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**SUMMARY**

* Over all 6+ years of extensive experience in the field of System Analyst working with the technical staff to implement management and staff's business requirements into the software application in Pega PRPC and developing process flows using DCO.
* Expertise in documenting the Business Requirements Document (BRD), Technical Requirement Document (TRD), generating the UAT Plan, maintaining the Traceability Matrix and assisting in Post Implementation activities.
* Good knowledge of DCO (direct Capture of Objectives) in PRPC and developing process flows using DCO.
* Strong experience and understanding of health care industry, claims management process, Knowledge of Medicaid and Medicare Services.
* Expertise in understanding and supporting the client with Project Planning, Project Definition, Requirements Definition, Analysis, Design, Testing, System documentation and user training.
* Extensive Experience in reviewing PRD'S, BRD'S, and scheduling Project plans.
* Used Rational Clear Case for Version Control of requirement documents.
* Worked closely with the developer, BA, scrum master and product owner for development of mobile web and apps.
* Identified complex problems and review related information to develop and evaluate options and implement solutions.PRD & RMP.
* Expert in creating Use Cases, Use Case Diagrams, Class Diagrams, Sequence Flows using MS Visio and UML concepts.
* Experienced in EDI and HIPAA Testing Privacy with multiple transactions exposure such as Inbound 834Membership Enrollment, 837Institutional, 837Professional, 837 Dental, 835 Claim Payment/Remittance Advise, 270/271 Eligibility Benefit Inquiry/Response, 276/277 Claim Status Inquiry/Response Transactions and testing in Client Server systems and Mainframe Applications.
* Maintained the Traceability Matrix table to track the Business Requirements to the design to the testing keeping track of all requirements in the BRD/Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases
* Proficient in creating UML diagrams including Use Case Diagrams, Behavioral Diagrams (Sequence Diagrams, Collaboration Diagrams, Activity Diagrams and State Chart Diagrams), Class Diagrams and Data Flow Diagrams (DFD).
* Experience with Pega Rules Process Commander in the implementation of the system to streamline various operations like credit cards and accounting management

**TECHNICAL SKILLS**

**Project Methodologies:** SDLC, RUP, UML, Agile, Waterfall, RTM, Pega PRPC DCO,POC, PRD, RMP  
**Business Modeling Tools:** Microsoft Visio, Rational Rose, Data flow  
**Change Management Tools:** Rational Clear Quest,UML.SDLC, Rational Clear Case  
**Office Tools**: MS Project, MS Office, MS Visio  
 **Database:** MS SQL Server, MS Access, and Oracle  
**Testing Tools** JAVA, SQL SOAP UI, Eclipse HTML, JDBC, HTML, CSS, XPATH

**PROFESSIONAL EXPERIENCE**

***Gentiva Healthcare Services – Tampa, FL Sr System Analyst Jan-2014-Jan-2016***Medicare Coordination of Benefits is the process for ensuring that payment of Medicare beneficiaries’ claims is properly shared among insurers when the beneficiary is covered by private insurance in addition to Medicare. Design and configuration of work-flow centric application based on the Pega’s PRPC platform  
**Responsibilities:**

