**Khader Mohammad**

**Senior Business System Analyst**

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**EXPERIENCE SUMMARY**

* Over **8 years** of work experience as a Business Analyst with varied experience in multi-projects and single projects with tough business units.
* Certified **scrum master,** and adept in making User Stories in an agile environment.
* Extensive qualifications in all facets of Systems Development Life Cycle in **Agile/RUP/Waterfall** methodology from conceptual design through documentation, implementation, user training, quality review, and enhancement.
* Proficiency in Business Requirement Gathering (**BRD**), Business Process Flows, **Business Process Modeling** and Business Analysis.
* Experience in conducting **GAP analysis** and experience in converting requirements into technical specifications for preparing test plans.
* Experience in conducting**User Acceptance Testing (UAT)**, **SWOT analysis**,**Impact analysis, Risk analysis**, **Cost benefit analysis** and **ROI analysis** and **BI Reporting**.
* Expert in tracing requirements throughout the development process and verifying adherence **Requirement Traceability Matrix (RTM)**.
* Skilled in Business Process Modeling with experience in writing **User Stories**, creating **Use Cases, Class Diagrams, Activity Diagrams, Sequence Diagrams**, Unified Modeling Language (UML) using MS Visio and Rational Rose to extract business process workflows.
* Well experience in **Data Extraction, Transforming and Loading (ETL)** using various tools such as **SQL Server Integration Services (SSIS)**, **Data Transformation Services (DTS)**.
* Experience handling **off shore** (remote) BA team.
* Ability to interact with the developers to resolve issues using **Defect Tracking** tool **Rational Clear Quest**.
* Well versed in **Rational Unified Processing** (RUP), **Unified Modeling Language** (UML) and Rational Tools to develop **Business Requirement Documents** (BRD)
* Experience in conducting **Joint Application Development** (JAD) sessions for requirements gathering, analysis, design, **Rapid Application Development** (RAD) sessions and **War Room** sessions.
* Knowledge on healthcare standard such as **HIPPA 4010, 5010 Conversion**, and **ICD-9,ICD-10, PCS/CM codes.**
* Expertise in designing and developing **Test Plans and Test Cases**, documenting **User Acceptance Testing (UAT)** and verifying performance, reliability and fault tolerance.
* Highly motivated professional with analytical thinking and multi-tasking capabilities; Team player with a proven ability to work under pressure, prioritize and meet deadlines
* Experience in use of Microsoft tools such as: **MS Office Suite** (Word, Excel, Outlook, Publisher, PowerPoint), MS Windows, **Project management tools** (MS Office Visio, MS Office Project OneNote, SharePoint)
* **Self-motivated** and possess ability for critical thinking, analysis, good interpersonal and communication skills. **Team-oriented**, technically motivated and creative. User oriented with a desire to learn client's business requirements.

**Technical Qualifications**

* Methodologies: Agile/Scrum, Waterfall, RUP.
* Tools: MS Visio,MS Project, SSRS, Toad, Rational Suite
* Languages: UML, SQL, C,HTML,XML.
* Databases: MySQL, SQL Server,DB2 and ORACLE.
* Web Technologies: HTML, XML, JavaScript, MS SharePoint
* Health Care Compliance: HIPPA, HL7,EDI,X12,
* Defect Tracking Tools: Test Director, Rational Clear Quest
* Packages: MS Office Suite

**PROFESSIONAL EXPERIENCE**

**Core Care National, July 2013 -Present**

**Bluffton, SC**

**Senior Business System Analyst**

The Project was about developing an **insurance claims management system** which can be accessed through EDI, Online and Manual Entry by the clearing houses, Vendors and providers. The basic edits for the codes and the detailed edits for adjudication where very crucial part of the project. The manual claims with defects would pass through a scanned form for the manual adjudication for the review by the claims analyst. The patient medical record contained personal information, demographic information and all other relevant patient information. The system wasan intranet website application containing patient medical records based on HIPPA compliance.



