**Shubash L. Sheroa**

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**US Citizen**

**Professional Summary:**

* Qualified professional with over **7 years** of extensive experience in the field of **Business Analysis**, working with the technical staff to implement management and staff's business requirements into the software application in **Healthcare Industry.**
* Experienced as a **BusinessSystems Analyst** in using the iterative software development life cycle principles of **Rational Unified Process** to manage, develop and test distributed client/server, internet and intranet applications on heterogeneous environments.
* Highly proficient in working with users to gather requirements, analyze them and subsequently use the **Rational project and design tools** to **model** the requirements.
* Managed the team of consultants responsible for developing on-demand **Medicaid Management System** reports.
* Performed value stream analysis by using lean six sigma tools such as the as-is process map, CTQ chart, SIPOC, and
* Develop process maps for business processes using iGrafx software
* Knowledge in the ETL (Extract, Transform and Load) of data into a data ware house/date mart and Business Intelligence (BI) tools like Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence).
* Developed track and trend surveys for Marketing team based on Medicare`s **enrollment** retention
* Conducted regression tests of the **MMIS** system for the **NPI** changes
* In-depth knowledge of creating **use cases, functional design specifications, activity diagrams, logical, component and deployment** views to extract business process flow.
* Good Knowledge of **HIPAA Compliance Lifecycle**, **HIPAA** Insurance Regulations and Claims Processing.
* Used **Query Analyzer**, Execution Plan to optimize **SQL Queries**.
* Experience with**SOX**, Regulatory Compliance and Controls.
* Strong understanding of project life cycle and **SDLC** methodologies including **RUP, RAD, Waterfall** and **Agile.**
* Interviewed **SMEs** and **Stakeholders** to get a better understanding of client business processes and gather business requirements.
* Conducted **JAD** sessions, created **Use Cases**, **work flows, screen shots and Power Point presentations** for the Web Applications
* Knowledge of healthcare standard Health Level Seven **(HL7).**
* Conducting requirement gathering sessions, feasibility studies and **Impact Analysis** and organizing the software requirements in a structured way using **Rational RequisitePro** to track development.
* Worked in close co-ordination with the testing team in developing **test plan and test cases** from functional and business requirements.
* Performed **UAT** and exposure to User Certification Testing (**UCT**) and Operational Readiness Testing (**ORT**)
* Expertise in understanding and supporting the client with **Project Planning, Project Definition, Requirements Definition, Analysis, Design, Testing, System documentation and user training.**
* Used **Rational Clear Quest** for tracking and prioritizing defects and for enhancements after base lining the requirements.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Skill Sets** | **Description** |
| Programming Languages | C, C++, HTML, XML, SQL. |
| Data Base | MS Access, Oracle (SQL Series), DB2 |
| Reporting Tools | Crystal Reports 8.0 |
| Operating Systems | MS-DOS, Windows95/98/NT/2000/XP, Apple McIntosh, Linux |
| Software | MS Office Suite(Word, Excel, Access, PowerPoint & Outlook), MS Visio, Rational Rose, Rational Requisite Pro, Adobe Acrobat, MS Office FrontPage, Lotus Notes |
| Performance Testing Tools | Virtual User Generator, Load Runner |
| Processes/Technologies | Rational Unified Process (RUP), Waterfall, UML & Microsoft Office SharePoint 2007 |
| Automation Tools | Requisite Pro, Win runner, QTP, Test Director, Quality Center |

**PROFESSIONAL EXPERIENCE:**

**Providence Health & Services, Renton, Washington Mar 2016 to Apr 2018**

**Sr. Business Analyst/ Data Analyst**

Providence Healthcare & Service located in part of the Pharmacy Benefits Management, mail service pharmacy, specialty pharmacy, and, in select areas, home care services. WHI programs are tailored to the needs of their corporate clients, which include health plans, employer groups, union groups, government entities, third-party administrators, and coalitions. Project is all about to make some enhancements to core Billing and Payments module in PBM System (Pharmacy Benefits Management System).

