**VIGNESH**

**SR. BUSINESS SYSTEMS ANALYST**

* **Result-driven professional** with **8+ years** of consistent experience serving in multi-faceted roles of **Business Analyst and Sr. Business Systems Analyst**acrossmultiple functional/projectized organizations invarious segments of **Life Sciences, Healthcare and Pharmaceutical** industries in the US.
* Comprehensive knowledge of **ADT messages, HIPAA Transaction and Code Sets**(EDI 834, 835, 837, 270, 271, 276, 277, ICD-9, ICD-10), **Electronic Health Record** (EHR)/**Electronic Medical Record** (EMR), **Clinical Trial.**
* Extensive experience on **Membership Enrolment, Billing, Claims** payment processing relating to **HIPAA 5010 x12**, **ICD-10** codes and **EDI** transactions for transmission of the**Protected Health Information (PHI)**.
* Thorough knowledge on various types of health insurance programs including **Medicaid, Medicare** (Parts A, B, C and D), **Preferred Provider Org. (PPO), Health Maintenance Org. (HMO), Point-of-Service plan (POS).**
* Adept at implementation of **HIPAA 4010** and **5010** changes in the existing claim processing integrated system.
* Strong knowledge of **Health Level 7 (HL7), Health Insurance Exchange (HIX)**, **Healthcare Reform**, **Patient Protection and Affordable Care Act** (PPACA) and utilizing **Facets Software** for medical claims processing.
* **Seasoned professional**worked on moderate to high complex projects such as**Application Development; Data warehousing and BusinessProcess Re-engineering (BPR),** across various levels of organizations.
* Proficient in SDLC Methodologies:**Waterfall, Scrum-Waterfall Hybrid, Agile - Scrum, Kanban, Scrum-ban, SAFe (Scaled Agile Framework)V 4.0, Spiral, eXtreme programming (XP), Rational Unified Process (RUP)**
* Conducted numerous business analysis techniques such as**GAP Analysis, Fish – Bone Diagram, SWOT, Impact Analysis, Root-cause identification, Cost-Benefit analysis, KPI, Workflow analysis, Feasibility study and Business Risk Analysis** to understand the business pain pointsand devise solutionsfor the stakeholders.
* Skilled in gathering requirements from stakeholders by conducting various requirement **elicitation** techniques including**Brainstorming,Joint Application Development (JAD)**, **RAD**, **One on One Interviews**, **Surveys & Questionnaire, Focus Groups**, **Requirement Workshop, Prototyping, Observation and Document Analysis.**
* Drafted quantifiable projectartifactssuch as**Project Vision; Strategy Document; Statement of Work (SOW); RACI Matrix, RTM; Requirements Management Plan;** Requirements artifacts such as **BRD, FRD, FSD, SRS**; **Use cases; Training documents** and **Test plans**; **Prototypes, mock-ups and wireframes** across various phases.
* Prepared **Test Strategies, Test Plans, Test Cases, Test Scripts** and maintained **Defect Logs** for **defect tracking** during the different phases of the **STLC process** using testing software such as HP ALM/QC and Selenium.
* Involved in various kinds of testing including **User Acceptance Testing (UAT), Black Box testing, Regression testing, Smoke Test, Sanity Testing, White Box Testing, Stress Testing, System Integration testing (SIT).**
* Expertise in defining and documenting the business process flows (UML) like **Use case diagrams, Activity diagrams, Sequence diagrams** and **Data Flow Diagrams (DFD)** across several phases of the projects.
* **Proactively** teamed with the **Product Owner** to help in **prioritizing** the **release backlog and product backlog** to **achieve maximumbusiness value**, to vertically slicing the **EPICS** into user stories using the **INVEST** criteriaand the development team for the sprint backlog using the **SMART** criteria enabling adherence to Agile principles
* Comprehensive knowledge of ceremonies of Agile Scrum Methodology like **Sprint Planning, Sprint Execution and Daily Standup Meeting, Sprint Review and the Retrospective. Developing** the **Definition of Done**.
* Exceptional understanding and experience in: Prioritizing Techniques such as**Moscow, Kano, Validated Learning, Business Value Based, Technology Risk Based;** Estimation Techniquessuch as**Planning Poker, T-shirt Sizing, Relative Mass Valuation and Dot Voting;** and Retrospective Techniques such as**ORID**, **Secret Box,Happiness Histogram**, **Silent Writing**, **Star Fish** enforcing true Scrum practices across organizations.
* Extensively used **SQL queries** using joins, unions, group by, order by and aggregate functions to extract data from different data sources and to perform **DDL (Data defining language)** operations to **create, read, update and delete (CRUD)** the data in the database **for data manipulation/calculations**, and **data analysis.**
* Experience working in SQL Server, MySQL and knowledge in development of **OLAP cubes** using **star or snowflake schemas**, SQL queries, **Stored Procedures** and **Triggers** for business logic implementation.

