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**SUMMARY**

* Over 9+ years of Experienced Business Analyst/ Project Manager / and functional design, coordination, testing, reporting, acceptance, and implementation. With expertise in implementing large enterprise applications with strong knowledge of the SDLC methodologies like Waterfall, Data Warehousing RUP & Agile.
* As a Project Manager involved with development and implementation of full project life cycle for the firm’s various operations group
* Managed and facilitated cross-functional Scrum teams and Scrum of Scrum teams in range from developers.
* Extensive knowledge of Object Oriented Analysis and Design (OOAD) using UML and Rational Unified Process (RUP).
* Thorough Knowledge of implementing RUP in all the phases Inception, Elaboration, Construction and Transition of a project.
* Led cross-functional project teams for system conversions, acquisitions and ramp-ups.
* Knowledge of industry billing and coding compliance requirements
* Experience in interacting with business users to identify information needs and initiating process changes.
* Proficient in identifying, documenting and analyzing business requirements specifications (BRS), System Design Specifications (SDS) and Software Requirement Specification (SRS).
* Excellent understanding of Data warehousing Concepts - Star and Snowflake schema, SCD Type1/Type2, Normalization/De-Normalization, Dimension & Fact tables.
* Strong understanding of various SDLC methodologies such as RUP, Waterfall and Agile with hands on experience in all of them
* Work collaboratively across geography with business stakeholders and cross-functional team to deliver projects as per Scrum’s Rules, Roles, Artifacts and Events.
* Experienced in documenting requirement using Unified Modeling Language (Use Case and Activity Diagrams). Also building business Process Flow, Context Diagrams, Sequence Diagram, Activity Diagrams, Class Diagrams using Rational tools and Microsoft Visio
* 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).
* Extensive exposure in business and systems analysis roles identifying problems and/or opportunities and defining solutions through direct involvement in all facets of the software development project lifecycle and thorough experience in client interaction
* Strong analytical & comprehension skills, effective communication and presentation skills, project management, process designing/development and client interfacing skills.
* Proficient in creating UML diagrams including Use Case Diagrams, Behavioral Diagrams (Sequence Diagrams, Collaboration Diagrams, Activity Diagrams and State Chart Diagrams), Class Diagrams and Data Flow Diagrams (DFD).
* Experienced with Rational tools like Req Pro, Clearquest, ClearCase, Rational soda, Rational Rose.
* Insightful knowledge of the various IT & business processes, tools, methodologies, release management.
* Hands on experience in business analysis, eliciting requirements, translating, simplifying requirements and producing project feasibility reports.
* Detail oriented and strong project management skills coupled with excellent knowledge of SDLC, Agile Processes and SCRUM.
* Experienced in SWOT Analysis, Gap Analysis, Impact Analysis, Risk Analysis, and Project Planning
* Managed multiple projects concurrently by effective liaising with the functional, technical, infrastructure teams and end users in delivering project in agreed upon time schedules and within budgets.
* Maintained the operational health of the business by liaising with the IT teams for delivery and high customer satisfaction

**TECHNICAL SKILLS**

* Business Skills: Business Process Analysis & Design, Gap Analysis, Impact Analysis, JAD/JRP Sessions Requirement Gathering, and Use Case Modeling
* Scrum Master / Agile Project Manager, UML, Visio, RUP, Waterfall
* Languages: C, C++, SQL, PL/SQL, HTML and XML
* Management Tools: Clear Quest, Clear Case, MS Visio, Rational Rose, and Requisite Pro
* Testing Tools: HP Quality Center, Win Runner, Clear Quest Rally, SSIS
* Database: DB2, MS SQL Server, My SQL, MS-Access, **ETL & Data Warehousing**
* Operating Systems: Windows Vista, Windows 95/2000/XP/7, and MS-DOS
* Microsoft tools: MS Office Suite (Word, Excel, Power Point, Outlook), MS SharePoint, MS Visio, MS Project, and MS FrontPage

**PROFESSIONAL PROFILE**

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| **Tenet Healthcare corp. Dallas, TX Sr.Business Analyst/Project Manager Jan-2013- Present** |

Tenet Healthcare Corp of Business Analyst/Project Manager, I was employed for the enhancement on the Wire Watch reports and UI as rules and regulations of Anti Money laundering changes. Development included the use of Test Driven Development, Extreme Programming for continuous Integration and enhancements. Database Migration from sources to the Data Warehousing database.

