**SUMMARY**

* More than 6+ years of IT experience as a Data / Business Analyst in business consulting and application development with excellent skills in process implementation, client interfacing, requirement gathering, user support, problem solving, and documentation.
* Strong understanding of various SDLC methodologies such as Waterfall and Agile with hands on experience in all of them.
* Strong at writing requirements in Waterfall and Agile style.
* Proficient in identifying, documenting and analyzing Business Requirements Specifications (BRS), System Design Specifications (SDS) and Software Requirement Specification (SRS).
* Experienced in gathering requirements for HIPPA (Health Insurance Portability and Accountability Act) EDI (Electronic Data Interchange) Transactions 820, 834, 835, 837 (I, P and D), 270, 271, and 276 in various phases of implementation.
* Expert in Data Extraction, Transforming and Loading (ETL) using various tools such as SSIS, Informatica, data cleansing and profiling
* Experience in conversion of HIPAA ANSI (ASC) - X124010 codes to ANSI (ASC) - X125010 codesand International Classification of Diseases ICD 10 codes.
* Good knowledge of Web Technologies (SOAP, RESTful APIs, XML, JSON, web services, etc.)
* Strong knowledge of Facets and actively involved in end-to-end implementation of Facets Billing, Enrollment, Claim Processing and Subscriber/Member module.
* Good knowledge of Lab Results and HEDIS (Healthcare Effectiveness Data and Information Set).
* Proficient in soliciting requirements, creating architectural diagrams, data model, and driving project through execution.
* Experience in the Informatica/ ETL (Extract, Transform and Load) of data into a data warehouse/data mart and Business Intelligence (BI) tools like Business Objects Modules.
* Good Knowledge of IT Infrastructure Software Development Life Cycle (SDLC), Lean, Traditional and Agile Methodology using SCRUM.
* Designed the ETL processes using Informatica to load data from Oracle, Flat Files, XML Files to target Oracle Data Warehouse database.
* Proficient in Requirement Engineering Process, including gathering, analyzing, detailing and tracking requirements.
* Experience in interacting with stakeholders like business clients, end users, vendors, SDLC team, configuration manager and production team to identify information needs and initiate process change.
* Expertise in creating various artifacts like BRDs, Functional Specs, Used Cases, UML Diagrams, Data Mapping Documents, Test Plans and Test Strategies, pre and post RTMs and Status Weekly Reports etc.
* Expertise in using various tools like JIRA and MS Office for requirement gathering, HP ALM/ Quality Center and Clear Quest for Defect Management/Defect Tracking, MS-Visio for UML Diagrams, MS Outlook, and SharePoint for information sharing.
* Excellent analytical, organizational, communication and documentation skills along with good project management skill to gather requirements to bring out the quality product.
* Excellent written and oral communication skills with the ability to communicate appropriately in business and technical situations at all levels of project management.
* Effectively used various elicitation techniques to gather requirements like JAD sessions, brainstorming, prototyping, one and one sessions, workshops, surveys, interviews and conferences.
* Hands on experience in the complete Quality Assurance (QA) life cycle from Requirements Gathering and Documentations to developing Test Plan, Test Cases, Traceability matrices and conducting User Acceptance Testing (UAT) for QA Testing.
* Hands on experience with SQL in writing joins, triggers, tables, user defined functions, views, indexes, and relational database models and data integrity.
* Strong experience with database structures, table layouts and Data Mapping.
* Proficient with data integrations and integration patterns to help identify data requirements for source to target systems.
* Worked with PMO (Project Management Office) to review time line and schedule for the implementation and discussing the milestone.
* Excellent analytical, organizational, communication and documentation skills along with good process management skill to gather requirements to bring out the quality product.

**TECHNICAL SKILLS:**

**Business Process Modeling Tools MS Visio**

**Project Management Tools MS Project**

**Web Technologies HTML, XML, SOAP UI**

**Defect Tracking Tools Quality Center, Jira, ALM**

**Databases MS Access, SQL Server 2000/2005/2008, MYSQL**

**Languages Visual Basic, XML, SQL**

**Front –End Tools MS Office Suite (Word, Access, Excel, Outlook, PowerPoint, SharePoint) – Advanced Skills**

**Data warehousing Tools: Informatica, SSIS**

**Operating System Windows, MAC OS, UNIX/Linux**

**Business Skills SWOT Analysis, Change management Requirement Churn, JAD Sessions, Project**

**Scheduling**

**PROFESSIONAL EXPERIENCE**

**CGI/ Cigna- Bloomfield, CT July 2017 – Present**

**Data Analyst**

I worked as a Business/Data Analyst on the Healthcare application Dashboard. Also, involved in troubleshooting and resolving errors in 834 and 820 transactions for health insurance exchanges and performing root cause analysis. The second phase of the project involved retirement of legacy databases and redesigning of all reports from single data warehousing platform and develop new reports on a single business intelligence platform.

