# Professional Summary

* Business Analyst with **7+ years of experience** managing Data driven applications in Healthcare and E-Commerce.
* Extensive experience in **ER modelling**, **Normalization**, **Dimensional Modeling**, **ETL**, **Data Mapping**, **Data Quality**, **Data Cleansing** and **Report generation** including Dashboards from SQL Server, Oracle, SAS, Excel, Flat Files and other data sources.
* Hands on Experience in creating **Logical & Physical schemas** while maintain glossaries of business rules leading to business requirements and test case generation for Application Development and Business Process Modeling.
* Managed program and project efforts for Retail, E-Commerce: **EDI, Content Management Systems.**
* Extensive experience in writing DDL & DML SQL queries (T-SQL & PL-SQL) especially **stored procedures**, **joins**, **triggers** and **views, and User-defined functions**.
* Experience in **Requirement gathering & Management**for traditional and **Agile Methodologies**; Skillfully documented Business Requirements, Use Case Specification, Functional and Non-Functional specification, UML diagrams including Use Case diagram, Activity diagram, Class diagram, Sequence diagram, Data Flow diagram (DFD), Entity-Relationship diagram (ERD), Requirement Traceability Matrix (RTM), Change-Version Control, Training and User Manuals.
* Extensive **Scrum** and **Agile** experience, user Storiesincluding blending **Agile** practices with existing processes as well as gaining executive and organizational support for transitions to **Agile** practices.
* Knowledge of UML, OOAD, **Business Process Re-engineering , Testing Lifecycle, Data Modeling,** Service Oriented Architecture (SOA), GAP analysis, risk analysis, cost-benefit analysis
* Extensive knowledge and experience of **n-tier architecture, Content Management, Web-parts, web controls, web services, modular** implementations in a **SOA** environment.
* Extensive experience in creating SharePoint workflows, SharePoint Lists & Libraries and piping SSRS data to SharePoint based dashboards.
* Experience in developing web **mockups** especially focusing **performance considerations.**
* Experience in **scheduled and ad-hoc report generation** using MS Excel, SSIS, PowerPivot, from **ROLAP & MOLAP cubes** and other relational data sources in MS SharePoint based environments.
* Knowledge of **Health Insurance Portability and Accountability Act** (HIPAA) standards, Electronic Data Interchange (EDI) and implementation of HIPAA code sets, ICD-9, ICD-10 and HL7.
* Experience in White Box, Black Box, Unit, Functional, Integration, Back End and System Level Load and Stress Testing& UAT for data centric applications including data warehouses.
* Excellent verbal and written communication skills adept in agenda creation, conflict resolution and schedule management.

# Skills & Tools

* **Business Data Model :** Business Process Analysis & Design, Gap Analysis, ER & EER Modeling, Dimensional Modeling, JAD/JRP Sessions Requirement Gathering, Use Case Modeling
* **Methodologies:** Agile, RUP, and Waterfall
* **Languages:** C++,COBOL,T-SQL, PL/SQL, HTML, CSS, JAVASCRIPT, XML, XSLT, XSD & DTD
* **Management Tools:** MS Visio, TFS, MS SharePoint, SharePoint Designer, Rational Requisite Pro, ClearQuest, ClearCase,ERWin, Balsamiq Mockup,
* **Database:** DB2, MS SQL Server 2000/2005/2008/2008 r2, Oracle 11g, MS Access, MS Excel, Toad, SSRS, SSIS, SSAS, PowerPivot, Crystal Reports
* **Operating Systems:** Windows 95/2000/XP/Vista/7, Windows Server, OpenSolaris, Android

# EXPERIENCE

**Sr. Business Analyst September 2012 –Present**

**Rent-A-Center plano, Texas**

**Project:** Rent-A-Center is an American public furniture and electronics rent-to-own company based in Plano, Texas. The project was to upgrade **data warehouse** driven MS SharePoint based E-commerce reportportal for generating Sales & Lease Reports for products. I was also involved in SharePoint upgrade from 2007 to 2010.  
  