* Gathered Business Requirements from the Subject Matter Experts (SMEs) and documented the requirements in the BRD.
* Worked on DCO (Direct capture of objectives) in Pega Rules Process Commander for the creation of the use case and the requirements for the ‘to be’ process.
* Extensive experience leading End to End Design, Development and Implementation of testing methodologies including Cloud Environment (Windows Azure, SQL Azure) In Waterfall, Spiral and Agile SLDC Environments.
* Worked in the agile framework & followed scrum.PRD and RMP Documented.
* Documented detailed Business Requirements (BRD) and Functional Requirement (FRD) by interviewing Subject Matter Experts (SME) and segregated requirements into high level and low level Use Cases
* Manage resources and activities in the project plan, participate in BRD, PRD, IRAAD and Change Control meetings etc.
* Involved in creating detailed design documents and performing Proof of Concepts (POC).
* Documented business process design and created system use cases in the Pega tool using DCO.
* Developed and updated Requirements Traceability Matrix (RTM) using Rational Rose, mapped the developed Test Cases to the requirements to ensure that the requirements were fully tested and implemented according to the specifications.
* Performed GAP analysis and came up with alternative options which could be performed to better serve its members and customers.
* Web Portal Development – Worked as a Business Analyst gathering requirements to develop a referral portal.
* Performed manual testing by building 837 claims, converting them into EDI file, uploading them into mainframe region and doing error resolution & testing for 5010 requirements& NPI crosswalk.
* Performedrequirementsmodelinganddevelopanalysisdiagrams,activitydiagrams,sequencediagrams,statediagrams,datamodels,anduse-caserealizationsusing RUP Tool Agile.
* EDI file testing for checking the HIPAA 5010 (X12) compliance of the inbound 837 claims.
* Created and maintained the Requirements Traceability Matrix (RTM)
* Using PEGA, developed workflows for services appeals, member maintenance, callback flows, Service Level Agreements etc.
* 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.
* 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.
* Using UML methodology generated Activity Diagrams, Sequence Diagrams, Class Diagrams and Collaboration Diagrams.

**Environment**: Agile, MS Visio, Word, Excel, SDLC, UML, POC, PRD, RMP RTM, Pega PRPC DCO, PowerPoint, Rational Requisite.

***Ticketmaster, Scottsdale, AZ Technical System Analyst Jun-2011-Dec-2013***  
PMP-EVO,ACH Dashboard, UI,ESB (Web Service Platform),SaaS,Mobile In order to support the Ticketmaster goal of moving away from mainframe messaging, it is proposed that an ESB to be built, which supports all of the capabilities provided by  Payment web Service, and integrates with PMP TM web services that are currently available in production with the new web service platform   
**Responsibilities:**

* Identify options for potential solutions and assessing them in both technical and business suitability.
* Handling 8 people team onshore and offshore.
* Involved in the Functional Test Planning which was used by testing team while doing their testing process
* Support the onsite client in customization of the product by understanding the requirement and providing the business solution by preparing service request, service specification.
* Involved in the SDLC, which includes preparing functional test cases and doing functional testing once the functional screens are developed.Dashboard Requirement .Business Rule modified.
* Used version one for agile tool.
* Worked in the agile framework & followed scrum.PRD and RMP Documented.
* Used Eclipse juno & SOAP for checking request& response.
* Used Tibco BPM for process modeling.
* Worked with American Express team with Data standars and data fireld requirement for payment.
* Documented PRD for ACH,PRD for web services enhancement.Microstrategy for predictive analysis.
* Project portfolio of the scrum release, cost estimation optimization, project coordination
* Assisting product manager in estimating the new requirement and helping in finding new requirement for the development of the product.
* Conceptualized and managed an easily accessible repository of content (past proposals, RFPs, brochures, citations and case studies etc.) for faster proposal turnaround time ,PMO Audit
* Identify and document business requirements, solution definition and work with the sales team in putting together a proposal plan
* Prepared user stories, identified the tasks and estimated the time required to develop the stories in an Agile environment with different sprint lengths.
* Participated in high level design and low level design.
* Prepared burn down charts to get the delivery metrics of the sprint.
* Created use case narratives, user stories, state chart diagrams to adequately describe the business domain.
* Conducted and attended SCRUM meetings to track, optimize and tailor features to customer needs.
* Participated in sprint planning meetings, sprint review meeting and kept log of product backlogs.
* Created user stories and state chart diagrams.
* Created web UI design for ACH.
* Performed analysis on enterprise data / report integration.
* Developed business process descriptions using use cases (IBM RequisitePro), scenarios, and task/workflow analysis.
* Initiated Use Case Analysis using UML, which provided the framework for potential use case deliverables and their inter-relationships, and allow for maximizing software reuse.
* Followed the UML based methods using Rational Rose to create: Use Cases, Activity Diagrams, Sequence Diagrams, Collaboration Diagrams.
* Coordinated the reconciliation of reports between source and new data ware house and recommend data mapping best practices as a part of the overall system design.
* Completed Data Mapping for Group and detail Product analysis and report writing
* Prepared Scrum scope, product backlog, PRD,RMP and prioritize the backlog.
* Involved in mentoring specific projects in application of the new SDLC based on the Agile Scrum and Rational Unified Process, especially from the project management, requirements and architecture perspectives.
* Thoroughly worked with the Use cases and requirements in DCO (Direct capture of objectives) in PRPC tool and created system use cases for the general intents of the new process for the Pega PRO application.
* Involved in the PRD (Project review), TRD (Technical Requirements), and SDD (System design) meetings. Reviewed the documents to make sure that this Re hosted applications are supposed to meet all the functionality requirements as existing applications in Stratus.
* Utilized SDLC Methodology to configure and develop process, standards and procedures.
* Conducting DCO sessions with the team members
* Prepared and maintained Requirement Traceability Matrix (RTM) in Rational Requisite Pro.
* Created Use Cases and developed Business Rules document for the implementation of Workflows in Pega PRPC
* Conducted JAD sessions with business users and Subject matter expert and stakeholders to define project scope, to identify the business workflows & task analysis and determine whether any current or proposed systems are impacted by the new development efforts.
* Maintained Requirement Traceability Matrix (RTM)
* Created use cases, process flow models, data flow diagrams and logical flow diagrams using UML for various integrations.

