Harbhinder

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**Professional Objective**

Highly skilled and motivated **Business Systems Analyst** with demonstrated success in handling IT projects through expert research and analysis. Passionate to apply extensive skills and knowledge to improve client relationships in addition to a history of successfully collaborating in a team environment, meeting deadlines, and presenting cases for business improvements

**Summary**

* **Business Analyst** with 7+ years of experience in Requirements Management, Business Analysis, **Data Analysis** through **HealthCare and finance**
* Comprehensive knowledge of **software development methodologies** (**SDLC**) such as**Waterfall and AGILE SCRUM**.
* Experience in **Data QA Analysis**, **Data Analysis**, Data Validation, **Data Profiling**, Data Verification, **Data Loading** and testing **DWH** application.
* Experienced in complete **Software Development Life Cycle** (**SDLC**), Software Testing Life Cycle (**STLC**) and Bug Life Cycle (**BLC**)
* Developed project **strategies,** goals and plans that enable organizational improvements and enhancement of internal operations and practices
* Analyzed and documented the system specifications, business requirements, linked requirements to test cases, **business rules**, and **design** items to maintain traceability
* **Interviewing** Subject Matter Experts, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business and technical people
* Experience in documentation of business requirements and system functional specifications in the form of **Use Cases**. **Produced Use Case** models based on **UML methodology** & business process flow diagrams
* Extensive experience in **Functional Testing**, Integration Testing, System Testing, Regression Testing, Performance Testing, **UAT Testing**, Manual Testing etc., on Enterprise Applications.
* Excellent in creating **Master Test Plan, Test Scenario, Test Cases, Test Scripts** and executing the same
* Experienced in **ETL** process from source to target level process and testing along with **UAT** testing
* Extensive **Backend testing** Experience on **Database.**
* Expertise in Defect management, Bug tracking, Bug Reports and generating the Graphs using Test Management Tools such as **Quality** Center, **Test Director**
* Involved in preparation of Test Cases and to ensure detailed test process wrote Test Scripts
* Involved in preparation of Weekly and Status reports.
* Well versed in performing Change Management by using Impact Analysis, **Gap Analysis**.
* Developed **Requirement Traceability Matrix**
* Proficient in writing **SQL queries**
* Regularly interacted with onshore and offshore teams to communicate requirements and review test cases and test plans **Test Plans, Test Cases**, and Test Scripts etc., conducted **User Acceptance Testing (UAT).**
* Good knowledge in usage of **Quality Center**, test cases

**Technical Skills:**

**Operating Systems**: Windows 2000, 2007, NT, Vista, XP

**Databases and Tools**: SQL Server 2005/2008, SQL Server management Studio, Ultra edit, XML SPY, MS access, MS Project, COGNOS, MS Visio

**Testing Tools**: Quality Center ALM, QTP, Test Director

**ETL Tools**: IBM Data Stage, Informatica

**Languages**: SQL,PL SQL, UML,

**United Health Care, Minneapolis, MN Oct 2015 – till date**

**Sr. Data BA**

Project: Polaris- Contract Transformation

The Polaris program is defining the next generation **Healthcare Payer** administration platform that enables a cohesive end-to-end **Health Plan** administration platform, including; Account Implementation, Member Enrollment, **Product Definition**, Provider Networks, Contracting and **Reimbursement**, and **Claims** Adjudication. As a part of this program involved in Contract Transformation Project, were it involves defining the contracts, networks and pricing of a provider for future implementation. The objective of this project is to define and build business capabilities required to extract and transform **NDB** contract, network and pricing **data** via business rules into an **enterprise data** view via a transformation engine. It will also include a solution for loading new **IEX** contracts, pricing and networks into Cirrus, as well as maintenance

