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Summary of Qualification

* Over (7 ) years of experience as a Business Analyst in Hotels, industry and Business Requirement Gathering, Business Process Workflow and Business Process Modeling
* Managed business process, requirements gathering and transformation of functional requirements into technical specifications for solution design such as requirement elicitation, analysis, design, development and testing for the clients in Hotel, travels & retail industry
* Strong understanding of financial modeling, risk management, capital budgeting and other finance terminologies.
* Managed project budgets, risk analysis and mitigation, issue management, root cause analysis, project schedule development and tracking using MS Project.
* Experience managing both on shore and off shore teams at multiple locations.
* Gather facts, problem resolution, and understood client’s requirements for detailed analysis of several facets of a transaction needed to ultimately determine the revenue recognition timing.
* Skilled in managing Feasibility Studies, Scope Documents, Requests for Proposal and end-user support documentation.
* Used Microsoft SharePoint as a Web-based Content Management System as well as a Document/Project Management tool
* Experience in visualizing the design of the system using UML diagrams, Activity diagrams, and Web page mock-ups
* Experience in project planning, business analysis, process management, contingency planning, change control and root cause analysis.
* Executed SQL queries and documented them as part of validating the Business Object reports and for testing purposes
* Designed High level design, for New process, integrating with legacy and Facets
* Facilitating one on one interviews, Joint Requirement Planning (JRP) and Joint Application development (JAD) sessions
* Experience in creating SQL queries to facilitate UAT and perform data validation.
* Experience in methodologies like Agile, Waterfall Model and Data Modeling; Creating Process mapping, Use Cases, Sequence diagrams, Activity diagrams
* Solid understanding of Membership, Claims Processing, Billing, Benefit/Eligibility, Authorization/Referrals, COB, and have experience in HIPAA standards and corresponding EDI transactions.
* Facets support systems were used to enable inbound/outbound HIPAA EDI transaction in support of HIPAA 834, 835, 837 270/271 transactions.

Technical Skills

Process/Modeling Tools: Rational RequisitePro, MS Visio

Testing Tools: QuickTest Pro

Operating Systems: Windows 7/2000/XP/, UNIX

Reporting Tools: Quality Center, Rational Clear Quest

Methodologies: Agile, JAD, Waterfall, RUP

RDBMS: SQL, Oracle, and MS Access

Utilities/Application: MS Project, MS Visual, MS Office 03/07 (MS-Word, MS-PowerPoint, MS-Excel, MS-Access, MS-Outlook)

**Professional Experience**

**Hyatt, Chicago, IL Jun-2012-Nov-2014**

**Sr. Business Analyst**

Hyatt Hotels Corporation is an American international company and operator of hotels including brands like Grand Hyatt, Andaz, Park Hyatt, Hyatt Regency, Hyatt Residence Club,

**Responsibilities:**

* Schedule and facilitate daily stand up meeting at same time and same location each day in accord with the scrum fundamentals.
* Conducted data analysis using SQL & Excel as part of requirements analysis and to assist data quality teams.
* Transformed non-Agile team to agile team by consolidating the ad-hoc work requests to prioritized monthly backlog, reducing testing cycle by the automation of regression testing.
* Contributing to software process-reengineering efforts aimed at evolving current software development practices to adopt Lean/Agile and Scrum practices.
* Implementing agile development best practices and moving to monthly releases from point releases.
* Provide AGILE project management controls, project plans, timeline schedules,
* Understood basic business analysts concepts for logical data modeling, data flow processing and data base design.
* Competent in analyzing and creating Narrative User Stories, Data/Flow/Navigational flow diagrams using UML Tools like MS Visio and BPMN.
* Created the ETL mapping document by mapping the data from source to target databases.
* Played the role of an Agile Scrum Master coordinating Sprints, from Iteration Planning through daily scrums, and Iteration Reviews and Retrospectives
* Managed user stories, Product and Sprint backlog.
* Worked as a Release Managers with the list of backlog items being released to production with the upcoming sprint.
* Managed weekly Project Status and Task Review meetings
* Develop and maintain sales reporting using in MS Excel queries, SQL in Teradata, and MS Access.
* Developed data mapping documents for integration into a central model and depicting data flow across systems
* Participation throughout the entire SDLC for application customization and business process improvement.
* Executed test scripts for performance, usability and acceptance testing on business process improvements and quality assurance.
* Follow ups with QA leads and developers for defect resolution.
* Developing Test Plan with a Test Strategy for the System testing.

**Environment:** Windows XP, MS Office, ETL, SQL Server, JIRA, Tableau, Rational tools like Rational Rose and Requisite pro, EDI, Rational Clear Quest, Informatics, UML, Access macros, Excel macros.

**Marriott Hotels Group, Somerset, NJ          Business Analyst Jul-2010-Apr-2012**  **Oct-**

Marriott Hotel Group (MHG) is a part of the Marriott Worldwide family of companies. The primary objective of the current project was to enhance the e-commerce application, the Central Reservation System (CRS) for MHG. The functionality of existing CRS has to be enhanced to maintain the capabilities of the current Marriott Hotels and Resorts (MHR) reservation system – Opera Reservation System (ORS).

