**Kushal Raj Pandey**

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**Summary:**

* Around 7+ years of total IT experience in Data Analytics, Data Warehousing, Business intelligence, Business Analysis and Clinical Data Management with emphasis on Business Requirements Analysis, Application Design, Development, testing, implementation and maintenance of client/server Data Warehouse and Data Mart systems inIT industry.
* Expertise in defining and developing analysis of Business Requirement Documents, Functional Specification Documents, Test Plans and reports.
* Organized Joint Application Developments (JAD), Interviews, workshops and requirement elicitation sessions with end-user/clients/stake holders.
* Proficient in Microsoft Excel (Pivot Tables, Vlookup, Hlookup, VBA, etc.)
* Proficient in using UML in behavioral, structural and architectural modeling – in creating Use Case and Activity diagrams using Microsoft Visio.
* Proficient in working with Tableau.
* Extensive knowledge in various reporting objects like Facts, Attributes, Hierarchies, Transformations, filters, prompts, Calculated fields, Sets , Groups, Parameters etc., in Tableau.
* Involved in creating Dashboards, reports as needed using Tableau Desktop and Tableau Server.
* Experience in coordinating and conducting User Acceptance Testing and GAP analysis.
* UML in visualizing and documenting the artifacts using Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data Flow Diagrams, Business Flow Diagrams, Sequence Diagrams using MS Visio
* Expertise in SAS with focus on SAS/Base, SAS/Macros, SAS/Stat, SAS/Access, SAS/Connect, SAS/Graph, SAS/ODS, SAS/Share, SAS/EIS, SAS Enterprise Guide, SAS Management Console, SAS/Enterprise Miner, SAS DI Studio, SAS Information Map Studio, SAS Web Report Studio, SAS
* Information Delivery Portal and SAS Data Quality (DQ).
* Proficient in SAS administration and performance tuning of databases.
* Experience with SAS BI tools, Informatica, Teradata, SQL Server, Oracle and UNIX
* Strong knowledge in developing, designing and implementing Predictive Analytics models using neutral networks and logistic regression.
* Specialization in SAS programming, Predictive Analytics and Database Marketing area
* Experience in OLTP Modelling and OLAP Dimensional modelling (Star and Snow Flake) using Erwin (conceptual, logical and physical data models).
* Implemented projects with BASE/SAS, SAS MACROS, STAT, PL/SQL, GRAPH, OLAP, PROC, DATA, FORMAT, ODS in windows environment involving ETL processes

**TOOLS:**

Project Methodologies : Agile/Scrum, Rational Unified Process (RUP), Waterfall

Business Modeling Tools :Rational Rose, MS Visio

Requirement Management Tools : Rally, MS Visio, Rational RequisitePro

Defect Tracking Tools :HP ALM/ Quality Center, Trac, HP Service Manager

Operating Systems :Windows, UNIX

RDBMS : Oracle, SQL Server, IBM DB2

Quality Assurance :Software Application Testing Life Cycle

BI reporting Tool :Tableau

Design Tool & Languages :SQL, COBOL, and JAVA

**PROFESSIONAL EXPERIENCE:**

**Mutual of Omaha Nov 2017 – Present**

**Technical Business Analyst/ BI**

Project involved incorporating a sophisticated set of online tools for effective Cash/Assets management, Cash Equity and cash traceability. The application provided functionalities like cash identification, auto-settlement for the incoming direct purchases and wire orders and processing of international and domestic outgoing payments to clients and banks and ensuring money movement. I was part of the restatement functionality. The job called for sound analytical skills, SAS, advanced Excel, Word and Advanced SQL. A sound understanding of mutual funds and mortgage products.