TECHNICAL SKILLS:

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| **Project Management Tools/Methodologies** | MS-Project JIRA, RALLY, Rational Doors, CONFLUENCE, AGILE-SCRUM, WATERFALL-SCRUM, WATERFALL, SAFE |
| **REQUIREMENT MANAGEMENT** | MS Office, JIRA, Version-One, HP ALM QC |
| **REPORTING TOOLS** | SSRS, IBM COGNOS, MS OFFICE SUITE, Tableau |
| **ETL TOOLS** | Informatica Power Centre 7.x/8.x/9.x, SSIS, IBM Data Stage. |
| **DATABASES** | MySQL, SQL Server, MS Access, Oracle. |
| **OFFICE TOOLS** | MS Word, MS Excel, MS PowerPoint, MSSharePoint, MS Visio, MS Access, MS Outlook, MS Project |
| **TESTING TOOLS** | HP ALM, HP Service Centre, HP QC, Cucumber, Selenium |
| **ANALYTICS TOOLS** | MS Excel, MS Access, Power BI, Tableau |
| **LANGUAGES** | Java, C# .NET |
| **DEFECT TRACKING TOOLS** | HP ALM, JIRA |
| **SCRIPTING AND MARK-UP** | HTML-5, CSS-3, JavaScript |

AREAS OF EXPERTISE:

**Business Analysis Web Services – SOA, API Agile (Scrum) Methodology**

**Healthcare/Pharma Industry Requirement Eliciting Software Development Life Cycle**

**Test Cases/Plans Preparation Project Management Data warehouse and ETL**

EDUCATION:

Bachelor of Science in Computer Science.

Anna University, Chennai, India.

PROFESSIONAL EXPERIENCE:

1. SR. BUSINESS SYSTEMS ANALYSTanthem, Virginia beach, va Feb 2017- Till Date

The scope of the project was to integrate the Electronic Health Record (EHR) database with several other clinicaldatabases such as medical claims, clinical, lab results and other key clinical data sets to devise a single point-of-access.The vision of the project was to implement machine learning algorithms onthe integrated datato create a frictionless experience for the members as they engage with the company, enable the analysts to use the data to segment the population, identify opportunities for messaging, coaching and additional services to improve health.

Roles &Responsibilities:

* Understood the utilization of **meaningful use of EHR** in hospital, long term and ambulatory care settings to leverage the data across the analytical platforms and its integration abilities with other clinical systems.
* Worked with a growing knowledge of **X12 4010** and **5010 HIPAA** 837 I, P, D, 835, 834, 820, 270, 271, 276, 277, and 278, EDI, Privacy, Security, Medicare and Medicaid throughout the lifecycle of the project.
* Worked within project team to identify and interpret **state Medicaid policies** as applicable to define complex project’s scope & objectives, effectively gaining a sound understanding of the clinical system
* Lead multiple teams concurrently on implementation of the integrated system by providing sound **Technical Project management**, while effectively worked within a diverse technology environment, self-sufficiently.
* Facilitated **JAD Sessions, Document Analysis, Survey/Questionnaire** and **Focus Groups** to elicit requirements from various stakeholders including business users for **API** development.
* Documented the elicited business and technical requirements, translated the requirements on to proper system requirement specifications for development of **Data Warehousing** and**Reporting Implementation** roadmap
* Facilitated various **Scrum ceremonies** like Sprint Planning Meeting, Daily Stand-up Meeting, Sprint Review Meeting, Sprint Retrospective Meeting, Backlog Grooming, throughout the lifecycle of the project.
* Actively assisted the product owner in **prioritizing the product backlog** as per the maximum business value along with proactively working on grooming User Stories in planning activities using **INVEST** criteria.
* Documented & drove best practices throughout the system, by creating and updating **UML diagrams** - use case diagrams, Activity diagrams, Sequence diagrams, Data Flow Diagrams (DFD) using MS Visio.
* Extensively used**RALLY** to record and maintain the artifacts such as Product backlogs (user stories), Sprint backlogs(tasks),defects and issue tracking; and ensuring transparency of Impediments list across the team.
* Defined **scope and implementation procedures** by working closely with Project Management, QA, Developers and implementation team to build, configure and document new workflows to **minimize the pain points.**
* Evaluated the impact that integrated information system had on the clinical workflow; Identified **workflow and process changes**to develop procedures to solve problems, factoring in availability, capacity and results.
* Understood the impediments and roadblocks, escalated to accountable, **solved impediments** and maximized productivity by continually training Junior Business System Analyst’s **by providing guidance and mentorship**.
* Used **SQL** queries to perform data analysis, data validation and data manipulation of clinical data.