**Roles and Responsibilities:**

* Conduct **“Business Requirements”** meetings with clients to identify and document business requirements.
* Prepare Project Requirements Document and Design Information Systems Business Solution.
* Followed the **SCRUM** Project Management **Agile Methodology** for the entire **SDLC**.
* Actively Involved in **Pre-Analysis** of project with **SME**(Subject Matter Experts) ,Developers
* Created Business Requirements and converted them into System Requirement Specifications
* Worked on **HIPAA, 5010, HL7 compliance and EDI transactions, ICD\_9,ICD – 10 Codes**
* Studied and analyzed requirements to be achieved and brainstormed to gather effective requirements for a quality product.
* **Generated various SQL queries whenever required and worked on the documentation of the databases**
* Performed data analysis and Data mapping from source system to target system
* Created Functional Requirement Specification Document which included**UML, Use case diagrams, Scenarios, activity, work Flow diagrams and data mapping, and Data modeling with MS VISIO.**
* Demonstrated experience implementing MDM foundational programs such as master data security, master data quality, master data workflow, etc.
* Performed Impact and Cost Benefit Analysis For Project
* Conducted **Sprint planning meeting, daily scrum meeting, Sprint Review meeting and Sprint Retrospective meeting**.
* Creation and Maintain of Workflow Plans and Artifacts
* Extensive experience in ETL process consisting of data transformation, sourcing, mapping, conversion and loading.
* Wrote complex **SQL queries like Joins, Update, Stored Procedures, Indexes, Reports, ETL packages** to understand the low level requirements
* Implemented **Business Intelligence (BI)** to help users make better business decisions.
* **Conducted workflow, process diagram and GAP (GAP) analyses** to derive requirements for existing systems enhancements.
* Assisted with **user testing** of systems, developed and maintained quality procedures and ensured that appropriate documentation was in place.
* Extensively worked on the **SharePoint** application especially on the Intranet Portal, Extranet site and managing the enterprise content and document Management
* Worked on the **Data warehouse** for the requirement gathering and updated to the **SharePoint**
* Created **business rules, business vision document**, business glossary and implementation up to functional and technical specifications.
* Participated in Design walk-through with end users to baseline the business architecture.
* Performed **GAP** analysis on the existing solution and its transition into the new **HIPAA 4010/ 5010.**
* Assist the business areas and technical teams to develop or update the test scenarios to ensure sufficient testing of **ICD-10** impacted key system functions technical changes, as well as enterprise wide integration testing.
* Created data flow and sequence diagrams to describe how **EDI Healthcare Transaction set (837)** was used to submit health care billing information.
* Experience in Data Modeling and documentation of the database architecture
* Developing and executing **test cases** Change Control Requests (CCRs) and updating scope with new changes.
* Developed **Test Cases** from Use Cases, reviewed Test Plans to ensure Use Cases accurately
* Designed the **Test Plan** and **Test Cases** for all processes and Web Services

**Environment: Agile, UAT, GAD (Gap Analysis Document), Microsoft Office 2003 Professional (Outlook, Word, Excel, Visio, Access), Test director, SharePoint, HTML, SQL, Quick Test Professional.**

**Massachusetts Dept. of Health & Human Services July 2012 – June 2013  
Boston, MA,**

**Senior Business System Analyst**

The project was to integrating all the data of the patients in the state of Massachusetts. The main purpose was to make the data of the patients from the past 7 years available at two different portals; patient portal and clinical portal. The patient could login and check his details and the clinical departments like the hospitals diagnostics could login and get the patient details like prescriptions. Integrating all the patient data based on HIPAA and EDI Compliance.

**Roles and Responsibilities:**

* Created **Business Requirements** and converted them into **System Requirement Specifications**.
* Actively Involved in **Pre-Analysis** of project with **SME**(Subject Matter Experts) ,Developers
* Worked on **HIPAA 5010 compliance and EDI 837transactions, ICD\_9,ICD – 10 Codes**
* Performed **Gap analysis** designed new process flow, documented the business process, various business scenarios and activities of the business from the conceptual to procedural level.
* Worked on **Waterfall** methodology and did all the documentations.
* Studied and analyzed requirements to be achieved and brainstormed to gather effective requirements for a quality product.
* Created **Business Rules**, business vision document, business glossary.
* Participated in Design walk-through with end users to baseline the business architecture.
* Actively Involved in **Pre-Analysis** of project with **SME**(Subject Matter Experts) ,Developers
* Conducted meeting with off-shore team to coordinate and give a walk-through with the requirements
* Generated Test Data in the **EDI** structure in compliance with the **HIPPA** rules.
* Project planning & scheduling
* Developed **Test Cases** from Use Cases, reviewed Test Plans to ensure Use Cases accurately
* Collaborated with the implementation team and provided guidance for the development/integration team.
* Produced and managed documentation on release activities to support problem resolution.
* Reviewed and evaluated all the modules of the software before delivery to users to confirm meeting the standard criteria. Performed basic **UAT** with the different customers and different business modules. Interacted with developers and various members of my team to discuss and resolve defects and their priorities.

**Environment: Waterfall, UAT, GAD (Gap Analysis Document), Microsoft Office 2003 Professional (Outlook, Word, Excel, Visio, Access), Test director, SharePoint, HTML, SQL, Quick Test Professional, Mercury Quality Center, Crystal Reports.**

**Engage Point, Nov2010–June 2012**

**Jefferson City, Missouri**

**Senior Business System Analyst**

The Project was to develop the Claims Management Revenue system which involved the different aspects of the claims process from the registration to the payment for the service. The system had the different features like insurer benefit verification, code verification and claim processing and adjudication, posting of health insurer payment and claim appeal.

**Roles and Responsibilities**

* Worked on an Agile environment as a **scrum master**
* Facilitated the Sprint planning meeting, Daily Scrum meeting and Backlog refinement meeting
* Conducted **JAD** session with the **SME’s, testers** and the developers for better understanding of the requirements from the Business
* Documented the System Requirement Document and created **Epic** and User stories
* Worked meticulously with the testers in writing the test cases to test the shippable products before presenting it to the Product manager.
* Made sure the data was Compliant with the **EDI, HL7 and HIPAA** compliance.
* Performed Impact and Cost Benefit Analysis For Project
* Created data flow and sequence diagrams to describe how **EDI Healthcare Transaction set (837)** was used to submit health care billing information.
* Experience in Data Modeling and documentation of the database architecture
* Developing and executing **test cases** Change Control Requests (CCRs) and updating scope with new changes.