**Responsibilities:**

* Worked to automate applications and to incorporate controls.
* Validated and test all code for accuracy and efficiency.
* Conducted analysis of client business processes and functional or reporting requirements.
* Reviewed and analyzed the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging the application under test.
* Prepared and delivered solutions, recommendations, or alternatives that addressed existing and potential trouble areas in retail systems across the organization.
* Analyze “AS IS” and “TO BE” scenarios, designed new process flows and documented the business process and various business scenarios
* Interact with business partners to perform the Initial Project Analysis define new and document retail sales reporting requirements and Change Requests (CRs).
* Created incremental refreshes for data sources on Tableau server.
* Assisted in development of the specification by recommending alternative solutions to technical problems.
* Prepared Dashboards using calculations, parameters in Tableau.
* Provided programming support of ad-hoc JIRA requests and special projects as assigned directly or through AGILE.
* Project interactions with business analysts and business users to communicate and clarify the results and business needs.
* Data manipulations including the usage of standard SAS procedures and use of SAS Macros.
* Worked in bringing large data (i.e. millions of records) from SAS and non-SAS (Teradata and/or Oracle) data sources into a SAS environment and performing SAS data manipulations against the resulting sets.
* Worked in transforming the resulting SAS datasets into specific text file formats and subsequently being able to manipulate the resulting text files with UNIX.
* Created BI reports in Tableau.
* Involved in building, publishing customized interactive reports and dashboards, report scheduling using Tableau server.
* Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau.
* Effectively used data blending feature in tableau.
* Defined best practices for Tableau report development.
* Administered user, user groups, and scheduled instances for reports in Tableau.
* Involved in maintaining the various marketing applications in Card services; develop, design and integrate changes based on
* Project driven modifications or Business Request for the card services.
* Tested the above in DEV, QA and UAT region and released in Prod region with the means of IT Service Management (ITSM).
* Design, coding, testing, debugging, and supported in documentation (functional and technical) of ad-hoc and special business request for Card relation application through agile process and or assigned directly.
* Contributed to continuous improvement and develop self-competencies.   
  Facilitated and worked towards consistent improvement in developing process.
* Worked in Production supports of the marketing applications for card services in a regular and also supported the SAS Remediation project.

**Nevada Division of Welfare and Supportive Service, Carson City, NV June 2015 – Oct 2017**

**Technical Business Analyst/ BI**

The Nevada Child Care System (NCCS), administered through the Division of Welfare and Supportive Services, is a comprehensive child care resource system which replaced the private system currently being used. The new systems operational functions include administering child care funds for eligible parents in Nevada, supporting the collection, storing and reporting of information to the federal government, determining participant eligibility, providing resource referrals, processing attendance rosters, providing case management capabilities and authorize payments to child care providers.

**Responsibilities:**

* Participated in meetings with Developers, Project Managers and Quality Analysts to discuss business requirements, test planning, resource utilization, and defect tracking (using JIRA).
* Analyzed Business Requirements and created Use Cases, Use Case Diagrams, for applications and created Activity Diagrams using MS Visio.
* Coordinated with testers to write test cases for the functional requirements according to acceptance criteria.
* Responsible for creating test cases to make sure the data originating from source is making into target properly in the right format.
* Creating SAS dataset from tables in Database.
* Created physical, conceptual and logical data models for clear understanding of the requirements.
* Created various views, volatile and permanent tables to load data into the database tables. The above was accomplished by choosing a good primary index.
* Generated Business Intelligence reports in Tableau.
* Worked closely with Child Care Administration Department to gain knowledge of procedures and laws
* Analyzed 5010 standards for 837P EDI X12 transactions, related toProviders, payers, subscribers and other related entities.
* Conducted extensive analysis on migration and conversion of Provider and Member data, Group configurations, plan codes, benefit set-ups, fee schedules, provider pricing, capitation and set-ups.
* Created adhoc reports to users in Tableau by connecting various data sources.
* Handled Tableau admin activities granting access, managing extracts and Installations.
* Closely worked with business users and clients for processing of different transactions at EDI Gateway such as Benefit Enrollment and maintain (834), Healthcare Payment (835) and claims (837).
* Documentation completed include business requirement documents (BRD), functional specifications document (FSD), technical specification document, joint requirement document (JRD), high level design documents (HLD), use cases, gap analysis, test scripts, training materials.
* The Agile Process was used to assist with assessing unprecedented levels of tool and technology-specific guidance, helping to bring higher quality software development into our project via sprints.
* Used JIRA to perform test management activities.
* Facilitated Joint Application Development (JAD) sessions and facilitated stakeholder meetings to identify business process and requirements; exhaustive management of project requirements.
* Developed Schemas of EDI ANSI X12 Claims (837) and Eligibility forms in XML.
* Worked on regulation and services including HIPAA, Medicaid and Medicare.
* Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set.
* Extensive use of SAS, SQL by handling complex joins and conditions. Created dynamic Macro arrays by SQL and with data step programs.
* Involved in creation and updates of several SQL Index, Views, complex stored procedures, triggers and appropriate user defined functions.
* Responsible for maintaining Large SAS datasets in Analytical Data view which are extensively utilized for reporting and analytical purposes by various departments across the company.
* Involved in establishing connections to different data sources (SQL Server, Vertica, Teradata, SAP, Salesforce, Azure Cloud, and web site data) and pulling relevant data from these source systems for data modelling.
* Used SAS Import/Export Wizard as well as SAS Programming techniques to extract data from Excel.
* Collected and reviewed industry and competitor data and built customized databases.
* Imported data from SQL Server and Excel to SAS datasets. Performed data research forecasting models into production by using Base SAS, SAS Macros, PROC SQL and many other SAS tools.
* Used Excel templates and VBA to generate custom reports from data in SAS tables.
* Reduced the run time to minutes from several hours by improving the standard of code.
* Participated in refinement and technical documentation of database reporting requirements.
* Loaded the tables to SAS Visual Analytics server and created different graphs and reports using the tables.
* Involved in extensive communication with manager, data management and statisticians

