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| **Sharad Bhatia CSM, PMP** | | | |
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| **Overview** |  | | |
| * Lead Business Systems Analyst/ Project manager with over ten years of experience in full-cycle IT systems implementation i.e. Project charter, Kickoff presentation, Project Plan, Requirements elicitation and analysis, Application development, UAT and Production deployment involving coordination from multiple teams and integration of multiple systems * Exceptional Project Management abilities; focused on project initiative, ownership, and follow through * Expertise in creating proof-of-concepts, mockups, prototypes and effectively sell the concept to stakeholders * Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings * Collaborated with members of the Product, Business and Engineering Teams to develop, maintain and prioritize Product Backlog * Worked closely with the customers, vendors and partners to understand strategy and roadmaps so as to align product development efforts; cultivating relationships with external and internal stakeholders * Experienced in creating and maintaining complete development plans including Project Charter, Business Case, Requirements, and customer/stakeholder analysis * Managed activities that support the successful completion of projects including assisting with project schedules, deliverables, assignments, tasks, project meetings, status reporting, communication and action items as required * Exceptional organizational, analytical and communication skills with the ability to visualize and translate complex requirements into powerful solutions * Self-starter, quick-learner and highly adaptable to new industries and environments. Motivated and creative problem-solver devoted to accuracy, integrity and excellence * In-depth knowledge of payer operations including claims, enrollment, eligibility, underwriting * Expert in documenting the Business Requirements Document (BRD), Technical Requirement Document (TRD), generating the UAT Plan, maintaining the Traceability Matrix and assisting in Post Implementation activities * Good experience in the EDI transactions and knowledge on EDI transaction process flows. * Strong experience and understanding of health care industry, claims management process, Medicaid and Medicare (Part A, B, C and D) Services * Extensive knowledge and understanding of MITA, MMIS, Electronic Medical Health Record (EMHR) and Pharmacy Benefit Management (PBM) * Hands-on experience with Facets support systems to enable inbound/outbound HIPAA EDI transaction in support of HIPAA 834, 835, 837 270/271 transactions * Expert in creating Use Cases, Use Case Diagrams, Class Diagrams, Sequence Flows using MS Visio and UML concepts * Strong understanding of ICD-9, ICD-10-CM, ICD-10-PCS codes, HCPCS, CPT codes, J-codes, HCFA-1500, CMS-1500 claim forms and reimbursement forms * Experienced in developing SQL queries for data extraction. Good Technical experience regarding data models and database design development * Strong data analysis skills with hands on experience in data warehousing environment set up * Knowledge and expertise in working with Claims, Provider, Enrollment, Finance, Benefits, and Vendor Management Business Areas * Maintained Traceability Matrix to track the Business Requirements from design phase to testing phase keeping track of all requirements in the BRD | | | |
| **Certifications** | | | |
| Project Management Professional Certification (PMP)  Certified ScrumMaster (CSM) | | | |
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| **Technical Proficiencies** | | | |
| ***Project Methodologies:*** | | *SDLC, RUP, UML, Agile, Waterfall* | |
| ***Business Modeling Tools:*** | | *Microsoft Visio, Rational Rose* | |
| ***Testing tools:*** | | *Mercury Quality Center* | |
| ***Change Management Tools:*** | | *Rational Clear Quest* | |
| ***Office Tools:*** | | *MS Project, MS Office, MS Visio* | |
| ***Version Control Systems:*** | | *Rational Clear Case* | |
| ***Database:*** | | *MS SQL Server, MS Access, and Oracle* | |
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| **Professional Experience** | | | |
| ***Sr Business Technical Analyst/ Project manager, Commonwealth of Massachusetts*** | | | ***09/15-05/18*** |
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| * As a Senior Technical Analyst/Project Manager my primary responsibility is to lead the technical requirements development effort and supporting Project Management activities   + I am singlehandedly responsible to define and develop business requirements and functional specifications for Provider Data Management system to meet the needs of more than 15 State Agencies   + I am responsible for conducting feasibility study of existing systems, creating user stories from a backlog of requests for enhancements, and integration with existing enterprise applications   + I serve as the primary contact between the technology team and business users; managing and support expectations of product owners   + Collaborate in end-user training development and implementation. Work with helpdesk operations to create and implement support procedures * Responsibilities:   + Developed and maintained project plans, and contributed to project being on schedule and meeting business needs   + Reviewed and analyzed existing