**Anmar Mayoof**

[sabaneh.anwar@gmail.com](mailto:sabaneh.anwar@gmail.com)

760-707-2444

***Sr. Business Analyst /Project Manager***

**Professional experience:**

* Over **8+ years** of professional experience as a Business Analyst working on design, analysis process flows etc.
* Extensive experience with Medicare/Medicaid processing as well as the Claims/Billing.
* Strong knowledge of the Software Development Life Cycle methodologies (phases and gates) like **Agile** and **Waterfall models**
* **Test Data Generation for Quality** Assurance using various testing tools like **EDISIM** or **EDIFECS**, conducting **JAD (Joint Application Design) sessions**.
* Knowledge of using automation tools - **Win Runner**, **QTP**, **Load Runner**, **Quality Center** and **Test Director**.
* Excellent knowledge of HIPAA standards, **EDI (Electronic data interchange) Transaction syntax** like **ANSI X12**, Implementation and Knowledge of **HIPAA code sets**, **ICD-9**, **ICD-10coding** and **HL7**.
* Experience with Iterative Software Development Life Cycle Process as per **Rational Unified Process (RUP)**, involved in inception, elaboration, construction & transition phases using rational tools like **RequisitePro**, **ClearCase**, **ClearQuest** during various phases of **RUP**.
* Excellent Knowledge **in Electronic Medical Record (EMR) / Electronic Health Records (EHR)** modules and process flow.
* Extensive experience in Business Requirements gathering and writing skills with expertise in developing and documenting **Business** Requirement **document (BRD)**, **Functional Requirement Document (FRD)**,**Software Requirement Specification (SRS)** across the deliverables of a project.
* Effectively used **Rational Requisite Pro** to organize, track and change requirements of the system.
* Expertise of UML in visualizing and documenting the artifacts using **Use Cases**, **Use Case Diagrams, Activity diagrams**, **Class diagrams**, **Data Flow Diagrams**, **Business Flow Diagrams**, **Sequence Diagrams** using **MS Visio**
* Facilitated **User Acceptance Testing (UAT**) with the stakeholders and the business users as well as trained users to use the system configured.
* Analytical, methodical and resourceful approach to problem solving, identifying root causes and corrective actions to meet short and long-term business, financial and system requirements
* Excellent verbal/written communication skills and strong analytical abilities and can perform well both independently and as a team player
* Consultant with proven record of over 6 years of experience in **Business Analysis**, **Business Process Modeling**, **System Analysis**, **Requirements management** using **SDLC methodology**, **UML Modeling**, **Prototype design**, **project team management** in healthcare, pharmaceutical and other domains
* Experience in understanding and supporting both the Business and Technical teams in all Phases of Software Development Life Cycle (SDLC) by using different Methodologies like **Iterative, waterfall**, **agile-scrum** and **Rational Unified Process (RUP)**
* Emphasis on requirements gathering from business stakeholders by using methods like Elicitation, conducting Interviews with users as well as **Subject Matter Experts (SMEs)** by asking detailed functionality aspect of **business process**, **Requirement workshops**, organizing **Joint Application Development (JAD**) **sessions** and carefully updating the information to create a **Business Requirements Document (BRD)**.
* Extensive experience in gathering business and functional requirements, feasibility studies, risk analysis, Gap impact analysis, creating narrative Use Cases and UML diagrams- **Class diagrams**, **Use Case diagrams**, **Activity diagrams**, **Data flow diagrams** using UML Tools like **MS Visio** and **Rational Rose**.
* Expertise in the areas of writing **Scope documents**, **Request for Proposal (RFP**), **BRD**, **Functional Requirements Document (FRD)**, incorporating use cases in creating System Requirements.
* Experience in **Object Oriented Design Technologies** and maintain traceability of Requirements using **Requirements Traceability Matrix (RTM)**.
* Working with QA and testing teams in close co-ordination in developing **Test Plans**, building **Test Conditions** and **Test cases**, creating **test data**, **analyzing bugs**, Interacting with development team to fix the errors; Facilitated **User Acceptance Testing (UAT)** with client representatives.

