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| Mandeep Singh Bhangoo  669-225-3725  <Bhangoo.Mandeep@gmail.com> |

**SUMMARY**

* Over 8+ years of Experienced **Project Manager /Business Analyst** the managed healthcare field, to include Medicaid and EDI Experience training staff. With expertise in implementing large enterprise applications with strong knowledge of the SDLC methodologies like Waterfall, Data Warehousing RUP & Agile.
* As a Project Manager involved with development and implementation of full project life cycle for the firm’s various operations group
* Excellent analytical skills with strong programming and database experience in working with State, Federal Health Insurance exchanges, Medicare, Medicaid, Medicaid Expansion, Duals, Marketplace, Healthcare Benefits Administration, Affordable Care Act/Health Care Reforms (Obama Care).
* Ensured accurate Transmission of the eligibility file and membership file to vendors and delegates as a result of the annual benefit changes.
* Managed and facilitated cross-functional Scrum teams and Scrum of Scrum teams in range from developers.
* Extensive knowledge of Object Oriented Analysis and Design (OOAD) using UML and Rational Unified Process (RUP).
* Thorough Knowledge of implementing RUP in all the phases Inception, Elaboration, Construction and Transition of a project.
* Experience in interacting with business users to identify information needs and initiating process changes.
* Proficient in identifying, documenting and analyzing business requirements specifications (BRS), System Design Specifications (SDS) and Software Requirement Specification (SRS).
* Excellent understanding of Data warehousing Concepts - Star and Snowflake schema, SCD Type1/Type2, Normalization/De-Normalization, Dimension & Fact tables.
* Strong understanding of various SDLC methodologies such as RUP, Waterfall and Agile with hands on experience in all of them
* Work collaboratively across geography with business stakeholders and cross-functional team to deliver projects as per Scrum’s Rules, Roles, Artifacts and Events.
* Experienced in documenting requirement using Unified Modeling Language (Use Case and Activity Diagrams). Also building business Process Flow, Context Diagrams, Sequence Diagram, Activity Diagrams, Class Diagrams using Rational tools and Microsoft Visio
* Knowledge in the ETL (Extract, Transform and Load) of data into a data ware house/date mart and Business Intelligence (BI) tools like Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence).
* Extensive exposure in business and systems analysis roles identifying problems and/or opportunities and defining solutions through direct involvement in all facets of the software development project lifecycle and thorough experience in client interaction
* Strong healthcare and Medicaid business configuration experience with focused primarily on claims adjudication, pricing, provider, member, enrollment, prior authorization
* Experience in health information and health care services regulatory environment including HIPAA, Medicaid/Medicare, CCHIT, EDI and XML.
* Expert in using reporting tools such as Tableau, and Qlikview.
* Adequate knowledge in Health Administration – Claims processing (auto adjudication), COB, EOB/Drafts, Claims pricing and testing, HIPAA, enrollment, EDI, Medicare, Medicaid, CDHP (consumer driven health plans)
* Strong analytical & comprehension skills, effective communication and presentation skills, project management, process designing/development and client interfacing skills.
* Proficient in creating UML diagrams including Use Case Diagrams, Behavioral Diagrams (Sequence Diagrams, Collaboration Diagrams, Activity Diagrams and State Chart Diagrams), Class Diagrams and Data Flow Diagrams (DFD).
* Hands on experience in business analysis, eliciting requirements, translating, simplifying requirements and producing project feasibility reports.
* Detail oriented and strong project management skills coupled with excellent knowledge of SDLC, Agile Processes and SCRUM.
* Experienced in SWOT Analysis, Gap Analysis, Impact Analysis, Risk Analysis, and Project Planning

**TECHNICAL SKILLS**

* Business Skills: Business Process Analysis & Design, Gap Analysis, Impact Analysis, JAD/JRP Sessions Requirement Gathering, and Use Case Modeling
* Scrum Master / Agile Project Manager, UML, Visio, RUP, Waterfall
* Languages: C, C++, SQL, PL/SQL, HTML and XML
* Management Tools: Clear Quest, Clear Case, MS Visio, Rational Rose, and Requisite Pro
* Testing Tools: HP Quality Center, Win Runner, Clear Quest Rally, SSIS
* Database: DB2, MS SQL Server, My SQL, MS-Access, **ETL & Data Warehousing**
* Operating Systems: Windows Vista, Windows 95/2000/XP/7, and MS-DOS
* Microsoft tools: MS Office Suite (Word, Excel, Power Point, Outlook), MS SharePoint, MS Visio, MS Project, and MS FrontPage

**PROFESSIONAL PROFILE**

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| **Keystone Mercy Health Plan, Philadelphia, PA Project Manager/ Business Analyst Apr-2013 Present** |

Responsible for creation of the Project Manager/ Business Analyst 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. The project followed Agile Scrum methodology.