**Responsibilities:**

* Involved in Managing Data modeling project from Logical design and implementation of Sybase Database
* Identified source systems, their connectivity, related tables and fields and ensure data suitably for mapping.
* Designed the business requirement collection approach based on the project scope and SDLC methodology.
* Designed Data Stage ETL jobs for extracting data from heterogeneous source systems, transform and finally load into the Data Marts.
* Able to effectively learn, understanding and articulate ACA compliance rules and regulations and it’s impact to small business clients (ACA specific training will be provided)
* Trained and Experienced in development of Curam V6 based systems and IBM WebSphere Commerce systems.
* Led and facilitated the six sigma green belt team in the data analyze phase collecting, cleaning, transforming and modeling data and created a data analysis report suggesting conclusions and improvements
* Configuration of Benefits and Claims in QNXT 4.7
* Used MS Visio for Process modeling, Process mapping and Business Process flow diagrams.
* Simultaneously managed multiple SDLC enhancement projects in Pharmacy Benefit System.
* Assist with Testing of the EDI process with vendors
* Mentor lower level contract consultants and client's permanent QNXT Configuration Analyst
* Experience in developing and implementing Web Services using SOAP, WSDL and UDDI
* Succeeded in implementing a Pharmacy Benefits management (PBM) program using encrypted FTP data feeds.
* Participate in webinars and research the Affordable Care Act, counting hours, benefit plan designs to determine impact
* Obtaining benefits, payroll, HR data, coding into appropriate format (IRS Form 1094/5)
* Gained experience and training around Affordable Care Act
* Performed Integration, Regression, End to End, functionality, and UI Testing. Migration testing,
* EDI Analyst- Responsible for EDI Implementations of various mappings including (810,820,830,850,855,860,865)
* Produce detailed process mapping flowcharts utilizing both Visio and iGrafx software packages
* Created 'Approach' Documents which outlined step by step configuration needed to update QNXT regarding premium rate changes, Benefit Plans QHP ID and Global Benefit Plan ID.
* Develop complex SSRS reports and ETL processes (SSIS packages) for customer facing products and internal analytics.
* Created source table definitions in the Data Stage Repository by studying the data sources by importing the data from Mainframe.
* Developed and maintained ETL packages and analysis using both SSIS and SSAS tools
* Involved in the development of Web Services (SOAP, Rest) for various business functionalities.
* Created the business process model using MS Visio for better understanding of the system and presented it to Project Manager and other team members for validation.
* Established traceability matrix using Rational Requisite Pro to trace completeness of requirements in different SDLC stages.
* Exposed to Agile methodology.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Converted various SQL statements into stored procedures thereby reducing the Number of database accesses.
* Created surrogate key tables to map the required dimensions.
* Created hash tables used for referential integrity and/or otherwise while transforming the data representing valid information.
* Develop and test EDI system upgrades and changes
* Integrate Curam with other commercial off the shelf products
* Enabled Proper selection of the hash table design parameters for faster table look-up.
* Created re-usable components using shared containers for local use or shared use.

**Environment:** Rational Unified Process (RUP), UML, SSIS, SSRS, SOAP, Agile Rational Test Manager, Quality Center, Win Runner, Rational Clear Quest, Crystal Reports, MS Office, SQL Server 2000, HTML, Photoshop,  Windows Server 2003, .NET, VB.Net.

**Cerner – Kansas City, Missouri Oct 2014 to Feb 2016**

**Business/Data Analyst**

Cerner Healthcare is a well-known name in Specialty Hospitals, Nursing Centres and Rehabilitation Centres. Kinect is a web based intranet site, which has information about the organization and is a one stop shop, where an employee can find his timesheets, benefits related material, doctors can find the different forms related to them, nurses can take online training and therapists can apply for the courses and jobs. Knect is a transition from web based application to SharePoint Portal within the intranet. PFR Portal is an extranet site containing information for the therapists and the patients.

