**EXPERTISE**

* Professional Business Analyst having extensive experience of 6+ years through HealthCare, Banking/Finance.
* Extensive success in translating business requirements and user expectations into detailed specifications employing Unified Modeling Language (UML).
* Proficient in gathering business and technical requirements from both formal and informal sessions utilizing a variety of software tools including.
* Advanced Knowledge of Health plan Benefits, fee schedules and Configuration. Also have knowledge of core processing systems in relation to configuration set-up.
* Experience in drafting RFPs related to various subsystems.
* Initiated JAD (Joint Architecture Design) sessions between the end users and the development team as a part of requirement elicitation process.
* Extensive experience in creating Business Requirement Documents (BRD), Use Cases, Business Systems Designs (BSD),Software Requirements Specifications (SRS),Functional Requirements Specification(FRS), Project Plans, Requirements Traceability Matrix (RTM)throughout the Life Cycle of a project.
* Acted as association between the business and development teams for requirements.
* Organized meetings with stakeholders to identify their needs and problems so as to be able to resolve issues and develop a better methodology to ensure an accurate and desired solution.
* Excellent skills in Business Analysis, Requirement Analysis, Business Modeling and Proficient in customizing workflows, activities and deliverables of existing business practices
* Introduced the project, the team members, their roles, and key deliverables. Established deadlines, milestones, communication processes, also performed question and answer sessions.
* Developed Use CaseUML modeling using modeling tools like Rational Rose/MS Visio
* Managed project from its inception to its implementation phase.
* Worked on analyzing bugs, Interacted with the Quality assurance team in order to correct the errors.
* Prepared graphical depictions of Use Cases including State Diagrams, Activity Diagrams, Sequence Diagrams, Data Flow Diagram, Use Case Diagrams, Use case Narrative, Class Diagrams, Component-based Diagrams, Collateral Diagrams, and the business workflow.
* Basel II experience with the banking
* Interfaced with developers to ensure that they clearly understand the requirement and the requirement complies with the customer specifications
* Conducted risk analysis to identify the risk areas for the project and perform testing accordingly.
* Managed meeting sessions with the SMEs to review business requirement management.
* Conducted GAP analysis so as to analyze the variance between the system capabilities and business requirements
* Proficient in Problem Solving
* Performed SWOT analysis, Cost/ benefit analysis
* Familiar with the use of agile methodology, including Scrum approach.
* Familiar with Rapid application development.
* Experience in writing Business Requirements Document (BRD) and Functional Requirements Document (FRD).
* Expertise in assisting the Testing Team in creating and reviewing the Test Plans and Test Cases from test scripts.
* Expert in writing detail system use cases, developing business test cases, and working with QA teams during testing phase thereby facilitating acceptance testing with stakeholders and business users.
* Excellent knowledge of the Agile / Scrum and Waterfall methodologies for Software Development Life Circle (SDLC).
* Integration of ServiceNow and Jira, Appworx, AirWatch etc.
* Write and review extensive sets of test scripts used for QA Testing & UAT.
* Facilitated roll out of ServiceNow modules.
* Create, review and detail user stories for enhancements on various ITIL process areas.
* Provide mock-ups, use cases, process scenarios and workflow diagram.
* Managed requirements on Knowledge base articles.
* Experience in migration project of Asset records from IBM Maximo to ServiceNow platform.
* Assess and evaluated existing Change Management Process.
* Proficient in analyzing and creating Narrative Use Cases, User Stories, and flow diagrams.
* Working knowledge of Change management and Release/deployment management

**Experience:**

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**Client: Johnson and Johnson, Piscataway, NJ Nov 2018 – Till Date**

