Karun Thapa

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**(703) 298-7095**

Business Analyst

**Professional summary**

* Over 8 years’ experience in Information Technology with focus on Business Analysis and Software Validation of applications for various businesses.
* Experienced cross functional professional across technology areas, and operations focusing primarily on business requirements gathering and analysis, technical writing, functional requirements gathering, and analysis.
* Experience in Healthcare Industry, with good operational knowledge of **Health Insurance Portability and Accountability Act (HIPAA).**
* Broad knowledge of **Medicare, Medicaid**, **PPO, HMO, POS**, diagnostic codes, and claims process, **EDMS** (electronic data management system).
* Good knowledge of **PPACA (Patient Protection and Affordable Care Act) and HIX**
* Analyzed the existing 820 reports and modified them based on the changes resulting from the Health Insurance Exchange (HIX)
* Assisted with the implementation and ongoing support of the Health Insurance Exchange (HIX) environments.
* Excellent understanding of HIPAA standards (4010 and 5010 transaction sets), HIPAA code sets **ICD-9** and **ICD-10,** and **HL7**.
* Experience in Healthcare/Claims adjudication with knowledge of industry compliance standards like **EDI X12 transactions (834, 837, 835, 270/271, and 276/277).**
* In-depth knowledge of EDI transactions between the implementation partners in Healthcare Industry.
* Functional and non–functional Requirements Gathering.
* Good knowledge of **Business Intelligence, Data Warehousing and Business Architecture**.
* Well-versed with **MS Visio,MS Project and Mockup screen**
* Well- versed with **Microsoft suite**(Word, Excel, Access, Visio, Power Point and Outlook) for analysis and presentation.
* Experience in **GAP** Analysis, **CBA** (Cost-Benefit Analysis), organizing, facilitating, coordinating weekly meetings, conference calls, and other regular project meetings.
* Thorough Knowledge **of various SDLC methodologies like Waterfall, Agile such as Agile XP and Agile Scrum, and Waterfall.**
* Expert in facilitating **Joint Application Development (JAD)**, **Rapid Application Development (RAD)**, interviews, workshops, and requirement elicitation sessions with end-users, clients, stakeholders and development team.
* Experience in creating **UML diagrams**, **Data Flow Diagrams (DFD), Use Cases, Class Diagram, Activity Diagrams, Sequence Diagram, and UML Modeling.**
* Facilitated **User Acceptance Testing** and test strategies with developers and testers, and participated in manual front-end testing to check all functionalities of different modules.
* Involved in the development of **Test Plans**, **Test Cases,** and prepared**RequirementTraceability Matrix (RTM).**
* Highly **motivated** team player, possessing an **excellent communication** and **presentation skills** with detail oriented **analytical abilities** and a willingness to work in a cross platform environment.
* Expertise in Web and Client Server Applications through all stages of the **Software Development Life Cycle.**
* Highly proficient in working with clients and Business stakeholders including gathering requirements, analyzing them, detailing and tracking requirements**.**
* Excellent analytical skills in understanding the business process (**AS-IS** and **TO-BE**) understanding the functional requirements and translating them to system requirement specifications.
* Ability to create and analyze Business Requirement Documents, Functional Requirement Documents, Process flows and Use Cases.

**Tool Proficiency**

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| --- | --- |
| **Microsoft Technologies:** | MS Project, Visio, Excel, Word, Outlook, PowerPoint |
| **Requirements Management Tools** | Rational Requisite Pro, Rational Rose, MS Visio, Share Point |
| Operating System | Windows 2000/7/XP, DOS, Unix |
| **Business Skills** | Business Process Analysis & Design, Process Improvement and Implementation assessment, Requirement Gathering, Use Case Modeling, JAD/JRP Sessions, Gap Analysis, CA Clarity (version 12 and 13), Impact Analysis. |
| **Office Tools** | MS Office (Package), MS Visio, MS Project, MS FrontPage. |
| **Languages/Standards** | SQL, XML, HTTP, HIPPA 4010/5010, ICD9/10, ANSIX12, CPT, CMS form. |
| **Methodologies** | Rational Unified Process (RUP), Agile, Waterfall, Rapid Application Development (RAD) |
| **Other Tools** | Axiom Transcend, Informatica, Cognos, Visual Basic, Mainframe. |
| **Certifications** | HL7, HIPAA |

**Professional Experience**

**Connecticut Health Insurance, Hartford, CT                                             Feb 2013 – Present**

**Business Systems Analyst**

Facilitate building a better health insurance marketplace via synthesis of requirements for an effective Health Insurance Exchange (**HIX**) solution that can quickly adapt to comply with evolving federal/state laws and regulations.

