**Binaya**

**Business Analyst**

**Professional Summary:**

* Over 8 years of IT experience in the diverse fields like teaching, software analysis, design, development, testing, training, implementation, support and project management with strong analytical skills and a broad range of **computer expertise**. Thorough knowledge of **Business Processes, Business Requirements gathering, Process Flows, UML Modeling,** and related technical processes skilled in eliciting user requirements and translating them into data, functional, and usability requirements and also experience in development/programming part of the applications.
* Experience in defining, analyzing enterprise business rules to meet business requirements through solution approach.
* Experienced with **FACETS** Configuration with Benefits and member enrollment.
* Experienced in gathering user requirements, analyzing and preparing Project Deliverables such as Project Charter, **Business Requirement Document (BRD)** and **Functional Requirement Document (FSD)** and proposed changes for process improvement using **Rational Requisite Pro.**
* Skilled in Analysis and Design with experience in creating Use Cases, Class Diagrams, Activity Diagrams, State Diagrams, Sequence Diagrams, **Unified Modeling Language (UML)** using **MS Visio** and Rational Rose.
* Experience in **FACETS** with various applications involving Sales & Enrollment, **Claims Processing** **(Dental, Medical/Hospital),** **Customer Service** and **Billing areas.**
* Experience with **TriZettos FACETS** Application Groups: Claims Processing, Guided Benefit Configuration, Medical Plan, Provider, Subscriber/Member, **Utilization Management.**
* Experience working in a **FACETS** environment and extensive knowledge about various modules of a **FACETS** system such as claims, membership
* Experience in healthcare **FACETS** data model and configuration.
* Acted as liaison between the design & technical team and the end users, stakeholders, product managers and business team to understand and translate the requirements.
* Experience in managing the challenging issues and resolving the conflicts necessary to drive projects.
* Involved in business side of **E-Commerce** and helped a business achieve the full potential of **E-Commerce** using the right **E-Commerce** Strategies, business processes and digital tools.
* Experience with working in fast-paced **AGILE** development environments.
* Good understanding of Object Oriented Programming and Software Project Planning concepts.
* Extensive experience in designing **multi-tier Web Application** architecture using **UML (Unified Modeling Language),** IBM Rational Rose and **MS Visio.**
* Led onsite and offshore teams for project implementations.
* Key Strengths: Data Center Operations/Migrations, Change Management, Risk Assessment and Mitigation, Infrastructure Capacity Planning and Customer Relationship Management.
* Experienced in **Application** Development, **B2B, E-Commerce, GUI, Infrastructure** and **Operations.**
* Demonstrated ability to work actively in different phases of **Software Development Life Cycle (SDLC)** using **Rational Unified Process (RUP)** and **Agile methodologies** **(SCRUM)** in multi-tier web-based architecture.
* Highly proficient in working with users and stakeholders to elicit, analyze, validate requirements using **JAD**, and Brainstorming sessions, identifying Functional, Non-Functional, and Business Rules, and then subsequently modeling them.
* Comprehensive understanding of the Organizational Framework that helps to mapping the **AS-IS** and **TO-BE** model using the **GAP Analysis** and plan monitoring effective approach to build/buy solutions to the business problems/needs/opportunities.
* Excellent Documentation skills to generate **Business Requirement Document (BRD),** **Functional Specification Document (FSD),** and Project Charter.
* Created Test-Cases and Test-Plans, hands-on experience of different **QA Testing** Methods including Functional **Testing, System Testing, GUI Testing, Black Box Testing, UAT,** and **Automated Test Scripts.**
* Demonstrated ability to work actively with different Design Tools to create Use Cases and **UML** diagrams such as **Use case** diagrams, **Work Flow** Diagrams/**Process Flow** Diagrams; and **Entity Relationship** Diagrams and Data Flow Diagrams.