processes for software development, testing and deployments and identified gaps in processes and created process improvements plans   + Developed Process Models and detailed Business Policies   + Coordinate with the Product Owner in maintaining the Product Backlog and keeping PBI in order of priority using JIRA   + Worked with the business stakeholders for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project   + Use team’s velocity and capacity to forecast future user story effort points and plan sprint releases   + Met with various groups, including business owners, SMEs (subject matter experts) and IT team, for requirements gathering in definition Stage, worked on high level requirements   + Provide business systems analysis and process redesign expertise, interacting with business partners to clearly define and document User Stories   + Define precise and accurate User Story acceptance criteria that will be used by developers, automation test frameworks and by product owners to ensure that product owner intent is effectively captured   + Participate in daily agile and sprint planning meetings   + Gather requirements for IT development projects by conducting interviews, work flow analysis, process analysis, and observation sessions   + Evaluate information from multiple sources and help distinguish user requests from user needs   + Understand systemic data requirements as they relate to enhancing/changing the business process or system   + Formulated the work-breakdown structure and created/maintained the Master Project plan/schedule for the multiple project work streams in Project server   + Performed gap analysis, created process flows, and diagrams using M.S Visio Where gaps or issues are discovered in current processes, conducts root cause analysis to the target that will resolve complex business/technical issues   + Developed Use case, business flow diagrams, Activity/State diagrams and Sequence diagrams so that developers and other stakeholders can understand the business process   + Write and modify business, functional and technical specifications for application design   + Coordinate communications between cross-functional teams for product release management   + Document and define product feature sets for consumption across various departments within the organization   + Participate and/or coordinate required testing/validation of system enhancements and fixes, creating and/or executing the test cases including problem determination and resolution   + Utilize ClearCase for defeat tracking; Test Tools such as Rational Quality Manager (RQM) and JAWS   + Apply project management standards ensuring obstacles and risks are identified, tracked and escalated and communicates to team members and PM accordingly   + Facilitate and clarify customer business needs and translating them into application and operational requirements   + Arrange reviews of software under development, ensuring client satisfaction   + Foster Agile principles and methods for requirement gathering   + Facilitate Agile rapid and meaningful releases   + Also worked on production support team and enrollment issues resolution team and real time resolution of existing interfaces, extensions and custom reports related to enrollment issues | | | |
| ***Senior Business System Analyst / Jr Project manager, Anthem Inc*** | | | ***04/13-08/15*** |
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| * I was involved in the analysis and documentation of ICD 9(Clinical modification) to ICD 10 CM/PCS (Clinical modification/procedure coding system) Crosswalk using GEM (General Equivalence Mapping) to ensure the successful migration of data and compatibility with upgraded EDI transactions   + I was also involved in the Vision Benefit Manager and MCO’s (Managed Care Organizations) accumulator synchronizations for provider in Anthem Facets   + The focus of the project was gathering Business Requirements to accurately update Basic Health member’s current accumulator amounts in Anthem Facets System   + Create test plan and test cases for ongoing sync processes   + These accumulators include all Medicaid member YTD deductibles and coinsurance (member out of pocket), including data from relevant claims processed by AGP and its external vendors * Responsibilities:   + Created a Performance scorecard/dashboard to report the project health, progress, risks and issues to the management team on a weekly basis. Worked across the board to mitigate the risks and resolve outstanding issues   + Defined and documented the vision and scope of the project   + Responsible for all SCRUM ceremonies such as daily standup meeting, sprint planning, sprint review and retrospective for PAR and Appeals applications and overseeing all user stories in different rulesets for Medicaid and Medicare products.   + Created GAP analysis report and conducting Gap Analysis of client requirements, generated workflow process, flow charts and relevant artifacts   + Created Process Work Flows, Functional Specifications and responsible for preparing Functional Specification Document (FSD)   + Coordinate with Product Owner and Business User to prioritize user stories, plan sprints and develop timelines for incremental delivery   + Coordinate with Development, QA and Reporting team in estimation of effort and assignment for each user story for upcoming sprints   + Worked on Project Execution by Assigning monitoring progress, assigning and re-assigning tasks to resources checking performance along milestones   + Acted as Agile - Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work   + Gathered and analyzed Business and System requirements with the customers   + Regularly communicate and report progress, issues, and risks to stakeholders in formal Project Reviews (weekly)   + Engaged business stakeholders, by leading and assisting in the identification and definition of requirements, use cases, process flows, user interfaces for new member State rollouts   + Created SSAS cubes for BI to be used by Division of Insurance (DOI), Health Policy Commission (HPC), Group Insurance Commission (GIC)   + Analyzed results and EDI ANSI X12 file mapping and reported on standard analysis spreadsheet     - Reviewed EDI companion guides for all payers to ensure compliance, edit integrity and maintain up-to-date list of payer contacts     - Acted as a liaison between client and payer/intermediary   + Coordinated with the developers and IT architects to design the interface of the new system according to the X12 (270, 276, 278, 834, 835, 837 (I, P, D) and 820) standards   + Worked extensively on EDI transactions 837 and 835 Involved in writing test cases for different LOB’s (ITS, FEP And Regular) for SIT, Parallel and UAT   + Wrote complex formulas in Excel (Vlookup, Hlookup, index) in Excel and create Macros in Excel   + Used VBA to changed Macros in Excel and Access.   + Created Pivot Tables Pivot charts, Pivot graph in Excel   + Created reports in Access and integrated with Excel   + Integrated SSAS, SharePoint, Performance point to create BI site   + Created Dashboards on Performance Point for managers and directors   + Participated in designing and developing data marts and cubes   + Wrote stored procedures and triggers based on requirements   + Developed SSIS packages for ETL to migrate data from different sources including insurance groups to the data warehouse   + Developed Report Model for generating reports at run time   + Developed Management Information Reports in SSRS on monthly, quarterly, and annual bases   + Designed SSIS Packages to transfer data from various sources like Oracle, DB2, SQL Server, Excel and Access to SQL Server using Business Intelligence Development Studio   + Designed various packages for Parallel ETL mechanism using SSIS Control flow and Data Flow components   + Developed Technical Specification documents and Data Discovery Documents   + Involved in bug fixing and resolving issues for ETL Packages   + Optimized queries and ETL packages for better and faster performance   + As a Report developer, wrote SQL/T-SQL queries, stored procedures for reports and testing   + Created the Crystal reports using tables and tested the reports by cross checking and verifying data against the reports generated from the legacy system   + Used Cognos to perform regression analysis for managers to make prompt decisions with   + Developed gap analysis and risk assessments for the FACETS upgrade project including effects on internally developed extensions and third-party software for pricing and contract configuration   + Involved in FACETS configuration, Customization, reporting, analysis and enhancement and also worked on membership, claim module, Batch Processing, Pricing Module   + Used MS Excel to document test requirements, manage all the test cases, trace test cases to requirements and to track the defects opened in JIRA   + Used Quick Test Pro conventional data structures, Global datasheet and local datasheet   + Tested web application, performed Functional both automated and manual, Regression, End to End, Parallel, Compatibility and Sanity Testing | | | |
| ***Senior Business Analyst, United Health Group*** | | | ***07/11-03/13*** |
| * UHG was migrating from X12 4010A to 5010   + As a Senior Business Analyst, I was responsible and involved in detailed gap analysis, updating and managing the guide lines as per HIPAA, testing and migrating partners and analyzing partner compliance and performance in production   + Advanced guideline comparison to assess the scope of 5010 migration effort   + Electronic version of HIPAA 5010 standards including code tables, ICD-10 codes and business rules   + I was also involved in preparing the Guideline of migration to prepare the business rules for conversion from scratch * Responsibilities:   + Gathered Business Requirements from the Subject Matter Experts (SMEs) and documented the requirements in the BRD.   + Worked with Business Owner and Business Relationship Manager to define the scope, requirements and schedule for the project.   + Used manual and integration testing to test the SQL query accuracy and performance to meet the required standards.   + Involved in FACETS Implementation, including end to end testing of FACETS Billing, Claim Processing and Subscriber/Member module.   + Set claim processing data for different Facets Module.   + Involved HIPAA regulations in Facets HIPAA privacy module.   + Wrote SQL queries for validating data. Used Query Analyzer to optimize SQL Queries.   + Gathered and documented functional requirements for testing and verification of HIPAA.   + Web Portal Development – gathered requirements to develop a referral portal.   + Analyzed HIPAA 4010 and 5010 standards for 837P EDI X12 transactions, related to providers, payers, subscribers and other related entities.   + Identifying the requirements for accommodating HIPAA 4010 and 5010 standards for EDI X12 transactions and capture these requirements for mapping purposes.   + Involved in 835/837(P/I/D)/834 (ANSI X12) transaction with implementation guides.   + Performed GAP analysis of 4010 and 5010 EDI transaction using implementation guide to identify the changes in the segments and data elements.   + Created process flow diagrams describing provider and member access to the web portals.   + Analyzed and evaluated User Interface Designs, Technical Design Documents and the performance of the application from various dimensions.   + Created Business Requirement Documents as a result of meetings with the Business Areas. Obtained business sign offs on the documents after reviewing the final documents with them.   + Created EDI files for test cases and verified those files, debugged the errors and corrected them according to the addenda for respective HIPAA implementations   + Assisted in creation of the Functional Design Document from the Business Requirements Document which was used as the reference by the development team while preparing the design and held the responsibility of the required data setup for unit testing.   + Responsible for working with the State to review and modify process flows to increase productivity and effectively utilize FACETS features not provided by the legacy systems.   + Maintained the Traceability Matrix Table to uniquely trace the identified business requirements to general design to testing as proof that requirements requested have been developed into a solution and that it has been tested and tracked.   + Involved in daily scrum meeting to discuss any roadblocks or impediments in the project path.   + Involved in sprint planning session to identify the features and functionalities that should be achieved by the new application.   + Worked closely with the business team, development team and the quality assurance team to ensure that desired functionalities will be achieved by the application.   + Provided business and technical suggestions and recommendations during the project life cycle | | | |
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| ***Business System Analyst, Humana*** | | | ***01/10-06/11*** |
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| * I worked in a project involving Electronic Claims (EDI) Handling and Transaction Processing of Claimants' records   + The project included enhancing applications to include duplicate claim numbers in various systems * Responsibilities:   + Responsible for gaining a good understanding of User needs and accurately representing them in a well-documented software functional specifications document   + Gathered Business Requirements, interacted with the Users, Designers and Developers, Project Manager and QA Team to get a better understanding of the Business Processes   + Interacted with the “End-Users” by interviewing them, by preparing appropriate questionnaire to better understand end-user needs and the business process   + Analyzed trading partner specifications and created EDI mapping guidelines   + Developed SQL queries and executed them through SQL Server Management Studio   + Analyzed HIPAA 5010 standards for 837P transactions, related to providers, payers, subscribers and other related entities   + Identified the requirements for accommodating HIPAA 5010 standards for 837P transactions and captured these requirements to develop new GUI for the internet-based application   + Created and maintained data mapping document(s) in reference to the HIPAA transactions: 270/271, 276/277, 837, and 835   + Reviewed Test Cases for EDI transactions and executed them in Quality Center testing environment   + Followed a structured approach to organize requirements into logical groupings such as requirements for Customer, Client, Group, Member, and Reporting that critical requirements are not missed   + Involved in creating Business Process Documentation and­­ Business Process Model. Identified Use Cases from the requirements   + Created UML Diagrams including Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams using MS-Visio   + For Project management purpose worked on Microsoft Project, used Microsoft Share Point for maintaining the updated Documentation   + Created reports of the data analysis using MS Excel, MS Access, SQL, PLSQL and UNIX.   + Microsoft Office (Outlook, Word, Excel, Visio, Access) at various phases of development for documenting the requirements   + Analyzed and optimized the process, prepared Business Requirement Document and managed requirements using Rational Requisite pro   + Facilitated JAD sessions with business and technical units to fine tune prioritize and detail requirements and use cases   + Identifying and understanding the business-critical areas from the user perspective   + Managed change of the requirements for traceability using Enterprise Architect   + Involved in drawing data flow diagrams and process flow diagrams using MS Visio for the Claim Adjudication module   + Created Test Scenarios, Test Cases, Test Scripts in Quality Center   + Involved in conducting Manual and Automated testing at various phases of the project development   + Prepared test data for positive and negative test scenarios as per application specifications and application requirements and wrote test plans   + Participated in the bug review meetings, updated requirement document as per business user feedback and changes in the functionality of the application   + Organized meetings to discuss outstanding issues with QA team and developers   + Involved in User Acceptance Testing   + Coordinated with the development team in documenting End User Manual | | | |
