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| **PROFESSIONAL SUMMARY:** |

* 7+ years of IT experience as a Business Analyst in business consulting and application development with excellent skills in process implementation, client interfacing, requirement gathering, user support, problem solving, and documentation.
* Strong understanding of various SDLC methodologies such as RUP, Waterfall and Agile with hands on experience in all of them.
* Strong at writing requirements in Waterfall and Agile style.
* Proficient in identifying, documenting and analyzing Business Requirements Specifications (BRS), System Design Specifications (SDS) and Software Requirement Specification (SRS).
* Extensive knowledge of Medicaid, Medicare, Procedural and Diagnostic codes, Claims Process, Health information Exchange (HIE), Electronic Health Record (EHR) and Electronic Medical Record (EMR).
* Experienced in gathering requirements for HIPPA (Health Insurance Portability and Accountability Act) EDI (Electronic Data Interchange) Transactions 820, 834, 835, 837 (I, P and D), 270, 271, 276, 277, 278, 997 and 999 in various phases of implementation.
* Experience in conversion of HIPAA ANSI (ASC) - X124010 codes to ANSI (ASC) - X125010 codes and International Classification of Diseases (ICD) 9 codes to ICD 10 codes.
* Strong knowledge of Facets and actively involved in end-to-end implementation of Facets Billing, Enrollment, Claim Processing and Subscriber/Member module.
* Good knowledge of Lab Results and HEDIS (Healthcare Effectiveness Data and Information Set).
* Strong Experience with HL7 CDA(Clinical Document Architecture), HL7 file formats, and compliance/SNIP level HIPAA validations.
* Proficient in soliciting requirements, creating architectural diagrams, data model, and driving project through execution.
* Good knowledge of Informatica, SQL Server, Teradata and B2B tools (Informatica B2B, Axway, IBM Sterling).
* Proficient in Requirement Engineering Process, including gathering, analyzing, detailing and tracking requirements.
* Experience in interacting with stakeholders like business clients, end users, vendors, SDLC team, configuration manager and production team to identify information needs and initiate process change.
* Expertise in creating various artifacts like BRDs, Functional Specs, Used Cases, UML Diagrams, Data Mapping Documents, Test Plans and Test Strategies, pre and post RTMs and Status Weekly Reports etc.
* Strong visual modeling and Business Process Modeling (BPM) skills using Rational Unified Process (RUP) with tools like Rational Rose, and MS Visio.
* Expertise in using various tools like RequisitePro and MS Office for requirement gathering, Quality Centre and Clear Quest for Defect Management/Defect Tracking, MS-Visio for UML Diagrams, MS Outlook, IBM Lotus Notes and SharePoint for information sharing.
* Excellent analytical, organizational, communication and documentation skills along with good project management skill to gather requirements to bring out the quality product.
* Excellent written and oral communication skills with the ability to communicate appropriately in business and technical situations at all levels of project management.
* Effectively used various elicitation techniques to gather requirements like JAD sessions, brainstorming, prototyping, one and one sessions, workshops, surveys, interviews and conferences.
* Strong Data Analysis skills with excellent knowledge on Enterprise Data Warehousing (EDW) and reporting tools like MicroStrategy and expert at creating SQL queries.
* Extensive experience in Business Intelligence in generating various complex reports using Business Intelligence Tools
* Extensive experience in Strategic development of a Data Warehouse and in Performing Data Analysis and Data Mapping from a Operational Data Store to a Enterprise Data Warehouse
* In depth technical knowledge and understanding of Data Warehousing, OLAP, SQL Server, Oracle and ETL.
* Solid understanding of Data Analysis, Data integration, Data Staging, Data warehousing, Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, Application Design.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
* Hands on experience in the complete Quality Assurance (QA) life cycle from Requirements Gathering and Documentations to developing Test Plan, Test Cases, Traceability matrices and conducting User Acceptance Testing (UAT) for QA Testing.
* Hands on experience with SQL database, SSIS (SQL Server Integration Services), ETL (Extract, transform, load) and ODBC (Open Database Connectivity) connections.
* Hands on experience with SQL in writing joins, triggers, tables, user defined functions, views, indexes, and relational database models and data integrity.
* Strong experience with database structures, table layouts and Data Mapping.
* Strong experience with Contact Center.
* Proficient with data integrations and integration patterns to help identify data requirements for source to target systems.
* Worked with PMO(Project Management Office) to review time line and schedule for the implementation and discussing the milestone.
* Experienced in working with middleware, SOA, Web Services, EAI (Enterprise Application Integration) and Enterprise Integration.
* Excellent analytical, organizational, communication and documentation skills along with good process management skill to gather requirements to bring out the quality product.
* Motivated self-starter, good team member with exceptional team building, leadership, and interpersonal skills to resolve issues.
* Thorough knowledge of Eligibility and membership Affairs for Medicare and Medicaid. Also knowledge of HIPAA, ANSI (ASC) - X12, and HL7 standards, and Medicaid provider best practices.
* Experienced with Medicare and Healthcare Insurance; as well as Medical Standards (HIPAA and HL7).

