**CELIA TALLEDO**

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**OBJECTIVE:**

An assertive professional with 7 years of diversified Business Analyst experience and with an in-depth knowledge of business processes and solutions in the Healthcare Domain.

**PROFESSIONAL SUMMARY:**

* Extensive knowledge in all the phases of the **Software Development Life Cycle** (SDLC) and Project Life Cycle, with in depth knowledge in Software Development Methodologies; such as, Waterfall, Agile, and Rational Unified Process (RUP).
* Hands on experience gathering requirements, interviewing senior level company officials to gather requirements for documenting project functional specification.
* Strong experience using Agile Scrum methodology – performed roles of Scrum Master following sprint/standup sessions and used Excel extensively to write user stories, analyzed the Iteration Burn down Charts and reviewed the defects.
* Participated in the complete **Business Process Management (BPM) design and execution** that helped my department to **achieve an 18% cost savings**.
* Experience in creating and revising various document requirements, such as; **System Requirement Specifications** (SRS), **Business Requirements Document** (BRD), **Functional Requirements Specifications** (FRS), **Systems Design Specification** (SDS), **Requirement Traceability Matrix** (RTM), Users Guides, etc., and **Gap Analysis**.
* Worked extensively with **various UML diagrams, such as Activity diagram, Work Flow diagram, State Diagram, and Entity Relationship Diagrams, to support the documentation and analysis of business processes and systems.**
* Working knowledgeof **testing tools** such as **HP Quality Center** with extensive experience in working with the QA team in the Test plans, Test cases, and Test scenarios development/design/execution of **UAT** to meet the product’s business requirements.
* Experienced assisting the overall testing process by activities; such as, Change and Defect Management, and conducting **User Acceptance Testing (UAT).**
* Experienced in running **SQL queries, utilizing inner join, outer join, set operators, grouping, hierarchical queries, sub queries, correlated queries, and advanced analytical functions** for data validation and comparison to perform backend testing.
* Expertise in conducting Joint Application Development (JAD), Rapid Application Development (RAD) and Joint Application Requirement (JAR) sessions, interviews, workshops, and requirement elicitation sessions with end-users, clients, stakeholders and development team.
* Extensive Knowledge of **Medicare**/**Medicaid** procedural and diagnostic codes.
* Extensive experience in **HIPAA Standards Conversion 4010A1 to 5010X12**and **ICD-9**to**ICD-10**conversion – Analysis & compliance experience for Provider and Payer exchanges perspective, with the primary focus in Coordination of benefits.
* Extensive experience in the Documentation, Analysis, and Implementation of **HIPAA EDI** transactions **834, 270/271, 837/835, 276/277** processes of Medical Claims Industry from Provider to Payer.
* Involved in Subscriber/Member**Enrollment** and **Eligibility**, Plan/Product, **Claims**, Provider, Commissions and Billing Modules of **TriZettos FACETS**.
* Strong work ethics, able to take ownership of all duties and responsibilities and efficient time management skills. Group and individual based problem solving and decision making skills.
* Excellent communication, documentation and organization skills with the ability to adapt to new environment.

**TECHNICAL SKILLS:**

* **Business Methodologies** RUP, Waterfall, Agile, Scrum
* **Business Modeling Tools** MS Visio, IBM Rational Rose
* **Requirements Management** IBM Requisite Pro, IBM DOORS,
* **Databases**  MS Access, **MS-SQL Server**, **ORACLE**, MySQL,
* **Enterprise Environment J2EE, JSP, JVM, Apache, MS 2008R2, MS SSAS/SSRS**
* **Web Technology HTML, XML, CSS**
* **Testing Tools** HP Quality Center, QTP, JIRA, Load Runner, Bugzilla
* **Change Management** Clear Quest.

