stories across different epics to identify if there are any duplicate stories. Report the same to PO to avoid duplicate coding efforts.
* Identify missing wireframes/visuals in advance to ensure dev/testing team has the required visuals prior to start of the sprint.
* Worked on Microsoft Business Intelligence tools (SQL, SSIS, SSRS, and SSAS) for data mapping.
* Created ETL test data for all ETL mapping rules to test the functionality of the ETL Mapping.
* Identified the database tables for defining the queries for the Reports.
* Used ETL tool for Extraction, Transformation and Loading the data into target database.
* Attend leadership meetings and weekly OLS review meetings to review the progress of the project, identified issues and discuss the possible solutions.
* Attend virtual offshore meetings with offshore team members to communicate updates of everyday onsite tasks, its development and progress. Discuss their assigned tasks and ensure project expectations and deliverables are clearly understood and being delivered on distinct timelines.

**Environment:** Atlassian JIRA, Confluence, SSIS, SSRS, UAT, Axure RP, Angular JS, Oracle WebCenter Sites (OWCS), Selenium.

**CareSource, Dayton, OH**

**Technical Business Analyst /QA**

**Sep 2016 – Dec 2016**

**Project 2:**

I was switched to technical BA as well as a bit of QA position for Compliance team. Compliance team work closely with regulatory reporting requirements, mostly for the state of KY and OH . The role required an effective communication with Business as it was regulatory related. Compliance team worked with all teams under SIS that required any request for compliance and regulatory change and was assigned to Compliance team through Intake process. Once the Intake was received, Manager, team lead, and BA were notified. As the BA, my responsibilities included the following:

**Responsibilities:**

* Created a story on the SharePoint site and if it has the due date of 4 weeks or less, then list on the Top 10 Iindicators.
* Created a folder in the Business Requirement folder with the Intake number, name and details.
* Determined if the request aligns with compliance/regulatory work scope.
* Once the scope was determined, verify due date, listed the business impact if not implemented within due date and determine if it will be a recurring report or not.
* Experience in using prototyping tools such as MS PowerPoint as well as Lucid charts.
* Gathered business requirements that include list of fields for output, restrictions and criteria for selection of fields, purpose of the report and all other additional details.
* Set the story to Ready to groom and conduct story grooming session.
* Prioritized the stories with business and follow up with sprint review session and sprint planning session.
* Involved in testing the packages using SSIS (ETL) to verify the data transformation from source to staging and to the target, to maintain the data quality, Functional and Intergration testing.
* Generated report prototypes to ensure the report delivers the core business requirement.
* Created graphical representation of business process and data flow using MS Visio.
* Work closely with technical team to generate report with extensive data analysis, ensuring data are structured with data dictionary before importing/exporting from database.
* Tested and validated of report fields and data.
* Coordinated User Acceptance testing with the UAT group to ensure the correct business logic.
* Performed Backend Testing on MS Sequel Server as part of UAT.
* Wrote test plans for UAT and created a time line for execution.

**Technical Business Analyst**

**Jan 2016 – Aug 2016**

**Project 1:**

Technical BA Production Support for Business Intelligence team, also referred as SIS department (Strategic Intelligence Solution). SIS department worked as the umbrella for the analytical and reporting of data and it was specifically related to strategic solutions, data warehousing and reporting. SAS, Microstrategy, SSRS and SSIS were the main reporting tools used under the team. Production support team was responsible to track, monitor and close incident tickets that were assigned to BI support, BI Reporting and Data Management queue. I worked as the technical BA for the team and my primary responsibility was to track the related incident tickets daily and monitor them per the urgency. I was the point of contact for my team with any incident related tickets. There were total of 7 team members under Production support and my responsibilities included the following:

**Responsibilities:**

* Maintained a scrum board for the team and take daily stand up of team members with the progress of tasks.
* Updated the scrum board with the development of tasks and roadblock if any.
* Monitored the incident ticket count and effectively implement fix to reduce the amount of tickets.
* Communicated the urgent incident tickets and tasks with Manager and prioritize accordingly.
* Work closely with business owner to discuss the requirement and timeline for solution, and additional details and information related to incident.
* Reported weekly accomplishment, plans, issues and roadblocks if any to the manager.
* Conducted weekly prioritization meeting to prioritize the incident and tasks of the team.
* Conducted sprint planning meeting to discuss the priority, age and urgency of incident tickets and incorporate story pointing and story grooming session to assign the stories.
* Sprint retrospective meeting to review and measure the team performance, and list the tasks to improvise the process and assign the tasks to team members.
* Facilitated COE workshops for requirement gathering and story grooming.
* Work closely with the Facets and Care Advance database upgrade and prepare the new environment.
* Ran, monitored and tracked all ETL daily jobs for completion and errors. Implement an immediate fix for any error encountered.
* Monitored and tracked the backup for EDW database, Facets and DM database.
* Worked on Business Intelligence tools (SQL, SSIS, SSRS, and SSAS) for data mapping.
* Ran the daily, weekly, monthly and annual SAS reports for different teams and deliver the report to Business.
* Ran Marketplace reports and send it to distribution list.
* Created SharePoint site for the Production Support team. Update SharePoint with the daily count of tickets, its progress and development and, update if open or closed.

**Environment:** MS Visio, MS Office, Teradata, MS SQL server, EDW DB, DM DB, UltraEdit, SVN, Facets, CareAdvance DB, SharePoint, SAS, SSRS, SSIS, Microstrategy, Power BI, QC ALM.

**North Carolina Department of Transport - Raleigh, NC**

**Business Analyst/QA**

**Sep 2014 – Dec 2015**

Project: Data Management and Governance - DMG is a Data cleansing initiative that aims to achieve high data quality and uniqueness for each record by cleansing source systems, from element level and provide appropriate merging and data storage activities and reduce overall operational costs hereby reducing the waiting time at the DMG.

**Responsibilities:**

* Worked with Project manager to identify best approach for gathering requirements
* Performed Reviews and Audits for various processes
* Gathered Business Requirements, created Functional Requirements Document (FRD) and analyzed data/workflows, defined the scope, financial projections and cost/benefit analysis; progressed from Problem Statement to well-documented designs. Prepared user guidelines for easy access of the application.
* Extensively used Agile Methodology in the process of the project management based on SDLC.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams using UML and Business Process Modeling.
* Used MS Word & MS Visio to document data flow of the AS IS process and TO BE process.
* Conducted JAD sessions to get SME’s input on how to implement the application.
* Participated in enhancement workshops for requirement gathering and effective requirement documentation.
* Gathered Business requirements for Integration points and mapped them with Functional requirements. Extensively used MS Excel during the project.
* Assisted Project manager to prepare Business Process Diagrams using the BPMN Standards
* Worked as an Interface between the users and the different teams involved in the application development for better understanding of the business and IT processes.
* Mapped high-level to-be designs using Business Process Modeling Notation (BPMN) on MS Visio.
* Analyzed Business Requirements; reviewed Test Strategy, Traceability Matrices and Test Plans to ensure that test cases reflect user needs for the functional, performance, usability and security requirements.
* Daily meetings with Quality Assurance and Business Services to review Defects in current Application Builds.
* Performed Manual Testing using Quality Center (QC) and User Acceptance Testing (UAT).
* Supported and Handled the UAT co-ordination with the Business and preparing the valid business scenarios for testing thru out application versions.
* Created sample Wire frames to make system better understood by Business and technology teams.
* Performed GAP analysis to identify the gap between the optimized allocation and integration of the inputs, and the current level of allocation.
* Created AS-IS and TO-BE business process flow diagrams, integrate process flow diagrams to show end-to-end business model and business process mapping exercise including swim lanes.
* Followed the UML based methods by using Visio to create Use Cases, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams.
* Facilitated weekly and monthly reviews and meetings.
* Experience in the documentation of system and business requirements and specifications, design and development of use and test-case scenarios and root-cause analysis, GAP analysis, developing test plans, conducting System Integration testing (SIT), user acceptance testing (UAT), training, and implementing new processes and technology.