**Environment: MS Visio, MS Office Suite, MS. Management Studios, Client Server, UML, Agile, Windows XP, Test Director, MS Project, MS Access**

**Max Healthcare June 2009 – Oct 2010**

**Pune, India**

**Business Systems Analyst**

Apollo Hospital provides powerful range of products in the area of healthcare - gastrointestinal, cardiovascular, cancer, respiratory, neurosciences and infection. Project involved Web-based application called EDR (Electronic Data Reserve) database for storing user files.

**Roles and Responsibilities:**

* Played a key role in the planning, testing, and implementing system enhancements and conversions.
* Provided key project inputs by working with users in defining the project and system requirements.
* Reviewed business process, and functional requirements.
* Worked on Hospital data processing for improving database for storing user files.
* Analyzed business needs, created and developed new functionality to meet real time data integration that facilitated decision.
* Worked on functions such as Change Control and Request, and managed complaints to ensure customer satisfaction.
* Experience of managing multiple stakeholders across the organization, and in QA integration of systems.
* Involved in detailing project mission, data process flow diagrams, and timelines.
* Worked with **SQL queries** for data manipulations.
* Assisted in building a business analysis process model using Rational Rose, Requisite Pro and Visio.
* Designed and developed **Use Cases, Activity Diagrams and Sequence Diagrams.**
* 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.
* Research operational procedures and methods and recommended procedures for improvement – with an emphasis on automation and efficiency.
* Assisted Test Lead, Testers understanding business process and help them successful completion of Unit Testing, Integration Testing

**Environment: Oracle 9i, Rational Rose, Requisite Pro, MS Visio, RUP, MS Project, SQL, MS Access, MS Excel and MS Word**

**Tata-AIG Life Insurance Company Ltd Jan 2008 - May 2009**

**Mumbai, India**

**Business Systems Analyst**

**Roles and Responsibilities:**

* Identifying the system requirements for the entire Distribution Operations department
* Raising the system requirement and in coordination with MIS team developing the same
* Performing all the **UAT** related activities for Distribution Operations department
* Regularly managing / upgrading the system and testing for product updates and new product setup
* Managing commission payouts & monitoring proper flow & timely generation of accurate commission to all the channel partners
* Processing the Business Associate (BA) applications
* Appointment and Termination of Business Associates
* Assigning of advisors to the appropriate Business Associates
* Addressing the various queries raised by the sales managers and the BA managers
* Addressing the commission related queries relating to BA’s to all the branches
* Sending regular MIS updates on various appointment and assignments to all the zones
* Licensing of advisors as per the guidelines of IRDA
* Checking the Contract Maintenance criteria of all the Business Associates month wise

**Achievements at work:**

* Nominated for the TARA award in the month of August 2008 for handling the year ending work with a great ease and error free work and in December 2008 for taking various initiatives at work.
* Awarded for the best performance for two consecutive months May and June 2008

**Apollo Hospitals, Aug2006 – Dec 2007**

**Hyderabad, India**

**Business Systems Analyst**

**Roles and Responsibilities:**

* Identify **SME’s** for each business or subject areas
* Interact with SME’s on a day to day basis to get the clarifications on various issues
* Closely working with the business to understand and analyze the business requirement according to the scope change in the project.
* Use Case writing for the project
* Prepare the Project summary document and share the same with whole project team
* Prototyping of the mockups in **HTML** for the project using the **CSS**
* Walkthrough of the mockups with the Business as well as the Project team
* Interact with business stakeholders as well as the project team on a day to day business for status updates
* Walkthrough of the use cases with the Business, Technical and the Testing teams
* Help the testing teams in writing the test scripts
* Act as a communicator between development team, business team and the testing team
* Execute Accenture onsite-offshore delivery model as the offshore team is based out of Hyderabad, India

**Achievements at work:**

* Being the first Business Analyst, job has always been a challenging and so are the expectations. I took up an initiative and started acting as a domain training coordinator for Hyderabad centre and started contributing to the COE
* Conduct all the domain training sessions and certification exams
* Ensure all the members in Health Care projects in Hyderabad attended domain mandatory trainings and are certified
* Prepared a new joiners induction kit
* Ensuring and conducting the mandatory induction trainings for all the new joiners in the project
* Laid down a path and a set process for a Business Analyst role in Health Care and key contributor to the client in all aspects
* Been successful in implementing the onshore – offshore Business Analyst model
* Groomed, mentored couple of my team members expecting and make those folks work in the future projects along with me
* Awarded as a Delivery Hero Award for an outstanding delivery performance for the year 2007-08

**EDUCATION**

Bachelors in Business Administration, VIT, India