**Surbhi Dutta**   
[surbhi225577@gmail.com](mailto:surbhi225577@gmail.com)     
614) 602-2707

**Sr. Technical Business Analyst**

* Sr. Business Analyst with 8 years of experience in the healthcare industry involving in-depth understanding of requirements elicitation techniques and their documentation
* Experience in **Software Development Lifecycle (SDLC)**methodologies such as **Agile-Scrum**, **Waterfall**, **Waterfall-Scrum** and**Rational Unified Process (RUP)**with expertise in agile framework
* Lead and organized requirements gathering sessions such as requirements workshop, benchmarking, and JAD sessions with **stakeholders, Subject Matter Experts (SME), project manager, developers and business users**
* Created or analyzed documents like**vision document, business case**, **Business Requirements Document** (BRD)**, Functional Requirement Document** (FRD), **Systems Requirements Specification (**SRS)and **use case**
* Extensive experience in database & data analysis and highly proficient in **Oracle PL/SQL**, **Transact SQL** including writing queries, stored procedures, functions and triggers.
* Knowledge of making **ER diagrams**to the point of identifying relationship and cardinality between the various entities
* Assisted in **WBS** of project planinto milestones and deliverables using MS project
* Experience in conducting **Gap** analysis**,** Risk analysis, Impact analysis, **SWOT** analysis&**Cost Benefit** analysis
* Created **Sprint Burn down charts** and **release backlogs** for effective project management and also supported the product owner in grooming and maintaining the **product backlog**
* Strong understanding in drawing business process flows and **UML** diagrams like **use case diagrams, sequence diagrams, state chart diagrams and class diagrams** using **MS Visio** and **Rational Rose**
* Prepared **wire frames** and **mockup-screens for** User Interface (UI) design using MS Visio and BalsamiqMockups
* Experience in all phases of **Product Lifecycle Management (PLM)**, bottom up and top down approach
* Experience in writing **test plans** and **test cases**, and also interacted with QA team for **User Acceptance Testing**(UAT)
* Strong understanding in **error handling** and experience in **HP ALM/QC** for tracking defects and preparing Requirement Traceability Matrix (RTM) andalso maintained the corresponding **defect log**
* Knowledge of application test by measuring system behavior and performance under load using **Loadrunner**
* Good knowledge of **SQL queries** for retrieving and manipulating data from the database and also for back end testing
* Strong understanding of**web application** components like **Web Services, SOAP**,**webservers, client/server side validation, data laying, java script and java query**
* Used **ETL tool** like**Informatica**to **integrate data** from multiple sourcesand used **reporting tools** like **Tableau &Spotfire**for reporting and analysis
* Familiar with all three data modeling concepts – **Conceptual**, **Logical** and **Physical**
* Manual data mapping by creating **XSLT transforms**, combining with **XML input**and feeding into **XSLT processor** to get the required reports
* Proficient in various tools like **JIRA** and **Version ONE** for document management and issue tracking
* Used XML to store, structure and transfer data and used XML schema for structure validation using tools like **XML spy**
* Used **IBM Lotus** for content management, document management and collaboration tool
* Knowledge in using **Basecamp** for people management, work assignment and keeping track of work

**Healthcare Domain knowledge:**

* Experience in Healthcare Pricing/Reimbursement, **EHR (Electronic Health Records)** and **EMR (Electronic Medical Records)**on platform such as **EPIC** and **Cerner**
* Good knowledge of **Health Insurance Plans (Medicare Part A, B, C and D), managed care concepts (Medicaid and Medicare)** along with aworking knowledge of the **Patient Protection Affordability Care Act (PPACA)**
* Proficient in medical terminology, coding outpatient and inpatient diagnosis and procedures using **ICD-9 codes**
* Assisted in converting **ICD-9** codes to **ICD-10** codesby General Equivalence Mapping (GEM)
* Experience in a **MMIS (Medicaid Management Information System) environment, HIPAA, HL-7, EDI Transactions (834, 835, 837, 270, 271, 276, 277 and 278), 4010 and 5010 format**
* Experienced in **Health Information Exchange**,**EHR**, **meaningful use implementation** and integrate processes to achieve interoperability
* Knowledge of entering claims information from **HCFA 1500** (Professional) and **UB-92** (Facility) claims into the facets claims system on line

