**Dhanashree Arote**

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**Summary**

* Over (7) years of experience as a Business Analyst in all phases of Software Development Life Cycle with solid understanding of Business Requirement Gathering, SAS programming and Business Intelligence reporting and analysis includes Enterprise Guide in PC, UNIX and mainframe environments
* Good understanding of health care industry, Claims Management process, Medicaid and Medicare Services and insurance sector
* Using Facets for various health insurance areas such as enrollment, member, Products and other FACETS related modules
* Experience in testing Facets applications and EDI transactions
* Experience working on 4010 and 5010 HIPAA implementation guides relate to Claim Testing and Medical Billing.
* Knowledge of the EDI transaction sets such as 837, 834, 835, 270, 271, 276, 277, 999
* Understanding of HIPAA Standards and Compliance issues, HIPAA Privacy policy, opt in/opt out policy.
* Extensive experience with Object oriented Analysis and Design using Rational Unified Process (RUP), Waterfall methodology and Agile Modeling
* Well versed with project management techniques/tools in managing complex onsite/offshore delivery models.
* Experience and knowledge in using Base SAS, SAS Enterprise Guide, SAS/MACROS, SASODS,SAS/GRAPH,SAS/SQL,SAS/STAT, SAS/CONNECT, SAS/ACCESS and SAS/SHARE.
* Requirements gathering in compliance with HIPAA 4010 and 5010 standard.
* Proven ability to analyze complex problems, identify risks and develop effective solutions to improve productivity, reduce cost and track progress through all phases of SDLC
* Worked with technical team to verify and validate the metadata and database against the SAS datasets.
* Expert in analyzing, elicitation and management of requirements. Highly experienced in creating Business Requirement Document (BRD) and Functional Requirement Specifications (FRS) document.
* Hands on experience in all major facets of Project management – project planning, execution, milestone monitoring, resource utilization and driving a team with multi vendors and customer.
* Executed SQL queries and documented them as part of validating the Business Object reports and for testing purposes
* Designed High level design, for New process, integrating with legacy and Facets
* Facilitating one on one interviews, Joint Requirement Planning (JRP) and Joint Application development (JAD) sessions
* Experience in creating SQL queries to facilitate UAT and perform data validation.
* Experience in methodologies like Agile, Waterfall Model and Data Modeling; Creating Process mapping, Use Cases, Sequence diagrams, Activity diagrams
* Solid understanding of Membership, Claims Processing, Billing, Benefit/Eligibility, Authorization/Referrals, COB, and have experience in HIPAA standards and corresponding EDI transactions.
* Facets support systems were used to enable inbound/outbound HIPAA EDI transaction in support of HIPAA 834, 835, 837 270/271 transactions.
* Proficient in conducting System Testing, Functionality Testing, Regression Testing, User Acceptance Testing (UAT) and training of users
* Involved in maintaining Test Matrix and Traceability Matrix and performing GAP analysis
* Experienced working with Excel Pivot and VBA macros for various business scenarios.
* Good knowledge of SQL queries

Technical Skills

**Process/Modeling Tools:** Agile Methodology, CPT and ICD-9 Coding, FACETS, MS Visio

**Testing Tools:** Quick Test Pro, waterfall,

**Operating Systems:**  Windows 7/2000/XP/, UNIX

**Reporting Tools:** Quality Center, Rational Clear Quest, Macros, Project, Visio

**Languages:**  S SQL and UML, Oracle SAS,

M**ethodologies:** Agile, JAD, Waterfall, RUP

**RDBMS:** SQL, Oracle, and MS Access

**Business Intelligence:** Cognos, SAS, MS Access, MS Outlook

**Utilities/Application:** MS Project**,** MS Visual, MS Office 03/07 (MS-Word, MS-PowerPoint, MS-Excel, MS-Access, MS-Outlook)

**Professional Experience**

**Oxford Health Plans, CT Apr-2013-Till Now**

**Sr.Business Analyst**

**Project Description** Oxford Health provides customers with employee benefits and services that improve the health the project involved statistical analysis of Phase II – Phase IV Clinical Trials data extraction, analyzing and reporting. Responsible for analyzing data received; involving in Data Manipulation and Validation; writing and developing SAS reports to display results; performing integrated summaries and electronic submission activities.

