**SUMMARY**

* Over 7 years of extensive experience as Business Analyst in Business Process Design, Streamlining, Quality Assurance, Object Oriented Analysis and Design (OOAD) in diverse fields such as Mortgage, Pharmaceutical, Healthcare and Retail.
* Proficient with various SDLC methodologies such as RUP, Agile(Scrum, XP), Waterfall, and AUP
* Authored Project Vision documents, scope documents and supporting artifacts.
* Organized many Joint Application Development sessions (JAD) and Joint Requirement Planning sessions (JRP), interviews, workshops and requirement elicitation sessions with end-user/clients/stake holders /development groups and Subject Matter Experts (SMEs)
* Working knowledge of MS Office, MS SQL server, MS Visio, Rational Clear Quest, Requisite Pro, Quality Center and QTP.
* Expertise in identifying, developing and documenting Business and Functional Requirements Specifications (FRS), User Requirements Specification, System Requirements Specifications (SRS), nonfunctional requirements and Supplementary Specifications and UML diagrams including Use Case Diagrams, Data Flow Diagrams, Activity diagrams, State Diagrams, Sequence diagrams.
* Experienced in training users and developing training manuals.
* Performed GAP analysis, documenting variances and suggesting steps to overcome the gaps.
* Experience in designing and defining user interface requirements wireframes, screen mockups, story boards and defining data elements and rules around the same
* Proficient in developing and executing test procedures, test cases, test scripts, test plans, performing functional, usability and stress testing and ensuring that the software meets the system requirements.
* Exceptional analytical, problem solving, strategic planning and decision-making skills.
* Strong team building, conflict management, time management and meeting management skills

**EDUCATIONAL QUALIFICATION**

* **Bachelor of Arts, Sociology, India**

**TECHNICAL SKILLS**

Platforms: Windows 2000/XP/NT, UNIX.

Methodologies: Agile (Scrum), RUP, Waterfall

Programming Language: C++, Java1.4/J2EE, VC++, SAS, HTML, SQL, Perl,

Shell scripting

Modeling & Analysis tools: UML (Unified Modeling Language) Rational Rose, Microsoft Visio

Office Tools: MS Project, Visio, Word, PowerPoint, Excel, Access

Databases: Oracle 8.1/9i, PL/SQL Developer, MS Access.

Software Tools/Utilities: CaliberRM & RDM, RequisitePro, MS Project, MS Outlook, MS PowerPoint, MS Visio, MS Excel, Macromedia Studio, IBM Lotus Notes

Reporting tools: Crystal Reports, Cognos

**PROFESSIONAL EXPERIENCES**

**United Health Group Jun 2012 - Present**

***Business/ Systems Analyst***

TOPS is a proprietary claims adjudication application for different products from United Healthcare, a large US Health insurer. Primary function of TOPS is to verify the eligibility and calculate the pricing and reimbursement amounts if the claim meets all the eligibility criteria. TOPS is a very complex application which interacts with various interfacing systems tackling a huge amount of data.  
 **Responsibilities:**

* Performed requirements analysis, reviews and validation
* Worked on System documentation and “as is” workflow as part of re-engineering and remediation process
* Performed GAP analysis of existing systems and evaluated benefits of new systems.
* Created prototypes and contributed to JAD sessions for building business rules and resolving design conflicts.
* Developed project artifacts such as data mapping documents, conceptual design, process flows, Requirement Traceability Matrix and prototype
* Developed and reviewed functional specification/design documents and assisted in architecture analysis
* Contributed to project planning by identifying business and system impacts, key assumptions and risks for OOM.
* Reviewed different artifacts including RTM during progressive phases of each project involved
* Used Share Point as a Change Request management and communication tool and also as a working document repository
* Performed impact analysis for project scope management
* Worked on design, coding, unit testing, and implementation support
* Provided initial triaging and prioritization of system issues and defects
* Managed the testing initiatives for multiple claims and portal enhancements including project kickoff, planning, Master Test Strategy creation, estimation, scheduling, progress tracking, risks and issues, metrics capturing, status reporting and escalations
* Guided and mentored Cross Application Team during various stages of UAT and integration testing
* Developed and conducted project presentations, high-level test outline, detailed test conditions, test scripts and test data setup.
* Performed UAT and integration testing
* Coordinated with various project stakeholders during the project life cycle.
* Prepared user guides and training documentation
* Conducted training sessions to various groups such as system analysts, QA, and end users

**Environment:**Agile,MS Visio, MS Word,MS Excel, PowerPoint, SQL, Oracle, J2EE technology,HPQC, JIRA,MS Project, Rational Rose

**Health Net, Woodland Hills, CA     Mar 2011 – May 2012 *Business Analyst***

The project involved gathering Business Requirements for the Claims Business Area and updating EDI Transactions like EDI 837, 835, 277 and 276 with the HIPAA 5010 Changes. I was also involved in the documentation of ICD 9 – 10 Conversion's Impact Analysis of the Diagnosis and Procedure Codes. I have experienced in development of Web Portals in the Healthcare Industry. I developed a Referral Web Portal that was used by providers and members to view their referral information.