###### Strong exposure to automated testing tools like Quick Test Professional (QTP), Rational Test Manager, Quality Center, Rational Clear Quest for Software Quality Management Purpose

###### Good working knowledge of Microsoft Office Suite including - Word, PowerPoint, Excel, Access, MS Visio, Rational Rose, Rational Requisite Pro

###### Experience in creating wireframes and mockups. Good understanding of web development process and developing prototypes of web pages using Balsamic mockups

###### Experienced of Data Warehouse Environment including Data Analysis, Data Modeling, Data Mapping, Data Integration and Data Migration using ETL tool- Informatica; Designed and Implemented Ad-hoc SQL queries to extract data from different databases for timely reporting, Data Analysis and Validation

**Technical Expertise:**

|  |  |
| --- | --- |
| Business / Modeling Tools | MS Project, MS Visio, MS Excel, MS Word, MS PowerPoint, Rational Rose |
| Requirements Management Tools | Rational Requisite Pro |
| Databases | SQL Server, Sybase, MS Access, Oracle |
| SDLC Methodologies | Rational Unified Process (RUP), Agile Scrum, Waterfall, Iterative |
| Operating Systems | Windows 95/98/2k/NT/XP/Vista/Window 7 |
| Web Technologies | Java, JSP, VB Script, VB 6.0 |
| Testing Tools | Quality Center (QC), Quick Test Professional (QTP), Load Runner, Rational Test Manager, Rational Clear Quest |

**Active Health Management, Alpharetta, GA**

**Sr. Business Analyst /Project Manager Nov’13 – Till Date**

Active Health Management is a national leader in population health management and passionate about helping every person achieves his or her best health. Active Health delivers personalized guidance through their analytics and insights, care management, health, lifestyle, and wellness programs to help the customers improve quality of care, lower healthcare costs, and drive sustained member engagement and behavior change.

**Scope of Project**: To improve the quality of the patient care, we created and implemented Electronic Medical Records (EMR) system functionality utilizing Meditech 5.6. With the implementation of EMR, data from all departments will be integrated through EMR network and EMR report for a particular patient can be created.

###### Responsibilities:

###### Gathered requirements for creating new templates from doctors and nurses through interviews.

###### Organized and facilitated meetings with the management and development team and conducted the requirement gathering sessions with the purpose of creating and defining the Business and Functional Requirement Document (BR/FR) using Requisite Pro.

###### Used Meditech 5.6 Electronic Medical Records to create templates and documents for EMR.

###### Co-ordinate with off shore development team and resolved all the EMR related queries.

###### Involved in Requirement Scoping and analyzing high priority requirement for implementation.

###### Conducted functional requirement reviews and walkthroughs with the designers, developers, and stakeholders.

* Involved in doing **data mapping** and validation for the recent changes in **EDI transactionsets** and **ICD 10**.
* Created high-level Use Cases from Business Requirements and created UML diagrams like use case diagram and activity diagram using MS Visio for various stakeholders.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Involved in gap and feasibility analysis for the design and architecture of the new application.
* Involved with the quality assurance team to develop and design test plan and test cases, tested all the features of the EMR after every upgrade of Meditech and reviewed the implementation of the changes made in the systems as per the formats and compliance for EDI usage.
* Designed and developed reports for data in the **data warehouse** using BO.

###### Monitored defect tracking using Mercury Quality Center to ensure that testing effort is progressing with the development team.

* Responsible for **Data modeling** and **Mapping** and creating model documentation through **data analysis** by extracting data elements from various data marts using **Informatica Power Center 8.1**

###### Involved in GUI Design sessions with Usability Team; Browser compatibility and navigation were tested manually.

###### Tested the final application for usability testing to verify whether all user requirements were catered to, by the application.

**Environment**: MS Access, MS Excel, HTML, Rational Requisite Pro, MS Visio, SQL, Mercury Quality Center, Informatica Power Center 8.1

**Oregon Health Authority, Salem, OR**

**Sr. Business Analyst March’12 – Sept’13**

**Oregon State Health Insurance Exchange (OR-HIX) Project**

The Oregon Health Authority (OHA) is a [government agency](http://en.wikipedia.org/wiki/Government_agency) in the U.S. state of [Oregon](http://en.wikipedia.org/wiki/Oregon). Established by the passage of Oregon House Bill 2009 by the [75th Oregon Legislative Assembly](http://en.wikipedia.org/wiki/75th_Oregon_Legislative_Assembly), the OHA will ultimately oversee most health-related programs of the Oregon government. Performed eligibility, enrollment and claims processing requirements analysis for MMIS Federal and State healthcare programs Patient Protection Affordable Care Act - Medicare, Medicaid, CHIP,TANF-Individual, SHOP and BHP Medicare Part A,B,C and D ) related Health Insurance Exchange (HIX) payer and plan data management, claims and encounter data. As Business Analyst I Created business requirements, use cases, established customer personas and market profiles and assisted in developing financial models to support the new product for the Health Insurance Exchange (HIX) Business for private and public sectors.

