**Tilok  Sharma**

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**PROFESSIONAL SUMMARY:**

* Around 7 years of Professional experience with Private Healthcare corporations and State Departments as a Business Analyst. As part of assignments, I have been involved in entire Software Development Life Cycle (SDLC) phases like Requirement gathering/analysis, end to end design, development (floor level functionality clarifications), testing (requirement traceability matrices, system and functionality) and utilizing quantitative and qualitative skills.
* Extensive experience with Child Support Enforcement related projects. All major activities such as Case Reporting and Management, Parental Track, Obligation Calculator, Child Support Appeals, Child Family Services (CFS) and Child Protective Services (CPS).
* Performed testing for Medicare, Medicaid and X-Over claims for Medicaid Management Information System (MMIS).
* Worked closely with Child Care Administration Department to gain knowledge of procedures and laws.
* Proven skills in creating Business Requirement Documents (BRD), Functional Requirement Documents, Use Case specifications and Process Workflow diagrams using RUP methodology, UML and MS Visio
* Imparted technical and functional training to business users, drove project plans and knowledge sharing sessions
* Obtained Data requirements, identified data sources, determined the content of data fields and created Data Mapping Documents and performed Data Extraction and Data Compilation using SQL queries.
* Proficiency in User Acceptance Testing including creating and reviewing UAT scripts and performing use case based testing using Mercury Quality Center tool.
* Expertise in UML (class diagrams, object diagrams, GAP Analysis, use case diagrams, state diagrams, sequence diagrams, activity diagrams, and collaboration diagrams) as a system analysis methodology for application functionality designs using IBM’s Rational Rose.
* Expertise in GUI testing, functional testing, performance testing, UAT, unit testing, integration testing with the extensive knowledge of smoke testing, volume testing and stress/ load testing
* Experience in financial analyses, Metrics Reporting and creating standardized, highly adaptable Market Reports. Expertise in Software Development Life Cycle (SDLC), Use Cases, Business Process Modeling Notation (BPMN).
* Enriched experience in Data Mapping, Data Analysis using MS-Access, MS-Excel & Oracle Database
* Extensively used Rational Requisite Pro to facilitate project documentation and collaboration on requirements management, enabling software teams to deliver on key project milestones with greater accuracy and traceability
* Developed, documented, and implemented automated processes within CRM (Customer Relationship Management) systems with emphasis on lead generation
* Thorough understanding of AGILE Software Development Life Cycle, Testing Life Cycle and various aspects associated with its success like accessibility, availability, functionality, reliability and performance.
* Worked with database developers, QA developers and Designers under different circumstances adding my expertise in the field of Unit Testing, Integrated Testing and Function Flow Testing
* Deployed various UML models in different projects using activity diagrams, use case diagrams, sequence diagrams, and class diagrams
* Outstanding Communication, Presentation and Analytical skills.
* Good team player with excellent communication skills, vendor experience and ability to lead, manage, coordinate and work independently in a time sensitive environment.

**Skills**

**Languages:** C, Java, SQL.

**Methodologies:** Agile, Waterfall, Hybrid (Agile+ Waterfall)

**Testing Tools:** HP ALM/ QC, QTP/UFT

**Defect tracking tools:** HP ALM/ Quality Center, Jira

**Protocols:**  TCP/IP, HTTP, FTP, Citrix

**Database:** Oracle, DB2, MY SQL, SQL Server

**PROFESSIONAL EXPERIENCE:**

**PACSES, Harrisburg, PA Feb 2016- Dec 2017**

**Business Analyst**

The Department of Public Welfare, Bureau of Child Support Enforcement (BCSE), administers Pennsylvania’s Child Support Enforcement Program through Cooperative Agreements with the 67 county Courts of Common Pleas. PACSES stands for Pennsylvania Child Support Enforcement System.

The Project involved testing the Case Management application and task based scheduling rules. The customer portal is used to apply the benefits, which is integrated with PACSES. PACSES determines eligibility and certifies benefits. The goals of this initiative include improved quality and healthy outcomes, streamlined Medicare and Medicaid requirements, increased accountability, reduced burden for enrollees and providers, providing care in each individual’s setting of choice, and reduced avoidable services. Worked in Eligibility Module, Eligibility Module collects data from Non-Financial, Financial, Verification Modules to determine the eligibility and Benefits of individual for a particular Program and Set Eligibility dates and renewal of benefits dates and if any changes reported in all the modules when rerunning eligibility the benefits are determined based on changed information.