**Role: Sr Business Analyst**

**Responsibility:**

* Involved in business process assessment, requirements gathering and elicitation, gap analysis, and impact analysis of Benefits configuration.
* Configured Benefits in Metavance and worked on resolving and reviewing the Benefit edits on the claims. Configured EX codes according business requirements
* Gathered business requirements from the users and Prepared Project Scope document for Pharmaceutical Benefits Management (PBM).
* Worked in processing Medicare, Medicaid claims
* Create business requirement document (BRD) and technical requirement document (TRD), detailed design specifications for Benefits and Prior authorizations.
* Experience in implementing Enrollment Transactions
* Set collaborative designs for the sites, set up content types, created metadata, a cataloged taxonomy for site collaboration.
* Worked closely with the application development team, design team and testing team to resolve technical issues and interacted with them to ensure overall quality of the software.
* Responsible for creating & maintaining Requirement Traceability Matrix in order to track the development and QA process.
* Conducted Risk Analysis to identify the risks associated with developing the patches, and formulated a Mitigation Plan to eliminate or reduce risks of high severity and any major effects.
* Played an active role in performing of Gap Analysis and its documentation.
* Designed custom rules for identifying violations and ensuring compliance with U.S. Federal Business Standards.
* Designed and implemented various DQ Rules, testing processes and operations and prepare and implement Test Plans, Test Scenarios, Test Cases and Hive queries in Hadoop environment. Also, documented processes to reuse the QA artifacts.
* Prepared Test Plan and Test Cases based on the development deliverables.
* Responsible for identifying regression areas. Execute system and regression test cases, write regression cases where applicable.
* Validated Daily, weekly and Monthly Adhoc reports and tested security access of the application in the security module.
* Participated in JAD sessions with business users and development team to drive out detailed business requirements
* Open & assign defects to Technical team for the failed test cases, maintain the Defect/Triage log and Create ALDEA tickets.

**Kindred Healthcare, Louisville, KY Arp 2018– Oct 2018  
Sr. Business Analyst**

**Responsibility:**

* Coordinated with Business Owners, Application Vendor, 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 and the Affordable Care Act.
* Gathered and validated inventory of applications, interfaces, and reports that will need to be modified to comply with ICD-10 requirements.
* Implemented 837P, 835, 270, 271, 997 HIPAA documents.
* Performed extensive requirement analysis including Data analysis and Gap analysis.
* Designed and developed Business Rules Document about the Claim Component and HIPAA
* Developed and implemented weekly metrics management for availability management, capacity management and security management utilizing the ITIL process framework.
* Helped with building ICD 9 to ICD 10 crosswalk map by grouping thousands of codes and ranges in Clinical, Benefits, Financial, Medical policy waves.
* Maintained and enhanced Next Gen Electronic Medical Records (EMR), Electronic Practice Management (EPM), and Imaging Control System (ICS) software.
* Prepared use cases and data flow diagrams to analyze the impact of ICD 10 diagnosis codes, CPT and HCPCS codes embedded in different systems and applications
* Designed, test, and customized EMR templates, documents and crystal reports.
* Analyzed the testing results to ensure that the results were in accordance with the Gap Analysis and expected results for 5010 compliance.
* Used UML for Specifications, Documentation and Construction of systems
* Used HL7 guidelines and dictionary for defining business rules associated with pre-defined workflows according to business requirements.
* 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.
* Involved in the creation of UAT test plan, UAT test scenarios and UAT test cases.
* Used AGILE methodology to manage the software development process extensively.
* Analyzed existing Business units, Business process, System / Application and their Interfaces through open-ended discussions, brainstorming sessions and prototyping. Prioritized them and converted them as system requirements that must be included while developing the software.
* Co-ordinated with documenting processes used agile methodology to write the Business Requirements documents and designed Functional specifications.
* Efficient user story writing skills - Provided ideas as a story-writer to business users and scrum team.
* Worked on Health Insurance Claim process, social services, and banking.
* Worked in migrating customized rules from SAFE to GRC compliance Calibrator.
* Served as a liaison between the internal/external business community and the IT organization in order to provide technical solutions to meet user needs.
* Participated in design review meetings and translated the requirements to the developers and guided the team when issues related to business requirements arose.
* Worked with Associates and understood the business rules, systems and integrated them into the requirements document and assisted in generation of test cases and test data.
* Delivered consistent daily results as the fixed income capital markets office manager reporting directly to SVP and VPs of trading desk.
* Created workflows, data diagrams and other industry standard documents to represent client's business processes.
* Conducted JAD sessions between the business users, Developers, testers & Subject Matter Experts to resolve bottlenecks.
* Used HL7 guidelines and dictionary for defining business rules associated with pre-defined workflows according to business requirements.
* Used ST03N/ GRC report for deletion of unused transactions.
* Played important role into creation of CRUD (Create, Read, Update and Delete) Metric to make analysis and better understand data flows between different systems
* Interacted with client to present future functionality of the application and gathered information from them to understand their need and send this information to test manager.
* Redesign and customize rules to correct false positives in new business development.
* Cross-functional collaboration in designing client-specific global rule set
* Interacted closely with QA to finalize the Test strategies and maintained quality assurance using HP Quality Center.
* Provided production support preproduction and post production issue management and defect tracking.
* Performed data validation by creating ad hoc reports for Business Managers.