**United Health Group/Optum, Minnetonka, MN Jan 2014 – May 2015**

**Technical Business Analyst/ BI**

This project implemented the performance of Quality Measure on national and state level, including NCQA, IHA based on the need of the client (e.g. HEDIS, CA-P4P, CMS Medicare and Medicaid, PQRS Florida ACHA etc.). I worked with providers and medical entities to validate EDI transaction sets. I was responsible for 820, 834, 837 transaction sets, to validate the end to end process.

**Responsibilities**

* Understanding the legacy system data and generate reports for data anomalies to the HCA business team.
* Medical Claims experience in Process Documentation, Analysis and Implementation in 835/837/834/270/271/277(X12 Standards) processes of Medical Claims Industry from the Provider/Payer side.
* Participated in Daily Agile Scrum “Stand-up”, Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Involved in HIPAA standard transactions, and EDI messages (837), COB -Claim payment and remittance advice 835 - Healthcare claim status (276/277), Eligibility for a health plan (270/271)
* Involved in Facets System implementation, Electronic Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA 835 and proprietary format files and Reports development.
* Involved in creating dashboards and reports in Tableau.
* Created report schedules on Tableau server.
* Researched the existing client processes and guided the team in aligning with the HIPAA rules and regulations for the systems for all the EDI transaction sets.
* Developed Informatica mappings, Sessions, Work flows and SQL code.
* Validated data loaded into the target database from source using Informatica mappings.
* Involved in Requirement Analysis, Functional Design and Technical Design.
* Developed the mapping specifications from the business requirements and the data model. Involved in data   
  modelling and design of the data warehouse.
* Created Informatica Mappings to load data using transformations like Source Qualifier, Sorter, Aggregator,   
  Expression, Joiner, Filter, Sequence, Router, Update Strategy, Lookup transformations.
* Involved in Informatica administrative work such as creating Informatica folders, repositories and managing   
  folder permissions.
* Involved in installation of the patches for Informatica power center.
* Involved in migrating code from Development to Testing and from Testing to Production Environments,   
  creating Connect Strings and synchronizing the Connect Strings and Connection Objects in Dev, Test and   
  Prod environments.
* Extensively involved in performance tuning on both Informatica side and Database side.
* Implemented Type1 and Type2 slowly changing dimensions (SCD) logic.
* Accuracy is maintained; Developed Informatica work flow to automate the similar type of feeds.
* Modified mappings according to new requirement.
* Column profiling done for generation of basic statistics like number of Distinct, Duplicate, Null values on each columns in the customer tables using Teradata.
* Created summary columns which are used for analysis
* Found data anomalies on all columns in the tables.
* Comparative analysis for the tables present in customer related databases. Extensively used functions for data conversion
* Extensively used sql for data quality issues. Teradata utilities used for loading data into different tables.
* Hands on experience on health care quality improvement projects for both Federal and various states.
* Completed all assigned tasks timely and accurately, maintains documentation and ensures that all procedures support department, company and Centers for Medicare & Medicaid Services (CMS) policies and procedures,   
  identified problem areas and develops solutions, presents and communicates project results to staff, conducts   
  peer validation for other analysts, and stays abreast of changes in database methods, variable definitions,   
  processes of health care delivery, and current analytic methodologies.