**TECHNICAL SKILLS:**

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| **Project Methodologies** | Rational Unified Process (RUP), Waterfall, Agile, Spiral, Scrum |
| **Business Process Modeling Tools** | Rational Rose, MS Visio, Axure |
| **Requirement Management Tools** | Rational Requisite Pro |
| **Project Management Tools** | MS Project |
| **Defect Tracking Tools** | Rational Clear Quest, Quick Test Professional, Quality Center, (Application Lifecycle Management) ALM 11 |
| **Databases** | Oracle, MS SQL Server, IBM DB2 |
| **Languages** | Visual Basic, Java, XML, SQL |
| **Front –End Tools** | MS Office Suite(Word, Access, Excel, Outlook, PowerPoint, SharePoint)– Advanced Skills |
| **Claim Processing Tool** | Facets 4.8 |
| **Version Control Systems** | Rational Clear Case |
| **Operating System** | Windows, MAC OS, UNIX/Linux |

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| **PROFESSIONAL EXPERIENCE:** | |

**Humana Inc., Louisville, KY  June 2014 – Till date**

**Business System Analyst / Business Intelligence Analyst**

**Project Description:**

Humana Inc. is a for-profit American managed health care company that markets and administers health insurance in the United States.

Project 1: Project aimed at gathering requirements for implementation of Process Re-Engineering in order to upgrade the existing legacy Medicaid system in compliance with federal statute named Affordable Care Act (ACA). The project also included to update the Patient Information Module for tracking demographics, visitation and diagnoses. The project followed Agile Scrum methodology.

Project 2: This project focused on implementing Facets Enterprise administrative system, a new core system with updated technology to allow for more efficient claims processing, membership enrollment, provider data maintenance & getting access to customer records. As a, Business Systems Analyst, I was involved in gathering requirement, configuration, data conversion of the Facets application modules like Enrollment, Eligibility, Benefits, Membership and Claims.