**Responsibilities:**

* As a AGILE Scrum master created and managed Product and Sprint backlog.
* Provide AGILE project management controls, project plans, timeline schedules, facilitate RAD sessions, and review software defects.
* Responsible for providing business requirements within an AGILE software development SCRUM environment.
* Was responsible for prioritizing user stories from Product backlog.
* Involved in the web application development
* Involved in implementation of Business Intelligence Applications using Cognos and Business Objects, building Data Marts and enterprise wide Data Warehousing.
* Performed regression, Integration and functional testing
* Coached teams in their efforts to adopt advanced methods for the effective application of the Scrum framework.
* Contributing to software process-reengineering efforts aimed at evolving current software development practices to adopt Lean/Agile and Scrum practices.
* As Agile Scrum master coordinated Sprints, from Iteration Planning thru daily scrum, and Iteration Reviews and Retrospectives.
* Gathering and analyzing Business requirements to integrate Customer Global Marketing database.
* Responsible for gathering Marketing reporting requirements and functional specifications for diverse marketing tools. (Customer Segmentation, Lead scoring, Campaign performance)
* Responsible of the UAT process and global users support for the Multifactor Authentication application.
* Expertise in developing Business Intelligence and Data Warehouse applications. Creating Universes for Adhoc reporting and also for Dashboards. Creating Full Clients and Web Intelligence Reports.
* Ability to work in Scaled Scrum environment (Scrum of Scrum) and with multi-project teams.
* Made rapid deployment and continuous process improvement using Open Text Business Process Management
* Certifying the projects by covering functional, regression and integration testing for quarterly releases
* Assist to define different report (SSRS) after analyzing different source of data (data warehousing).
* Involved in supporting application, customers and resolving application problems.
* Efficiently identify project issues and manages conflict within the projects if any.
* Setting direction for the project team on Technology Improvement, case study preparation.
* Extracted Data from Teradata using Informatics Power Center ETL and DTS Packages to the target database including SQL Server and used the data for reporting purposes.
* Modifying the existing programs and testing with prepared test plans.
* Collaborated with technical experts and business units to determine best possible reporting mechanisms for competitive analysis of the current system to the proposed New Claim Processing System.
* As Scrum Master, created and prioritized the Back Log in Rally, coordinated Planning Sessions
* Worked as a liaison between the product development, technology and internal business units.
* Performed Unit testing and integration testing
* Developed Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Beds and Traceability Matrix.
* Created Traceability matrix between requirements & test cases.
* Worked with OLAP tools such as ETL, Data warehousing and Modeling.
* Work with business representatives to understand data marts requirements, data models, data flows, Facets on-line, priorities and ensure that IT works is appropriately aligned.
* Wide-ranging experience in using methodologies such as UML (Unified Modeling Language), Agile, RUP (Rational Unified Process) & Waterfall using rational tools and Microsoft Suite.
* Transfer projects from Waterfall to Scrum are major responsibility.
* Coordinated project activities across multiple & geographically dispersed functional teams to ensure accurate data modeling, construction & validation of the data warehousing solution & report remediation to support organizations BI and analytical needs
* Experience with data migration (ETL development), document data manipulation processes and scripts.
* Preparation of unit test cases and conduct unit and integration testing

**Environment:** UML, Agile Scrum, Rally, SSIS, ETL Testing Rational RequisitePro, Rational Clear Quest, MS Office Toad, Data warehousing, MS SharePoint, MS Project, MS Visio, SQL, Oracle, HTML. Business Objects, Business Intelligence, Report

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| **Mercy Health Systems, CA Business Analyst/Project Manager** Oct-2011- Dec 2012 |

Mercy Health Systems, CA. Project Manager /Scrum master. ETL Processes Data Warehouse Testing