**Technical Skills:**

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| **Modeling Tools** | Rational Rose, MS Visio, MS Project, Rational Team Concert, Quality Center, BPT, SAS Macro Language, |
| **Languages** | JAVA, Visual Basic, PL/SQL |
| **Testing, Requirements/Defect Tracking, Version Control Tools** | Rational RequisitePro, ClearCase, ClearQuest, Mercury Quality Center (Test Director) |
| **Web Technologies** | MS SilverLight, ASP.NET, HTML, DHTML, ASP, XML |
| **Methodology** | Rational Unified Process (RUP), Agile, Waterfall |
| **RDBMS** | SQL Server, MS Access, Oracle |
| **Operating Systems** | Windows NT 4.0/XP/2000 |
| **Utilities** | MS Office, FrontPage |

**Professional Experience**

**Rex Healthcare Hospital - Raleigh, NC August 2014- Present**

**Sr. Business System Analyst**

**Role & Responsibilities:**

* Perform a baseline assessment of Hospital-Provider systems and related interfaces, the existing service level agreements and/or policies and operational business procedures for readiness to comply with **HIPAA** as well as **ICD-10** requirements.
* Facilitated the daily **scrum** meetings, sprint planning, sprint review, and sprint retrospective.
* Have strong experience in requirements gathering by conducting interviews with end users
* Actively worked on **Data analysis** and **Report analysis** with respect to **ICD-10 impact.**
* Extensively worked on **Data Mapping** and **ETL.**
* Analyzed System flows of various department of the hospital.
* Configured **FACETS** to adhere to customers work flow for claims processing, claims automation and group administration.
* Tested claims in **FACETS** to ensure that appropriate products are built and system configuration was accurate. Loaded shell agreements into Production environment.
* Used **FACETS** Workflow to route the claims according to the priority.
* Worked on **NetworX Pricer** which routes the Claims based on Configuration made on **FACETS** and configured with Benefits and member enrollment.
* Worked on Accumulator Batch export system to facilitate the **periodic transmission** of current data in the **FACETS** Member Accumulator and Family Accumulator tables.
* Worked on **FACETS** configuration payment methodology.
* Worked on **FACETS** Benefits Configuration to simplified benefit plan maintenance and renewal processes based on **CSD** provided by Benefits Analyst.
* Identified risks, problems, requirements and concerns of the **Hospital** in order to comply with **ICD-10** changes. Assisted **JAD** sessions to identify the business flows and determine whether any current or proposed systems are impacted by the **EDI X12** Transaction, Code set and Identifier aspects of **HIPAA.**
* Highly involved in understanding of department workflows and process flows with respect to applications. Developed business process models in **RUP** to document existing and future business processes. Improved process for payment of **Medicare Secondary Payer claims** through revised workflows.
* Collected the information related to ongoing application upgrade and their impact on **ICD-10** implementation and created awareness within the departments regarding the need, impact, benefits and risks of **ICD-10 code** application.
* Wrote **SQL queries/**joins for **Oracle database** and prepared **test data.**
* Worked with development team to work on systems development in **Visual Studio.**
* Designed and developed **user interface screens** for visualization of reports and various user inputs with cross-functional teams.
* Re-Organized the collected data and prepared documentation for implementation.
* Involved in providing education about the **ICD-10 codes and 5010** standards, its requirements, complexity and accuracy to Physicians and Nurses of the hospital. Figured out the requirement of training in various departments of the **hospital** based on their daily work.
* Performed impact analysis on applications for deadliness of **ICD-10** conversion.
* Responsible to meet the information demands of our business users by delivering timely, accurate, meaningful and standardized data and reporting.
* Mapped the collected data with the existing data provided by the **hospital** departments.
* Used **Word, Excel** and **Visio** as a working tool.
* Hands-on experience and good understanding of the **hospital** working system including Registration, **Scheduling, Radiology, Laboratory, Pharmacy, Patient Accounting, HIM, Claim** Processing etc.
* Met the deadlines and scheduled day to day meeting sessions.

**Environment:** Windows 2007, Packet Tracker, MS office suite, FACETS, Visual Studio 2010, MS Visio, UML, RUP (SDLC), MS SQL Server.