**Responsibilities:**

* Conducted weekly meetings for deciding the Policies and Procedures to be followed while constructing new sites.
* Performed the requirement analysis, impact analysis and documented the requirements using Rational Requisite Pro.
* Implemented ETL logic for Oracle DB using ODI by building Packages, Procedures and Interfaces.
* Review vendor EDI Routing Guides and communicate new vendor specifications to development team
* Directed front end experience using Curam, IBM software.
* Was responsible for data mapping of **HL7messages** into relational **database**.
* Documented the server farm requirements and requirements related to security within Share Point and using Windows Active Directory.
* Audited the accuracy and performance of functions of ACA compliance processes, to ensure accuracy
* LEAN/Six Sigma Green Belt - Resource and Budget Planning - Organizational Reengineering
* Developed new ODI Package and multiple Interfaces and implemented ETL and data Validation for Historical load of Claims Data.
* Continually research and expand knowledge and skill base relating to Affordable Care Act (ACA), existing ADP products and statutory/legislative changes
* Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements.
* Setting up test cases in the Curam software NC FAST
* Built business requirements into the **Medicare Advantage** (MA) requirements database and created the Project Requirements Document for the three functional areas
* Managed the team of consultants responsible for developing on-demand **Medicaid Management System** reports.
* Worked on business problems, analyzed and evaluated relevant business methods and procedures and made recommendations/decisions on improvements. Prepared required documentation including but not limited to Requirements Gathering, Use Case generation and documentation, Project Charter and Process Flow documents. (iGrafx/FlowCharter)
* Administered all benefits (401k, medical insurance, dental insurance, short-term disability, and life insurance)
* Researched and developed MongoDB database and REST API for student progress data
* Technical Account Manager for all PBA clients with responsibility for the administration, installation, maintenance, support, and user training for multiple Windows and UNIX based systems that included pharmacy, health insurance claims processing (PBM), DME, warehouse POS, and Microsoft Office applications.
* Prepared and submitted weekly **enrollment** and retention reports to management
* Created test scenarios to stress test the **MMIS** system prior to the go-live date
* Responsible for the Data Load Audit process and it compliances with **SOX** requirements and formal documentation every week.
* Check EDI raw files and change segments according to the client’s needs.
* Designed the online screens and reports for the **Medicaid Online Electronic Claims Submission System**.
* Fixed Performance Bug using Oracle database techniques and also implemented Application level logic to reduce ETL load runtime.
* Analyzed, designed, and coded several online subsystems for the **Medicaid System**.
* Performed Analysis on **NextGensEPM/EMR application**.
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Analyzed customer data and loaded data into multiple tables by using ETL procedure using External Tables.
* Reviewed the Joint Requirement Documents (**JRD**) with the cross functional team to analyze the High Level Requirements.
* Used Query Analyzer, Execution Plan to optimize **SQL Queries**.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Conducted interviews, meetings and **JADsessions** during the process of Requirement Gathering.
* Provide critical EDI support and troubleshooting
* liaison between internal departments to facilitate QNXT Configuration resolutions
* Developed business proposals and **RFP** responses and trained others in this capability.
* Analyzed and translated business requirements into system specifications utilizing **UML** and **RUP** methodology
* Analyzed trading partner specifications and created **EDI** mapping guidelines
* Documented the **Traceability Matrix** for tracing the **Test Cases** and requirements related to them.
* Developed Data Conversion Strategy for converting data from the existing site to the new site.
* Developed a daily UAT status report for the UAT participants and management.
* load new providers and update current provider information within the QNXT system
* Designed and developed project document templates based on **SDLC methodology**
* Prepared Demo on SharePoint for various Business to get new approvals like the Therapist and Nursing divisions.
* Performed Unit Testing and User Acceptance testing and documented detailed results.
* Provided input (scope, goals, risks, constraints, timelines and interfaces) to PM for project planning and control.

**Environment:** Windows 2000/XP, Microsoft Office SharePoint 2007, SOAP, SSIS, SSRS, Rational Requisite Pro, MS Office, SQL Server, Agile, MS Project, MS FrontPage 2003, MS Access, EDI, Documentum 2.0.,UML

**CIGNA Health-Care Insurance, PA Jan 2013 to Sept 2014**

**Business/Data Analyst**

**Description:** HIPAA & Medicaid Claims Process

Cigna Healthcare is a company providing customers with benefits, expertise and service that improves the health, well-being and productivity. I performed pivotal role in multiple projects & handling three releases at the same time. Release 1 & 2 was web-based service application developed for streamlining office workflow processes involved in Electronic Data Interchange (EDI) transactions and benefits in claims management cycle based on HIPAA Guidelines. Release three was based on reporting the policy premium. There were seven reports, which were generated in Brio portal.