**Responsibilities**

* Executed project using waterfall model and practiced Agile Project Management & performed the Scrum Master role for specific projects/requirements as appropriate. Used Rally for Agile project managementHelped department to improve online database of records, administration, analytics and payment systems across the boundaries of multiple institutions.
* Facilitating Scrum Events (Daily scrum meetings, spring planning, spring review, and spring retrospective).
* Performed dual role of Scrum Master and Agile project manager.
* Level steering committee. Result was a successful site featured in the media; an early, on budget release; and approval for multi-year commitment.
* Developed and managed a technical program crossing several departments in a $2B Harvard affiliate.
* Achieved results while developing lightweight PMO including documentation templates for processes, PM support, knowledge management, best practices, SharePoint and collaboration.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
* Performed dual role of Scrum Master and Agile project manager
* Developed detailed test plans and test methodologies based on technical specifications and product design requirements provided by business units for mobile products
* Assisted with the migration of manual test case execution to an automated environment
* Developed, implemented, and enforced acceptance requirements to hold application vendors accountable for product quality submissions
* Utilize data-driven and compartmentalized test automation practices using Mercury Interactive Test Suite and Compuware Products.
* Tested the ETL Informatics mappings and other ETL Processes (Data Warehouse Testing)..
* Created ensuing use cases, report requirements/templates, scope documents, issue tracking and project plans in an Agile environment
* Developed SQL scripts and wrote stored procedures to validate the flow of data from Legacy source to target application database and ability to perform data validation (of ETL processes, schema and DDL check, data flow from data warehouse to application databases, data marts, return marts, referential data, repositories).
* Supported executives through work on web, social media, communications / marketing, E-Commerce, E-Learning, international, security, metrics and compliance.
* Taking daily SCRUM and progress meetings with all the teams and update the MS- Projects.
* Excellent knowledge on Data warehousing concepts - Star schema, Snow-flake Schema and worked on both OLAP and OLTP databases.
* Led enterprise application integration/deployments and development on web, Oracle, PeopleSoft, CRM, database, HRIS, policies and processes.
* Used Agile’s scrum framework, for managing the software application development project.
* Distribution, communication and security.  Achieved full compliance with regulations while improving risk profile.
* Mentored project managers, focusing on delivery, quality and customer focus.

**Environment:** Oracle, Waterfall, Agile (Scrum)framework J2EE, MS Visio, Microsoft Project, GUI, Excel, SOA, Word, HP Quality Center. IBM Mainframe, ETL

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| **Mayo-Clinic, Rochester, Minnesota Business Analyst/Project Manager May- 2010 – Aug-2011** |

The project was to make enhancements to the existing Project Manager to store the patent information, drug details, research and development and sales information. The basic objective of this project was to migrate to a new system that offers the opportunity to clean up the system-remove redundancy, separate or combine repositories, update object models, taxonomy and security, and review data anomalies. The project followed Agile Scrum methodology.

**Responsibilities**

* Actively developed the project with agile methodology using Scrum and Extreme Programming.
* Created and managed Product and Sprint backlog.
* Provided AGILE project management controls, project plans, timeline schedules, facilitated RAD sessions, and reviewed software defects
* Responsible for providing business requirements within an AGILE software development SCRUM environment.
* Coached teams in their efforts to adopt advanced methods for the effective application of the Scrum framework.
* Designed use cases and sequence diagrams using Rational Rose.
* Involved in gathering requirements and translated the business details into the functional specification documents that described the different types of processes.
* As Scrum Master assisted team with making appropriate commitments through story selection, sizing and tasking.
* As Scrum Master proactively identified and removed blockers, facilitate frequent retrospectives, sharing metrics to identify and implement improvements.
* Provided coaching on Agile values and practice to other teams within the company.
* As Scrum Master involved in Scrum Sprint Planning Sessions, Backlog Grooming, Sizing, Sprint Retrospectives & Reviews, Daily Standups, User Stories and Acceptance Criteria.
* Created business process, and activity diagrams using Visio. As well as leading client JAD sessions to ensure validation and usability with the new technological platforms.
* Obtained detailed understanding of data sources, Flat files and various schemas and modeling.
* Extensively worked with Facts and Dimension tables - architecture to produce source to target mappings based upon business specs.
* Developed test plans, test scripts and use cases for testing of workflow automation tool in conjunction with business users and IT development staff.
* Reviewed necessary technical specifications, requirements and work breakdown structure documents using Visio.
* Prepare Functional requirement specification documents which includes flow charts, formulas, definitions, sample tables with real data, well designed color Graphs including drilldown views and mockup screens.
* Strictly followed the change control methodologies while deploying the code from development, Quality Assurance and Production.
* Analyzed business requirements and segregated them into high level and low level Use Cases, Activity and State diagrams using MS Visio, suggested and managed improvements in the process.
* Prepared Screen Mock ups, User Interface designs using wireframes.
* Planned the outline of software development and held meetings with the developers, QA Leads and forwarded information and documents to all involved teams
* Coordinated Sprints, from Iteration Planning through daily Scrum, and Iteration Reviews and Retrospectives.
* Provided administrative and operational support for the PMO in regards to making sure project data is easily accessible, tracking project metrics and distributing project information as needed.