**Roles & Responsibilities**

* Maintained the tracking sheet for entire SAS migration. Served as a liaison between the SAS technical team and the Business folks.
* Coordinate with Project Managers, ETL Developer, Business Objects team, QA Testers and work on defects
* Data Analysis using Advanced SQL, SAS, Excel, Access, Business Objects, Queries, Reports, Table and Forms
* Gather and analyze requirements for development write code in ETL Informatica tool
* Analysis of the defects related to the reports and various EDI transactions within the HP system
* Used the Import and export procedures to transfer data into different formats, several SAS functions, Arrays for manipulating data for producing descriptive statistics. Exported SAS data to Excel to produce reports and graphs.
* Create and maintain the Business Requirement Documents for the defects (Defect Resolution Document) Act as a liaison between the ETL developers, QA tester and SME
* SAS/STAT procedures such as PROC TTEST, PROC FREQ, PROC GLM, etc are used to carry on inferential analysis.
* Wrote standard and complex SQL queries to perform data and graph validation to meet user needs.
* Analyzed data with SAS. Manipulated multiple datasets, aggregating data and merging datasets for analysis.
* Used FACETS Analytics for fast and easy retrieval, display and grouping of information for performing queries and generating reports.
* Working with the application and Business Analyst team to develop requirements
* Translating process/technical solutions for business during defect analysis
* Help in preparing the training material of the providers and insurance companies using the software supporting ICD 10.
* Utilized survey assessment results of ICD-10 to create listing constraints, processes, projects and systems, applications and vendor software to be impacted by the ICD-10 Conversion Project.
* Participated in Code and Design Reviews for the ODS project for backend Data population and reporting system.
* Involved in Database report development utilizing Crystal Reports XI, MS Access, Excel(charts/graphs, and pivot tables), and rePortal (Crystal Report Publishing Tool)
* Assisted with Unit, SYT, and SIT testing using HP Quality center, written test plans, defined test cases and performed backend testing using SQL queries
* Conducted the User Acceptance Testing procedures.
* Worked With HIPAA compliant ANSI X12 837 formats for both professional claims and institutional claims.
* Considered HIPAA rules while data validation and testing
* Use SAS Macros to create reports in html format. Updated reports each month and quarter with new data.
* Created macros to enhance accuracy of analysis and reduce the time to accomplish the weekly tasks
* Participate in the scrum meeting and also represented the team  during the meeting
* Working through the phases of SDLC using the Agile methodology
* Reviewed ETL and Business Objects defects and proposed fix for defects as per the scheduled timeframe
* Designed relational/multi-dimensional database modeling of Operational Data Store (ODS), Data Warehouse (DW) and Functional/Transactional Data Stores using Data Integrator
* Analyzed testing process by creating reports and Graph.
* Involved in analyzing the data using SAS datasets in data libraries.
* Authored progress and completion reports which were then submitted to project management on a weekly basis in MS project.
* Worked on different modules of Facets such as Members/subscriber, commissions, provider, billing, plan and Case management.
* Worked on defect related to EDI 837, 835, 277 and 999 transactions
* Met the high expectation from the Client to deliver on tight deadlines
* Worked with Waterfall methodology during the beginning of the project then transitioned to Agile methodology
* Validation of mock screens, wire frame and Graphical User Interface for the project created by technology stakeholders based on approved Functional Requirements.
* Extracted and imported data from SQL and Excel formats to SAS datasets.

**Environment:**MS Office, MS Project, UML, RUP, Visio HP UNIX, ODS/DWL, UNIX, SQL Developer, MS Access Forms/Macros, Windows XP, SAS/GRAPH, SAS/ODS Excel Agile, Waterfall, Oracle , MS Office tools, HP

**Xerox, Los.Angeles,CA Sep-2011-Mar-2013**

**Sr.Business Analyst**

**Project Description:** Xerox Healthcare Provider offers services on improving access to patient data, complying with industry regulations, operating more efficiently and reducing administrative costs to the companies related in the healthcare industry. I collected information from client side and give guidance to outsourcing team for SAS BI installation, SAS cube development, data integration implementation part by using ETL studio, SAS EG, SAS EBI and SQL server.