**Responsibilities:**

* Gathered Business Logic, Rules and Requirements from existing system documentation, conducted interviews and workshops leading to creation of Business Requirement Document and Product Backlogs.
* Excellent understanding of Agile Methodology esp. implementing SCRUM on TFS as well as HP QC ALM.
* Utilized User Stories for managing requirements, calculating velocity as well as managed priority using Story Points
* Hands on experience in Backlog management using Epics and Themes as well as Sprint Planning.
* Participated as well as conducted daily SCRUM meetings for managing project and removing obstacles.
* The user interface (UI) for SharePoint web parts were mocked up in Microsoft Visio and reviewed with the end users prior to programming to solicit User Acceptance.
* Implement Agile project management principles and methodologies by leading requirements gathering sessions, sprint planning, product backlog grooming, level of effort and estimation session.
* Excellent understanding of Gap between SharePoint 2007 and 2010.
* Worked with end users to define business design solutions e.g. new workflows for SharePoint using SharePoint Designer, systems, programs, reports.
* Facilitate SCRUM meeting as SCRUM Master in AGILE software development.
* Upgraded existingER Model through logical and physical schema normalization for efficient query execution for OLTP.
* Created new Star & Snowflake schemas based on management reporting needs by identifying Facts, dimensions, KPIs and thresholds
* Created Data Mapping between various data sources and data destinations including flat files and other unstructured data sources.
* Supported Data Cleansing and Data Quality Efforts by reviewing existing Data Validation standards for all data-input sources.
* Created Reporting Matrices and identified efficient controls for delivering effective business intelligence to management.
* Created T-SQL statements for ad-hoc report generation from both OLTP and OLAP databases.
* Coordinated between business line, operations and other ongoing projects and technical teams.

**Environment: Agile,TFS,.NET, SharePoint Designer, Erwin, MS Office 2007/2010, MS Project, HP QC ALM, MS Visio 2010, MS SQL Server 2005/2008r2, Oracle, MS Share Point2007/2010**

**Business Analyst December 2011- August 2012**

**Humana, Ft. Worth, Texas**

**Project:** Humana is one of the biggest insurance providers in the United States. The project was development of customer-facing portal that automated sales, marketing,& reporting requirements for both group and individual policies.

**Responsibilities:**

* Performed Business Requirement Gathering & Analysis by actively soliciting, and analyzing customer requirements and documenting and managing them in a Business Requirement Document.
* Performed Use Case Modeling and supported Use cases with activity diagrams and sequence diagrams to analyze the requirements and recommend solutions.
* Assisted the technical team in developing Technical design documents by providing Specification documents that included both function and non-functional specifications.
* Participated in the bug review meetings, updated requirement document as per business user feedback and changes in the functionality of the application.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Organized meetings to discuss outstanding issues with QA and developers.
* Created scheduled and ad-hoc reports using SQL and Excel.
* Interacted with other teams through walkthroughs, teleconferences, and meetings, to resolve various issues.
* Experience working with Medicare and Medicaid insurance data, Tricare and Dental Insurance Plan along with knowledge of the expertise surrounding HIPAA 4010/5010 x12 transactions such as 837, 835, 834, 278, 270 and 271.
* Created Use Case scenarios according to business needs and specifications and Implemented UML methodologies to design Use Case Diagrams, Data Flow Diagrams, Activity Diagrams, Sequence Diagrams, and ER Diagrams.
* Involved in full life-cycle modeling (using UML, and MS Visio) for development, testing, and deployment.
* Designed new Web Services with functional Web Methods supporting the SOA of the To Be model during the Logical Architecture Design.

**Environment: Windows XP, MS-Visio, Microsoft Office suite, Rational Requisite Pro, MS Visio, HP Quality center, RUP, Scrum, MSSQL Server 2005, DB2**

**Business Analyst April 2010 - October 2011**

**AT& T Services, Dallas, TX**

**Project:** AT&T delivers telecom services at very competitive prices and the convenience of a single bill. The project was to create a web based Information System for AT&T customers to track their past bills and usage history spanning wired and wireless voice and data, broadband Internet, TV and messaging service  
 **Responsibilities:**

* Gathered business requirements and performed gap analysis for every release.
* Conducted the JAD Sessions with stakeholders and developers to have a clear picture of a project.
* Implemented agile methodology for iterative and incremental development of the system.
* Developed Epics, themes and stories based on User Narratives and created Backlogs.
* Adept in creating Agenda for Sprint Planning and Review Meetings
* Developed test cases and test plans on the basis of Acceptance Criteria detailed in User Stories and also did manual testing of the functionality of the application to ensure that the application is able to handle a lot of data.
* Managed development team using agile methodologies (SCRUM) to interact with team of management peers within business analysts, architecture, project management, test, and system engineering.
* Used UML to create use case diagrams, sequence diagrams and activity diagrams.
* Performed Backend testing by using PL/SQL queries to test the integrity of the application.
* Developed flowchart and process diagram using MS Visio.
* Worked with iterative development environment using Agile Methodology.
* Conducted interviews with clients to analyze their data and gather requirements.
* Clarified QA team issues and reviewed test plans and test scripts developed by development team and QA team to make sure all requirements have been covered in scripts and tested properly
* Was in regular contact with Business partners on the status of issues, action plans and timeframe for resolution throughout the development cycle.
* Identified bugs during the test phase and reported them using HP Quality Center
* Created user manuals and help files for different user groups