**Environment**: HTML, Rational Software Agile, UML, MS Visio, MS Project, Windows 2000, MS Office, Oracle, SQL, Erwin, Quality center.

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| **HCA Inc, Nashville, TN Business Analyst/Project Manager Jan-2009 .Apr- 2010** |

HCA Inc, Nashville, TN provides customers with employee benefits and services that improve the health, well-being and productivity of their employees, Responsible for the project management activities of a web application including

**Responsibilities**

* Performed analysis, review, and estimation of client requests; prepared and reviewed system requirements and client documentation.
* Aided management in standardizing Web applications by preparing GUI standards and recommending alternatives for incorporation in phased, iterative manner.
* Produced functional specifications and led weekly meetings with developers and business units to discuss outstanding technical issues and deadlines that had to be met.
* Creating the as is and to be business process model to redesign to eliminate manual operations.
* Structured the Database and Wrote requirements for designing Data Marts that were used as the source for the various reporting systems in the company.
* Responsible for the project management activities of a web application including call center application, data warehousing, customer relationship management,
* Involved in mentoring specific projects in application of the new SDLC based on the Agile Scrum and Rational Unified Process, especially from the project management, requirements and architecture perspectives.
* Prepared interview questionnaires for the users and gathered requirements to writing specifications and shaping the software development process.
* Worked with FACETS, Facets are extended enterprise of Trizetto's solution to assist
* Participated in the recording and analysis of the business requirements for the COB project
* Involved in GAP analysis to identify AS-IS process and TO-BE process
* Prepared and maintained Requirement Traceability Matrix (RTM) including both functional and non-functional requirement
* Ensure that the ICD-9-CM diagnosis and procedure codes & CPT codes requirements are appropriately incorporated in the COB systems.
* Used FACETS Analytics for fast and easy retrieval, display and grouping of
* Managed change requests by conducting impact analysis, and formulate the implementation plan
* Prepared change request form to provide description of the change requests, the results of the impact analysis, workarounds, if changes are not feasible, and the additional efforts required
* Using Shared Containers and creating reusable components for local and shared use in the ETL process.
* Worked with FACETS, Facets are extended enterprise of Trizetto's solution to assist payer organizations in staying ahead of trends in the employer benefits market.
* Coordinated with all stakeholders of the projects to update them about the progress of the project, reviewed the developments, discuss change requests, and obtained approvals

**Environment:** MS Projects, MS Visio, MS Word, MS Excel, MS PowerPoint, MS Outlook, UML, Windows 2000, SQL, Rational Rose

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| **Horizon BCBS, Newark, NJ Business Analyst May-2007-Dec-2008** |

Horizon BCBS is the leading Healthcare provider of the region. The web based application is related to bending the cost of care curve while improving the health and wellbeing of the people. This allows its clients to meet the requirements of Affordable Care Act mandates, to implement member engagement and retention strategies, customized benefit packages as per to the needs of groups and individuals. My role involved in creating a test plan and test strategy for online enrollment application including: market data analysis, workflow, file management, image management, Web page layout and security. These were created based on user requirements and the types of content