Environment:Hybrid-Agile,EHR, Rally, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Tableau, Alteryx, Hadoop, Mule ESB, Kafka, Red Hat Enterprise Linux Server, MS Windows Server (Exchange Server, Sharepoint Server, MS SQL Server), VMWare ESXi Hypervisor, HTML5, CSS3, Javascript, Angular JS, Ajax, API

2. SR.BUSINESS SYSTEMS ANALYSTindependent health, buffalo, ny July 2015 – Feb 2017

The scope of this project was to implement a Coordination of Benefits (COB) processing system in the Independent Health System. It could identify the Primary Payer, share Medicare eligibility data between payers, transmit Medicare-paid claims to supplemental insurers to facilitate the secondary payment and accommodated all the coordination needs of the Part-D benefit, resulting in minimizing the over-payment/duplicate payment of claims.

Roles &Responsibilities:

* Modelled the 'as-is' process flow and the 'to-be' process flow and **analysed the gap** and developed the action steps to fill the gaps, devising processes & procedures to solve the problems, effectively satisfying the gap.
* Involved in **Project** Leadership by acting as a liaison between the Business needs (business users and sponsor) and the Technical team (development and testing staff), defining complex project scopes, objectives and establishing/documenting best practices ;Assisted technical writers in **API** documentation.
* Provided **technical project management** by conducting**Impact analysis** when there is any change in the requirements and updated crucial project artifacts including the Business Requirements Document (**BRD**) and Systems Requirements Specification (**SRS**) to baseline them; handling multiple projects simultaneously.
* Developed **Requirements Traceability Matrix (RTM)** to record the requirements and their corresponding test cases throughout each stage of the requirements gathering process in the Hybrid Agile environment.
* Identified **critical path** to create schedules in different scenarios (best, neutral and worst) including phases, milestones, resource tasks, and workflow, dependencies, logs & status reports throughout the project.
* Developed the **User Interface (UI) prototypes and mock-ups** of the necessary screens to capture and validate requirements and spike solutions for the problems faced in developing the requirements, in diverse technology.
* Created **837(P, I, D) claims**, and maintained **data mapping documents** in reference to HIPAA transactions primarily 837(P, I, D), 835, 270/271, 276/277 and 278, ensuring proper translation and compliance.
* Analyse EDI -X12 data elements captured by the existing system to validate it against the data elements required for the new Independent Co-ordination of Benefits (COB) system, **includingMedicare Part-D benefits**.
* Involved in **designing and creating database**, helped DBA team with creating database views &**SQL tuning**.
* Analysed the mainframe reports for **member/eligibility/claims** and mapped the fields with **FACETS** batch jobs and reports, in the corresponding modules of Facets related to **Providers/Networks/Agreements**.
* Participated in developing **test plan, test scripts, and test scenarios** and designed user documentation.
* Generated the most crucial **Sprint Burn Downchart** which helped Product Owner and the Dev Team; simultaneously coaching and mentoring newly hired Business Analysts/Business Systems Analysts.

Environment:Hybrid-Agile, MS Access, MS Excel, MS Word, Facets, MS Visio, MS SharePoint, SQL Server, Informatica, Jira, HP QC, HTML, XML, Javascript, AJAX, Angular JS, Tableau, API.

1. BUSINESS SYSTEMS ANALYST STATE OF NEW YORK, ALBANY, NYJan 2014 - Jun 2015

The scope of the project was to improvisethe Health Insurance Exchange (HIX) system – also known as the Health Insurance Marketplace, for the Affordable Care Act (ACA), which allowed the end-users to compare insurance plans. Incorporated the State Partnership Exchange Model, conducting the enrolment through Healthcare.gov and simultaneously utilizing the Federal Call Center.