**Roles and Responsibilities:**

* Involved in business analysis and project management, coordinating between the team members and addressing budget issues.
* Worked with the project manager for planning and organizing the project activities, and in communicating with other business center mangers and stakeholders of the project.
* Assisted in project management to multiple projects successfully completing them on-schedule and on-budget.
* Met with various groups, including business owners, SMEs (subject matter experts) and marketing team, for requirements gathering in definition Stage.
* Worked with the clients on the final signing process in the User Acceptance stages.
* 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.
* Developed, tested, and deployed Business Intelligence reports in Cognos.
* Worked extensively in running SQL queries in Toad for Oracle and Toad for Data Analyst
* Analyzing the system performance. Configured SQL mail agent for sending automatic emails when a SSIS package is failed or succeed.
* Performed extensive data modeling to differentiate between the OLTP and Data Warehouse data models
* Performed extensive task which include Data Quality Analysis, Data lineage and Data Standardization data structures, data base design, data warehouses, business intelligence/analytic tools, SQL, ETL tools, and data integration methods
* Extensive performance tuning of Informatic Power center ETL, EPIC Clarity ETL
* Responsible for Data Extraction, Data Compilation, Data Analysis, Data Manipulation and Data Validation using SQL queries in a MS SQL Server environment
* Worked on data modelling and produced data mapping and data definition documentation
* Responsible for creating test scenarios, scripting test cases using testing tool and defect management for Policy Management Systems, Payables/Receivables and Claims processing.
* Involved in the creation and maintenance of the Workflow plans and artifacts.
* Designed, developed and tested data mart prototype (SQL ), ETL process (SSIS) and OLAP cube (SSAS)
* Helped with Data Mapping between the data mart and the Source Systems.
* Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, data dictionary and data analysis.
* Responsible for Data Extraction, Data Compilation, Data Analysis, Data Manipulation and Data Validation using SQL queries in a MS SQL Server environment
* Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, data dictionary and data analysis.
* Used Data warehousing for Data Profiling to examine the data available in an existing database.
* Manage and facilitate simultaneous end-to-end Electronic Health Record (EHR) integrations by on-boarding new clinical requests through implementation who ultimately go-live receiving electronic toxicology reporting services.
* Create roadmap to migrate EHR Web to migrate from Ruby on Rails to Java
* Integrate EHR Practice with Patient Portal using SPRING and ACTIVE MQ
* Lead and interact with diverse cross-functional teams to coordinate business analysis processes and requirement activities.
* Worked closely with system analysts to help create Proof Of Concepts (POCs) and alternative.
* Created Adhoc reposts for reminder selection.
* Prepared mockup reports in Cognos to show different features in Cognos.
* Collaborated with the Clinical SIT and Business teams for generating Test Cases for SIT (System Integration Testing) and UAT (User Acceptance Testing) respectively, using Business Process Modelling workflows and ATGen.
* Analyzed and worked with HIPAA specific EDI transactions for claims, member enrollment, billing transactions.
* Worked specifically with EDI 820, 834, 835, 837 (I, P and D), 270, 271, 276, 277 and 999.
* Develop, design & implement department plan to configure new Facets integrated processing system, to include but not limited to, workflow, management oversight and performance analysis.
* Involved in identifying and studying the Facets system data and conducting field by field analysis of Facets system for the attribute mapping purpose.
* Worked out to get the correct count on number of Members, their Eligibility status and their Demographic information to set Groups/Subgroups/Subscribers/Members accurately in Facets.
* Analyzed the data in the Facets source system to map into the correct field and attribute in the target storage.
* Participated in all phases of the Facets Extended Enterprise administrative system implementation to include the planning, designing, building, validation, testing, and Go-live support phases.
* Performed Claims Unit and Regression testing.
* Led and managed the User Acceptance Testing (UAT) for the implementation of Facets Extended Enterprise administrative system with emphasis on ensuring that the HIPAA regulations are met across all the modules.
* Developed Requirements Traceability Matrix using MS Excel.
* Worked with businesses stakeholders and external vendors implementing and maintaining Business Intelligence reports and Data Warehouse functionality to support strategic initiatives.
* Responsible for managing Enterprise Data Warehouse (EDW) design, implementation and operations.
* Design, development, implementation and roll-out of Microstrategy Business Intelligence applications
* Interfaced with application architects, subject matter experts (SME’S), healthcare provider information specialists, managers, quality review specialists, and service team supervisors.
* Collaborated with QA and Development managers to institute a flexible SDLC for the web development team.
* Created SQL queries involving Joins, Functions and Stored Procedures.
* Worked on the modification of existing SQL queries in the reports, creating new queries, modification of existing actuate basic code, adding new columns in between the existing columns in the report layout, adding new conditions and addition of a completely new section in the report structure.
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Performed extensive task which include Data Quality Analysis, Data lineage and Data Standardization data structures, data base design, data warehouses, business intelligence/analytic tools, SQL, ETL tools, and data integration methods
* Verified and maintained Data Quality, Integrity, data completeness, ETL rules, business logic.
* Reviewed Stored Procedures for reports and wrote test queries against the source system (SQL Server) to match the results with the actual report against the Data mart (Oracle).
* Designed Enterprise Data Warehouse (EDW) solutions to expand Data Warehouse and accommodate business needs.