**Roles & Responsibilities:**

* I Involved in Planning, Defining and Designing data based on business requirements and provided documentation.
* Manage work with Business analyst about present requirements and development plans
* Complete installation of SAS Intelligence Platform and implemented with SAS data integration system on the SAS Information Delivery Portal web application to support PAI client requirements.
* Occupied in Logical, Physical design and Development of the DSR (Data Staging Repository) for the Database and AMS (Asset Management Reporting System) using Erwin.
* Gathering the requirements, analyzing and Analyze the data and Prepared Data Mapping documentation.
* Gathering all system requirements for Business Intelligence, Data Warehouse
* Interacting with Developers and SME (Subject Matter Experts) about HLD & LLD.
* Interacting with other Teams to gather the requirements.
* Interacted with the business partners and database administrators to identify the business requirements and data realties.
* Analyzed the requirements, Data and prepared the technical design document for the developers.
* Analyzing the code, data and preparing the spec’s for Developers
* Defined Check constraints, Business Rules, Indexes and Views.
* Conducted database management, performance measurement, performance tuning for new and existing databases by using SQL Profiler, Tuning Advisor and index tuning wizard.
* Analyzing the system performance. Configured SQL mail agent for sending automatic emails when a SSIS package is failed or succeed.
* Created Drill-through, Drill-down, Cross Tab Reports and Sub-Report using RDL.
* Generated periodic reports based on the statistical analysis of the data using SQL Server Reporting Services (SSRS) & developed ad-hoc reports using SAS/SQL queries and MS Access and Excel.
* Created queries for generating drill down reports in SSRS 2005. Formatted the reports using the Global variables, expressions and Functions.
* Developed complex SAS Macros & Stored Procedures in IBM Mainframe O/S to simplify SAS code and effectively reduce coding time.
* Implemented OLAP cubes based on Kimball’s dimensional modeling standards using SQL Server Analysis Services (SSAS) and SAS tool.
* Wrote multi dimensional expressions (MDX) to create name sets and calculated members.
* Created reports by extracting data from cube. Processed cube to perform incremental updates.
* Involved in Requirements Gathering, analysis and documentation.

**Environment:** Agile , waterfall ,MS SQL Server, SAS EBI/DI Studio, SAS ETL, SAS, T-SQL, MS Reporting Services, Management Studio, Query Analyzer, Aps.net, C#, Win XP.

**Bronson Healthcare Group, MI, Feb-2010-Jul-2011 Business Analyst**  
**Project Description** The Bronson Emergency Department Management System (EDMS) is a suite of Software Solutions for the management of an Emergency Department. There are five basic functionalities in the EDMS. The tracking application is used for patient tracking and communication. It also contains features such as physician messaging, results management, patient rounding and easy access to reference tools. The nurse-charting component enables nurses and any other authorized care provider to access patient information from any EDMS terminal. The physician documentation module is used for creating easy documentation and access to patient-care information and the Reporting Tool is used to query, print and display tracking reports.

**Roles & Responsibilities:**

* Involved in gathering requirements as per the consensus meetings between Humana and providers.
* Created domain models and made them an integral part of multiple FRDs that I created for various aspects of the project.
* Participated in creating Facets data model.
* Worked on the EDI 834-file load to Facets through MMS (Membership maintenance sub-system)
* Developed Use Case diagrams and process flow diagrams using Rational Rose and MS Visio.
* Actively prioritized and managed requirements throughout SDLC with all key stakeholders
* Supported QA in the definition and execution of integration and system testing.
* Created Test Plan, Test cases and test scripts for implementation of test cases in Quality Center
* Worked with various teams to define the process for extracting, analyzing and auditing customer data using SAS.
* Negotiated and managed multiple priorities, project plans, time frames and trade-offs while ensuring the clinical and administrative staff understood the final results of the projects, sharing detailed vision of cost-benefit analysis.
* Worked on solving the errors of EDI 834 load to Facets through MMS.
* Provide input to estimates for project management and change management activities through analysis of requirements effort, resources, and technology.
* Worked on EDI 834, 835,837 as per HIPPA guidelines.
* Performed the detail comparison between 4010A and 5010 especially in regard to EDI 837.
* Used the Rational Unified process methodology for the application development and created Use cases, activity diagrams and drafted UML diagrams using the Rational Rose.
* Worked on cross-functional team to deliver software systems as per the customer expectations.
* Updated the requirements and prepared comprehensive Business Requirements Document (BRD) that provided the appropriate scope for the users and management to make appropriate decisions.
* Generated weekly, bi weekly, monthly reports with help Oracle, SQL, MS Access, MS Excel, UNIX, SAS
* Developed associated project documentation, schedule, design specifications, test plan, test scenarios/scripts, performed gap analysis, and test tracking reporting/monitoring for all phases of testing including B2B user acceptance testing.
* Created Data Flow Diagrams (DFDs) and ER diagrams for domain modeling.
* Played a key role in planning UAT and implementation of system enhancements and data migration and conversions.