**Responsibilities:**

* Designed and developed project document templates based on SDLC – Agile/Scrum methodology.
* Attended Scrum meetings, which included Sprint Planning, Daily Scrums or Stand-ups, Sprint Check-In, Sprint Review & Retrospective.
* Wrote User stories which included the business logic, expected behavior and user acceptance criteria.
* Involved in defect tracking management and used JIRA for requirements documentation.
* Performed as-is analysis, to-be analysis, data Analysis, Gap analysis, competitive analysis, comparative analysis, process flows and business flows.
* Gathered Functional and Data Requirements, analyzed workflows and created Use Cases, Requirement Specifications, Report Specifications, Data Requirements, Data Mining, Data Mapping and Data Flow Diagrams
* Conducted extensive analysis on migration and conversion of Provider and Member data, Group configurations, premium billing, benefit set-ups, fee schedules, provider pricing, capitation set-ups, etc. from Legacy system to FACETS.
* Created 837(P, I, D) claims, and maintained data mapping documents about HIPAA transactions primarily 837 (P, I, D), 834, 835, 270, and 271.
* Worked within project team to identify and interpret state Medicaid and Medicare policies as applicable to customer defined algorithm research as well as assist with internal development of new healthcare analytics.
* Created and tracked testing schedule using MS Excel and MS Project.
* Perform data validations before starting and enhancing the ETL jobs to make ensure the source to target data.
* Design table structures based on mapping documents and create other Database objects based on the requirements on source and target database.
* Tested the changes for the front end screens in FACETS related to following modules, test the FACETS batches (membership, Billing, Provider, etc.).
* Dealt with the EDI transaction -835 claims payments and remittance advice, which deals the payment from payer to provider.
* Performed Data mapping on the extracted data, logical data modeling, created class diagrams and ER diagrams.
* Designed and developed various analytical reports from multiple data sources by blending data on a single worksheet in Tableau Desktop.
* Performed data analysis task using SQL queries on Enterprise Data Warehouse (EDW) and various source systems.
* Analyze and Modify Excel Spreadsheets using Pivot Table, VLOOKUP and Data Type manipulations.
* Involved in mapping spreadsheets that will provide the Data Warehouse Development (ETL) team with source to target data mapping, inclusive of logical names, physical names, data types, domain definitions etc.
* Analyzing the 837 (Institutional/Professional Inbound/Outbound), 834 Inbound, 835 Outbound, 997 Acknowledgement Inbound and Outbound EDI Transactions.
* Responsible for troubleshooting and resolving errors in 834 and 820 transactions for health insurance exchanges and performing root cause analysis
* Created data set reports for users by writing SQL queries which then were used for UAT and defined data dictionaries for identified sources by working with data stewards and subject matter experts.
* Analyzed on conversion of Claims and Members files from legacy systems into Facets and to its downward systems.
* Worked with developers to create requirements and ran SQL queries to extract data from specific tables from database.
* Created detailed user stories in Jira and created story mapping documents using excel and confluence.
* Utilized advance features of Tableau software like to link data from different connections together on one dashboard and to filter data in multiple views at once.
* Created and maintained requirement documents for Facets for the different modules like Billing, Member enrollment and Claim adjudication.
* Created business process mapping, graphs, and dashboard reports in Tableau.
* Utilize SQL server to run basic queries and obtain necessary data for Medicaid and Medicare Encounters.
* Analyzed SSIS packages with which data resources such as Excel, Flat file, and SQL data were imported daily.
* Analyzed Impact analysis when there is any change in the requirements and updated the Business Requirements Document (BRD) and Systems Requirements Specification (SRS).
* Facilitated meetings with the technical team and client team to analyze the current process and gather requirements for the proposed process.
* Analyzed Change Files of 834, 835, 820, 837 PDI, 997, 999, 270 & 271 HIPAA EDI Transactions using MS Word, MS Excel.
* Streamlined Claims (837 EDI X12) Migration project by gathering functional specifications.
* Daily and weekly status reporting to senior management.

**Environnent:** Agile/Scrum, JIRA, MS Excel, SAS, Tableau, Oracle, UML, Agile, SQL, MS Office suite, MS Visio.

**State of North Dakota (ITD), Bismarck, ND Jan 2015-June 2017**

**Business /Data Analyst**

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

The New MMIS project is a large IT project replacing the Medicaid claims payment system. Participated in all aspects of testing the New MMIS; Primary responsibilities is to ensure that the system functions as designed, meets the requirements of the business community and conforms to all applicable Federal and state laws. Worked on the claims and provider modules of the New MMIS system