**Environment:** MS Office, Visio, Version One, SQL, Agile, Scrum, .Net, Quality Center, QTP, TFS 2013, ANSI (ASC) - X12 – EDI, Oracle, ATGen, Facets 4.8, ALM 11, DB2.

**Molina Healthcare, Long Beach, CA  Nov 2012 – Jun 2014**

**Business Data Analyst**

**Project Description:**

 Molina Healthcare, a fortune 500, multi-state health care organization, arranges for the delivery of health care services and offers health information management solutions to nearly five million individuals and families who receive their care through Medicaid, Medicare and other government-funded programs in fifteen states.

Project 1: This project focused on integrating the Medicare (Part A, Part B, Part C, and Part D), in compliance with federal statute named Affordable Care Act (ACA), data all in one single system for a smooth flow through the claims processing system named Facets. During this project I worked on Facets modules such as Enrollment, Eligibility, Claims and Billing. The project also aimed at converting the ICD-9 codes to ICD-10 codes.

Project 2: This project focused on designing a data warehouse for collection of data from different operational data sources such as marketing, sales and ERP (Enterprise Resource Planning). The warehouse was designed to create trending reports for senior management such as annual & quarterly comparisons and predict future demands. I was also involved in developing and documenting tests plans, and identifying defects.

**Roles and Responsibilities:**

* Created Business Analysis risk analysis to make sure project is on track and what factors can affect the timeline of the project.
* Managed and share all formal and information project deliverables in SharePoint under project specific site.
* Created new templates for the Business Analysis team to use on various projects.
* Conducted JAD sessions with Subject Matter Experts (SME's).
* Extensive experience in running SQL queries in Toad for Data Analyst.
* Worked with data validation, Adhoc report, report validation using excel, VBA Macro, SSRS, crystal Reports, Business Objects, Cognos and OBIEE.
* Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams using UML.
* Worked on conversion from ICD-9 to ICD-10 with respect to the claims related to Medicare (Part A, Part B, Part C, Part D).
* Worked with Source system Subject Matter Experts (SMEs) to ensure that the extracts are properly mapped. Used SQL for data mapping and querying.
* Assisted end users and IT staff in the use of data to satisfy informational and reporting requirements and implementing and using SQL and DBMS (Data Base Management System).
* Tracked and maintained Stakeholder requested enhancements and changes using Requirement Traceability Matrix (RTM).
* Part of the team for migration of HIPAA – EDI ANSI (ASC) - X12 4010 series to ANSI (ASC) - X125010 series for EDI Transaction code sets: 820, 834, 835, and 837 (I, P and D).
* Performed GAP analysis of 4010 and 5010 EDI transactions 270, 271, 276, 277 and 999 using implementation guide to identify the changes in the segments and data elements.
* Completed a review of existing documentation for orders, referrals and reports and compared it to the clinical details needed for ICD-10.
* Involved with ICD-10 implementation testing.
* Assisted in writing test case scenarios and performed Claims Unit testing, Regression testing, Integration testing and Compliance testing.
* Extensively worked on Facets, the claim processing tool used in the project.
* Involved in configuration of Facets Subscriber/Member Application group.
* Analyzed the member/eligibility information on claim to that in Facets.
* Worked on Facets to efficiently execute core administrative functions, including claims processing, premium billing and customer service.
* Worked with SME close to analyze the Claim Adjudication Process setup in Facets.