**Technical Skills**

|  |  |
| --- | --- |
| Database | DB2, MySQL server, Oracle 9i & 10g |
| Operating System | Windows - 2000/XP/7/8.1, Mac OS |
| Methodologies | Waterfall, SCRUM, Waterfall-Scrum, RUP |
| Software Languages | SQL, HTML, XML, Java, .net |
| Modeling Tools | Rational Rose, Rational Requisite Pro, MS Visio, UML |
| Testing Tools | HP – QC, LoadRunner |
| Office Tools | MS Word, MS Power Point, MS Excel, MS Access, MS Outlook |
| ETLTools | Informatica, SSIS |
| Project Management Tools | MS Project, Share Point, Basecamp, JIRA, Version one, Rally, TFS,  MS Sharepoint, HP-ALM |
| Reporting Tools | Tableau, Spotfire, SSRS,IBM cognos |
| Compliance | HIPPA 5010, ICD-9, HL7 |

**Professional Experience:**

**Cardinal health, Dublin, OH April 2014- Present**

**Sr. Technical Business Analyst**

**Project Description:**Cardinal Health helps pharmacies, hospitals and ambulatory care sites focus on patient care while reducing costs, improving efficiency and quality, and increasing profitability. The scope of the project was to implement an application that allowed Bi-directional accumulator feed for X-12 837/835 EDI transactions by carrying forward the deductible from last quarter into the next enrollment quarter

**Roles and Responsibilities:**

* Created requirements management plan to maintain timelines involved in creating various high level and low level documentsand maintaining of the **RTM**
* Performed GAP analysis by understanding the **AS-IS** system and the **TO-BE** system requirements by facilitating **JAD** sessions, workshops, questionnaire sessions with business users, system architects and development teams
* Involved in creating high level document and low level document such as **BRD**, **FSD** and **Use case**
* Analyzed the risk involved by conducting **SWOT** and Cost-Benefit Analysis in Microsoft Office environment
* Involved in creating and managing**WBS**of project planusing **MS project** and **JIRA** agile scrum framework (during design, development and testing phases)
* Managed **sprint burndown chart** to maintain the velocity of the scrum development team
* Created Use Case diagrams and activity diagrams using UML for designer and developer to describe whole scenarios using **MS-Visio**
* Assisted architects in creating **ER** diagrams for mapping data from various database into a single source
* Involved in HIPPA assessment and **HIPAA X12 EDI transaction (835, 837, 270/271)** mapping and identified changes that needed to be done to comply with HIPAA regulations
* Involved in preparing the test data/Claims for **837 I** and **837 P**
* Experience with **COB** (coordination of benefits) application within facets, testing of claims status for selected subscribers
* Worked in writing **SQL Queries** in **Oracle** for data manipulations.
* Worked Extensively with Inbound 837 I and 837 P, 835/835 SOR(statement of Remittance-Out bounds) claims processing system called **CIS**(Claims Inventory System)
* Designed and implemented report layouts according to reporting standards of the department-using **Tableau**
* Extensively involved in Data Extraction, Transformation and Loading (ETL process) from source to target systems using **Informatica**
* Analyzed, maintained and updated FAQ knowledge base in **IBM Lotus** for better data accuracy and better timely data availability
* Proficient in simple and complex **SQL** queries to validate the correct drop of data in the right tables
* Requirements management, maintenance of test scenarios and defects using **HP-ALM**

**Environment:** Agile-Scrum, Java, JSP, Javascript, Informatica, Oracle, SQL, JIRA, MySQL, Tableau, HP-ALM, IBM Lotus, ETL, Winrunner 8.0 Trizetto Facets, EDI, CIS

**Medivation, San Francisco, CA Jan 2013- March 2014**

**Sr. Technical Business Analyst**

**Project Description:**Involved in Post marketing surveillance (PMS) of various pharmaceutical drugs released by Medivation. The Scope of the project was to track ADRs by using a consolidated tracker, which collects information from disparate sources like VAERS, AERS and FAERS. The PMS/AE forms were first send to GDS from where the information was collected in safety database to generate both expedited reports and performance safety reports