**Environment**: Microsoft Visio, Windows XP, Facets, MS Office, Rational Requisite, Rational Rose, Quality Center, SQL. Quality Center, SAS, Assistant

**Affinity Health Plan, Bronx, NY    Jun-2008-Dec-2009**

**Business Analyst**

**Project Description**: Affinity Health Plan is an independent, non-profit managed care plan that serves the needs of over 210,000 residents of the New York Area and provides healthcare coverage through its family health plus, Medicare & Medicaid programs.Affinity Health Plan implemented Facets Enterprise administrative system, a new core system built by TriZetto, with updated technology to allow for more efficient claims processing, membership enrollment and provider data maintenance & getting access to customer records. X12 EDI and HIPAA standards were followed thorough the project.

**Roles & Responsibilities**

* Worked with the statisticians and underwriting team to analyze and validate run-time decision models.
* Gathered and analyzed requirement for HIPAA 5010 and ICD 10 changes.
* Analyzed and documented the changes in the compliance rules for adverse action redesign.
* Worked on different EDI scenarios for batch processing.
* Ensure day-to-day EDI transmission, Reject tracking and Reconciliation.
* Run EDI Reconciliation reports daily and document in MS Excel.
* Involved in up-gradation of HIPAA X12 4010 transaction to HIPAA X12 5010 and ICD 9-CM (Clinical modification) to ICD-10-CM/PCS (Clinical modification/procedure coding system) simultaneously.
* Gathered and analyzed requirements for HETS
* Maintained and monitored project progress and status through MS Project.
* Extensive use of Use cases, written business flows, and work flow diagrams for effective plans.
* Integrated Requisite Pro to provide all teams visibility and maintains tractability among requirements, use cases and change requests.
* Managed all the requirements, making requirements available to all team members.
* Created requirements analysis and design phase artifacts using Requisite Pro and MS Visio.
* Worked as an effective liaison between the offshore and onsite team .Performed Enterprise Data Warehousing analysis for Provider and Claims subject area.
* Worked extensively with the users and with different levels of management to identify requirements, use cases and to develop functional specifications.
* Created Use cases, Activity, Sequence and Collaboration diagrams.
* Conducted Asset Management, Risk Analysis of the Requirements and Traceability focus areas of the various projects and worked with the project team to help them identify the high-risk areas.
* Traces and manage all the requirements with Metadata to ensure the delivery of deliverables on time.
* Data mapping, logical data modeling, used SQL queries to filter data within the Oracle and Sybase.
* Responsible for co-coordinating business meetings and generating monthly status reports etc.
* Used the Agile methodology to build the different phases of Software development life cycle.
* Assisted QA team with Test Plans and executing Test Cases.
* Design specifications and Test Case usages for the HIPAA 837i, 270/271, 276/277, 835, 824, 275 and others.
* Involved in enterprise data warehouse/data mart to seamlessly combine historic data into fact table with real-time dimensions form.

**Environment:**, FACETS, MS SQL, Windows XP, waterfall UML, Business Objects, MS Visio, MS Project, MS Excel, Requisite Pro Enterprise Suite

**The, Hartford Financial Services Group, Inc Hartford CT Jan-2007-May-2008**

**Business Analyst**

**Project Description:** The Hartford Financial Services Group, Inc., usually known as The Hartford, is a Fortune 100 company and one of the nation’s largest investment and insurance concerns. The Hartford is a leading provider of investment products, life insurance and group benefits; automobile and homeowners products; and business property and casualty insurance. The Project involved development of an integrated web based application called Equity Funding (EQFD) to distribute a broad range of research documents to major clients’ who make the documents electronically available for their Client, portfolio managers and Foreign Exchange Department.

**Roles & Responsibilities:**

* Acted as a liaison between the Corporate Finance Clients and Technology department of Prudential Financials.
* Involved in Requirements Gathering and business analysis through online portal to provide visibility to corporate customers on their Equity and investment positions, FX, integration with market data and analyzed the traders fixed income business requirements.
* Responsible to pull a team of analysts from all of our extended financial departments to guide and direct the overall EQFD strategy for forecasting and budgeting, Risk Management and Fixed Income and derivatives.
* Wrote Functional Specifications that included UML Diagrams and Use Case using Visio
* Identified the gaps between annuity product specifications within the business requirement documents
* Involved in preparing Business Documents through extensive interaction with SME’s
* Responsible for documenting and developing business rules for our metrics based on the business needs, financial requirements and processes used to track our work.
* Conducted JAD/RAD Sessions/weekly meeting/walkthroughs to monitor the project progress.
* Created, Verified and managed the BCP/DR documents, such as BCP and DR plans, First Responders list, and IT call list.
* Made presentations to senior management to outline our project process and phases whose end result will help them to reduce their cost significantly

**Environment:** RUP, UML, Rational Requisite Pro, MS Project, MS Office,