* Implemented automated COB (Coordination of Benefits) processing of Medicare claims into Facets.
* Worked with Claims, enrollment, eligibility, benefits verification for members and providers, benefits setup, and backend payment cycle in Facets.
* Analyzed the change detection process on Facets database tables to capture the daily changes done by Users through Online Facets Application.
* Done Business Process Modeling for representing processes of an enterprise, so that the current process may be analyzed or improved.
* Created Business Process Modeling workflows for projects using Microsoft Visio.
* Worked on ETL (Extract, transform, load) -based design.
* Configured the Data mapping between Oracle and SQL Server 2005.
* Enterprise Data Warehousing (EDW)/Business Intelligence (BI) expertise, wherein actively involved in Datamart Design, Modeling and Implementation.
* Prepared Logical Data Models using ERWIN that contains set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the data elements to analyse and document business data requirements.
* Responsible for development/implementation of systems project or cross functional teams focused on the delivery of the Electronic Health Record or any systems associated with the EHR.
* Conducted training sessions on EHR application and suites.
* Working with respect to EHR towards standardization in methodology, performing testing and implementation and build, error proofing, and data integrity and LEAN methods.
* including Data Models and the ETL Process to source the data and to distribute data to downstream partners through XML interface
* Developed project plans and managed project scope.
* Designed and implemented Business Intelligence Solutions for the Reinsurance Group for strategic analysis for new businesses and investments.
* Performed Data mapping, logical data modelling, created class diagrams and ER diagrams and used SQL queries to filter data
* Involved in Managing Data modeling project from Logical design and implementation of Sybase Database
* Performed extensive data modelling to differentiate between the OLTP and Data Warehouse data models
* Work with business analysts to analyze and debug data issues. Use SAS programs and functions for data validation and cleansing.
* Designed conceptual and logical data models of Data Warehouse and tables.
* Involved in validating SSIS and SSRS packages according to functional requirements.
* Good knowledge in BI (Business Intelligence) tools like SSIS, SSAS and SSRS to perform ETL.
* Documented Requirements for Management Reporting out of Clear Quest using Crystal Reports.
* Highly experienced in developing decision support applications with Cognos and other Business Intelligence, ETL and database tool suites
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Motivated the team under Agile - Scrum methodology to come up with quality shippable product and meet the product goals.
* Created draft data models for understanding and to help Data Modeler.
* Create code conversion master data table to implement the code change during the ETL process.
* Worked closely with ETL team to provide pseudo code for the complex transformation logic, answer questions that ETL team has regarding the mapping document regarding the relationships between different entities.
* Tested the data using the Logs generated after loading the data in to EDW Data warehouse.
* Handled Source to Target Data Mapping, Technical Specs documentation, and ETL documentations such as Early Data Inventory Designed SSIS Packages to transfer data between servers, load data into database on SQL Server environment and deploy the data.
* Performed Data Verification in Oracle database by writing SQL Queries using Toad.
* Worked on Data mapping, logical data modeling used SQL queries to filter data within the Oracle database tables.