**Roles and Responsibilities:**

* Monitor proposed **post marketing surveillance**, regulatory changes, evaluate impact and propose post marketing implementation strategies
* Involved in requirement scoping, RFP documenting and analyzing high priority requirement for implementation using **benchmarking** technique and conducting **JAD** session
* Created BRD, functional Requirement documentation and use case documents using **Waterfall-Scrum** methodology
* Performed GAP analysis assessed **As-Is** processes through user interviews, data collection and analysis, design and evaluation of **To-Be** process solutions
* Worked with business representatives to understand requirements and priorities and ensure that software development work is appropriately aligned
* Involved in **GUI Design** and **mock-up screens** sessions with usability team; browser compatibility and navigation were tested manually
* Involved in **XSLT** data mapping for data integration from disparate sources to target source to generate a centralized data platform
* Worked on creating**Impact analysis**document for each of the systems and their sub entities for both inbound and outbound systems
* Analyzed customer needs and existing functions in the area of **HIPPA Transactions** to determine feasibility, and consistency with the established scope of work
* Daily investigation of complains involving malfunction **MDR** Reports, escalate **Adverse Events** or incident reports to higher management, and create customer response letters
* Used **Tumbleweed** for Managed File Transfer (**MFT**), email securities and identification, and validation to protect set of data flow during business process flow
* Executed **SQL** queries to test the database for records that detect and submit functional acknowledgement once the data is received
* Assisted in **Unit testing, Functional Testing and User Acceptance Testing (UAT).** Tracked and maintained a **defect log** for the issues raised using **HP-QC**
* Develop adhoc tables and listings and monthly reports for upper management using **TIBCO Spotfire**

**Environment:** Waterfall-Scrum, Microsoft Office Suite, HP-QC, Oracle, SQL, MySQL, XML,XSLT, WSDL, Mock-up screens,TibcoSpotfire, WSDL, ASP.net, Oracle, LoadRunner, UAT, HTML, Tumbleweed

**Connecticut State Department, East Hardfort, CT Nov 2011- Dec 2012**

**Business Analyst**

**Project Description:**The scope of the project was to create a management information system to achieve common Medicaid goals by establishing interoperability and shared protocols by developing an integrated system for simple and effective transfer of data utilizing standardized or specialized communication interfaces while adhering to HIPAA guidelines.

**Roles and Responsibilities:**

* Extensively involved in Conducting Market Research, Feasibility Studies, Data Analysis, System Analysis, **Gap Analysis**, and **Risk Analysis** and maintained a **Risk Register**.
* Acted as a liaison between the business team, application developers and Business Objects leads to help answer technical and application specific queries.
* Involved in Requirement Scoping, BRD creation, functional Requirement documentation and use case documents using **Waterfall** and **Scrum** methodologies (used JIRA tool) and utilized SQL database to store information.
* Conducted JAD and RAD sessions for communicating and managing expectations.
* Performed **AS-IS** and **TO-BE** analysis of current system and expectations of users and stakeholders.
* Created story boards to best understand user scenarios and structured documents with use case  scenarios for developers from a system perspective using Data Warehouse ETL tools.
* Used **UML** to perform **Use-Case** analysis to capture the dynamic aspect of the application
* Analyzed business requirements, performed fit-gap analysis, process design, customization, integration and system testing, key users training, and defect resolution to facilitate **data validation**.
* Coordinated UAT (User Acceptance Testing), created **UAT Plan**, **Test Cases** and **UAT** summary report as part of the standard Project deliverables documentation and involved in the project release implementation process.
* Worked closely to relate all lab reports with **Medicaid Management Information Systems** in compliance with **HIPAA regulations**.
* Participated in user meetings to understand requirements for integration with vendor EHR solutions to ensure compliance with **HL7**, **HIPAA regulations** and **Meaningful Use guidelines**.

**Environment:** Waterfall,MS Project, Basecamp, EPIC, Windows 7/8, Oracle, SQL, MySQL, MS Visio, MS Access, MS Excel, Waterfall, Scrum

**LIC INDIA, Chandigarh, India March 2010- Sept 2011**

**Business Analyst**

**Project Description:**LIC is one of the largest insurance companies in its class with approximately 3500 insurance contractor agents. The project involved launching a Web Application using XML Web Services designed to simplify Core Business Functionality. It is leader in the e-prescribing movement. Physicians can use the electronic prescribing tools to access chronic disease management information of the patients and write prescriptions for all of their patients, regardless of the patient’s prescription benefit coverage.