**Client: State Street Corporation, Boston, MA Jan 2017 – Mar 2018**

**Role: Business Analyst**

**Responsibilities:**

* Developed various forms and reports by gathering data from external agencies.
* Gathered all the input/output data and modeled the credit data using the Rational Rose suite.
* Worked collectively with all team members to define the system objectives and identify constraints for the system.
* Met with all the requirements of the client’s development standards and guidelines when creating the application forms and reports.
* Reviewed loan applications and analyzed data required to process loan documents and performed validation to ensure loan documents are transmitted to appropriate departments.
* Created Test Plans and Test Cases for GUI and database testing by analyzing the Business requirements specification document.
* Was instrumental in creating the Business requirements specification document.
* Conducted various meeting and user interviews including JAD sessions to fit all the needs of the clients’ business processes.
* Involved as a SME in the design of the combined general ledger and the database used to verify the posting process
* Worked closely with data administrators and project design team and acted as the liaison between the business (Fixed Income- General Ledger) and the technology area to implement software upgrades, create new reports, document business use cases, conduct user acceptance testing, and design future enhancements.
* Understanding of Posting, Check payment, ACH, Mortgage, Lockbox, Fraud and Exceptions
* Conducted training sessions for various team members as well as underwriters and other users to help them get a better understanding of the project.
* Assisted in performing data mining of customer databases, to analyze key business issues
* Provided hands-on project schedule management using MS Project during the various stages of the project.
* Responsible for creating and maintaining documentation related to the project including scope document, vision document, functional specification document, defect status report, risk analysis document, mitigation plans, supplementary requirements specification document and impact analysis document.
* Responsible for development of Budget upload and download interface between third party Budget System and United Financial Bancorp accounting system, as well as the General Ledger Budgets.
* Responsible for processing change requests from the client by filling Change Request Forms (CRF).

**Client: Citigroup, Jersey City, NJ Apr 2015 – Oct 2016**

**Role: Business Analyst/QA Tester**

**Responsibilities:**

* Wrote and executed test scripts and test cases for POS, and Back Office functionalities in Rational Test Manager.
* Use Cases, User Manuals and Requirements were referred to write precise Test cases.
* Executed Test cases on the Legacy System and Compared that data with the data generated by the New System (rPOS). This was done to test the different T-Logs that got generated for different transactions.
* Conducted Integration, Functional, System, Regression, Smoke, and UAT testing for various modules.
* Had Walk Through and Meetings with Business Analyst and Design Review meeting with the Developers for better understanding of the modules and planning test strategies.
* Reproduced the Production defects in the QA environment and retested them after the build was deployed in QA.
* Tested the production changes within the QA test environment
* Used Quality Center to log the defect and follow the complete defect cycle.
* Helped in generating Data for the UAT testing Phase.
* Created Test scripts and UAT test cases and coordinated with the UAT team and performed User Acceptance Testing with users.
* Closely worked with the System Engineers and Developers to solve the technical problems during the project.
* Involved in User Requests, Business Requirements, QA team Meetings and Defect tracking meetings.

**Chubb Health, Pennsylvania PA Jul 2014 to Feb 2015**

**Business Analyst**

**Responsibilities:**

* Extensively involved in maintaining requirements traceability and communicating any changes to these requirements to different business groups and programmers.
* Conducted JAD sessions for requirements gathering, analysis and design of the system.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Worked on enhancing the present billing system to allow it to handle special Lehman accounts having non standard billing procedures.
* Managed and administrated the MS SQL Server 2005 and 2000 servers.
* Actively interacted with different business groups to perform Gap analysis to identify the deficiencies in the system by comparing the actual objectives with the system objectives desired.
* Conducted Business Requirements, Functional and Technical meetings with Businessgroups.
* Used MS Visio for Process modelling and Business Process flow diagrams.
* Wrote BRD, FRD, use cases, test scenarios, test cases for testing the functional and non-functional aspects of both ETL jobs and Reporting jobs.
* Extensively involved in regression testing during various phases of the application.
* Used Aggregator stages to sum the key performance indicators used in decision support systems.

**Avionte Kathmandu, Nepal Apr 2013- Mar 2014**

**Junior Business Analyst**

* Reviewed documentation of the existing legacy application developed in Informix 4GL
* Analyzed and documented client's future requirements, business needs and project
* Designed and developed user training materials and testing procedures
* Tracked and managed requirements and test cases to ensure compliance with the future state.
* Prepare and update the user stories, product specification document, mockup UI, Wireframes, perform feasibility check and progress towards requirement sign-off.
* Schedule pre-construction and post construction call with developers and testers. Understand the business concepts
* Interact with other tracks to get the relevant/required information.
* Act as a channel between development team and business users.
* Assisting Testing team to verify functionalities and test the developed solutions.