**SUMMARY**

**IT Professional with diversified experience, across Healthcare and Retail domains, having excellent verbal and written communication skills, experienced team player, good at problem solving, technical documentation and quality assurance.**

**Technical Skills**

* Design Tools: MS Office (Word, PowerPoint, Excel, Visio, Access, Project), Rational Rose
* Methodology: Waterfall, Agile, Scrum, RAD, RUP
* Web: HTML, IIS, Apache Web Server, SharePoint, MOSS
* Databases: MS-SQL Server, Oracle, SQL Plus,
* QA Tools: RequisitePro, Clear Quest, HP QTP, IBM /Tele-logic DOORS, JIRA, Rally, HP ALM
* O/S: Windows 2012/2003/ XP/Vista/7/8, Unix/Red Hat Linux, Mac OS, Solaris
* Scripting Language: VBA, UNIX Shell scripting.
* Network Protocols: TCP/IP, Routing Protocols, VPN, PKI- Encryption, SSL ,Certificate Services, Active Directory- GPO, and Policy Mgmt.

**EXPERIENCE**

**Horizon BCBS Newark, New Jersey November 2014 –August 2015**

**Business Systems Analyst**

HBCBS provides various high-quality health care solutions. I was hired to support the Requirements gathering and Implementation of Capacity Planning related to upgrade, and consolidation of 1200 + of Windows Servers and Security Baselining across an entire gamut of Tier 1 Application Servers, User acceptance testing and appropriate documentation. I also worked on an unrelated project of data consolidation of Market surveys for Providers and Member portals.

* Studied the Critical Business Process Flow and drafted documentation through various conferences, meetings, workshops, previous documentation etc.
* Validated the gathered requirements from previous two phases and added in modified functionalities as required.
* Used requirements for preparing the Business Requirements Document (BRD, and IRF)
* Worked on Business Requirement Documents, Test Plan, and Test Strategy & Schedules. Updated the existing business process diagrams, for doing a partial re-documentation Excellent understanding and experiences in Agile Methodology – SCRUM creating user stories
* Involved in data mapping and data migration process with the help of SQL queries and MSOffice tools. Provided a strong SQL skill set for the Data Integration team to ensure the development of data feeds are implemented successfully.
* Acquired and compared the Healthcare Benefits plans with the HEDIS information which is in turn useful for the subscribers and consumers.
* Fostered strong team work on the project by assisting fellow DAs/BAs on the Data Integration team, answered questions from business.
* Weekly Status reports to the Project executives & Team and making sure the aggressive timeline of the project is maintained. Responsible for tracking issues that were detected and updated requirements based on daily meetings with on-site and off-site team. Resolved conflicts and scope creeps in project priorities.
* Experienced in HEDIS (Healthcare Effectiveness Data and Information Set) measures.
* Participated in UAT testing with UAT team. Performed Manual Testing. Participated in defect review board (DRB) meetings and provided technical expertise on how to resolve the issues related to configuration and/or test scenarios. Conducted gap analysis between the current system and new requirements to be implemented thereby mapping the business requirements to the application

**Coventry Healthcare, Bethesda, Maryland October 2013- November 2014**

**System Analyst/ Business Analyst**

Coventry Health Care provides various high-quality health care solutions at affordable prices. I was hired to support the enhanced implementation of the NPI in EDI X12 transactions for incoming and outgoing EDI transactions, user acceptance testing for the online benefit and enrollment portal which is used by brokers to enter customer information to generate coverage quotes and enroll customers in appropriate health plans. I also worked on the implementation and enhancements to the COB (Coordination of Benefits) claims, with HIPAA procedures code sets,

* Studied the Critical Business Process Flow and drafted documentation through various conferences, meetings, workshops, previous documentation etc.
* Held workshops to thoroughly prepare developers for HEDIS evaluation methods.
* Gathered requirement on FACETS EDI 834 Benefit Enrollment and Maintenance subsystems.
* Used requirements for preparing the Business Requirements Document (BRD), for the implementation of the NPI in EDI X12 transactions as mandated by the Federal Regulation.
* Created the requirement documents to channel 270/271, 276/277 as related to 834 / 835/837 EDI transactions
* Worked on Business Requirement Documents, Test Plan, and Test Strategy & Schedules. Updated the existing business process diagrams, for doing a partial re-documentation for ICD9-ICD10 conversion.
* Understanding the Healthcare Effectiveness Data and Information Set (HEDIS) Document in detail
* Extensively tested EDI X12 Transaction sets like EDI 837 (Health Care Claim).
* Verified claims, payments, and status with back-office database.
* Create the strategy for the Error Handling techniques and ftp jobs(Batch Jobs) for the business stake holder to review data for the Error out claims
* Fostered strong team work on the project by assisting fellow DAs/BAs on the Data Integration team, answered questions from business.
* Responsible for preparing sample test data for testing, which includes analyzing member’s applications and enrolment and claims processing.
* Daily Agile Status meetings to make sure the aggressive timeline of the project is maintained. Responsible for tracking issues that were detected and updated requirements based on daily meetings with on-site and off-site team. Created Use- Cases and Requirements documents for documenting business needs
* Participated in UAT testing with UAT team. Performed Manual Testing. Used HP Quality Center to report defects and TEST results

**CIGNA Healthcare, Raleigh, NC July 2012 – September2013**

**Business System Analyst**

At CIGNA Healthcare, I worked particularly on analyzing Facets interfaces involving a new feature for SPP (Strategic Partnership program). My duties included working with claims module and processing them for various scenarios. I had responsibility of testing mainframe systems for CBoR (Claim Book of Records). As an analyst, worked on ETL projects to construct and verify data requirements and worked on x12 270-271 EDI Transactions. Involved in documenting EDIs according to code set X12, 835 Claim Payment & Remittance Advice Claims processing and 837 Claim transactions.