**Environment**: Agile,Pega PRPC PRD,POC, RMP, EDI,SQL, UML,Data flow,RTM,SDLC, UI MS Office

***Beebe Hospital. Lewes, De Business Analyst Sep-2009-May-2011***   
The HI-Exchange Project dealt with development of an online health information exchange (HIE) and a secure web portal to enable authorized Franklin Square Hospital providers to have fast and easy access to patient's electronic health record. The HI-Exchange web portal features EMR functions and Integrated Clinical decision Support tools for better care management. The project dealt with development of a Health Care Cost Containment System and implementation of an automated inter-operable web application that tracks patient medical history and health care plans via Viewer application and Electronic health records. The Viewer/EHR system provided online access to mobile patient records and improved communication in public health.  
**Responsibilities:**

* Assist with creation and maintenance all necessary documentation and training materials for Epic Ambulatory application.
* Performed analysis, design, development and maintenance of the Epic Ambulatory applications and other clinical information systems.
* Experience with EPIC user and provider record provisioning, including the development of role-based access, security classes, and user profiles.
* Experience with Epic Hospital Billing and Ambulatory.
* Experience with Epic Healthcare Information Systems.
* Conducted user interviews, gathered requirements, and analyzed the requirements.
* Worked with the business team to collect the business requirements, security and service level requirements and documented them.
* Analyzed set behaviour and contribution to business performance, critical business metrics & tracking underlying business trends using Business Objects.
* Gathered and analyzed system requirements for mobile security application.
* Work on UI testing matrices for mobile applications running on various supported mobile devices.
* Participated in the logical and physical design sessions and developed design documents.
* Designed new Business process flows for the existing system as well as for the enhanced system.
* Conducted and lead status report meetings with the business and the IT team on a weekly basis.
* Manage Scope and change throughout the life cycle of the product.
* Captured all HIPAA-related EDI data in the repository using FACETS.
* Supported integrated EDI batch processing and real-time EDI using FACETS.
* Recommend tactic to implement HIPAA 5010 (EDI X12 837,834,278,270) in the new System
* Worked on Electronic health record system as a CRM web based application.
* Working Experience in Electronic Submissions in standard format E2B

**Environment:** MS Project, Microsoft Visio, TSQL, EPIC, Java, UI, Business Objects