**Environment:** MS Visio, MS Office, Agile, MS Project Professional, SQL Server, SnagIT, Doors, SSIS, SSRS, Oracle, Requisite Pro, Clear Quest.

**GE Transportation - Erie, PA**

**Business System Analyst**

**Aug 2013 –Jul 2014**

GE Transportation is a division of the General Electric (GE) Company that manufactures equipment for the railroad, marine, mining, drilling and energy generation industries. The Project is a web based application. Determining how the present GE Transportation's software is in alignment with the overall corporate goals.

**Responsibilities:**

* Captured the technical requirements and defining technology solutions using user interviews, document analysis, requirements workshops, surveys, local site visits, business process descriptions, use cases, business analysis, and task and workflow analysis.
* Regularly involved in the designed meeting which focused on Agile methodologies, including Agile modeling and domain-driven design.
* Job operated within a very agile environment, employing 2-4 week sprints, and daily scrum meetings.
* Daily Status, Stand-up Meetings, Scrums with Development, and Test team to report the test status planned, accomplished, and issues.
* Working with ECM (Enterprise Content Management), that allows everyone in the company to access, manage, and review documents, templates, media, and other information assets.
* Gave directions to other System and Business Analyst to analyze the business.
* Lead other analysts in understanding the business use cases and writing inner queries.
* Creating the conceptual, logical and physical design of the solution to ensure appropriate technology is acquired and implemented via producing and maintaining requirement specification documentation.
* Developed process design such as vision models, process hierarchy, workflows using industry best practices such as BPMN, UML, etc.
* Work with application SME's, QA analyst, and business partners to ensure that the programmed solution meets the requirements.
* Performing application development activities - writing source code, configuring applications and unit testing that support the enterprise application strategy.
* Performed data analysis and data validation in various database environment to ensure reliability and data redundancy.
* Involved in Business Process Management (BPM) activities like Process Design, Process Monitoring and Process Execution
* Maintained the change control process for all source code and application changes generated across a distributed environment that includes both on premise and cloud technologies.
* Delivered against a backlog of production issues and enhancement requests using the IT Service Management system.
* Conducted UAT (User Acceptance Testing) using HP Application Lifecycle Management tool.
* Troubleshooted and resolved application issues; identifying ways to improve existing processes via writing SQL, Java and HTML code.
* Developed, manually executed and documented test cases and test scripts via the HP Lifecycle Management tool (version 11.00).

**Environment:** MS Windows, MS Office, MS SharePoint, Visio, SSIS, SSRS, UNIX, HP QC/ALMMS Office, MS Project, UML, RUP

**State of North Dakota (ITD), Bismarck, ND**

**Business Systems Analyst Jun 2011 – Jul 2013**

The North Dakota Department of Human Services works with the Information Technology Department (ITD) to modernize (rewrite) the existing Medicaid and the Children’s Health Insurance Program (CHIP) eligibility systems to comply with Affordable Care Act (ACA) and interact with the Health Insurance Exchange (HIX).

This system provides access to Health Benefit Exchange; allowing a user to view and compare health benefit choices, which includes public health, care assistance or private health insurance with or without premium tax credits. It will determine the user’s eligibility for the public health care assistance or premium tax credits, and route the user to the corresponding application process. The system will allow the user to apply online, collect any necessary payments and provide the user with active coverage. The intent of this system is to provide a one-stop shop for users to obtain health care insurance or assistance for either individuals or small employers.