**Responsibilities**

* Provided AGILE project management controls, project plans, timeline schedules, facilitated RAD sessions, and reviewed software defects
* Responsible for providing business requirements within an AGILE software development SCRUM environment.
* Coached teams in their efforts to adopt advanced methods for the effective application of the Scrum framework.
* Designed use cases and sequence diagrams using Rational Rose.
* Built and designed business intelligence / data visualization dashboards in QlikView/Tableau.
* Involved in gathering requirements and translated the business details into the functional specification documents that described the different types of processes.
* Responsible for Data modeling and Mapping through data analysis to extract data elements from various OLTP's using ETL technique (Informatica Power Center) and utilized Business Intelligence Tool (Tableau) for report generation.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims. Worked on EDI
* Involved in creating sample mappings for the conversion of EDI X12 transactions code sets
* Produced Gap Analysis documents for HIPAA 5010 and ICD-10.
* Maintained EDI Maps with the specified business rules. HIPAA map transactions: 837P v4010/5010 Health Care Claim, 276/277 v4010/5010 Claim Status Request/Acknowledgement, 270/271 v4010/5010 Eligibility Coverage, 277U v4010/5010 .
* As Scrum Master proactively identified and removed blockers, facilitate frequent retrospectives, sharing metrics to identify and implement improvements.
* As Scrum Master involved in Scrum Sprint Planning Sessions, Backlog Grooming, Sizing, Sprint Retrospectives & Reviews, Daily Standups, User Stories and Acceptance Criteria.
* Created business process, and activity diagrams using Visio. As well as leading client JAD sessions to ensure validation and usability with the new technological platforms.
* Obtained detailed understanding of data sources, Flat files and various schemas and modeling.
* Extensively worked with Facts and Dimension tables - architecture to produce source to target mappings based upon business specs.
* Developed test plans, test scripts and use cases for testing of workflow automation tool in conjunction with business users and IT development staff.
* Reviewed necessary technical specifications, requirements and work breakdown structure documents using Visio.
* Prepare Functional requirement specification documents which includes flow charts, formulas, definitions, sample tables with real data, well designed color Graphs including drilldown views and mockup screens.
* Strictly followed the change control methodologies while deploying the code from development, Quality Assurance and Production.
* Coordinated Sprints, from Iteration Planning through daily Scrum, and Iteration Reviews and Retrospectives.
* Provided administrative and operational support for the PMO in regards to making sure project data is easily accessible, tracking project metrics and distributing project information as needed.

**Environment**: HTML, Rational Software Agile, UML, MS Visio, MS Project, Windows , MS Office, Oracle, SQL, Erwin, Quality center.

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| **Well Care, Inc. Tampa – FL Project Manager/ Business Analyst Oct-2011- Mar-2013** |

Well Care, Inc. of/Project Manager/ Business Analyst , provides managed care services exclusively for government-sponsored healthcare programs, focusing on Medicaid and Medicare. It offers a range of Medicaid and Medicare plans, including health plans for families, children, the aged, blind and disabled, and prescription drug plans. Well Care’s Medicare plans include stand-alone prescription drug plans and Medicare Advantage plans, which include both Medicare coordinated care (MCC) plans and Medicare private fee-for-service plan scontinuous Integration and enhancements. Database Migration from sources to the Data Warehousing database.

**Responsibilities:**

* As a AGILE Scrum master created and managed Product and Sprint backlog.
* Provide AGILE project management controls, project plans, timeline schedules, facilitate RAD sessions, and review software defects.
* Responsible for providing business requirements within an AGILE software development SCRUM environment.
* Involved in implementation of Business Intelligence Applications using Cognos and Business Objects, building Data Marts and enterprise wide Data Warehousing.
* Coached teams in their efforts to adopt advanced methods for the effective application of the Scrum framework.
* Contributing to software process-reengineering efforts aimed at evolving current software development practices to adopt Lean/Agile and Scrum practices.
* Gathering and analyzing Business requirements to integrate Customer Global Marketing database.
* Worked with Business Owners to ensure that Eligibility and Membership File exchanged on daily and weekly basis is updated with the Medicare changes.
* Responsible of the UAT process and global users support for the Multifactor Authentication application.
* Expertise in developing Business Intelligence and Data Warehouse applications. Creating Universes for Adhoc reporting and also for Dashboards. Creating Full Clients and Web Intelligence Reports.
* Made rapid deployment and continuous process improvement using Open Text Business Process Management
* Assist to define different report (SSRS) after analyzing different source of data (data warehousing).
* Recommend changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA/ EDI formats and accredited standards ANSI.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims. Worked on EDI transactions: 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analysing and documenting related business processes.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims. Worked on EDI
* Extracted Data from Teradata using Informatics Power Center ETL and DTS Packages to the target database including SQL Server and used the data for reporting purposes.
* As Scrum Master, created and prioritized the Back Log in Rally, coordinated Planning Sessions
* Worked with OLAP tools such as ETL, Data warehousing and Modeling.
* Identified data elements and performed data mapping to QlikView dashboard.
* Work with business representatives to understand data marts requirements, data models, data flows, Facets on-line, priorities and ensure that IT works is appropriately aligned.
* Wide-ranging experience in using methodologies such as UML (Unified Modeling Language), Agile, RUP (Rational Unified Process) & Waterfall using rational tools and Microsoft Suite.
* Experience with data migration (ETL development), document data manipulation processes and scripts.