**Responsibilities:**

* Conducted research, analysis and impact assessment of claims and system processing issues for client and partner organizations.
* Worked on the Enhancement of the Employer Thread for the PA Child Support Website.
* Worked on different migration packages and Work Orders.
* Extensively interacted with the State and Local Child Support agencies.
* Reviewed the Business requirements for child support enforcement order application forms including National Medical Support Notice etc.
* Worked on the Collections, Disbursements and Online Payments module.
* Elicit requirements from different cross-functional team and clients. Served as liaison between clients and development team.
* Extensively worked on different Child Support Sub-systems including Locate, Financials, Reports, Forms, IV-A, IV-D, etc.
* Extensively worked on Inter-County, Inter-State, Tribal and International case setup.
* Gathered requirements from business owners for multiple projects which are intensive and rigorous in nature.
* Conducted JAD sessions to gather requirements and then documented the requirements.
* Created User Stories for Agile Methodology.
* Involved in daily SCRUM meetings to provide quick feedback on any business requirements.
* Worked as a sole business analyst on different projects – eIntranet which is a content management system (CMS) for DHS, ILP(Independent Living Program) and RCC(Residential Child Care) programs
* Worked closely with the SME’s, Quality Analysts, business owners and UIE’s.
* Worked on various parts of consumer site of the website which is the consumer facing requirements
* Communicate status of project to a diverse group of senior stakeholders within Technology, Business, and PMO teams – this includes monthly status reports, weekly check-ins, and frequent ad-hoc requests;
* Extensively used MS Share Point for business requirement document versioning and in defining work flows for approval.
* Assigned tasks among development team, monitored and tracked progress of project following Agile methodology
* Followed the organization business process management (BPM) models to improve the wants and needs for the clients to improve processes continuously.
* Worked closely with development team to explain the requirements gathered.
* Prioritized and organize these requirements in a systematic fashion, evaluated and compared potential solutions;
* Actively participated in identification, understanding and documentation of business requirements including the applications capable of supporting those requirements;
* Created use cases for UAT before production release to ensure that the system is functionally appropriate and follow the business needs.
* Established documentation for Agile methodology for implementation with a very water-fall-centric development team
* Worked extensively with the business process team to outline the business process;
* Created the Gap analysis, and Requirement Traceability Matrix to ensure all requirements are captured;
* Followed required change management and requirements traceability process to ensure projects remain within target;
* Created use cases, user stories, process diagrams and flow diagrams to represent the business process in detail;
* Participated in Integration testing and User Acceptance Testing (UAT) and Functionality;
* Evolved into a subject-matter expert who can easily liaise between IT and other departments;
* Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop.
* Used Microsoft Test Manager (MTM) to capture requirements, create test plan, test cases; also used MTM to log, track and fixed defects, execute test cases
* Conducted End-to-End, Manual Testing of the system and prepared and managed test cases using Microsoft test manager (MTM)
* Raised issues and defects and documented them using Team Foundation Server.
* Participated in User Acceptance testing (UAT) and involved in UAT test cases, Executed test cases, Documenting Defects, Resolved defects and Signed Off from Application.
* Provided weekly status report to the Project Manager and discuss issues related to quality and deadlines.

**Environment:** Windows, UNIX, Microsoft Test Manager, Team Foundation Server, XML, HTML, SQL, TOAD, Java, SQL, PDF, Word, Excel, PowerPoint, Outlook, MS Visio, MS Project, SIT/UAT, Agile, SoapUI

**State Of Georgia, Atlanta, GA Mar2013-Dec 2015**   
**Business Analyst**

The GA integrated Eligibility system will serve as a single point of entry to allow seamless eligibility processing for Georgians requesting assistance and support from participating agency’s staff or contractors in their processing procedures and workflows. GA IES is a centralized repository/index of client information for all GA HHS departments (Department of Community health/ Department of Human services).Health & Human service Programs within the IES –TANF/WIC/LIHEAP/SANP (FS)/Peach care for kids /Medicaid & Child care.