**Responsibilities:**

* Working closely with **Architects**, **Technical leads**, **Project Teams** and Participated Business for defining the business Requirements. Evaluate business requirements and prepare detailed functional and technical specifications Created user stories in Rally
* Participated in **JAD** sessions with **stakeholders** and to ensure accurate requirements were captured.
* Participate in all **Agile** ceremonies (**standup, sprint planning, retrospective, release planning**)
* Document new **APIs** / Services and modify existing ones after evaluating the following: user stories, business requirements, high level design documents and database models
* Prepare the detailed functional and technical specifications for the **API** including documenting the internal and external schemas via **Microsoft Word and Wiki.**
* Gathered requirements from **remotely based business** users and defined and elaborated the requirements by holding meetings with the users
* Analyzed the historical documentation, supporting documentation, screen prints, e-mail conversations, presented business and wrote the business requirements document and got it electronically signed off from the **stake holder**.
* Involved in gathering business requirements by discussing with SME and Product owner.
* Performed **data validations** on the **loaded data** by comparing against source data through complex **SQL** queries.
* Involved in profiling the data using **MySQL** for the support of clear understanding of the **data**
* **Designed and implemented** report layouts according to reporting standards
* Worked on daily basis with lead **Data Warehouse developers** to evaluate impact on current implementation, redesign of all ETL logic
* Create/modify XSD and **JSON** files for the corresponding API
* Develop detailed source - to - target **data mapping** and **data transformation** rules
* Implement those rules in **Altova** **MapForce**
* Performed validation of Source Files.
* Used **COGNOS** for **Reporting.**
* Analyzed the JSON files using XML SPY and MS ACCESS.
* Worked on integrating the JSON files to API using SOAP UI.
* Created **ETL test data** for all **ETL mapping** rules to test the functionality of the **mappings**
* Work closely with Developers, Quality Assurance Analysts, **Architects, Business** Partners and other Technology teams at **UHG** to ensure requirements and design are completely understood
* Communicate **design** to all **stakeholders** and varying levels of the organization
* Work closely with business teams to strategize solutions that support long term business objectives
* Ensure IT deliverables align with business requirements with measurable results
* Collaborate with **QA team** to ensure testing efforts align with system deliveries and **business processes**

**Independence Blue Cross, Philadelphia, PA Jan 2014 – Sep 2015**

**Sr. Data Business Analyst**

The project was in Coordination of Benefits (**COB**), a **Federal Health Care Financing** **Administration** (**HCFA**) Program. **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**. By coordinating benefits, the COBC assists **Medicare** in **paying claims** more accurately the first time, which saves costly follow up and mistaken **payments**.

**Responsibilities:**

* Worked with Business **Stakeholders** to gather requirements and complete artifacts, including

writing user stories, use cases for **Agile** Project **Planning**

* Collaborated with key **stakeholders** on the business side to understand and refine requirements
* Created **Business Requirement Document** (BRD), Project Vision and **Data Mapping**
* Worked with other analysts to standardize requirement gathering and documentation process for the team
* Created many **data mapping** documents based on **data analysis** and meeting with source experts
* Developed **Data Flow**, Work Flow, Process Flow, and Entity Relationship Diagrams in MS Visio, and analyzed them to create "**AS IS**" and "**TO BE**" scenarios.
* Worked as an Interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Reviewed **Business Requirement** **Documents and functional** requirements.
* Involved in preparing **Test Cases** based on business requirements
* Interviewing **business area** experts and technical people to prepare **Logical Data Models** to analyze and document **business data requirements.**
* Assisted in process **modeling**; conducted and participated in JAD sessions with system users; helped with **design** walkthroughs with **stakeholders** for base **lining architecture**.
* Developed strategic partnerships with the business unit to develop a solid knowledge base of the business line, including the **business plan**, products and processes
* Worked on **claims data** and extracted data from various sources such as flat files, Oracle and Mainframes.
* Worked with **data investigation**, discovery and mapping tools to scan every **single data record** from many sources.