**PROFESSIONAL EXPERIENCE:**

**Info crossing Healthcare Services, Inc., Jefferson City, MO**

**Jan 13 – Present**

**Sr. Business Analyst**

**Project Description:**

**As a Sr. BA I was involved in documenting and processing claims including the eligibility verification. I was also involved in tracking and addressing the problems on a timely manner encountered by the providers, billers, as well as vendor companies, health plan groups, while generating 837 Professional, Institutional, Acknowledgement 999, Claim Status Inquiry/Response 276/277, Remittance Advice 835, Eligibility Inquiry/Response 270/271 etc.**

**Responsibilities:**

* **Responsible for the execution of the project life cycle, including requirements gathering, design, testing, implementation, and documentation, as required.**
* **Documented the Business Requirements Document (BRD) and the Functional Specification Document (FSD).**
* **Performed a project analysis on new projects, including requirements, personnel, and costs.**
* **Organized and conducted extensive JAD sessions with users to identify and understand requirements.**
* **Developed and maintained a work plan for system projects.**
* Responsible for maintaining and updating project documentation and tracking with **HP Quality center.**
* **Provided reports and other documentation on projects to client and internal staffs, as needed.**
* **Identified Actors, Activities, Artifacts and Workflows, and developed use case diagrams using Rational Rose.**
* **Worked with team leaders and supervisors to ensure project and organizational deadlines were met.**
* **Coordinated updates with client's staff and implement efficiencies in documentation maintenance.**
* **Responsible for performing the gap analysis for the interfacing system.**
* **Coordinated with different teams and distributed at different geographic locations for various releases.**
* **Prepared and performed training to Client and Internal staff as a result of system changes.**
* **Documented issues and resolutions, and wrote specific requirements for system changes.**
* **Initiated test plans, developed, and executed test cases and scenarios; worked with users to develop specific acceptance criteria and prepare test exhibits.**
* **Extensively revised the HIPAA EDI 834,270/271,837/835,276/277 claims files transactions according to test scenarios and verified the data on different modules.**
* **Ensured that EDI files were in compliance with ICD-10 standards.**
* **Worked on As-Is To-Be analyzation of ICD-9 to ICD-10 conversion for the new qualifiers used in the 837 claims for the Diagnosis and Surgical Procedure Codes.**
* **Experience in ICD-9 to ICD-10 conversion, and expertise in forward and backward mapping using GEM.**
* **Made changes to online user help as required by system changes.**
* **Involved in yearly HCPCs process implementation including add, delete, and changes.**

**Environment: ALM, SQL, FACETS,Apache Tomcat, JavaServer Pages(JSP), J2EE, Java Message Service(JMS), MS SharePoint,** **HP** Quality Center, **MS Office Suite, MS Visio, MS SQL Server, MS SSRS/SSAS, HTML, XML, Requisite Pro, Rational Rose, Clear Quest.**

**Assurant Health, Milwaukee, WI**

**Jun 11 – Dec 12**

**Sr. Business Analyst**

**Project Description:**

The purpose the Assurant Health project was to gather information from all levels of the business to build a Web Based system called EASE (Electronic Agent Sales Experience) in collaboration with Capgemini a consulting company to establish a competitive advantage by making it easier for independent agents and customers to obtain insurance quotes and submit policy applications. Other major functionality includes e-mail notifications for agents, detailed quotes, and medical underwriting. Other projects include such as My Web Page which is a health insurance agent's own personal Web site that can be easily set up with some technical help by the company.

**Worked in a team that was responsible for converting the programs from 4010 to 5010 version for HIPPA standards, NCPDP 5.1 conversion for drug claims was also included in the process.**