**Roles and Responsibilities:**

* Gathered requirements through a series of interview sessions and group meetings with the identified users and developers. Involved in documenting Business process Model and process Overview.
* Conducted **Joint Application Development (JAD)** sessions with stakeholders throughout SDLC to resolve various issues raised by the Network Physicians in adapting eScribe.
* Prepared a comprehensive set of wireframes to ensure the consensus on UI with the help of SME and by continually interacting with the network physicians for feedback.
* Gathered requirements to customize the **Electronic Health Records** for Smartphone UI, provided wireframes and mockups for user satisfaction.
* Interfaced with business users to prepare and update Business Process Requirements (BPR) and Software Specifications Requirements.
* Developed **workflow, screen mock-ups, and conversion requirements**.
* Produced Visuals for the application using Rational Rose and created Use Cases, State diagrams, Sequence Diagrams and Activity Diagrams.
* Extensively used **SQL scripts/queries for data verification** at the backend. Worked to regulate flexibility of the application’s features during development to help in customization of the product onsite at the client organization.
* Prepared User Manual detailing the functioning of the Software Application.

**Environment:**Waterfall, MS Access, MS Excel, MS Word, Requisite Pro, MS Project, MS Visio, Outlook

**Semler Research Center Pvt., Bangalore, India Nov 2009- Jan 2010**

**Business Analyst**

**Project Description:**

At Semler Research Center, new formulation drugs testing reports were being stored and submitted manually. The Project was for creating and maintaining applications that would automatically keep testing records of drugs and submit electronically the gathered reporting requirements of the testing results in specified formats.

**Roles and Responsibilities**

* Analyzed and optimized the existing business processes using the conceptual modeling methods and documented the business process. Conducted requirement workshops with key business users to make them understand the project scope and deliverables and to check the feasibility of the project.
* Documented user and technical interface design documents to specify data files, control files, trigger files, receiving and sending systems.
* Analyzed and translated business requirements into system specifications utilizing UML diagrams.
* Conducted walkthrough session with business end users, stakeholders, SME, project manager etc. to discuss and resolve various issues.
* Extensively worked on Data Analysis of different tests for tablets such as Disintegration, Hardness, Friability and Dimensional analysis etc.
* Importing, cleaning, transforming and validating data with the purpose of understanding or making decisions.
* Assisted architect in selection of **PK, CK and SK** for developing of **star schema**. Involved in development of fact tables and establishing relationships using dimension modeling as basis for designing data warehouse.
* Created **Use case diagrams** and **activity diagrams using UML** for designer and developer to describe whole scenarios using MS-Visio.
* Data validation, analysis and generating accurate reports for different testing of pharmaceutical drugs.
* Trained business end for new functionality of application.

**Environment**: Waterfall, MS Access, MS Excel, MS Word, Requisite Pro, MS Project, MS Visio, Outlook, Microsoft SQL Server, Microsoft Visual studio, SSIS

**Apollo Hospitals, Bangalore, India May 2007- Oct 2009**

**Business Analyst**

**Project Description:**Apollo Hospital provides powerful range of products in the area of healthcare –gastrointestinal, cardiovascular, cancer, respiratory and infection. Project involved the implementation of a EMR Solution

**Roles and Responsibilities:**

* Assisted in transforming user requirements into functional solutions.
* Facilitated meetings (**JAD** Sessions) and interviews with stake holders to gather the Business Requirements
* Define and establish end user requirement for configuration and maintenance of **EMR**
* Provide healthcare specific operational knowledge to support system design – including workflows charts, diagrams.
* Prepare business **process flow diagrams** and perform use case analysis.
* Provide insurance specific knowledge of back office applications including under-writing, billing, claims submittal and processing.
* Develop and maintain models and documentation of all business and system requirements & configuring the system accordingly.

**Environment:**RUP, EMR, GE Centricity, MySQL, Windows XP, MS Office, MS Visio

**CERTIFICATION:**

Scrum Master Certified from International Scrum Institute

**EDUCATION:**

Bachelor of Technology, Computer Science, Chandigarh, India