Responsibilities:

* Gatheredhigh level requirements by conducting meetings and interviews (formal and informal) with functional and business owners and documented them in the Business Requirement Document (**BRD**).
* Conducted Interface and Document Analysis to gather requirements and updated BRD accordingly.
* Createdand maintained **Use-Case** Narratives including business process workflow diagrams based on the information gathered from functional and business owners.
* Lead and participated in **Joint Application Development(JAD)** sessions with the technical and business owners team to develop **solution design**requirements for the development team in accordance to the **Health Care Reform Act**.
* Participated in**Focus Group sessions and interviews**with subject matter experts (**SMEs**) from each work stream/business unit to gather specific information while performing **Requirements Analysis** and translatedthe information into the detail specifications in the Functional Requirement Document (**FRD)**.
* Defined scope **for the Claims Business area and updating EDI Transactions** with the HIPAA 4010 to HIPAA 5010 Changes and participated in full life cycle implementations (SDLC) from project initiation to final deployment.
* Performed GAP analysis identify the changes in **837, 270/271, 275, 276/277, 834 and 835 transactions** being proposed in the upgrade from HIPAA 4010 to HIPAA 5010 and documented required capabilities and changes.
* Participated in Mapping 4010 and 5010 differences.
* Practice agile methodology, lead sprints and prioritize line items based on key business initiatives with respect to the **ACA** mandate and **Health Care Reform Act.**
* ConvertedHigh level requirements into **Epics and** high level **User Stories**and derived the lowest level of clear and concise User stories.
* Lead and participate in all Iteration, Scrum, Daily stand-ups and Iteration review meetings working in an agile development methodology.
* Sprint planning meetings, getting estimates from individuals (BA’s) and assigning tasks based on velocity/capacity.
* Closely work with all BA’s and stake holders for reviewing **User Stories** and scoping documents.
* Working with Carriers to gather their requirements **and creating mapping documents** and interpreting XML documents.
* Coordinate with Connecticut Health Exchange HIX program staff and other stakeholders to define and develop requirements for correspondence generation across various business lines.
* Help develop integration solutions that create interoperability between Health Rules and HP Exstream.
* Participated in Member Experience Review Boards to gather a user experience perspective on content, usability and readability of correspondences. Liaison closely with content writers to align the content to specific and unique business needs.
* Devise workarounds, make recommendations and modify procedures to solve intricate problems considering system capacity and limitations, operating time, and desired business results.
* Work with Quality Assurance team to validate system acceptance and user acceptance test plan and test scripts.

**Environment:**HP Exstream, Health Rules, XML, Agile- Scrum, Version One, Informatica, MS Visio, MS-Word, Excel, Power Point,TFS, Sprint .NET, IBM On Demand (COTS).

**Ohio Department of Health, Columbus, OH Feb 2011-Jan 2013 Business Analyst**

The state of Ohio has to comply with Centers for Medicare & Medicaid Services (CMS) mandated ICD-10 requirements within the timelines. The objective of current phase of the Project is to do the assessment Medicaid Management Information System (MMIS) and other systems, followed by Implementation Phase, which will include the actual conversion from ICD-9 to ICD-10.

