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**SUMMARY**

* Business Analyst with 8 + years’ experience in Health Care, Life Science and Insurance Industry with solid understanding of Business Process Flows, Case Tools and Business Analysis.
* Solid understanding of all phases of Software Development Life Cycle (SDLC) methodology (such as requirement, analysis, design, data modeling, business process modeling, implementation and deployment) and thorough understanding of waterfall, incremental, RAD, Scrum, RUP and Prototype SDLC models.
* Experience in conducting Joint Application Development (JAD) and Rapid Application Development (RAD) sessions
* Excellent skills in writing Business Requirements Document (BRD), USE Case Specifications, Workflow and diagramming skills for drawing UML diagrams such as Use Case diagrams, Activity diagrams, Sequence diagrams, Class diagrams, Data Flow Diagrams (DFD)
* Experience in conducting Gap Analysis, User Acceptance Testing (UAT),SWOT Analysis, Cost Benefit, ROI Analysis
* Excellent skills in Requirement Analysis, Business Modeling and Use Case Development using UML methodology.
* Maintained Requirement Traceability Matrix across the deliverables of the project.
* Expertise in coordinating between project Managers, Systems Developers and Business Sponsors for project implementation.
* Strong knowledge of Business Analysis, Business Architecture, Conceptual Design Architecture and Data architecture
* Expertise in identifying business problems and solutions, after in-depth interactions (Survey design, Interviews, Idea Workshops and JAD sessions) with Top Management and users.
* Excellent knowledge of HIPAA (Health Insurance Portability and Accountability Act) and experience working on transactions such as 270/271, 276/277, 835, 837,834 and 820
* Experience with ICD 9, CPT, HCC and HCPCS coding and their guidelines. Knowledge of medical auditing for accurate coding. Strong Experience in Claims Processing and Claims in Medicaid and Medicare and good exposure to MMIS.
* Contracted with the Medicare Centers and Medicaid Services (CMS) to provide quick, easy and affordable access to the health care service of their choice.
* Experience in working with Clinical Trials, FDA Regulations (21 CFR), cGMP, cGLP
* Well versed with HIPAA, Facets, claim adjustments, claim processing from point of entry to finalizing, claim review, identifying claims processing problems, their source and providing corresponding solutions.
* Good exposure to EMR and EDI.
* Expertise in documenting detailed functional and non-functional requirements. Use Cases, Requirement Matrix, User manuals and creating Status report for various cross functional teams and co-coordinating the same.

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**PROFESSIONAL VALUE OFFERED**

Business Analysis Gap Analysis Conducting JAD Sessions

Project Management Testing and Development Client Interactions

Requirement Gathering Designing Solutions Resource Management

Process Analysis and Redesign System Analysis Training and Deployment

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**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Business Modeling Tools | Rational Rose, MS Visio, Requisite Pro |
| Methodologies | Agile, RUP, Waterfall, UML, Six Sigma |
| Applications | MS Office (Word, Excel, PowerPoint, OneNote, Outlook) MS Project 2000 |
| Testing Tools | Win Runner, Quality Center, QTP |
| Languages | SQL,UML 2.0, XML, HTML |
| Operating System | Windows NT/98/2000/2003, Windows XP |
| Change Management Tools | Rational Clear Quest |

**Professional Experience**

**Aetna, Phoenix, Arizona** Jan 2013 - Present

**Business Analyst**

Aetna, is an American managed health care company, providing a range of traditional and consumer directed health care insurance products and related services, including medical, pharmaceutical, dental, behavioral health, group life, long-term care and disability plans and medical management capabilities.

**Responsibilities:**

* Gathered business requirements by meeting with business users and generated business models.
* Responsible for creating and getting approvals for requirements, functional specifications, project schedules and test plans.
* Created business requirements and helped system analysts in converting them into System Requirement Specification (SRS)
* Utilized Rational Unified Process (RUP) to configure and develop processes, standards and procedures
* Prepared Workflow diagrams and analyzed AS IS and TO BE scenarios, designed new process flows and documented the business process and various business scenarios
* Used UML to create use case diagrams, sequence diagrams and activity diagrams.
* Analyzed and modelled the system using Data flow Diagrams, Functional Diagram and Process Diagram.
* Wrote SQL Queries in MS Access to sort data and analyze the large set of data during project life cycle.
* Conducted individual and group (JAD) sessions with business and technical units. Gathered requirements by interacting with the stakeholders by interviewing them, by preparing questionnaires and getting feedback.
* Coordinated with the QA Team for testing activities across multiple systems and guided them with business needs
* Identified SME for each subject area and facilitated requirements meetings and group discussions with business users and subject matter experts (SME) to elicit requirements.
* Participated in periodic Risk Analysis meetings with the project manager, developers, product marketing team, and the QA team. This resulted in the assessment and identification of the main risks to the project.
* Documented project related artifacts and sent them for onsite review and stored them in the Project database
* Recommend changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA/ EDI formats.
* Responsible in designing and development of new medical service plan.
* Interfaced with internal clients and technical vendors on new feature requirements and conducted a thorough analysis of the system features to assist project team with implementation.
* Responsible for installing claims system for clients that related to professional, re-insurance, global claims etc.
* Examined reports and similar insurance claims or precedents to determine extent of insurance coverage
* Worked on improvement of Claims Reimbursement User Interface for a better experience and incorporate changes as per HIPAA guidelines using the gap analysis.
* Involved in design, development and implementation ofEDI transactions 834 for enrollment and 835 for payments
* Working with Medicare management to monitor, trend and report on operational metrics such as timeliness, workload and staff trending, customer satisfaction and other key measures to facilitate performance excellence
* Developed risk assessments, generated recommendations for process improvements, prepare written reports and presentations.
* Participated in ICD 9 to ICD 10 codes migration requirement gathering sessions, codes mapping sessions and created high level business requirement document.
* Defined mapping process using GEMs (General Equivalency Mapping) crosswalk file.
* Used Rational Clear Quest for defects and bug testing
* Developed flowchart and process diagram using MS Visio