**Responsibilities:**

* Created Use Case diagrams using UML and Business Process Models using MS-Visio.
* Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations and to discuss the different ways and means for the integration of Rational tools with the current system using an "adoption through execution" strategy.
* Responsible for Business Process Management (BPM) for development of various projects.
* Scheduled meetings with developers, System Analyst's (SA) and testers to identify resource allocation and project completion using MS Project.
* Participated in providing implementation assessment for Rational RequisitePro, Rational ClearQuest using Unified Modeling Language (UML) and Rational Unified Process (RUP).
* Developed Use Cases, Sequence Diagrams, Activity Diagrams and Class Diagrams.
* Assisting the project manager in creating detailed project plans and scheduling and tracking project timelines.
* Responsible for preparing the Software Requirement Specifications (SRS) document, Standard Operating Procedures (SOPs), Functional Specification Document (FSD).
* Responsible for Business Process Management (BPM) for development of various projects.
* Worked as the primary liaison between the business user and the developers throughout the project cycle.
* Incorporated FDA guidelines and HIPAA (Health Insurance Portability and Accountability Act).
* Incorporated HIPAA standards, EDI (Electronic data interchange), Implementation and Knowledge of HIPAA code sets, ICD-9.
* Worked on Impact Analysis of ICD-09 to ICD-10 for the current legacy systems.
* Performed GAP analysis and documented the impact of the migration from HIPAA 4010 to HIPAA 5010 on current business processes and applications.
* Documented Requirement Traceability Matrix in Requisite Pro for traceability of requirements.
* Scheduled meetings with developers, System Analyst's (SA) and testers to identify resource allocation and project completion using MS Project.
* Involved in project status meetings, QA review meeting, and System Test meeting.
* Wrote test cases and test scripts for the User Acceptance testing (UAT).

**Environment:QC, SQL, MS SharePoint, Apache, JavaServer Pages(JSP), J2EE ,MS Office Suite, MS Visio,** **HP** Quality Center, **Requisite Pro, Rational Rose, Clear Quest.**

**Minnesota Department of Health**

**May 09 – May11**

**Business Analyst**

**Project Description:**

The purpose of the Minnesota Department of Health project was to develop a Comprehensive Information Management System (CIMS) to support all theworkers compensation processed claim forms. I worked closely with SMEs to help gather requirements in the developing phase of the system. The project involved having a high level of interaction, which involved having effective communication skills (verbal and written), excellent interpersonal skills, as well as exceptional organization skills. I had to have extensive knowledge of the adjudication and claims process in order to help make changes and develop the system.

**Responsibilities:**

* Responsible for creating and reviewing business requirements, functional specifications, project schedules, documentation and test plans.
* Worked on the MMIS (Medicaid Management Information Systems) for the State government.
* Responsible for Business Process Management (BPM) for development of various projects.
* Researched various Requirements Definition and Management tools for use by the company in SDLC including Blueprint, Rational Requisite Pro.
* Closely interacted with designers and software developers to understand application functionality, navigational flow, and updated them on end-user sentiments.
* Coordinated with Project Managers to resolve risk issues and ensure compliance of Security System-Related to the HIPAA.
* Implemented HIPAA standards, EDI (Electronic data interchange), Implementation and Knowledge of HIPAA code sets, ICD-9, ICD-10 coding.
* Oversaw and maintained the EDI Inquiry Problem database including the evaluation of problems or issues through to resolution.
* Worked on the various web based projects for the department and was responsible for updating the current system.
* Worked closely with Developers, User Representatives, and participated in the product design process including specifications and other document reviews.
* Created and maintained the Requirement Traceability Matrix between the requirements and other products such as design documents and test plans.
* Conducted User acceptance testing (UAT), System testing, and Integration testing. Validated and helped verify defects to weed out cosmetic problems and keep the project on schedule.

**Environment: ALM, SQL,FACETS, MS SharePoint, MS Office Suite, MS Visio, Requisite Pro, Rational Rose, Clear Quest.**

**Baxter Health Care, Deerfield, IL**

**Apr 08 – April09**

**Business Analyst**

**Project Description:**

The Baxter Health Care web based project involved generating reports on billing exceptions, project planning, software and hardware requirements analysis, user requirements study, data analysis and business analysis, designing of data mart, development of database, scheduling of jobs, Developed Business intelligence reports using Business Objects Creation, and development of universes and Objects.