Responsibilities:

* Conducted Interviews and **JAD** sessions with **SME’s** and stakeholders to understand the business requirements.
* Gathered and created **Business Requirement Documents** (BRD), performed **cost-benefit analysis** with Project Manager.
* Performed transactional/encounter processing, and reviewed claims creation using Axiom Transcend.
* Performed detailed analysis for the functional areas that will be impacted by implementation of ICD-10 codes
* Conducted **GAP** analysis and **Impact Analysis** and prepared an Implementation and Recommendations Report communicated to the stakeholders.
* Created **Functional Requirement Documents** (FRD) based on the signed-off business requirements.
* Developed Use Case diagrams, business flow diagrams- Activity/State diagrams and Sequence diagrams so that developers and other stakeholders can understand the business process.
* Created and maintained a Requirement Traceability Matrix (RTM) to see if all the requirements are being captured and are being worked on.
* Managed all the **Change Requests Document** that came in through after signoff and maintained all the artifacts on SharePoint.
* Arranged meetings with the IT team to create Data Mapping Document facilitate the conversion from ICD-9-CM codes to ICD-10-CM/PCS codes to ensure that both the application and Health Record comply with new regulations.
* Analyzed the impact of ICD-10-CM/PCS coding system and Identified General Equivalence Mappings to facilitate the conversion from ICD-9-CM codes to ICD-10-CM/PCS codes to ensure that both the application and Health Record comply with new regulations.
* Worked extensively with IT team on building the architecture and underlying logics of the system.
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Extreme involvement in production and development phase to report out to the stakeholders about the current status of the project.
* Created test plans and scripts, facilitated user acceptance testing and tested strategies with developers and testing team

**Environment:** Rational Requisite Pro, MS Project, Quality Center 9.0,9.2,MS Visio, Siebel, Clear Case, Rational Clear Quest, XML, JAVA, HTML, Microsoft SQL Server, Agile .NET,Oracle, MS SharePoint, Informatica, VLOOKUP.

**Cigna, Hartford CT Feb 2010-Jan 2011**

**Business Analyst**

**Implementation of EDI Enrollment**

Involved working in the Enrollment group to develop a new enrollment system as per **HIPAA 5010 standards**. The goal of the project was to enable add, manage and terminate members via multiple channels, specifically through **EDI**. The project also involved working with a third-party vendor to develop the enrollment engine as per EDI standard.

**Implementation Assessment of ICD - 9 to ICD -10**

The scope of the project was to assess and gather high-level requirement for implementing of ICD-10. The goal of the project was to define the roadmap for implementation, analyze various applications within the organization in order to migrate from ICD-9 to ICD-10.

Responsibilities:

* Interfaced with, and interviewed, cross-functional stakeholders to generate requirements.
* Supported the EDI (x12). Concentrated on **270/271** (eligibility,coverage and benefits). Also, experience with the 837 (claim). Ensured the data was formatted correctly and researched errors. Validated the data was accurate by comparing it to the source system.
* Prepared Data mapping document for EDI **834** to Cigna Health internal format.
* Gathered high level requirements from the business, created user stories, and prioritized the backlog with project manager.
* Collaborated with the development team through iteration and attended every Scrum meeting to represent the product team.
* Enabled product-centric testing and facilitated QA team's understanding of acceptance criteria and test scenarios.
* Developed **Activity Diagrams, Use Case Diagrams, and Workflow Diagrams** using Microsoft Visio.
* Accountable for extensive **User Acceptance Testing.**
* Interfaced between users and diverse teams and was involved in application development to enhance understanding of both business and IT processes.
* Utilized technical writing skills to create effective documentation and training materials.
* Performed a baseline assessment and related interfaces, existing service level agreements, policies, and operational business procedures for readiness to comply with ICD-10 requirements.
* Identified risks, problems, requirements and concerns in order to comply with ICD-10 changes by conducting interviews.
* Actively worked on Data analysis and Report analysis with respect to ICD-10 impact.
* Collected the information related to ongoing application upgrade. Studied their impact on ICD-10 implementation.
* Responsible for defining the scope and implementing business rules of the project, gathering business requirements and documentation.
* Responsible for writing **Functional Requirement Specifications** (FRS) and **User Requirement Specification** (URS).
* Created Test Plan, Test Cases and Test Scripts with respect to Test plan.
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams, State Chart Diagrams using UML methodology.  Clearly defined the Data Process Models.
* Captured and documented governance requirements.