* Prepared high level and detailed system requirements documents for the application
* Analyzed HIPAA 4010 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
* Set claim processing data for different Facets Module.
* Extensively used Unified Modeling Language (UML) to diagram business logic.
* Involved in sprint planning meeting to identify the tasks for the sprint and getting team members acceptance/commitment for the assigned tasks. Identified the requirements that go in each sprint, collect them in the sprint backlog and collecting and managing the requirements that are not part of the current sprint into the product backlog.
* Assisted the Product Managers in setting up timelines for the various teams (development and testing teams) as per the Agile SDLC.
* Worked with SQL Queries to extract data from the databases and indexes.
* Generate low level business requirements and design mock-up screens for the application
* Translated the scenario based requirements in to User Stories, Use cases and implementing Agile methodology as a standard for the ongoing project. Completed documentation in JIRA for each of the test cases.
* Involved in sprint planning session to identify the features and functionalities that should be achieved by the new application
* Writing PL/SQL Procedures & Batch Processes for Data Mapping as needed.
* Writing Test Plans/Test Scenarios/Test Cases/Test Matrix Executing System Test, and User Acceptance Testing (UAT)
* Preparing Requirements Traceability Matrix and Test cases to insure the desired functionalities are have full coverage.

**Office Depot, Inc. FL, Boca Raton August 2010 – June 2012**

**Business Analyst/ Data Analyst**

* Interviewed Business subject matter experts SMEs, with detailed questionnaire, carefully recording the requirements and added documentation for new functionality suggested in the Change of Specifications docs.
* Involved in detailing Data Process Flow Diagrams and time-lines with emphasis on project flow and resource minimization related to proprietary ERP system.
* Extensively assisted with Data Manipulation and documentation for their proprietary ‘Perpetual inventory system’ that recorded sales, returns and discounts for different products and merchandise audits.
* Assisted in performing gap analysis to document any missed functionality between business requirements and functional requirements.
* Analyzed business requirements into high level and low level Use Cases, activity diagrams / Sequence and Collaboration Diagrams using Rational Rose, grouped the Use Cases according to UML methodology. Assisted in developing and executing test cases / test scripts, based on design documents and functional requirements
* Developed project status metrics for weekly evaluation, risk assessment, as a liaison between the Project Manager and different teams
* Used MS Project to manage schedules, deadlines, and resources.

**Time Warner Inc. / (Bonnier Inc.), Oceanside CA August 2009 –June 2010**

**Business Systems Analyst**

Primarily assisted with the Business Analysis Requirements gathering for consolidation of multiple websites and deployment of web interfaces for implementing applications such as MS Exchange OWA, PeopleSoft HR applications, Proprietary Financial apps, and Magazine/ Print Production.

Interacted with people at different levels of the organization and ensured migration of applications changeover was smooth and transparent to final users.

* Periodically participated in technical and management update sessions
* Investigated and resolved software issues and defects reported by test business users and others
* Tracked, analyzed and ensured the resolution of defects collected from different sources and resolved them based on criticality and severity. Documented results of test cases actual versus expected results in JIRA and Rally like Remedy Database.
* Interacted with QA Load / Performance and Stress Test Team using Virtual Users and Analysis of actual results against the expected results and kept to strict deadlines.
* Dealt extensively with planning and execution of Backup and documentation and planning of Disaster Recovery issues.
* Multiple Environments: Windows 2003, Active Directory, Sun Solaris, Visual Basic, Rational RUP, Mercury Quality Center tools, MS Exchange, PeopleSoft HR applications, Proprietary Financial apps, and Magazine/ Print Production related applications.

**Callisma Oct 2004 - July 2009**

**IT Network Admin / Consultant | Santa Clara, CA**

* Local Area Networks and Wide Area Network Operations Center (NOC) and Last-Mile telecommunications operations experience
* Email troubleshooting related to MS Exchange server and Outlook management
* 2000/ 2003/ 2008 server, Active Directory folder and user administration.
* Contract IT support for Repair and Maintenance of Network systems, POS PC systems and related equipment such as magnetic stripe readers, monitors, printers, cash drawers, Operating systems and bar code scanners for Bay Area based Andronico’s grocery chains.
* Administered Meeting Maker / ACT / Eudora World Pro and later MS Exchange
* High volume Call-Center, Helpdesk resolution./ Move-Add change-Fix Team /
* Served on the Problem Resolution Tiger Team / Worked independently and as a team leader
* Microsoft Office troubleshooting /Client-Server Team, Red Brick Middleware applications.
* Website administration, page layout, updates and content management.

**Education and Certification**

* Masters of Business Administration (MBA) Marketing
* Bachelor of Science (B.S, Chemistry)
* Microsoft Certified Software Engineer MCSE, CCNA Certified Cisco Network Associate
* Network +/Server + / A+ Hardware and Software (CompTIA Certified),
* Red Hat Certified Administrator, QuickBooks Inventory Management
* Specialized training and coursework in E-Commerce Website management.