Responsibilities:

* Assisted in designing and developing of project document templates based on SDLC methodology.
* Conducted interviews and focused group discussions to gather high level requirements.
* Worked closely with SME’s for CRS and ORS to provide functional specifications for CRS evolution.
* Maintained meeting minutes, meeting agenda and communicated them with the SMEs and the stakeholders on timely manner using MS Word, MS PowerPoint and created reports using MS Excel.
* Performed extensive Gap analysis between CRS and ORS and identified functional gaps between them.
* Documented business requirements and functional requirements for product development using agile methodology.
* QFD was applied to transform voice of customer into functional requirements.
* Created Use-cases, activity diagrams, sequence diagrams and class diagrams using Rational Rose.
* Interacted with the developers to identify and document possible impacts to the enhanced CRS system
* Participated in User Acceptance Testing (UAT) for the product using Rational Clear Quest.
* Executed multiple queries in SQL using Toad Application.
* Working with clients to better understand their needs and present solutions using structured SCRUM approach
* Involved in Analysis, Design and flow of user interface in web application
* Worked with the DBA and Database developers to convert the functional specification to technical specification and generate the data model.
* Worked on maintenance of model using the Complete Compare and Update Model features.
* Performed Data Analysis using procedures and functions in PL/SQL.
* Used MS Visio to represent system under development using case diagrams, activity diagrams and workflow diagrams.
* Participated in Code and Design Reviews for the ODS project for backend Data population and reporting system.
* Consulted with SMEs and core team about the requirement and technical issues.
* Worked on generating various data modeling reports and publishing model in various formats.
* Conducted review meetings with development, QA and data team to communicate business requirements.
* Documents and performed Data Extraction and Data Compilation using SQL queries.

**Environment:**  Erwin Oracle, PL/SQL, MS-SQL Server , Agile/Scrum, DB2, UNIX, MS-Office, MS-Visio, SAML, Windows NT

**Wyndham Boca Raton– Boca Raton, FL** **Business Analyst 2008-May-2010**

Wyndham Hotels is one of the world’s leading diversified providers of travel-related products and services for business and individual user’s, with leading brands in lodging franchising, vacation ownership, vacation rental and vacation exchange. Wyndham hotel group loyalty program is the largest in the industry.

Responsibilities

* Undertook feasibility study to evaluate viability of service based architecture for Wyndham's automated reservation system.
* Led focused group meetings with SME's and management to realize SOA awareness within the company.
* Conducted architecture visioning exercise to understand the goals and objectives of the company.
* Elicited requirements by conducting one on one meeting with SME's and focused group discussions. Documented and presented the business and functional requirements.
* Prepared reference architecture to illustrate logical Service Orientation Architecture (SOA) layers, characteristics and definitions for each layer.
* Created business architecture by executing and analyzing business process models for As-Is and To-Be workflow processes for all Wyndham processes, sub-processes, tasks and activities using MS Visio and Mind Genius 4
* Accomplished an extensive Gap Analysis between different Wyndham channels identifying the functional gap between as - Is and To-Be.
* The data architecture involved analyzing and addressing data migration and mapping for present and future systems.
* Performed SQL queries to retrieve data.
* Participated in preparation of SOA Governance standards.
* Participated in User Acceptance Testing (UAT) for the desired functionalities.

**Environmen**t: Data Stage , Windows , Linux, DB2, UNIX, IBM Mainframe AGILE methodology, Windows, XML, HTML, H

**Baptist Memorial Hospital, Oxford, MS Business Analyst Jan-2007-Sep-2008**

Baptist Memorial Hospital MS is chain of hospitals located at multiple locations in U.S. This online application was developed for adding new patient appointments, scheduling appointments and rescheduling appointments. When customer calls the hospital, basic patient information like Name, Address and insurance details of patient is captured as part of initial appointment.

Responsibilities

* Interviewed different departments Claims, Medical Management, Sales & Marketing, Training, Finance to assess the impact of ICD 10
* Involved in the planning phase with respect to Business areas and created Work Breakdown Structure” for them (Claims, Customer Service, Operations, Medical Management)
* Collected production reports and identified various reports currently in use and validated the need for field length changes for the core and custom reports
* Experience with TriZettos Facets Application Groups: Claims Processing, Guided Benefit Configuration, Medical Plan, Provider, Subscriber/Member, Utilization Management.
* Identified SQL tables that are currently in use and validated the changes required to incorporate the field length change due to ICD 10 impact
* Captured High Level Requirements for the reports that were impacted by ICD 10
* Communicated with the external vendors to assess their system readiness and designed plan and effort for ICD 10 implementation
* Gathered and updated the requirement with reference to the EDI 837 and its impact on the Test Configuration Environment
* Used Stage-Gate Methodology and HP PPM to deliver artifacts and manage the project
* Responsible for architecting integrated HIPAA, Medicare solutions, Facets.
* Involved in Trizetto Facets System implementation, Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA 837 and proprietary format files and Reports development.
* Analyzed the change detection process on Facets database tables to capture the daily changes done by Users through Online Facets Application
* Coordinated with the data conversion team and Trading Partner during the development, test, and reconciliation process and post implementation Facets 4.81 and legacy systems data to ensure accuracy and consistency.
* Followed Software Development Life Cycle using Agile Methodology for the project.
* Created various templates such as Business Requirement Document (BRD), Technical Requirement Document (TBD), Requirement Traceability Matrices (RTM)

Environment: HP PPM, MS Visio, Stage-Gate Methodology HIPAA Microsoft Visio, Windows , MS Office, Facets, MHC, SQL.