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**Truven Health, Raleigh, NC Jan 2012- Dec 2013**

**Data Business Analyst**

The goal of the project was to enhance the **Claims Management** and Reconciliation (CMR) **Health Information Management**/Enterprise Document Management System which included changes and fixes to the **Claim Engine** with the various Business Owners. **Claims Management** and Reconciliation (**CMR)** system included functionality related to Patient's information and history about disease and medication administered.

**Responsibilities:**

* Gathered Requirements from various **Business Areas like Claims**, Provider Relations, Enrollment, **Finance** and Benefits Administration for their updates to the **Claim** Processing Engine.
* Responsible for the requirement-gathering phase and **project plan**.
* Responsible for requirements analysis, **design** and developing technical requirements.
* Involved in building the **ETL** architecture and Source to Target **mapping** to load **data**
* Created and tested Scripts for the premium calculations and **Claims** limits and deductibles (**Claims calculations)**
* Responsible for the investigation to find out the problems of business and helped IT development staff to complete systematic analysis of the business problem to determine the impact of problems on other work
* Work with business representatives to understand **data marts** requirements, **data models**, data flows, **Facets on-line**, priorities and ensure that IT works is appropriately aligned
* Assisted in Re engineering process of **data mart** for **Claims**.
* Responsible for creating business work flows and processes, design documentation, project plan documentation and creating management reports based on the analysis.
* Conducted joint discussion sessions (**JAD**) with business users, **stakeholders** to understand the requirements in more detail.
* Experience in **CMS** and **MMA** (**Medicare** Modernization Act) Guidelines.
* Collaborated on the development of user requirements and design specifications using standard **UML** techniques such as use case, activity, sequence, and class diagrams.
* Used the **Agile methodology** to build the different phases of **Software development life cycle**.
* Interaction with the business user and the IT team for understanding the requirements.
* Came up with test cases for various reports on the **data marts** and identified that the test case documents are updated timely.
* Reviewed the **high-level design** document and **low level design** of classes and sequence diagrams.

**UNION Bank, Monterey Park, CA Jul2010 - Dec 2011**

**Business Analyst**

**Market Data warehouse - Risk Management/Basel II**

The **Mortgage Data Warehouse** Build (**Commercial and Retail**) Project will establish a central data repository for the **mortgage** operations. One of the key requirements for Basel II compliance includes maintaining a cradle-to-grave history of obligors. **Banks** also must use consistent, reconciled **risk data** across origination and servicing, **risk management**, and **financial** reporting systems. Given the connection then between risk, **finance** and **customer insight**, **Union Bank** requires an integrated **data environment** to support decision making, reporting and compliance requirements across all aspects of the business. Re-**architecting** and **consolidating** the **loan population** into a single location will enable the business and **risk** teams to obtain pertinent and holistic **mortgage asset data** to run various risk models and determine **risk exposure.**

**Responsibilities:**

* Gathered and documented business requirements for existing and future **business systems**.
* Acted as a liaison between **business staff** and technical staff to articulate needs, issues and concerns.
* **Lead multiple** project teams of technical professionals through all phases of the **SDLC using** technologies including Oracle, Erwin, **Data Stage**, **Data Warehousing**, Web sphere and Cognos.
* Managed Scope and change throughout the **SDLC** process of the product.
* Performed extensive **data modelling** to differentiate between the **OLTP** and **Data Warehouse data** **models**
* Identified and collected information from Subject Matter Experts (**SMEs**) in various fields such as in **Payments**, **Forex trading**, **Credit risk management**, **Investment**/Asset allocation, **loan/mortgage industry, retirement investment**
* Worked on the project scope, project feasibility, understanding **Business models**, writing Business Cases, and performing **Gap Analysis**
* Dealt with change requests, impediments, and technical/functional/social challenges
* Participated to **Kickoff Meetings** and worked on assumptions, **risks and mitigations** strategies to be taken into account for the system
* Performed report validation writing **SQL** queries using **TOAD** with the oracle database and perform **data validation**
* Involved in **developing** and executing **Test Cases** as a part of the **UAT** team