**Responsibilities:**

* Responsible for requirement and design documentation review, test plans, identifying and reporting software anomalies and test results.
* Worked on the various phase for development of web based systems.
* Responsible for Business Process Management (BPM) for development of various projects.
* Rapid Application Development (RAD) principle was used in acute functionalities to design, document and manage requirements throughout the lifecycle of the project, i.e. definition, design and testing phases.
* Attended and conducted meetings and workshops to discuss high level requirements and developed User Requirements Specification Document.
* The URS contained detailed requirements, which were formatted such a way that a set of traceability could be matched from features to test cases.
* Developed business use cases and also extensively worked on Rational Requisite Pro in gathering the requirements.
* Responsible for implementing the Key process areas and Impact analysis. Generated Use Case diagrams, Sequence diagrams, Business Objects, Domain Object Model using Visio, to depict process flows and PowerPoint presentations.
* Responsible for Business Process Management (BPM)
* Used code sets such as HIPAA code sets, ICD-9, ICD-10 coding and HL7.
* Managed Version Control, each version of the application was stored in Clear case and necessary modifications, updates, analysis was done. Developed ER diagrams for depicting relationships between entities. Mapped ER Diagrams to relational database.
* Worked with Oracle and SQL Server.
* Catered to all kinds of user requests and played an active role in negotiation of Change Requests.
* Worked closely with Developers, User Representatives and participated in the product design process including specifications and other document reviews.
* Configured test environment for specific test cases, created test data, executed automated or manual tests, document results and updated defect-tracking systems.
* Used Test Director to invoke the scripts, initially performed the baseline testing, organized all the scripts systematically and generated reports.
* Queried Oracle Databases to verify test case results. Randomly executed test scripts developed by QA team to check main functionality of application. Interacting with Development and QA Team to ensure overall quality of the software.

**Environment: QC, SQL, MS SharePoint, MS Office Suite, MS Visio, Requisite Pro, Rational Rose.**

### Meridian Health Care Management, Woodland Hills, CA

### Jan 07 – March 08

### Business Analyst

**Project Description:**

Meridian Health Care Management is an outsource company that provides administrative and technology services to healthcare providers and payers. Meridian Health Care Management implemented an internet-based application to improve its health insurance claim processing by automating receiving and processing health benefit claims. Health care facilities can send their claims over the internet. The TIBCO B2B system initiates all the necessary procedures, standardizes and validates the data according to HIPAA regulations, and provides error-processing for the transactions that could not be fully processed through the system. The new application also allows the agents to track and manage the status of a health benefit claims.

**Responsibilities:**

* Responsible for gathering the functional requirements for the health benefit claims receiving and processing system.
* Participated in brainstorming sessions and walkthroughs with subject matter experts (SMEs).
* Developing Use Case Models, Entity Relationship Diagrams (ERD), Activity Diagrams, State Diagrams and Data Flow Diagrams (DFD)
* Involved in business analysis and project management, coordinating between the team members according to the business requirements.
* Created and maintained procedures and documentation.
* Identified various business processes, developed process flow diagrams for the business processes, and validated the processes with SMEs.
* Organized and conducted meetings, briefings, demonstrations, conducted JAD sessions, and wrote minutes of project meetings.
* Worked with the project manager in planning and organizing the project activities, and in communicating with other business center managers /stakeholders of the project.
* Worked as a liaison between business users, testers, and the application development team in order for the entire team to understand the business needs and to take them into consideration.
* Performed testing of the health benefit claims receiving and processing system to ensure that the system adheres to project standards, performance criteria, and functional specifications
* Managed scope and deadlines.
* Gathered requirements, developed Process Model, and detailed Business Policies.
* Worked with the project manager to estimate best/worst case scenarios, track progress with weekly estimates of remaining work to do, conducting informal meetings ad hoc and as needed.
* Followed the RUP methodology for the entire SDLC.
* Involved in project planning and coordination.
* Resolved conflicts and negotiated changes in project priorities.
* Provided overall project management to multiple projects successfully completing them on-schedule and on-budget.
* Prepared the Business Workflow using MS-Visio with input, output, Pre and Post conditions.
* Worked with the clients on the final signing process in the User Acceptance stages.
* Developed recommendations and designed solutions for process improvements.
* Provided guidance and recommendations on process improvements and “best practices”.
* Contributed in improving the overall customer experience through customer focused business processes.
* Involved in project status meetings, QA review meeting, and System Test meeting.
* Wrote test cases and test scripts for the User Acceptance testing.

**Environment: QC, SQL,MS SharePoint, MS Office Suite, MS Visio, Requisite Pro, Rational Rose, Clear Quest.**