**Responsibilities:**

* Responsible for defining the scope and implementing business rules of the project, gathering business requirements and documentation.
* Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS).
* Provided support to **CMS**/ Federal and State stakeholders on objectives relative to **PPACA -HIX** by performing the following duties in an agile (scrum) SDLC environment.
* Responsible for requirements analysis, design and developing technical requirements.
* Gathered technical requirements in an agile environment in line with RUP iterations.
* Worked extensively in Medicaid Management Information System **(MMIS).** Expertise in various subsystems of MMIS- Claims, Provider, Recipient, Procedure Drug and Diagnosis (PDD), Explanation of Benefits (EOB).
* Expertise in the EPIC Medical software application (EMR).
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams / State Chart Diagrams using Rational Rose according to **UML** methodology thus defining the Data Process Models.
* Developed an IV&V Plan to clearly document the nature of the work performed and define the activities, procedures and responsibilities for accomplishing the objectives of the verification and validation.
* Developed & executed several Optimized queries in SQL on this data.
* Improved the new revenue cycle management and Electronic Medical Record **(EMR)** for PARTNERS.
* Created detailed Use cases, activity diagrams and flowcharts based on requirements gathering.
* Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Validating the Log Files **(999, x12,) for 834/820,277CA, 837IB and 835** Transactions in **UNIX and HTM** (Healthcare Transaction Manager).
* Prepared Business Requirement Documents (BRD’s) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.
* Comprehensive understanding of MMIS subsystem files, screens and integrated workflow processing.
* Worked on Healthcare system implementation including enterprise Electronic Medical Records (EMR) software.
* **HIPAA EDI** transactions such as **835, 837 (P, D, I) 276, 277, 278**.
* Performed GAP analysis for EDI transactions such as 837,834,820 to support state specified X12 5010 file formats.
* Contributed to written IV&V project status reports and other deliverable reports and assessed and documented implementation and operational readiness.
* Expertise in the **EPIC** Medical software application **(EMR, HER)** as it relates to hospital workflows and setting up the infrastructure for a software implementation in a clinic environment.
* Utilized corporation developed **Agile SDLC** methodology. Used ScrumWork Pro and Microsoft Office software to perform required job functions.
* Created Use cases, activity report, logical components and deployment views to extract business process flows and workflows involved in the project. Carried out defect tracking using **Clear Quest**
* Maintained proper communication with the developers ensuring that the modifications and requirements were addressed and also monitored these revisions.
* Involved in compatibility testing with other software programs, hardware, Operating systems and network environments.

**Environment:** OOAD, UML, RUP, TQM, SDLC, IBM Curam,EPIC, Business Modeling and Data Modeling Rational Rose, Agile, Rational Requisite Pro, MS Visio, Clear Case, Clear Quest

**WellPoint Inc., Virginia Beach, VA**

**Business Analyst Nov ’10 – Feb’12**

WellPoint, Inc., one of the nation’s largest [health](http://www.forbes.com/health/)insurance companies, officially became Anthem, Inc. as the company aggressively markets its menu of Anthem and Blue Cross and Blue Shield plans for new 2015 membership on exchanges under the Affordable Care Act.

**Scope of Project:**The Project goal is to implement a controlled environment to provide a single system to manage check/EFT status. Created new levels of efficiencies in payment records processing, bank account reconciliation, research and audit support.

**Responsibilities:**

* Was involved in the planning of the RUP iterations and documenting of the artifacts throughout the various phases of the development process.
* Compiled the Vision Document and composed detailed Use Case Specification Documents in Rational RequisitePro.
* Used UML to perform Use-Case analysis to capture the dynamic aspect of the application.
* Interacted with stakeholders and gathered requirements as per the business needs.
* Identified AS-IS processes of claims transactions of **4010/4010A** standard and TO-BE processes **(ICD-10-CM and ICD-10-PCS** compliance requirements) of 5010 standard using the gap analysis.
* Ensured the accuracy and consistency of the data during the data loading process.
* While working with various members at the management level to understand the business process and decision models, was also involved in Compiling the Vision Document and composing detailed Use Case Specification Documents in Rational RequisitePro.
* Was involved in managing the Daily Standup meetings and also ensured that quality standards were enforced as per the build-release schedule.
* Conducted GAP analysis by understanding the **AS-IS** system and the TO-BE system requirements by having discussions with the SME's.
* Documented Requirement Traceability Matrix in Requisite Pro for traceability of requirements through test cases.
* Worked with QA Team and SME to create data mappings for the back office systems in **ETL/Data warehouse.**
* Worked on the SharePoint platform to update the status of the project.
* Developed Test Plan and Test cases based on the Use cases and Functional specifications and also performed manual testing of the functionality of the application by inserting varying data on different test runs.
* Developed Flowchart and process diagram using Microsoft Visio.
* Was in regular contact with Business partners on the status of issues, action plans and timeframe for resolution throughout the development cycle.
* Contributed in reviewing and editing of the test scripts.