**Environment: Oracle, SQL Server, Agile, Scrum, SQL, MS Visio, MS Office, UML, Windows XP, HP Quality Center, Rally, n-tier architecture,**

**Business Analyst May 2009 – March 2010**

**United Health Care, Frisco, TX**

**Project Description**

United Healthcare Group was established to meet the needs of individuals and Business Medical Healthcare. The project was to conduct Level-1& 2 activities for migration to HIPAA 5010 and ICD 10 CM & PCS.

**Responsibilities:**

* Gathered Requirement and created BRD by interviewing SMEs, JRP sessions and researching through HIPAA guidelines& TR3 documents.
* Worked with ASC X12 N standards and performed gap analysis for 270, 271, 834 and 837 transaction sets.
* Developed plan for data feeds and data mappings for integration between various systems, to follow ICD 10 Code set and ANSI X12 5010 formats.
* Developed Use cases and Activity process flow diagrams using MS Visio for various Processes.
* Implemented ASC X12 837 for updating administrative reimbursement for health care products and services in the system.
* Involved in creating sample mappings for the conversion of EDI X12 transactions code sets version 4010A1 to 5010 and translation of ICD 9 codes into ICD 10 codes.
* In depth knowledge in documenting Payer regulations and standards, while processing claim application.
* Supported project teams with vendor communication and internal support group coordination.
* Set up and managed support functions covering planning, tracking, reporting, quality management and internal communication.
* Reviewed project activities for compliance with procedures and standards.
* Interacted with other teams through walkthroughs, teleconferences, meetings, etc. to resolve various issues.
* Participated in weekly meeting and discussed modification request with management team
* Worked with the project manager for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project
* Prepared the Business Workflow using MS-Visio with input, output, and Pre and Post condition.

**Environment: HIPAA, RUP, SQL, XML, MS Visio, MS Office, UML, Windows XP, HP Quality Center, Rational Suite**

**Systems Analyst December 05 to March 09**

**Excellent Solutions, Delhi, India**

**The E-Commerce project:** The goal was to develop a Centralized management tool for data sharing in single and multi-site setting. Along with the dashboard functionalities, a management tool required a significant revamp of the existing IT infrastructure consisting of large-scale database and application servers.

**Responsibilities:**

* Gathered Business Requirements by interacting with the Users, Designers and Developers, Project Manager to get a better understanding of the Business Processes
* Evaluated solutions for business problems/bottlenecks and evaluated alternate methods to increase efficiency and improve control. Analyzed and documented information system requirements and the corresponding impact on business processes
* Maintained the Requirements Traceability Matrix (RTM) across the deliverables of a project
* Consulted with users, resolved problem to meet specific technical and business needs
* Validation and Verification accountability for all the deliverables of software development projects
* Assisted the testing team in preparing Test Plans and Test cases and detecting bugs in the system
* Conducted functional walkthroughs, User Acceptance Testing (UAT) sessions, and supervised the development of User Manuals for customers
* Prepared reports and presentations for weekly management meeting to update senior management staff on project deliverables, progression and timelines
* Trained team members with project knowledge and business processes

**Environment: UML, MS SQL Server, MS Visio, MS Excel, MS. NET Framework, ASP.NET AJAX, JavaScript**

**System Analyst Intern October 2007 – December 2008**

**Ansal Institute of Technology, Gurgaon, India**

**Project:** A Student management system that provided registration services and augment quality assurance/quality control, environmental control, and regulatory affairs groups was implemented**.**

**Responsibilities:**

* Gather Business Requirements by interacting with the Users, Designers and Developers.
* Maintain the Requirement Traceability Matrix (RTM) across the project.
* Evaluate and analyzed the business process to increase efficiency and control.
* Participated weekly meeting and discussed technical issues and the modification to meet the business requirements.
* Performed testing suing PL/SQL queries to test the integrity of the application.
* Create user manuals and help files for different users.

**Environment: Oracle 8i,9i, Oracle form and report 6i, SQL, PL/SQL, TOAD, SQL Developer, SQL\*Loader, NT, HTML**

## EDUCATION

BSc IT from Sikkim Manipal University, Delhi 2008