**Responsibilities:**

* Involved in all aspects of project deliverables starting from Strategy & Process defining to Design Documentation followed by SAP HCM Configuration, Unit Testing, Integration, Regression Testing, User acceptance testing (UAT), Legacy Data conversion/Data Migration, end/Power User Training.
* Primary liaison between Business users, the Technology group during the redesign of the processing for sales, resulting in process understanding and cooperation during testing and approval stages.
* Analyze business rules to develop wireframes for pages in HTML to assist in UI design.
* Performed Gap Analysis of the As-Is and To-Be process within the organization to analyze and fill the existing gaps in the business processes.
* Conducted Onsite-Offshore Status Meetings on regular basis and co-ordinate to perform BRD related activities
* Documented the Use Cases and Activity diagrams using MS Visio to understand the requirements and communicate them to the development team.
* Implemented an integrated RUP solution with complete line of traceability for all the artifacts of web development projects.
* Involved in the creation and maintenance of the Workflow plans and artifacts.
* Designed workflows for the new corporate tool (COTS product) based on the capability project for the initial release and to see that the minimum business requirements were met
* Performed requirements analysis for a large-scale, highly-available, COTS-based infrastructure Tracking system
* Performed Data Analysis and design development using SAS/ Stat procedures and MS Excel.
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models.
* Worked with the exchanges for market data redistribution sign off and approvals for clients setup on client’s proprietary OMS
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Worked with the UI team to create the User Interface screenshots to be presented to the Business.
* Reviewed, analyzed and modeled Test plans and Test procedures based on RUP methodology.
* Performed Gap analysis for the modules in production, conducted feasibility study and performed impact analysis for proposed enhancements.
* Verified the functional aspect as per the Business Process and validated the interfaces with the other systems and data conversion from the legacy system.
* Involved in walkthroughs and meetings with development team to discuss related issues.
* Used Rational Rose to visually determine the proper structure, key elements and optimal design for the database and to aid efficient creation of tables and storing procedures.
* Wrote clear, concise and detailed system requirements specification (SRS) documents and user documentation in accordance to guidelines and standards of a level where developers can interpret, design and develop the application with minimum guidance.
* Performed User Acceptance Testing (UAT) to test the functionality of the application.
* Coordinated with the development team in documenting End User Manual.

**Environment:** Windows, MS Access, UML, Quality Center Use Case Analysis, SAS MS Visio, Rational Rose, Team Foundation Server, SOX, SOA, Java, Java Script, MS Office Suites, MS Excel,

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| **Queens Healthcare, Long Island City, NY Business Analyst Feb-2006-Mar-2007** |

The project was to work on the web portal application of the organization, which gives all the information of the claim and member information. Customer Care Representatives used this application to serve the customers.

**Responsibilities**

* Coordinated with Business Owner, Application Vendor, Business Project Teams, Payers and Clearinghouses to bring all processes to a level of execution to mitigate any impact to current revenue flow under the 5010 compliancy requirements
* Produced for transaction sets 835 and 837 (I/P) a **full gap analysis 4010 vs. 5010** against the documented application 5010 enhancements ensuring the upgraded application included the required changes and additions for 5010 compliancy
* Designed and developed Business Rules document about the **Claim Component** and **HIPAA**
* Created business workflows on the claims module for the client to get a better understanding of the software and prepared a detailed BRD including all functional and non-functional requirements
* Specifications, Documentation and Construction of systems heavily relied on UML
* Worked closely on 834 transaction code for Benefit Enrollment and was involved in Validation of HIPAA for 837, 270/271, 276/277,835, 834 EDI transactions
* Performed the **Gap analysis** of the earlier systems, generated a detailed Requirements document describing new system architecture through Use Cases and Activity diagrams
* Designed robust 5010 testing and 4010 regression SIT and UAT Testing Scripts for the 5010 Project. Scripts were written on an application level and subset by payer resulting in over 600 combined scripts with a maximum of 70 testing scripts steps per script
* Worked on different modules of Facets such as Members/subscriber, commissions, provider, billing, plan and Case management.
* Analyzed the testing results to ensure that the results were in accordance with the Gap Analysis expected results for 5010 compliance
* Tracked all required resolutions required that were identified as needed from Vendors or Payers based on testing results
* Identified all risks associated with the project and gave suggestions for mitigating the impact the identified risk posed to the business

**Environment:** MS Project, MS Access, MS Excel, MS Word, MS Power Point, Rational Requisite Pro, Clear Case, Clear Quest, Facets, HP Quality Center