**BCBS, Plano, TX August 2010 - April 2014**

**Sr. Business System Analyst**

**Role & Responsibilities:**

* Facilitated all aspects of the scrum framework, including sprint planning sessions, backlog grooming sessions, daily scrums, product demos, sprint reviews and sprint retrospectives.
* Supported and consulted product owner in developing, maintaining and grooming product **backlog.**
* As **Scrum** Master maintained the capacity plan, iteration board, sprint backlog, velocity charts and burn down charts
* Identified and removed impediments to the success of the sprint by working with every single team member.
* Analyzed the change detection process on **FACETS** database tables to capture the daily changes done by Users through Online **FACETS** Application.
* Worked on **FACETS** claims processing, payment adjustments, claims inquiry, benefits & dental claim pricing.
* Tested the changes for the front end screens in **FACETS** related to following modules, test the **FACETS** batches (membership, Billing, Provider, etc).
* Designed High level design, for New process, integrating with legacy and **FACETS**
* Involved in configuration of **FACETS** Subscriber/Member Application group.
* Analyzed the member/eligibility information on claim to that in **FACETS.**
* As **Scrum** Master communicated dependencies and potential risks to the completion of the sprints including resources, costs and systems.
* Conducted **JAD** sessions, workflow diagrams, **UML** diagrams, process models, activity diagrams, use cases, for incorporating design changes in the order creation/ management system.
* Actively participated on creating Migration strategy from existing **PDE (Microsoft Access files)** to **G­old Data Repository.**
* Clearly understood coding standards required for all **Medicare Part D Users** transactions involving electronic data interchange as provided by department of **health** and **human services** and incorporated at every stages of the project wherever found necessary.
* Prepared the **Business requirement Document (BRD)** and **Functional requirement document (FRD)** for the enhancement of the existing services.
* Analysis and Design of existing transaction sets, and modification of these transaction sets to ensure **HIPAA** compliance.
* Did data analysis, created **data mapping** and **data interface** documents and kept the documents updated with changes in requirements and functional specifications.
* Worked on developing the business requirements and use cases for **FACETS** batch processes; automating the billing entity and commission process.
* Coordinated the upgrade of Transaction **Sets 837P, 835 to HIPAA** compliance.
* Worked on the **EDI 834-file** load to **FACETS** through **MMS** (Membership maintenance sub-system).
* Did gap analysis for **HIPAA 4010 837P** and **835** transactions and **HIPAA 5010 837P** and **835** transactions.
* Involved in impact analysis of **HIPAA 5010 835** and **837P** transaction sets on different systems.

**Environment:** Rally, Agile, Microsoft Office, HTML, FACETS, Microsoft Visio, Share Point, Mega, XML schema, J2EE, UML, Quality Center

**Shire, Pittsburgh, PA Feb 2008 – Jul 2010**

**Business System Analyst**

**Role & Responsibilities:**

* Developed **Scope model** as a basis for defining and delimiting the scope of **business analysis** and project work.
* Defined and maintain a long term plan for the solution in conjunction with the rest of the team that is consistent with the business needs and value proposition.
* Analyzed the business problems and transformed these into requirements/user stories/epics to be utilized by the development team.
* Supported the planning of upcoming releases by taking the **Roadmap** concepts and prioritizing needs per release.
* Prioritized the requirements/user stories in conjunction with the development team and provide clarification and adjustments as needed; managing the **backlog** of user stories.
* Participated in the appropriate planning and development process steps, including the **Agile** steps of **Sprint Planning, Scrum,** **Sprint Review,** and **Sprint Retrospective.**
* Coordinated with the project leads and other application teams to make sure that interfaces and coordinated development aspects are properly planned and sequenced.
* Supported reviews of development, architecture and **testing artifacts**.
* Analyzed the overall solution and understand how it works together and how it might evolve over time
* Supported cost/benefit analyses in the planning process.
* Reviewed plans for application documentation required and support the review of the documentation.
* Gathered new business requirements, analyzed solution approach documents and verified data elements.
* Analyzed the impacted systems and interface with new data elements that business requirements used.
* Analyzed gap, all data element, **API** element.
* Analyzed the data flow in the system from **backbends to frontends**.
* Coordinated with the development team offshore and onshore.

**Environment:** GAP Analysis, Data Mapping, Data element, Service Layer, API, SharePoint, Agile.