**Environment:** MS-Project, Visio, Rational Rose, Requisite Pro, Clear Quest, QC, QTP,ANSI (ASC) - X12 – EDI, Oracle, Facets 4.8, Agile, TFS 2012.

**Centene Corporation, Clayton, MS                                    Jul 2011 – Nov 2012**

**Business System Analyst**

**Project Description:**

Centene is a multi-line health care enterprise operating primarily in two segments: Medicaid managed care and specialty services. The government services Medicaid managed care segment provides Medicaid and Medicaid-related health plan coverage to individuals through government subsidized programs, including Medicaid, the State Children's Health Insurance Program(SCHIP), and Supplemental Security Income (SSI).The project was to design an application for Medicaid Claims Processing, which includes prioritization of claims, creating Medicaid reports and checking the status of claims. This project also aimed at incorporating the changes proposed in HIPAA 5010 and upgrading the current system from HIPAA 4010 to HIPAA 5010 and ICD-9 to ICD-10 so that the system is in accordance with the new standards mandated by Health Insurance Portability and Accountability Act (HIPAA).

**Roles & Responsibilities:**

* Assisted Project Manager in planning the project time-line and scheduled various project deliverable dates according to the various phases of the project.
* Developed and maintain the integrated Master Project Plan for cross-functional teams and outside vendors assigned to the project.
* Prepared Project reports for management and assisted the project manager in the development of weekly and monthly status reports, policies, and procedures.
* Perform a baseline assessment of Hospital-Provider systems and related interfaces, the existing service level agreements and/or policies and operational business procedures for readiness to comply with HIPAA as well as ICD-10 requirements
* Have strong experience in requirements gathering by conducting interviews with end users.
* Actively worked on Data analysis and Report analysis with respect to ICD-10 impact.
* Performed Gap analysis for better understanding of transaction from HIPAA 4010 to HIPAA 5010 inside Trizetto QNXT different modules.
* Analyzed System flows of various department of the hospital.
* Identified risks, problems, requirements and concerns of the Hospital in order to comply with ICD-10 changes.
* Highly involved in understanding of department workflows and process flows with respect to applications.
* Collected the information related to ongoing application upgrade and their impact on ICD-10 implementation and created awareness within the departments regarding the need, impact, benefits and risks of ICD-10 code application.
* Re-Organized the collected data and prepared documentation for implementation.
* Involved in providing education about the ICD-10 codes and 5010 standards, its requirements, complexity and accuracy to Physicians and Nurses of the hospital. Figured out the requirement of training in various departments of the hospital based on their daily work.
* Performed impact analysis on applications for deadliness of ICD-10 conversion.
* Got involved in designing future state processes for HIPAA 5010 transaction processing EDI 820, 834, 835and 999.
* Analyzed HIPAA 5010 related to EDI 837 (I, P and D), 270, 271, 276 and 277transactions (both inbound and outbound) and performed gap analysis between the 4010 and 5010.
* Captured source to target data mapping specifications for Extract Transform and Load (ETL) process
* Performed data extraction and loading using Informatica ETL.
* Developed the ETL Informatica Mappings for importing data from ODS into subsequent data marts.
* Worked closely with compliance team to provide customer risk rating and adhoc reports.
* Participated in Agile Planning Sessions and assumed the Product Owner role for the Agile initiative.
* Created and explained the User Stories to the Scrum Team under Agile - Scrum methodology and helped them design the Tasks.
* Designed acceptance criteria under Agile - Scrum methodology for validating the output of each Sprint.
* Reviewed Team Velocity under Agile - Scrum methodology on a frequent basis and advised Scrum Master at various stages.
* Participated in Sprint Planning and Sprint review meetings under Agile - Scrum methodology for finalizing the Sprint Backlogs and Verifying the Sprint outputs respectively.
* Responsible to meet the information demands of our business users by delivering timely, accurate, meaningful and standardized data and reporting.
* Help the product owners to come up with set of User stories for better understanding for estimate and development.
* Conduct User Story estimation meetings on epic level as well as story level.
* Mapped the collected data with the existing data provided by the hospital departments.
* Experience in working and conducting requirement engineering process and Business process Modelling.
* Used Microsoft Word, Excel, Access and Visio as working tools.
* Designed the Cognos Reports based on User needs using Report Studio
* Based on the Mappings, BRD's testing the Cognos Reports.
* Involved in Automation Testing of the Reports.
* Actively involved in identifying the Cognos report bugs and identifying the report scope for users in Cognos
* Developed and designed technical architectural logical data workflow flow diagrams regarding Business Intelligence.
* Analyzed existing reports in order to respond to Change Requests (CR) coming from client side in the form of new business requirements.
* Identified the impacts of the Change Requests on the basis of their specifications given in the CR Reports, number of changes required, and number of hours required for code changes and testing, and creating a document with all these details to be shared with the client.
* Assisted the QA team and worked on Quality Center.
* Interacted with developers to report software bugs and re-tested the fixed issues.
* Hands-on experience and good understanding of the hospital working system including Registration, Scheduling, Radiology, Laboratory, Pharmacy, Patient Accounting, HIM, Claim Processing etc.
* Met the deadlines and scheduled day to day meeting sessions.

**Environment:** Java, SQL, Windows XP, MS Project, RUP, Rational Rose, RequisitePro, UML, MS Visio, Waterfall.

**ACS State Healthcare, Atlanta, GA Apr 2010 – Jul 2011**

**Business Analyst**

**Project Description:**

ACS State Healthcare, LLC offers healthcare program administration services. It administers Medicaid, state children's health insurance programs, long-term care programs, pharmacy benefits management programs, as well as the health insurance programs of state employees and higher education institutions. The project involved developing the MMIS system for centralizing the all healthcare related transactions all over the state. The New MMIS(Medicaid Management Information System) project is a large IT project replacing the Medicaid claims payment system. Primary target of the project is to ensure that the system functions as designed, meets the requirements of the business community and conforms to all applicable Federal and state laws.