**Responsibilities:**

* Coordinated with the Project Manager to set project activities like keeping track of Project Status report, Deadlines, and Compliance Issues in an agile environment.
* Involved in the testing of web portal of New MMIS System management system supporting multiple health plan lines of business including, Indemnity, HMO, POS, PPO, self-funded, Medicaid, Medicare Advantage, Medicare Supplement, and Medicare Part D
* Gathered requirements from business owners for multiple projects which are intensive and rigorous in nature.
* Conducted JAD sessions to gather requirements and then documented the requirements.
* Involved in daily SCRUM meetings to provide quick feedback on any business requirements.
* Worked as a sole business analyst on different projects – eIntranet which is a content management system (CMS) for DHS, ILP(Independent Living Program) and RCC(Residential Child Care) programs
* Worked closely with the SME’s, Quality Analysts, business owners and UIE’s.
* Worked on various parts of consumer site of the website which is the consumer facing requirements
* Communicate status of project to a diverse group of senior stakeholders within Technology, Business, and PMO teams – this includes monthly status reports, weekly check-ins, and frequent ad-hoc requests;
* Extensively used MS Share Point for business requirement document versioning and in defining work flows for approval.
* Assigned tasks among development team, monitored and tracked progress of project following Agile methodology
* Followed the organization business process management (BPM) models to improve the wants and needs for the clients to improve processes continuously.
* Worked closely with development team to explain the requirements gathered.
* Prioritize and organize these requirements in a systematic fashion, evaluated and compared potential solutions;
* Actively Participate in identification, understanding and documentation of business requirements including the applications capable of supporting those requirements;
* Created use cases for UAT before production release to ensure that the system is functionally appropriate and follow the business needs.
* Establish documentation for Agile methodology for implementation with a very water-fall-centric development team
* Utilized Agile/ SCRUM to monitor, steer and develop project objectives
* Work extensively with the business process team to outline the business process;
* Create the Gap analysis, and Requirement Traceability Matrix to ensure all requirements are captured;
* Follow required change management and requirements traceability process to ensure projects remain within target;
* Create use cases, user stories, process diagrams and flow diagrams to represent the business process in detail;
* Evolve into a subject-matter expert who can easily liaise between IT and other departments;
* Understood the state's electronic Medicaid eligibility verification system & the Medicaid & Medicare welfare system intermediary along with their roles in claim processing.
* Involved in the testing of web portal of New MMIS System management system supporting multiple health plan lines of business including, Indemnity, HMO, POS, PPO, self-funded, Medicaid, Medicare Advantage, Medicare Supplement, and Medicare Part D.
* Checked the data flow from front end to backend and used SQL queries for retrieving, organizing the database with general commands like, select, create, update and joins.
* Used JIRA tool sets for tracking the defects and HPALM/ Quality Center for Writing test cases and Test case execution
* Analyzed, designed, and coded several online subsystems for the Medicaid System.
* Produced clear guides for entry and exit criteria for User Acceptance Testing (UAT) and deployment for end-clients with step-by-step instruction and appropriate GUI Screenshots.
* Performed functional testing, positive and negative testing and involve in ad-hoc and black box testing with SMEs, BA and QA Lead.

**Environment:** Windows, **HP ALM /**Quality Center, Jira , Share Point, Agile, VB Script, SOAP UI, XML, Java, SQL, HTML, XML and Unix, SIT/UAT, Agile, SoapUI

**Health America of Pennsylvania - Pittsburgh PA Feb 2011 – Dec 2012**

**Business Analyst**

Health America coverage includes HMO, PPO, and POS plans, as well as consumer-directed options. They also offer individual plans, as well as coverage for Medicare beneficiaries.

Project was to develop new software that will determine the eligibility of a Medicare recipient, processing Medicaid request forms, Medicaid claims, check if funds available and also help staff into looking each costumers data to check eligibility of costumer for the Medicaid and help them best as possible.

Developed Laboratory information systems (Simple lab), EMR, Laboratory Case management- Gathered Business Requirements for vendors such as interacted with the Users, Designers, and Developers, Project Manager to get a better understanding of the Business Processes.

**Responsibilities:**

* Conducted impact analysis on AS IS system, identified impacted business and functional areas, including policy changes, web interfaces, database changes, claims process and reports changes.
* Responsible for troubleshooting Medicaid, Work First/Cash Assistance, MAGI, and Food & Nutrition (FNS)/SNAP Eligibility Program case issues.
* Performed GAP analysis by understanding existing process flows for the Installation and Membership and Claims adjudication and identified opportunities for streamlining the process
* Worked with Subject Matter Expert from different functional areas to define requirements specification.
* Used the Agile methodology to build the different phases of Software development life cycle.(SDLC)
* Completed Data Mapping for Group and detail Product analysis and report writing
* Using MS-Visio analyzed business requirements and process through Use Cases, Class, Sequence, and Activity diagrams, and adapted UML standards to define modularized Data Process Models.
* Created test plan, test cases to validate solutions against requirements and initiated and executed User Acceptance Testing (UAT).
* Worked in Agile environment playing an active role in Iteration planning, Sprint Review, Lesson Learned and resolving roadblocks
* Documented business work flows textually as well as in UML Diagrams (State Diagrams) according to Agile, for the stakeholder review.
* Organized and facilitated Joint Application Development (JAD) Sessions, to discuss impacted areas, to discuss requirement specification, to resolve issues and conflicting solution needs.
* Provided support in though out software development life cycle from vision and scope to design, system development, quality analysis and User Acceptance Test Plan.
* Utilized data flow diagrams, use case diagrams and process flow diagrams to represent information provided by the Business Owners.
* Responsible for understanding, articulating, extracting, and refining user requirements by conducting JAD sessions.
* Facilitated meetings & interviews with Business Units and Technical Supports & Development team, identifying the business flows and process flows, conducting detailed and comprehensive business, functional & system analysis.
* Identifying behavior likely to be trafficking in the Supplemental Nutrition Assistance Program (formerly known as Food Stamp Program).
* Developed SQL queries using SQL Navigator to extract data from the target tables to prove the data mapping.
* Functionally validated Web services delivered in SOAP XML format as provided in specification document
* Worked extensively with MS Excel and MS access.