**CIGNA Healthcare, Bloomfield, CT May 2011 – Dec 2013**

**Data Analyst/Business Analyst**

As a DA/ BA, I was involved in making changes to the existing payer system used for processing claims. Inclusion of the ICD code and billing code were also a part of the project to assign specific code to the disease injury to make it more consistent and precise to that of the providers’ information as a part of the claim process.

**Responsibilities:**

* Converted the end requirements into Functional requirements and Technical requirements and also created business process models.
* Acted as the primary contact for the developers and other team members in the project regarding Functional/ Technical requirements Specifications throughout the project cycle.
* Presented and conducted Functional requirement reviews with the Managers, Developers and the Testers through endless meetings.
* Used UML methodology to carry out the business modeling, data modeling, and object modeling effort to develop the business architecture for the application.
* Used excel sheet, flat files, CSV files to generated Tableau adhoc reports.
* Analyzed and studied the technical, structural and data content changes for HIPAA EDI transaction sets 834 (Enrollment and Maintenance), 837 (Professional, Institutional and Dental Claims) and 835 (Claim Payment/Advice), Re-engineering and capturing of EDI transactions with legacy systems [Enrollment -834, Claims (837), and Remittance (835)].
* Complied with Workgroup for Electronic Data Interchange (EDI) standards for testing with reference to Health Insurance Portability and Accountability Act (HIPAA) guideline
* Understood the business process that included Sales processes, Rating methodology, different Products, Group Renewals. Eligibility and Enrollment process
* Extracted raw data from an Oracle database and used SAS/Access to read it and run statistical analysis using SAS/STAT.
* Worked with SAS and Proc SQL to extract marketing demographics from a Teradata data warehouse for model testing, segmentation, scoring, and list management purposes.
* Performed advanced querying using SAS Enterprise Guide, calculating computed columns, using filter, manipulate and prepare data for Reporting, Graphing, and Summarization, statistical analysis, finally generating SAS datasets.
* Developed, modified and generated Monthly Business Review (MBR) reports and Quarterly Business Review (QBR) reports summarizing business activity using Proc Univariate, Proc Copy, Proc Transpose, Proc Report, Proc Tabulate and Proc Summary.
* Created financial mortgage data sets using Data steps, and DATA\_NULL\_
* Created new financial tables and manipulated customer data by using various joins and merges and then appended the data (Proc append) from the existing source tables containing millions of records.
* Review and modify SAS Programs, created customized ad-hoc reports, process data for publishing business reports; automate and distribute designed business reports on schedule in various format.
* Worked on generating ad hoc reports, tables and graphs for presentations and data modeling using SAS Web Report Studio.
* Importing all Reports from web report studio, Stored Process, BI Dashboard and Information Map to Information
* Used Proc SQL to connect to Teradata and pull/derive the required fields.
* Developed loss prediction model using Enterprise miner modeling solutions and SAS procedures.
* Involved in Physical modeling on Teradata such as creation of tables, indexes and views
* Created and delivered reports and presentations with key findings and recommendations.
* Provided technical support on SAS programming related to data manipulation and analysis.
* Wrote macros, developed concise SAS scripting and used SQL to concatenate and join datasets from different database management systems using indexes and loops
* Exported SAS Reports to the Excel Sheet by using ODS/Tag Sets/Excel XP to get the output in multi-sheets.
* Developed and used scripts to schedule SAS Jobs.
* Customizing the existing Macros according to the need and requirement, testing and debugging the Macros and creating more complex and reusable Macros.

**EDUCATION – Master’s**