Roles & Responsibilities:

* Assisted **Document Analysis** sessions to document the requirements, **translate to appropriate system requirement** specifications, identify the business flows and determine whether any systems are impacted by the **EDI Transaction Code set** and Identifier aspects keeping in control of existing HIPAA restrictions.
* Proactively participated in the **project leadership** for the development of Medicare Systems as part of Patient Protection Affordable Care Act (ACA); established & implemented **best practices** for the system
* Identified the **Test Cases** corresponding to the requirements, to ensure that all the requirements are tested.
* Actively provided technical project management, while leading**State Children’s Health Insurance Program(SCHIP), CMS** requests to identify Medicare eligibility; handled **multiple projects concurrently** while providing concrete guidance and mentorship to Junior BSA’s; Comprehensive knowledge of **OpenAPI** specs.
* Built an **Information Security Risk Assessment (ISRA)**to enable the secure exchange of health insurance data as part of the State of New York’sHealth Information Exchange (HIX) system for the Affordable Care Act (ACA).
* Responsible for **implementing payers** onto the Health Care Exchange (HIX) for the Affordable Care Act; modified existing procedures to solve complex problems factoring in HIX’s capacity and system availability.
* Compiled, validated and reported**system-wide metrics** to attest **meaningful use** of Electronic Health Record (EHR)in accordance with the Centre for Medicare and Medicaid Services (CMS) regulations.
* Responsible for support and enhancement requests for a **SQL data warehouse** and transactional database.
* Responsible for **UAT project planning**including creating testing scenario, test plans, and test scripts.
* Expertise working on gathering, analysing and managing system requirements in **Rational Doors**

Environment:Hybrid-Agile, Microsoft Office SharePoint, MS Office, SQL Server, MS Project, Oracle, MS Access, EDI, JIRA, Tableau, CutePDF, Microsoft Excel, Microsoft Word, Microsoft Power Point, Visio, Rational Rose, Rational Requisite Pro, Rational Clear case, Rational Doors, UAT testing, UML, Balsamiq, API, XML

1. EDI BUSINESS /SYSTEMS ANALYSTunitedhealth group, Minneapolis, MNNov 2012 – Dec 2013

The project involved analysis and enhancement of their in-house healthcare application to be able to accept and execute EDI transaction sets 834 (Enrollment and Maintenance), 837 (Professional, Institutional and Dental Claims) and 835 (Claim Payment/Advice) as per HIPAA (ASC) X12 5010. The project scope also involved laying the foundation for broader transformational change from ICD-9 to ICD-10 while also adopting and implementing new initiatives such as value-based reimbursement on their EMR/EHR platforms across the community.

Roles & Responsibilities:

* Proactively involved in the **full HIPAA compliance lifecycle**beginning with GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims, to devise procedures to solve problems.
* Facilitated **JAD sessions, Document Analysis** to elicit requirements from the concerned stakeholders.
* Created EDI documents for **EDI maps** to generate requirement documents and **Project Charter**, and logical design documents for the appropriate EDI transactions and code sets for the transactional information
* Responsible for creating sample mappings for the **conversion of EDI X12** transactions code sets version **4010 to 5010**& translation of **ICD 9 codes into ICD 10 codes**, sticking to compliances, at phases of the project.
* **Created and implemented Maps** for HIPAA standard 837I/P, 834, 835, 820, 270, 271, 999 along with Examining and correcting any errors or exceptions, while proactively participating in project leadership.
* Worked with **Facets Applications** Facets Trizetto Eligibility/Enrolment transactions, Managed Care and **MMIS** Health Insurance Claims Processing system to execute enhancement of the healthcare application
* Used Facets to receive, store and send HIPAA-standard transactions (835, 837, 270, 271, 276, and 277) and to administer HIPAA privacy rights, while providing **Technical Project management** by concurrently **documenting and implementing procedures** for the complex clinical systems that executed EDI Transactions
* Ensured that **X12 transactions** (837, 835, 277, 997, 999) could be carried out as per the laid-out EDI standards during any of the system changes as well as system upgrades, ensuring minimal defects in the system.
* Utilized **PL/SQL** (stored procedures, functions, packages and triggers) and SQL (queries) programming and **tuned the queries** to high precision, to develop business logic satisfying the requirements of the stakeholders

Environment:Hybrid-Agile, Java, MS Office, DB2, UAT testing, Linux, HTML, MS Project, BI, Facets, XML, SFDC, MS excel, Power MHC, MS Word, MS Visio, MS .NET, XML, XSLT, MS SQL, MS FrontPage, MS Power Point.