**Responsibilities:**

* Gathered Business Requirements from the Subject Matter Experts (SMEs) and documented the requirements in the BRD
* Expert in ICD 9 – 10 Conversion Analysis. Full knowledge of the Diagnosis and Procedural Code changes for Healthcare Entities like Payers, Employer Groups and Providers
* Web Portal Development – worked as a Business Analyst gathering requirements to develop a referral portal
* Documented Current State vs. Future State for a Referral Web Portal. Created process flow diagrams describing provider and member access to the web portals
* Created Test File to be sent to the Drug Card Vendors for approval. Worked on a Paid without prejudice project for various States
* Testing - Developed Test Scripts using Test Director and coordinated with developers to quickly resolve the defects associated with them
* Analyzed and evaluated User Interface Designs, Technical Design Documents and Quality Assurance Test Conditions the performance of the application from various dimension
* Created Business Requirement Documents and Technical 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
* 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
* Change Control Process – Led the Change Control Process for changes submitted for the BRD once the document was submitted to IT department
* Documented the UAT Plan for the project and worked with the UAT Team to ensure every acceptance criteria for the requirements has been included in the UAT task plan
* 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.

**Environment:** MS Visio, Word, Excel, PowerPoint, SQL, Oracle, J2EE technology,HPQC,Test Director,Rational Rose,Agile,JIRA

**AmeriHealth, Iselin, NJ Jul 2009 - Jan 2011 *Sr.Business Analyst***

AmeriHealth is a growing group of health care plans with its base in the states of New Jersey, Delaware, and Pennsylvania, which has grown to more than 265,000 members since its inception in 1995. The project was to develop a web-based application which would provide online insurance services to their customer and Agents. The application involved quotation tool and also allowed customers to purchase the insurance online after selecting the insurance plan, pricing and location details. The system also allowed agents to quote or complete application online on behalf of the customer. The application consists of Health insurance, Policy and Claim service module.

**Responsibilities:**

* Conducted user interviews, gathered requirements and analyzed the requirements using Rational Rose, Requisite Pro – RUP.
* Conducted JAD session with Stakeholders, users, vendor and SME’s, Project Directors for open and pending issues to develop specifications.
* Documented High Level Logical Data Models and BRD supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business data requirements.
* Created Use-Case diagram, Sequence Diagram and Activity Diagram after assessing the scope of the Project and understanding the business processes.
* Modeled the AS-IS system and performed GAP Analysis for the existing system in order to map it to the To-Be system.
* Worked closely with the UI team to model the screens, which met user defined requirements, organizational and regulatory standards.
* Reviewed test cases written by QA team and made modification for better execution of test cases.
* Documented Requirement Traceability matrix in Requisite Pro for traceability of requirements through test cases.
* Coordinated with the PMO group in defining timelines & schedules for the project.
* Maintained and monitored Project progress status using MS Project.
* Communicated status of efforts to management and business partners on a regular basis to ensure that all stakeholders have accurate and current information throughout the process.
* Conducted User Acceptance Testing (UAT) with the stakeholders and business users ,fixed the discovered errors and verified it through regression testing
* Assisted end users and IT staff in the use of data to satisfy informational and reporting requirements and implementing and using SQL and DBMS
* Served as the primary point of contact between business and technical staff at all levels

**Environment:** UML, SQL, Windows Server 2003, Java, HTML, Excel, Visio, MS Project, Power Point, , Mercury Quality Center, Test Director, SQL Server 2005

**Fifth Third Bank, Cincinnati, OH Nov 2007 - May 2009 *Business Analyst***

Fifth Third Bank, one of the most reputed and prestigious banks in America, provides banking services to over 5.7 million customers. It professionally and personally delivers financial solutions with every opportunity. The scope of the project was to upgrade their existing web-based loan application system to include additional functionality features. This would provide the customers with a user-friendly environment to apply for their online loan application.

**Responsibilities:**

* Interacted with team leads to gather requirements about functionalities need to be added/updated/enhanced.
* Worked extensively in order to understand loan application and web based UI.
* Prepared Functional Requirement Specifications based on questionnaire and JAD Sessions.
* Followed traditional Waterfall Approach for web-system upgrade.
* Created Process Diagrams and Data Flow Diagrams using MS Visio 2002.
* Involved in major part of Software System Development Life Cycle - Requirement Analysis, Implementation Testing and Support.
* Maintained a file to track open requirements.
* Participated in Risk Mitigation Process to identify critical areas of risk and accordingly modified the process to reduce the same.
* Helped testing team to understand the business process and prepare test scenarios.
* Conducted walkthroughs with development team and stakeholders.

**Environment:** Windows XP, MS Visio 2002, and MS Office 2003

**Captial One, Mc Lean Virgnia June 2006 - Oct 2007** ***Business Analyst***

Capital One Financial Corp. is a U.S.-based [bank holding company](http://en.wikipedia.org/wiki/Bank_holding_company) specializing in [credit cards](http://en.wikipedia.org/wiki/Credit_cards), [home loans](http://en.wikipedia.org/wiki/Mortgage_loan), [auto loans](http://en.wikipedia.org/wiki/Auto_loan), [banking](http://en.wikipedia.org/wiki/Bank) and [savings](http://en.wikipedia.org/wiki/Savings_account) products. Creating an online customer access system for their Credit Cards. The customers could login and view their account details, do online credit card payment, see their credit card transactions online and edit their account.

**Responsibilities:**

* Hold stakeholders, SME’s meetings to understand their requirements, their needs, prepare a project scope and charter
* Understand and analyze the requirements and document them in an effective manner whereby the developers could understand it and develop the functional as well as non functional requirements
* Analysed the current scenario and the scenario desired, used gap analysis and SWOT
* Created business requirement document and functional requirement document
* Created use cases and then test cases out of each functionality
* Made process flow diagrams, use case diagrams, sequence diagrams using MS Visio
* Used Quality Center to bug defects and to link them to the requirements and the concerned developers
* Was involved in Manual testing with developer and user testing with the users

**Environment:** RUP, Rational Requisite Pro, Rational Rose, MS Visio, Test Director, MS Office.