**Responsibilities:**

* Studied and analyzed the different Business Processes across various Business Units and the impact of health care reform changes on various downstream applications.
* Worked with the Business Users through interviews and (Joint Application Development) JAD sessions. And gathered high level business and technical requirements and communicated with SMEs of the dependent system to define the business rules and data standards.
* Did extensive data analysis and prepared test plan for Data validation team and Confirm that all test scripts and results have been documented and presented to internal project personnel.
* Wrote Functional Requirement for configuration of Benefits, Enrollment and Claim processing.
* After the completion of BRD, conducted BRD Quality Review (QR) sessions with the entire stake holders including business, testers, and developers.
* Created internal reports using Dashboard and basic SQL queries in the tool to track activities of the teams.
* Tested various change orders of Medicaid and Medicare applications received from the System Engineer’s
* Involved in Code Reviews, System Testing and UAT followed by production verification, post production testing and validation.
* Developed data quality test plans and manually executed ETL and BI test cases.
* Experience in testing of Data Warehouse/ETL Applications developed in SSIS using SQL
* Participated in regular CMS webinar meetings to understand various requirement, processes and timelines.
* Participated in Trizetto webinar meeting to review and understand the Facets enhancements to accommodate health care reform requirement.
* Worked on EDI transactions like 270/271, 276/277, 835/837 and EDI’s. Worked on Use Cases for Batch processing for EDI’s.
* Expertly organizes and manages all phases of application testing process using HP Quality Center
* Involved in System Integration, Compliance and User Acceptance Testing and Validation of Medicaid claims processing and Electronic Data Interchange (EDI) translation in compliance with the 4010A and 5010A Health Insurance Portability and Accountability Act (HIPAA) transactions 837 I/P, 835 and 997 Acknowledgement.
* Worked extensively for 834, 820 Inbound and outbound transactions to and from Marketplace.
* Created Data Mapping Document (DMD) for 834-Benefit Enrollment and Maintenance, 820- Health Insurance Exchange related payment.
* Worked in 270/271 - Eligibility Benefit Inquiry and Response, and 276/277 Claim Status Request / Response to accommodate new extended grace period requirement.
* Created and maintained SQL scripts and UNIX as a part for back-end testing on the oracle database
* Performed Gap Analysis for 5010 enhancement using the TR3 implementation guides and side-by-side HIPAA 4010 to 5010 guides provided by CMS (Center for Medicare & Medicaid Services)
* Contributed to multiple successful large-scale program implementations related to the Affordable Care Act, State/Federal Regulations, HEDIS, NCQA quality improvements and HIPAA initiatives
* Performed Extensive EDI testing on X12/4010 837,835, 270 etc, worked with state vendor to validate inbound /outbound EDI transactions to Facets.
* Wrote complex SQL queries to perform the backend testing of the Oracle database using PL/SQL developer and UNIX shell commands
* Worked on solving the errors of EDI 834 load to Facets through MMS.
* Analyzed HIPAA 5010 related to 835, 837, 270, and 271 transactions (both inbound and outbound) and performed gap analysis between the 4010 and 5010.
* Participated in writing data mapping documents and performing gap analysis on the systems.
* Wrote and Enhanced test cases and test scripts to meet new functional requirements as per the new business requirements for Data validation.
* Created Test Plan, Test Cases and Test scripts for some of the modules of the application under test (AUT) using Quality Center.
* Documented and reported all found defect in Quality Center.
* Responsible for writing the Test Cases and Test Scenarios based on the Functional Specification and technical Specification and documented in Mercury Quality Center.
* Logged the errors, reported defects, determined repair priorities and tracked the defects until resolution using Mercury Quality Center.
* Facets support systems were used to enable inbound/outbound HIPAA EDI transaction in support of HIPAA 834, 835, 837 270/271 transactions.
* Formulated detailed Test Plan using Quality Center after analyzing business rationale and software requirement artifacts.
* Experience in working with Data Warehouse and DataMart using ETL tools like SSIS.
* Experience in testing of Data Warehouse/ETL Applications developed in Informatica, SSIS using SQL Server, Oracle.
* Created internal reports using Dashboard and basic SQL queries in the tool to track activities of the teams.
* Used Quality Center for version control, tracking defects, enhancement requests, assign work activities, and assess the real status of project throughout the life cycle.
* Created Test Plan, Test Cases and Test scripts for some of the modules of the application under test (AUT) using Quality Center.
* Involved in analysis of requirements for Medicaid and Commercial line of businesses.
* Good working knowledge of SQL.