**Environment:** RequisitePro, UML, Microsoft Office (Project, Publisher, Excel, Word, PowerPoint and Visio), Project Manager, PHP, Facets, Issue Tracker, Hyperion BI Applications, SDLC, Oracle 10g and VPN Client

**McKesson Health Care, Swedesboro, NJ**

**Business Analyst Jan’09 – Oct ’10**

McKesson helps health care providers improve business health and deliver better care to patients. As a pharmaceutical distributor and health care information technology company, McKesson provides systems for medical supply management, clinical workflow, practice management, pharmacy automation and care management.

**Scope of Project:** The Project was to upgrade the existing EOB (explanation of benefits) system to provide online EOB support to Medicare Part D members.

**Responsibilities:**

* Analyzed the existing explanation of benefits and understood its shortcomings.
* Arranged **JAD sessions** with the employees to understand their needs.
* Conducted detailed walkthrough of **Business requirement** and **functional requirement**.
* Developed **Project Plan** around **RAD (Rapid Application Development)** and **gap analysis**.
* Chalked out the **scope**, **timeframe**, **risk analysis**, **cost** and **maintenance procedure**.
* Managed the entire functional requirements life cycle using **Agile Scrum methodology**; used **SharePoint** to share and maintain the document versions..
* Researched and established the points of improvement in the software and the possible implementation of security standards.
* **Microsoft Visio** was used to create various documents such as **Use Cases** and **Activity Diagrams**.
* Used **Microsoft project** to develop the **project plan**.
* Provided analytical support in design development and implementation for**Informatica**.
* Extensively used **SQL scripts/queries** for data verification and Validation at the backend.
* Played the key role in planning, developing, implementing and **User accepted testing** and **maintenance**.

**Environment:**Agile Methodology, RAD, Informatica, MS Visio, MS Office, SQL, Windows 2000/XP

**State Farm Insurance, Bloomington, IL**

**Business Analyst Feb’07 – Dec’08**

State Farm helps customers find coverage that's right for them, including permanent life insurance with Living Benefits that one can use in their lifetime.

**Scope of Project:**Creating web application for online quote and web based online submission of insurance claim. The assignment was to build an online insurance handling application that would facilitate the users to file the claims for their policy online.The application required the user to login with a valid user id and password to authenticate the person. After authentication, the users can file the claim online.

**Responsibilities:**

* Studied the inherent systems in detail, to have a clear understanding of the **business processes** and **associated system workflow**.
* Conducted **Gap-impact analysis** to understand business model and additional functionalities to be incorporated into the new application.
* Conducted **JAD sessions** for better understanding and refining of requirements in coordination with multiple teams; Clarified and prioritized requirements by conducting **brainstorming sessions** with the **stakeholders** and **SMEs**.
* Gathered detailed requirements from all users; documented various documents including the **Business Requirements Document (BRD)** using **Rational Requisite Pro**.
* Identified all **use case components** including basic, alternate and exception flows, and created **Use Case Specifications documents**.
* Utilized **Agile Scrum** to configure and develop processes, standards, and procedures and to perform System analysis and organizational review of existing QA processes.
* Worked with **technical architects** in modeling Web Services for **Service Oriented Architecture (SOA)** to integrate various regional and national healthcare services.
* Participated in various architectural development sessions to provide technical teams with a better understanding of the requirements.
* Analyzed Requirements and created **Use Cases**, **Use Case Diagrams**, **Activity Diagrams** using **MS Visio**.
* Gathering business requirements and converting them into **functional requirement specifications (FRS)** and **user requirement specifications** using **Rational Requisite Pro**.
* Participated in Change control meetings recommending appropriate action after analysis of changing requirements.
* Used **Teradata loading utilities (BTEQ, Fastload, and Multi Load)** to extract data from external sources and transform and load into data warehouse.
* Extensively used **SQL scripts/queries** for data verification at the backend.
* Conducted multiple interviews to clarify requirements in order to identify **use cases** and document **Use Case Specifications**.
* Assisted **QA team** by Reviewing **test cases** and clarifying requirements to ensure complete coverage of requirements.
* Provided **project manager** with regular status updates assisting the overall project management initiative.
* Performed requirement walkthroughs with the **Dev.** and QA **teams** with the aim to develop testing strategies and test plans such that test cases reflect user needs.
* Conducted UAT sessions to approval and provided training to end user to gain user confidence.

**Environment:**MS Visio, MS Access, Rational Requisite Pro, MS Excel, MS Project, Quality Center, SharePoint