**Environment:** Agile, MS Excel, MS Power Point, Microsoft Visio,SQL, Windows 8.

**Kaiser Permanente, Portland, OR** Jul 2011- Nov 2012

**Business Analyst**

Kaiser Permanente has built the largest non-profit healthcare plan in the country on the simple principle of providing quality care that is comprehensive and affordable. It has a long and proud history as an innovator in health-care delivery.

**Responsibilities:**

* Analyzed client requirements and prepared analysis documents
* Used Rational Rose and MS Visio to carry out business modeling of the business process
* Developed and maintained relationships with clients on all on-going projects
* Responsible for the completion of projects within specified time and budget dealing with financials, project workflow, change management and dealing with vendor relationships.
* Assisted with Test Cases and developed strategies with Quality Assurance Group to implement them. Efficiently responded to client inquiries and resolved discrepancies.  Identified, prioritized, tested and proved essential business functions to assure compliance with vendor and internal auditing.
* Facilitated JAD/JAR sessions with SME / business users to gather and document requirements.
* Organized and conducted reviews and inspections with SME’s on the requirements
* Provide tasks based reports to the Manager and evaluate team SLA (Service Level Agreements) on weekly basis
* Have been responsible for discharging basic project management/project Co-ordination responsibilities
* Actively participated in Pre-Testing that included review of the requirement documents, studying the use cases for developing test plans and collection of test data.
* Used HP Quality Center for tracking defects and tracing requirement functionality performances.
* Created targeted questionnaires for SME to gather requirements and understand the business process goals
* Collaborated with the stakeholders in defining the scope of the project in context to the MMIS (Medicaid Management Information Systems) regulations.
* Provided primary liaison between client and development team, providing adequate information to project team for development of application.
* Analyzed the impacts of HIPPA 5010 on 834 and 835 transactions.
* Documented business requirements and made process flow diagram for the 834, 835, 837, 270/271 and 276/277transactions as per 5010 implementation for the Medicaid claim processing system enhancement.
* Worked closely with the UI teams to model the screens, which met user defined requirements, organizational and regulatory standards.
* Located 835 transactions and reports in the file that are in error and validated the data in the transactions. Dealt with the 834 and 835 ANSI X12 transaction understanding loops segments, elements and structure.
* Executed test cases manually. Compared and analyzed actual with expected results and reported all deviations to the appropriate individuals for resolution.
* Used Rational Requisite Pro to document stakeholders’ requests, software requirements specifications and traced it to use cases.
* Performed gap analysis for the modules in production, conducted feasibility study and performed impact analysis for proposed enhancements
* Created formula's for Crystal Report and stored it on the Crystal Repository to be used across the organization.
* Discussed defects with analysts and then made decisions about modifications and changes
* Studied and analyzed competitor’s applications and brainstormed to gather effective requirements for a better quality in the product

**Environment:**SQL, Visio, MS Office suite, MS Project, Rational Suite

**CeltiCare Health Plan, Boston, MA**

**Business Analyst**Feb 2011- Apr 2011

CeltiCareis a leading healthcare company that provides programs and services to people receiving Medicaid benefits, including Supplemental Security Income (SSI) and the Children’s Health Insurance Program (CHIP).