**Roles and Responsibilities:**

* Utilized Rational Unified Process (RUP) to configure and develop process, standards and procedures.
* Prepared the Business Requirement Document (BRD) and System Requirement Document (SRD).
* Facilitated Provider Enrollment, Setting up Provider profile & Trading Partner Agreement.
* Set up Provider's Access to the System. (Security Setup).
* Helped creating Provider Reports i.e. Financial, Claims processing.
* Prepared the Business requirement Document for the enhancement of the existing services.
* Wrote FRDs for the defects and enhancements and got approval from business for the developers.
* Worked on Technical Design Documentation (TDD) of the claims processing system.
* Performed task estimations and documentation of procedures.
* Designed, prepared and implemented test cases for system testing as well as for User Acceptance testing.
* Involved in the testing of web portal of New MMIS system.
* Reviewed the data model and reporting requirements for Cognos Reports with the Data warehouse/ETL and Reporting team.
* Parsing high-level design specification to simple ETL coding and mapping standards.
* Conducted integration testing and regression testing with developers in development and QA, also conducted user acceptance testing with UAT team. Safety reporting on system-based projects, acted as a liaison, writing documentation and increased project coordination.
* Analyzed and documented system release/deployment issues according to version management, backward compatibility, load balancing of components in production environment.
* Did impact analysis for changing requirements and coordinated with business users for prioritizing the testing/release of the changes.
* Maintained a very close interaction between business users and developers to avoid any gaps in understanding or implementation of requirements.
* Did data analysis, created data mapping and data interface documents and kept the documents updated with changes in requirements and functional specifications.
* Performed Risk Analysis based on defect severity and priority.
* Tested User Interface inconsistency and application functionality.
* Developed Reports and Graphs to present the Stress Test results to the management.
* Created BPR charts for AS IS and TO BE processes of different business functionalities.
* Performed data extraction and loading using Informatica ETL.

**Environment:** Windows XP, SQL, MS-Visio, Rational Rose, Requisite Pro, Clear Quest, UML, Axure, Java, Agile.

**Assurant Health, New York City, NY Mar 2009 – Apr 2010**

**Business Analyst**

**Project Description:**

Assurant, Inc. is a fortune 500 holding company with businesses that provide a diverse set of specialty, niche-market insurance products in the property, casualty, life and health insurance sectors. The project was to enhance the modules like healthcare information, medical assistance and other insurance services. I worked for the team that was responsible for tracking and addressing the problems on timely manner encountered by the providers, billers as well as vendor companies, while generating various EDI Transactions 820, 834, 835, 837 (I, P and D), 270, 271, 276, 277 and 999. I also worked for the team that was responsible for converting the programs from 4010 to 5010 version for HIPPA standards. The conversion was very helpful for the business to improve the quality and transparency.

**Roles and Responsibilities:**

* Performed Requirements Gathering and Analysis, interviewed the SME (Subject Matter Experts), and ensured that contributors and all key stakeholders were motivated to complete assigned tasks.
* Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations.
* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios. Modeling of the business and application using Rational Unified Processing (RUP) and Unified Modeling Language (UML).
* Performed Gap analysis and assessed risks of the project.
* Gathered Requirements through interviews and JAD sessions with business owners.
* Analyzed and worked with HIPAA specific EDI transactions for claims, member enrollment, billing transactions. Worked specifically with270, 271, 276, 277 and 999.
* Observed extensive troubleshooting for the failures in mapping systems for outbound claim payment transactions (835).
* Involved in up gradation of HIPAA ANSI (ASC) - X12 4010 transactions to HIPAA ANSI (ASC) - X12 5010.
* Ensured that application was created and maintained in a manner that supports the departmental, user and overall business objectives in coordination with other system vendor products.
* Performed System Integration and Regression Testing for the Microsoft BizTalk 2002 applications. These are developed to perform Electronic Data Interchange (EDI) translation from ANSI (ASC)(American National Standards Committee) ASC(Accredited Standards Committee)ANSI (ASC) - X12 layout to MMIS fixed-width record format.
* Worked as liaison between software developers and users of Electronic Medical Record (EMR) systems to create better electronic medical record systems.
* Involved in creating mappings for the conversion of EDI ANSI (ASC) - X12 transactions 820, 834, 835 and 837 (I, P and D)code sets version 4010 to 5010.
* Worked on changes for HIPAA Transaction and proposed changes to be made in the current system for an easy transaction from version 4010 to 5010.
* Documented the detailed business as well as technical requirements to upgrade the current system to 5010 transactions.
* Created test scenarios for EMR systems executed those tests cases and evaluated the results.
* Translated and transferred requirements from Business Requirements Document (BRD) to Functional Requirements Document (FRD).
* Designed Activity, Sequence and Process Flow Diagrams using MS Visio to simplify and elaborate certain selection criteria and filter conditions.
* Extensively worked with HIPAA Privacy Facets application groups.
* Enabled successful implementation and usage of the FTP(File Transfer Protocol) for the extract submission to the corresponding vendor.
* Was involved in User Acceptance Test using the test cases given by the client before releasing the application.
* Worked with the Project Manager on various Project Management activities like keeping track of Project Status, Deadlines, Environment Request, and Compliance Issues.