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| ***Business Analyst, Well Care*** | | | ***08/08-12/09*** |
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| * Well Care Health Plans, Inc. provides managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare   + Headquartered in Tampa, Florida, Well Care offers a variety of health plans for families, children, and the aged, blind and disabled, as well as prescription drug plans * Responsibilities:   + I was involved in enhancement for working on claims process, coordination of benefit and pricing process   + Helped to communicate business priorities to the organization to effect business solutions   + Created and maintained BRD to assist PM close basis while managing multiple projects   + Converted Business Requirements to the Functional Specification   + Involved in gathering clinical data and supported application development. Data includes patient’s admission status, discharge details and transfers. Also tested claims and diagnosis reports of the patient   + Used Requisite Pro for the Requirement Documents Preparation   + Prepared Business Process Models that includes modeling of all the activities of business from the conceptual to procedural level   + Participated in process of preparing verification master plan to describe clearly and concisely the company’s philosophy, expectations, and approach to be followed. Met with users to generate and review business test cases   + Created Use Cases / Activity Diagrams / State Chart Diagrams, Sequence Diagrams thus defining the Data Process Model and Business Process Model   + Conducted JAD Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests   + Implemented and monitored Individual Development Plans focusing on total performance, including both quality and productivity   + Monitored client expectations through client involvement and communication throughout the lifecycle of the project; educate clients and stakeholders on the benefits and risks associated with the project   + Worked with the Quality Management team to ensure that requirements documentation can be easily translated into test plans, and ensure that the proper testing plans have been completed | | | |
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| ***Business System Analyst, Red Hat Inc*** | | | ***08/06-07/08*** |
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| * I was working on a project to create eLearning training courses for employees, vendors and solutions Architects   + I worked with Technical Editors, Subject Matter Experts, Graphic Artists, Developers and business owners to analyze, design, enhance, develop, and test solutions for highly technical training programs * Responsibilities:   + Interacted with customer and functional organizations to develop specifications for RHU tools and design of RHU technical infrastructure   + Worked on problems of diverse scope where analysis of data requires evaluation of identifiable factors   + Managed projects requiring extensive contributions from other departments, outsourced vendors, contractors, and developers. Reports to Manager, RHU Shared Services   + Apply good judgment in selecting methods and techniques for obtaining solutions.   + Interacted with Red Hat University (RHU) staff, subject matter experts, engineering, technical support to ensure that RHU infrastructure is robust and supports the needs of RHU   + Responsible for support and maintenance of RHU training infrastructure (portal, LMS, eMS, version control, asset management)   + Responsible for support and maintenance of LMS technical support, administration   + Served as LMS (Saba, Moodle) and SCORM resource for RHU and non-RHU associates   + Responsible for support and maintenance of CMS (Alfresco, SharePoint, Wiki)   + RHU report development, capability, and generation using Crystal Reports   + Integrated LMS and CMS into workflow in order to reduce course creation times, increase course content and develop new courses   + Instrumental in setting up of Shared Services Department within Red Hat University.   + Manage developers in various locations to ensure the timely completion of projects by determining goals and objectives, identifying capabilities, prioritizing workloads, utilizing resources, evaluating processes   + Identifying problems and providing immediate resolution   + Excellent organizational skills, initiative, flexibility, and attention to detail   + Successful completion of projects, meeting of deadlines, and the preservation of good working relationships amongst all levels of the development process   + Assist with system operations to include implementation, configuration, maintenance, repair, troubleshoot, and hardware/software upgrades | | | |
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| **Education** | | | |
| Master of Science (Computer Engineering)  Bachelor of Engineering (Electronics and Communication) | | | |