* Served as an integral part of the team and was assigned the task of carrying out certain project management responsibilities and thus obtained a grasp of the entire project.
* Facilitated questionnaire sessions to identify business rules, requirements and document them in a format that can be reviewed and understood by both the business users and technical team.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules and information needs and ensured that critical requirements are not missed.
* Used RUP with most of its supporting tools – IBM Rational Requisite Pro, Clear Quest to implement the Requirement and Change Management respectively.
* Analyzed and redesigned the inventory control system by preparing as-is workflow and To-Be workflow diagrams.
* Designed preliminary interfaces for user acceptance.
* Translated the requirements obtained during the requirements gathering phase to the development team and was responsible for the tradeoff of requirements not feasible for the project.
* Created Use Cases from the list of requirements using Rational Rose.
* Followed the UML methodology to generate Activity Diagrams, Sequence Diagrams, Class Diagrams and Collaboration Diagrams using Rational Rose.
* Reported bugs in Clear Quest, interacting with the developer for resolving the same and retesting the resolved bug.

**Environment:** Windows XP, Java, UML, SDLC, MS Office, MS Visio, SQL Server, Data warehousing.

**Lumeris, Boston, MA**

**Business Analyst** Jun 2009- Dec 2010

Lumeris™ provides the information technology, guidance, and operational services necessary for hospitals and health plans to transform their organizations into high-performing accountable delivery systems.

**Responsibilities:**

* Involved in reviewing the business process and possible improvements based on user requirement. Interviewing the HOD’s and other end users, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business people and technical people
* Used MS Visio to create business process flowcharts and workflow diagrams
* Involved in detailing project mission, Data Process Flow Diagrams and timelines
* Formed a bridge between the Project Manager and different teams with effective presentations
* Involved in the calculations and documentation using MS Excel, MS word, MS Access and PowerPoint
* Involved in reviewing and writing URS and Functional Requirements
* Analyze business requirements and segregated them into high level and low level Use Cases, activity diagrams / State Chart Diagrams according to UML methodology thus defining the Data Models
* Involved in process modeling, conducted & Participated in Joint Application Development (JAD) sessions with System Users
* Performed the user acceptance test (UAT) and suggested recommendations for the applications
* Worked with SQL queries for data manipulations
* Thorough documentation of the entire process along with all its activities
* As Data come business Analyst, acted as a liaison between business users, technical team and statistics team to come out with the suitable Data Analysis Software.
* Designed Use Cases, Use Case diagrams, Activity diagrams, Sequence diagrams in UML methodology using Rational Rose
* Involved in Joint Application Development (JAD) sessions with the IT Group.
* Worked with the UI teams to model screens, which met user defined requirements, organizational and regulatory standards.
* Held group meetings, walkthrough and assisted other analysts.
* Responsible for the completion of projects within specified time and budget dealing with financials, project workflow, change management and dealing with vendor relationships.
* Performed system and integration testing along with testers, conducted UAT with the business.
* Assisted with Test Cases and developed strategies with Quality Assurance Group to implement them.  Efficiently responded to client inquiries and resolved discrepancies.  Identified, prioritized, tested and proved essential business functions to assure compliance with vendor and internal auditing.

**Environment:** SQL Server, Agile Unified Process (RUP), Caliber RM, MS Project, MS Visio, MS Word, MS Excel

**New York Life Insurance Company, NY**

**Business Analyst** Oct2006- May 2009

New York life insurance is one of the largest companies in its class with approximately 4000 contractor agents. The requirement was to integrate and upgrade the claims processing system.

**Responsibilities:**

* Studied and assessed the clients systems and business processes
* Addressed all aspects of the claim processing lifecycle, starting from identifying a claim right up to closure
* Established a business Analysis methodology around the Rational Unified Process
* Researched the various steps in the lifecycle and then constructed the system in such a way that the riskier claims could be easily identified and monitored
* Provided management to quick and easy access to all current economics (i.e. construction status, leasing status, etc.) of the collateral pertaining to all the loans in the portfolio
* Assisted in building a business analysis process model using Rational Rose and Visio
* Performed requirement analysis, went through all the use cases and workflows
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOD using UML
* Played a key role in the planning, UAT, and implementation of system enhancements and conversions
* Functioned as the primary liaison between the business line, operations, and the technical areas throughout the project cycle
* Gathered Business requirements. Interacted with the End users, Designers and Developers, Project Manager to get a better understanding of the Business Processes.
* Assisted project managers with the development of project schedules and manage scope using MS Project and Excel.
* Analyzed and modelled the system using Data flow Diagrams, Functional Diagram and Process Diagram.
* Systems Documentation included Business Requirements Document (BRD), Functional Requirements Document (FRD) and test plans using CaliberRM.
* Participated in Kaizen sessions to capture AS-IS and TO-BE business process flows
* Created Project management plans for managing on time delivery using MS Project along with writing test cases, and systems integration test plans in Test Director.
* Generated Traceability Matrix using CaliberRM to track Business requirements, User cases and functional requirements.
* Responsible for scheduling weekly meetings with different users and documenting meeting minutes.
* Involved in build process for QA, UAT and Prod environments and coordinated periodic production moves.

**Environment:** SQL Server, Agile, Rational Unified Process (RUP), MS Project, MS Visio, MS Word, MS Excel, Windows XP

**Education:** Bachelor of Pharmacy