**Environment :** Rational Requisite Pro, Microsoft Office, MS Visio, Quality Center, XML, Rational Rose, Informatica, Oracle, Microsoft Outlook, MS SharePoint, VLOOKUP.

**ACS Health Care Solutions, Atlanta, GA Oct. 2008 – Jan. 2010**

**Business Analyst**

ACS is one of the many companies that have been in the technology field with a purpose of providing better technical solutions to its wide variety of clients. The project was related to the creation of the Physical Data Model for Program Management Module of Medicaid Management Information System (MMIS). MMIS is an Enterprise Medical Management System that is responsible for processing Medicare, Medicaid and Pharmacy Claims for a number of states.

Responsibilities:

* Created Business Requirement Document (BRD), Functional Requirement Documents(FRD) and supporting documents that contain the essential business elements and detailed definitions.
* Worked on Medicare Part C and Part D transactions.
* Conducted meeting with the EDI team and other stakeholders, team members to discuss the requirements.
* Performed Requirement Analysis to Develop Use Cases, Activity Diagrams and Sequence Diagrams.
* Extensively used Waterfall software development lifecycle methodology during the project
* Collected requirements using Brain storming, Document Analysis, Interviews and JAD session.
* Identify, analyze, define and created business processes and use case scenarios using MS-Visio.
* Helped the Project Manager with project estimation and cost-benefit analysis, resource and financial Planning of the system.
* Implemented data access, storage and validation routines on the database server using SQL.
* Coordinated QA reviews, sign-off, and validation migration from UAT to production environment. Also coordinated business review, sign-off and production validation.
* Evaluated alternative solutions and recommend solution that best meets the need of the business.
* GAP Analysis of client requirements, generated workflow process, flow charts and relevant artifacts.
* Used Rational Requisite Pro for overall Requirements Management and to build the Requirements Traceability Matrix (RTM’s)
* Experienced as a Business Analyst in a role of responsibility encompassing requirement gathering, and Analysis besides Quality Assurance.
* Evaluated and analyzed various solutions and provided recommendations that best suits the business.

**Environment:**GAD (Gap Analysis Document), Rational Rose, Rational Requisite Pro, Microsoft Office, MS Visio, MS SharePoint.

**American Eagle Outfitters Inc Atlanta GA** **April 2007 - Sep 2008**

**Business Systems Analyst**

With its market presence exploding over the last three years, American Eagle Outfitters (AE) needed to extend its **retail** momentum to the online market place. But its outmoded commerce platform didn't scale or integrate customer touch points, making that objective far out of reach. The target is centralized management of not only its Website, but its call center and order management systems, as well. With ATG, AE gained total control of its multichannel business. The new ATG platform enabled AE to manage the entire customer experience from the **retail** store to the Web site to the call center. It also gives the client the foundation they needed to grow their existing brand, and launch new ones. The Project also involved creating a data warehouse to support the reporting requirements.

Responsibilities:

* Coordinated participation and sign-off of various business partners and customers.
* Involved in the analysis of the existing credit card processing system, mapping phase according to functionality and data conversion procedure.
* Thoroughly studied the requirements for the process re-engineering
* Performed **Gap Analysis** to check the compatibility of the existing system infrastructure with the new business requirements.
* Followed solely **RUP** methodologies during the course of the project.
* Created Data Stage jobs to extract, transform and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files etc.
* Designed and developed use cases, activity diagrams, and sequence diagrams using UML.
* Used the DataStage Designer to develop processes for extracting, cleansing, transforms, integrating and loading data into data warehouse database.
* Develop, maintain and publish project plan & scheduled project deliverables using Niku/Clarity resource database as well as MS Project.
* Extensively involved in the modeling and development of Reporting Data Warehousing System
* Was involved in the creation of new **E-Commerce Products** (Arrival Notices and Customized Reporting)
* Accumulated system requirements from various departments through surveys and interviews.
* Involved in Prioritizing the defects and writing business requirements to resolve them.
* Conducted JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
* Involved in mentoring specific projects in application of the new **SDLC** based on the Agile Unified Process, especially from the project management, requirements and architecture perspectives.
* Create technical design documentation for the data models, data flow control process, metadata management.
* Worked on exporting data using Teradata.
* Wrote detailed specifications for various reports generated using Cognos.
* Analyzed the data collected and process maps to determine the root causes and identify opportunities.
* Planned and defined system requirements to Wire Frame with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies
* Created business requirement documents and integrated the requirements and underlying platform functionality.
* Interfaced between Business new product builders and System platform builders.
* Worked with systems area to translate business needs into system requirements.
* Involved with all the phases of Software Development Life Cycle (SDLC) methodologies throughout the project life cycle.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Use Cases and other Process Flow Models were designed using Visio and Rational Rose.