**Responsibilities:**

* Conducted weekly meetings for deciding the Policies and Procedures to be followed while constructing new sites.
* Performed the requirement analysis, impact analysis and documented the requirements using Rational Requisite Pro.
* Detail oriented, organized, independent on Quality Assurance & Management
* assignments Lean Six Sigma Green Belt
* Documented the UAT test plan and test scripts.
* Review and verify plan setup is accurately reflected in QNXT system
* Was responsible for data mapping of HL7 messages into **relational database**.
* Performed **Gap Analysis** to check the compatibility of the existing system infrastructure with the new business requirements.
* Load newly credentialed physicians into QNXT 3.4
* Quality review and testing of QNXT benefit and contract setup prior to Production implementation
* Work closely with CMS Operational Compliance and Customer Accounts as a means of resolving current complaints and diffusing future complaints.
* Used **Query Analyzer**, **Execution Plan** to optimize **SQL Queries**.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Responsible for manual review and updates to the waiver program - reviewed edits, recipient coverage, and services provided using the **MMIS** system.
* Conducted interviews, meetings and **JAD** sessions during the process of Requirement Gathering.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application.
* Analyzed and translated business requirements into system specifications utilizing **UML** and RUP methodology
* QNXT Troubleshooting of processing errors: identify issues, collaborate with business users to determine cause of the issue
* Expertise with supply chain strategies/vendor manufacturing process methods to determine level of procurement and **strategicsourcing strategies**/**plans** and worked with vendors/peers to determine lead times, schedules and cycle counts, established requirements needs.
* Interacted with line of business managers and coordinated the transition into the security database to assure business compliance with **SOX**.
* Re-educate/train departments that utilize QNXT
* Analyzed trading partner specifications and created **EDI** mapping guidelines

**Environment:** MS Office, SQL Server, SSIS, SSRS, Agile, MS Project, SOAP, MS FrontPage 2003, MS Access, EDI, Documentum 2.0., Microsoft Excel, Microsoft Word, Microsoft Power Point, Visio.

**Kindred Healthcare, KY Jan 2011 to Dec 2012**

**Business Analyst/Data Analyst**

**Description:** Kindred Healthcare is a well-known name in Specialty Hospitals, Nursing Centers and Rehabilitation Centers. Knect is a web based intranet site, which has information about the organization and is a one stop shop, where an employee can find his timesheets, benefits related material, doctors can find the different forms related to them, nurses can take online training and therapists can apply for the courses and jobs. Knect is a transition from web based application to SharePoint Portal within the intranet. PFR Portal is an extranet site containing information for the therapists and the patients.

**Responsibilities:**

* Responsible for defining the scope and implementing business rules of the project, gathering business requirements and documentation.
* Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (**URS**).
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams / State Chart Diagrams using Rational Rose according to **UML** methodology thus defining the Data Process Models.
* Developed straightforward DBMS queries, knowledge of HL7 and xml interface messaging.
* Assisted in monitoring ancillary data transactions and addressed problems with HL7 messages.
* Developed Wiki content for enhanced and learning of those converting to QNXT.
* Designed a claim processing system for the healthcare management client system. It allowed the user to inexpensively capture information regarding patient, summary of medical benefits history, symptoms (**ICD-9 codes**), and treatment (**CPT**).
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the **EDI X12 Transaction**, Code set and Identifier aspects of **HIPAA**.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims. Worked on **EDI** transactions: **270, 271, 834, 835**, and **837** (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes.
* Responsible for architecting integrated **HIPAA, Medicare** solutions, **Facets.**
* Identify Member, **Provider**, **Coverage**, **Medicare**, and **Medicaid**.
* Involved in Service Oriented Architecture (**SOA**) of the claims processing system
* Understand the As Is system and develop the To Be system concept and also prepare the System Process Maps.
* Performed extensive requirement analysis including **Data analysis** and **Gap analysis**.
* Defined Functional **Test Cases**, **documented**, **executed** test script in **Facets** system.
* Successfully conducted **JAD sessions**, which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear-cut picture of the project.
* Conducted presentations of the **Q/A test** results with analysis to the stakeholders and users and documented modifications and requirements.
* Assigned tasks among development team, monitored and tracked progress of project following **Agile methodology**.
* Created Process **Flow diagrams**, **Use Case Diagrams**, **Class Diagrams** and **Interaction** Diagrams using **Microsoft Visio** and **Rational Rose**.
* Wrote Test Cases and performed **User AcceptanceTesting**, documented the in detail defects using the **Defect Tracking report**.
* Used **Test Case** distribution and development reports to track the progress of test case planning, implementation and execution results.
* Wrote **PL/SQL** statement and stored procedures in Oracle for extracting as well as writing data.
* Created Use cases, activity report, logical components and deployment views to extract business process flows and workflows involved in the project. Carried out defect tracking using **Clear Quest**
* Maintained proper communication with the developers ensuring that the modifications and requirements were addressed and also monitored these revisions.
* Involved in compatibility testing with other software programs, hardware, Operating systems and network environments.

**Environment:** Requisite Pro, Rational Rose, Agile, HL7Interfaces, PL/SQL, HTML, MS Office, MS Visio, EDI, Rational Clear Quest, Rational Clear Case, UML,RUP, Microsoft Excel, Microsoft Word, Microsoft Power Point, Visio.