**Environment:** MS Visio, MS Office, SDLC, UML, Connecture, Quality Center, AGILE methodology, SQL, Windows, XML, EDI, HTML, Facets, Trizetto.

**Cardinal Health, Dublin, OH**

**Business Analyst**

**Jul 2009 – Jun 2011**

The project was to incorporate the changes proposed in HIPAA 5010 and upgrading the current system from HIPAA 4010 to HIPAA 5010 converting ICD-9 to ICD-10 so that the system is in accordance with the new standards mandated by Health Insurance Portability and Accountability Act (HIPAA). Also, had to integrate the Medicare (Part A, Part B, Part C, and Part D) data all in one single system for a smooth flow through the claims processing system

**Responsibilities:**

* Conducted meetings with business process owners, SME (subject matter experts) and Trading Partners for requirement gathering during the definition stage.
* Analyzed data/workflows, defined the scope, and performed GAP analysis.
* Analyzed the data movement between systems to validate the Business Requirements.
* Ensured that EDI files were in compliance with new ICD-10 standards
* Carried out forward/ backward mapping when necessary.
* Validated the site for HTML syntax errors and defects for website functionality.
* Created Use Cases and maintained the traceability matrix.
* Created internal reports using Dashboard and basic SQL queries in the tool to track activities of the teams.
* Performed Back-end Testing using PL/SQL for Database Validation
* Involved in testing the claims conversion from Mainframe to Facets. Also, involved in testing the EDI transactions 834, 837, 835. 270/271 & 276/277 conversion to Facets.
* Performed Data verification and validation against the user requirements.
* Performed Gap Analysis of short term business requirements with long term business requirements and reported the GAP to the management.
* Created and provided Ad hoc data request to the users with quick time around.
* Created HTML Mock-up screens & Prototypes to obtain user feedback on implementation of key requirements.
* Worked on FACETS claims processing, payment adjustments, claims inquiry, benefits,
* Conducted JAD sessions to understand the detailed requirements.
* Involved in testing the claims conversion from Mainframe to Facets. Also, involved in testing the EDI transactions 834, 837, 835. 270/271 & 276/277 conversion to Facets.
* Worked on Data mapping, logical data modeling used SQL queries to filter data within the Oracle database tables.
* Managed the implementation and delivery of medium to large websites and web applications
* Participated in for website backend testing with Linux and UNIX environment.
* Extensively involved in data analysis and updating the official changes to the tabular list, instruction manual and alphabetical index of ICD- 9 to ICD-10 in regards to data transactions.
* Assisted end users and IT staff in the use of data to satisfy informational and reporting requirements and implementing and using SQL and DBMS.
* Actively participated in status report meetings & interacted with developers to discuss the technical issues.
* Conducted walkthroughs and defect meetings periodically to assess the status of the testing process.
* Helped developers with the following list of HIPAA-EDI Transaction Code Sets: (837, 835, 834)
* Followed workgroup for EDI standards for testing that need to comply with the HIPAA guidelines.
* Conducted UAT (user acceptance testing). Used SharePoint for UAT bug tracking.
* Used SharePoint for document sharing and version control.

**Environment**: Facets 4.71, Windows, MS office, Oracle, MS-Visio, Microsoft Project, HP Quality Center.

**EDUCATION:**

Master of Science in Information System Management - Strayer University