**Environment**: Rational Requisite Pro, Rational Clear Quest, MS Visio, MS Project, Java, Windows XP, Oracle, Axure, Facets, Waterfall.

**South Shore Healthcare, Long Island, NY Jan 2008–Mar2009**

**Business System Analyst**

**Project Description:**

South Shore Health Care is the leading provider of healthcare services and Physical Therapy (PT) Services include skilled nursing services, physical, occupational, neurological and speech therapy, home health aides and personal care assistants. My recent project involved gathering Business Requirements for the Claims Business Area and updating EDI Transactions with the HIPAA 4010 to HIPAA 5010 Changes and for that I participated in full SDLC life cycle implementations from project initiation to final deployment. I was also involved in enhancement and testing of the Facets application like Enrollment, Membership and Claims.

1. **Roles and Responsibilities:**

* Part of the team for migration of HIPAA – EDI ANSI (ASC) - X12 4010 series to ANSI (ASC) - X125010 series for EDI Transaction code sets: 820, 834, 835 and 999.
* Performed GAP analysis of 4010 and 5010 EDI transactions 837 (I, P and D), 270, 271, 276 and 277 using implementation guide to identify the changes in the segments and data elements.
* Developed Incident documents and portrayed the as-Is reporting structures versus To-be Reporting needs for data integrity and accuracy.
* Identified the scope, business objective and documented the functional requirements for each release.
* Worked on analysis of Facets claims processing system and to gathered requirements to comply with HIPAA 5010 requirements.
* Directly involved in process improvement Plans and implementing business change.
* Documented the Business Requirements Document (BRD) and the Functional Specification Document (FSD).
* Coordinated with the different teams distributed at different geographic locations for various releases.
* Identified Actors, Activities, Artifacts and Workflows and developed use case diagrams using Rational Rose.
* Prepared and performed training to Client and Internal staff as a result of system changes.
* Produced clear user manuals & training guides for User Acceptance Testing (UAT) and deployment for end-clients with step-by-step instructions and appropriate GUI screenshots.
* Interacted with the development team on regular basis to ensure and balance practicalities with innovative and efficient business systems solutions.
* Created use cases specifications, use case diagrams, swim lane diagrams, component diagram and context diagrams to define the workflow and segregate high-level and low-level requirements using MS Visio.
* Conducted and Participated JAD sessions to gain consensus on various issues related to the project. Acted as a facilitator on different occasions.
* Held regular meetings with the Business users and SME’S to priorities the business Requirements.
* Worked with issues coming from Reference, Cross Reference, Operational tables in the Oracle Database and updating the tables per the requirements using Oracle, SQL.
* Conducted walkthroughs and code reviews with developers, project managers and stakeholders and users to comprehend business workflow of applications.

**Environment:** Rational Requisite Pro, Clear Quest, UML, MS Visio, Axure, Quality Center, SQL, MS Office, Java, Facets, Waterfall.

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| **EDUCATION:** |

Master of Science in Electrical Engineering