1. BUSINESS SYSTEMS ANALYST easylink, chennai, indiaFeb2012-oct 2012

The scope of the project was to develop a customized pricing solution for the organization's complex needscoupled with a Provider Network Management solution for managing complex contractual negotiations with the providers.

Being the offshore responsibility for Care Source, they werebeing using Trizetto's Facets as their health plan administration system and the Organization was looking for a pricing solution and network management solution to meet their growing customer demands for faster processing and simplifying administration.

Roles & Responsibilities:

* Provided full life cycle support for company's Facets enhancement to Facets Workflow and **Network Management Suite** with **Pricing** Modeler and **Network** Modeler application--including Business Requirement gathering, Functional Design, Technical Design, and Production Support documentation for outgoing interfaces
* Assisted in the creation of **deployment flow chart** in conjunction with development, infrastructure, and network teams containing information for effectively deploying and maintaining the health admin application.
* Managed Requirement churn during the project by performing Impact Analysis by checking the feasibility in maintaining the Triple Constraint and discussing them in Daily Scrum Stand-up ceremony.
* Defined Acceptance Criteria for User Stories for User Acceptance Testing. Designed Test Cases, Test Plans, Test Scripts, and Test Scenarios to perform Functional Testing, Regression Testing, and defects logging using JIRA.
* Allocated task and tracked issues using JIRA. Also, managed user stories and the RTM during project duration.
* Designed data models and conducted normalization and de-normalization of data to fit OLTP and OLAP frameworks, slicing and dicing of data marts for analytical decision-making support across the teams.
* Participated in Facets Table **data modeling**; planning, designing, implementation of the data warehouse and conducted testing by developing moderate to complex SQL queries involving **joins and unions**.
* Reviewed the data model and reporting requirements for **Cognos Reports** with Data warehouse/ETL team
* Involved in designing and developing **Data Models** and **Data Marts** that support the **BI Data Warehouse**.
* Validated basic SQL scripts to verify the application **CRUD operations** on database using MySQL.

Environment:Waterfall, Windows, Microsoft Office SharePoint, ETL, QNXT, Facets, MS Office, SQL Server, MS Project, Oracle, T-SQL, MS Access, EDI, RF Tool, Scrum, Mercury Test Directory, Mercury QC, BI Toolset, CutePDF, Microsoft Excel, Microsoft Word, Microsoft Power Point, Visio.

1. JR.BUISNESS SYSTEMS ANALYST csc ltd., chennai, india Oct 2010- Jan 2012

The scope of the project was to enable migrating a legacy ITSM system to ServiceNow for a top healthcare firm in the USwhile ensuring proper adherence to HIPAA rules in placefor the Protected Health Information (PHI).

Roles & Responsibilities:

* Setup and lead requirement gathering meetings with stakeholders, document and share Minutes of Meeting.
* Built **swim lanes** using Microsoft Visio for as-is and to-be process flows depicting the **Gap Analysis** results.
* Worked with System Architect for documenting **CAB/RRB approvals** of design and solution of the project.
* Proactively worked on Federated Systems’ (CMDB) and Total Maintenance Solution (TMS).
* Built mock-up screens to effectively convey the look and feel of GUI screens for the end users to developers.
* Worked closely with Business Stakeholders to devise & document procedures to solve problems, factoring in the system’s availability, resource complexity, application’s capacity and desired operating time.
* Assisted the technical project management team, while working on upgradation of ITSM systems.

Environment:Waterfall, Office 360 (Visio, Word, Excel and Powerpoint), ServiceNow, Sharepoint, SQL

1. SQL DEVELOPER infometricx technologies, chennai, indiaAug 2009- Oct 2010

The scope of the project was an offshore responsibility to analyze clinical trials data for major pharmaceutical companies in the US, to enable the clinical administrators to make better decisions during crucial phases of the trial.

Roles & Responsibilities:

* Interacted with users and stakeholders to Identify business needs, evaluated solutions for business problems.
* Performed intermediate queries using **SQL**, including **Inner/Outer/Left Joins and Union/Intersect**.
* Pulled data from existing customer databases using views built in **SQL Server, Excel and csv** flat files.
* Converted various **T-SQL** statements into stored procedures thereby reducing the number of database accesses.
* Efficiently addressed onshore-offshore challenges in understanding and developing the new validation module.
* Performed various calculations using complex expressions in the reports and created report models.

Environment:Waterfall,MS SQL Server 2008, Windows Server 2008, SSIS, Visual Studio, T SQL, PL/SQL