**Responsibilities:**

* Prepared the business requirement document (BRD) and system requirement document (SRD).
* After the completion of BRD, conducted BRD Quality Review (QR) sessions with the stake holders including business, testers, and developers.
* Studied and analyzed the different Business Processes across various Business Units and the impact of changes on various downstream applications.
* Worked with providers & Medicaid entities to validate EDI transaction sets.
* Worked with Medicare, Medicaid, and HIPAA compliant ANSI X12 837 Health Care Claim/Encounter formats for both professional and institutional claims.
* Wrote Functional Requirement for configuration of Benefits, Enrollment and Claim processing.
* Helped document processed and workflows for Provider Reports i.e. Financial, Claims processing.
* Wrote FRDs for the defects and enhancements and got approval from business for the developers.
* Analyzed Business Requirements to produce System Requirements for the technical team
* Identified and documented Use Cases with Use Case diagrams.
* Prepare Test Plans and Test Cases for Reports testing and ETL jobs from the requirements.
* Involved in Claims Processing, Enrollment (834), Group and Individual Member billings.
* Performed Data Mapping to map the EDI 834 data to XML.
* Responsible for the full HIPAA compliance lifecycle from gap analysis, mapping, implementation, and testing for Medicaid Claims.
* Performed testing for Medicare and Medicaid claims for Medicaid Management Information System (MMIS).
* Worked on Technical design documentation (TDD) of the claims processing system.
* Designed, prepared and implemented test cases for User Acceptance testing.
* Did impact analysis for changing requirements and coordinated with business users for prioritizing the testing/release of the changes.
* Extensively worked with SSIS tool suite, designed and created mappings using various SSIS transformations
* Maintained a very close interaction between business users and developers to avoid any gaps in understanding or implementation of requirements.
* Involved in the testing of web portal of New MMIS system.
* Designed and implemented basic SQL queries for reports and data validation.
* Designed and developed Informatica Mappings to load data from various Source systems like Files, Relational into the ODS (operational data store), DW and then to the Data Mart.
* Utilize Informatica to track down sources of data quality issues and resolve these issues  
  before ever reaching business partners
* Develop ETL routines using Informatica and PL/SQL in an Oracle environment
* Conducted user acceptance testing with UAT team. Safety reporting on system-based projects, acted as a liaison, writing documentation and increased project coordination.
* Created data mapping and data interface documents and kept the documents updated with changes in requirements and functional specifications.
* Performed Risk Analysis based on defect severity and priority.
* Created BPR charts for AS IS and TO BE processes of different business functionalities.

**Environment:** Waterfall, HP ALM, HIPAA, EDI, Medicaid, MMIS, SSIS ,SQL, SharePoint, ETL, SOAP UI, , MS Office, MS Visio, MS SharePoint, MS Project, UAT, Windows.

**ACS State Healthcare, Atlanta, GA Jan 2013 – Dec 2014**

**Business /Data Analyst**

ACS State Healthcare, LLC offers healthcare program administration services. It administers Medicaid, state children's health insurance programs, long-term care program; pharmacy benefits management programs, as well as the health insurance programs of state employees and higher education institutions. The project involved developing the MMIS system for centralizing the all healthcare related transactions all over the state. The New MMIS(Medicaid Management Information System) project is a large IT project replacing the Medicaid claims payment system. Primary target of the project is to ensure that the system functions as designed, meets the requirements of the business community and conforms to all applicable Federal and state laws.

**Responsibilities:**

* Prepared the Business Requirement Document (BRD) and System Requirement Document (SRD).
* Facilitated Provider Enrollment, Setting up Provider profile & Trading Partner Agreement.
* Set up Provider's Access to the System. (Security Setup).
* Helped creating Provider Reports i.e. Financial, Claims processing.
* Prepared the Business requirement Document for the enhancement of the existing services.
* Created user stories with use cases in Quality Center to have enhanced traceability and visibility to the entire team.
* Validated the requirements & user stories in Quality Center and ensured its traceability in various applications like Google Docs and session recordings.
* Wrote FRDs for the defects and enhancements and got approval from business for the developers.
* Worked on Technical Design Documentation (TDD) of the claims processing system.
* Performed task estimations and documentation of procedures.
* Designed, prepared and implemented test cases for system testing as well as for User Acceptance testing.
* Followed Agile methodology for the SDLC.
* Involved in the testing of web portal of New MMIS system.
* Conducted integration testing and regression testing with developers in development and QA, also conducted user acceptance testing with UAT team. Safety reporting on system-based projects, acted as a liaison, writing documentation and increased project coordination.
* Analyzed and documented system release/deployment issues according to version management, backward compatibility, load balancing of components in production environment.
* Created user stories and managed their workflow starting from grooming to development until deployment and after deployment for future references.
* Did impact analysis for changing requirements and coordinated with business users for prioritizing the testing/release of the changes.
* Maintained a very close interaction between business users and developers to avoid any gaps in understanding or implementation of requirements.
* Did data analysis, created data mapping and data interface documents and kept the documents updated with changes in requirements and functional specifications.
* Performed Risk Analysis based on defect severity and priority.
* Tested User Interface inconsistency and application functionality.
* Developed Reports and Graphs to present the Stress Test results to the management.
* Created BPR charts for AS IS and TO BE processes of different business functionalities.

**Environment:** Windows XP, SQL, MS-Visio, SDLC, Quality Center, SOAP UI, Clear Quest, UM, Agile.

**EDUCATION:**

GeneralMBA from University of Findlay, Findlay, OH

Bachelor’s in computer engineering, Purbanchal University, Nepal