**Environment:**RUP, UAT, GAD (Gap Analysis Document), Niku/Clarity, MS Visio, Java, J2EE technology,Agile, .NET, ASP.NET, SQL Server, Windows 2000 Advanced Server, UNIX / Oracle Platform, Web Form, Cognos, VLOOKUP.

**AllScripts Healthcare Solutions, Chicago, IL Jan 2006-Mar 2007**

**Business System Analyst**

AllScripts Healthcare Solutions is a leading provider of Health Care Informatics. AllScripts is a publicly traded American company that provides physician practices, hospitals, and other healthcare providers with practice management and electronic health record technology, including electronic prescribing, care management, and revenue cycle software.

The project was to develop a Provider Desktop module for the EHR [Electronic Health Record System] with the objective to improve productivity and patient care. It serves as a central dashboard for providers to access crucial information such as Patient appointments, Clinical results, Messages, Electronic lab orders and Patient encounter notes anytime anywhere. The project was implemented securing patient privacy and health information conforming to HIPAA standards and guidelines.

Responsibilities:

* Interacted closely with the Business users along with the administration and management to gather business requirements and analyze the functionalities to be incorporated into the system.
* Attended demo sessions to understand existing system functionalities.
* Followed the **Agile methodology** during the entire SDLC
* Arranged **interviews** with all the stakeholders to review and understand the **gathered business requirements**.
* Formulated **Data Mapping Guide** for the technical team.
* Coordinated with system architects and developers to convert business requirements into system requirements.
* Conducted meetings to document **Change Requests** for new requirements.
* Analyzed business requirements and segregated them into **Use Cases**. Created Use case diagrams and documented Use case specifications
* Validated the scripts to make sure they have been executed correctly and meets the scenario description.
* Involved in project status meetings, QA review meeting, and System Test meeting.
* Coordinated with the Project Manager to prioritize outstanding defects in **Quality Center** or enhancement/system requests based on business requirements and available human resources, allowing sufficient time to ensure accuracy and consider deadlines.
* Documented project plans, **process flow**, timelines and other requirements.
* Ensured that all the artifacts are in compliance with corporate **SDLC** Policies and guidelines.
* Facilitated meetings and Joint Application Development (JAD) sessions with business stakeholders and technical units.
* Implemented best practices, facilitated meetings between business users and third party application vendors.
* Used **MS Excel/Word/MS Office** for status reporting and planning.
* Performed **requirements traceability** and managed changes to requirements for the **MARS** application.
* Used **Quality Center** for bug tracking.
* Maintained various versions of the documents generated during the project using Rational **Clear Case**.
* Was responsible for creating and updating project schedule and managing resources and timeline using MS Project.
* Worked with the **ETL** development team for migrating the data from the old data mart to the new IDW (Insurance Data Warehouse) and to validate the data integrity.
* Prepared the project status reports and represented the BA team in the PMO meetings.
* Participated in **UAT** along with Business SME’s.

**Environment:** RUP, MS Visio, MS Project, MS Office Suite Word, Excel, Access, Power Point, Outlook, Rational Rose, Rational Requisite Pro.

**EDUCATION – BACHELOR’S IN COMPUTER SCIENCE**

**TRIBHUVAN UNIVERSITY, KIRTIPUR, NEPAL (2001-2005)**