**Environment:** EDI ,HIPAA, Medicaid ,UML, Agile Scrum, Rally, SSIS, ETL Testing Rational Requisite Pro, Rational Clear Quest, MS Office Toad, Data warehousing, MS SharePoint, MS Project, MS Visio, SQL, HTML. Business Objects, Business Intelligence, Report

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| **Texas Medicaid and Healthcare Partnership (TMHP), Austin, TX Project Manager/ Business Analyst Jan-2010-Aug-2011** |

The Texas Medicaid and Healthcare partnership (TMHP) carries out the Medicaid claims payment and Primary Care Case Management administrator duties for the state of Texas. As part of implementing PPACA, TMHP is been directed to implement the NCCI changes in their claims processing system.. Project Manager /Scrum master. ETL Processes Data Warehouse Testing

**Responsibilities**

* Executed project using waterfall model and practiced Agile Project Management & performed the Scrum Master role for specific projects/requirements as appropriate. Used Rally for Agile project management Helped department to improve online database of records, administration, analytics and payment systems across the boundaries of multiple institutions.
* Performed dual role of Scrum Master and Agile project manager.
* Worked with the State of Maryland Medicaid office to oversee state task requests (STR) for enhancements to the Medicaid claims processing application.
* Gathered Business requirements from stakeholders and documented the business requirements along with the estimated level of effort required for the project.
* Developed Use Cases, flow charts by using Ms Visio for the Business user requirements document which State and business stakeholders have to review, edit and approve.
* Achieved results while developing lightweight PMO including documentation templates for processes, PM support, knowledge management, best practices, SharePoint and collaboration.
* 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.
* Developed detailed test plans and test methodologies based on technical specifications and product design requirements provided by business units for mobile products
* Tested the ETL Informatics mappings and other ETL Processes (Data Warehouse Testing)..
* Created ensuing use cases, report requirements/templates, scope documents, issue tracking and project plans in an Agile environment
* Identify Member, Provider, Coverage, Medicare, and Medicaid.
* Developed SQL scripts and wrote stored procedures to validate the flow of data from Legacy source to target application database and ability to perform data validation (of ETL processes, schema and DDL check, data flow from data warehouse to application databases, data marts, return marts, referential data, repositories).
* Taking daily SCRUM and progress meetings with all the teams and update the MS- Projects.
* Excellent knowledge on Data warehousing concepts - Star schema, Snow-flake Schema and worked on both OLAP and OLTP databases.
* Used Agile’s scrum framework, for managing the software application development project..

**Environment:** Oracle, Waterfall, Agile (Scrum)framework J2EE, MS Visio, Microsoft Project, GUI, Excel, SOA, Word, HP Quality Center. IBM Mainframe, ETL

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| **UNICARE, Deerfield, IL Business Analyst May-2008- Nov-2009** |

UNICARE, Deerfield, IL provides customers with employee benefits and services that improve the health, well-being and productivity of their employees, Responsible for the project management activities of a web application including, Including managing their claims processing system plus managing the government funding part to support Medicare and Medicaid through the internal software system within the company was also responsible for the successful implementation Medicaid Management Information

**Responsibilities**

* Performed analysis, review, and estimation of client requests; prepared and reviewed system requirements and client documentation.
* Aided management in standardizing Web applications by preparing GUI standards and recommending alternatives for incorporation in phased, iterative manner.
* Creating the as is and to be business process model to redesign to eliminate manual operations.
* Structured the Database and Wrote requirements for designing Data Marts that were used as the source for the various reporting systems in the company.
* Involved in mentoring specific projects in application of the new SDLC based on the Agile Scrum and Rational Unified Process, especially from the project management, requirements and architecture perspectives.
* Prepared interview questionnaires for the users and gathered requirements to writing specifications and shaping the software development process.
* Responsible for attaining HIPAA EDI validation from Medicare, Medicaid and other payers of government carriers.
* Recommend changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA/ EDI formats and accredited standards ANSI.
* Participated in the recording and analysis of the business requirements for the COB project
* Prepared and maintained Requirement Traceability Matrix (RTM) including both functional and non-functional requirement
* Ensure that the ICD-9-CM diagnosis and procedure codes & CPT codes requirements are appropriately incorporated in the COB systems.
* Worked on Data Mapping to map Facets data to outbound eligibility extracts
* Used FACETS Analytics for fast and easy retrieval, display and grouping of
* Managed change requests by conducting impact analysis, and formulate the implementation plan
* workarounds, if changes are not feasible, and the additional efforts required
* Using Shared Containers and creating reusable components for local and shared use in the ETL process.

**Environment:** MS Projects, MS Visio, MS Word, MS Excel, MS PowerPoint, MS Outlook, UML, Windows 2000, SQL, Rational Rose

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| **CNSI,Washington State DSHS, Marlton NJ Business Analyst Sep-2006-Apr-2008** |

Objective of the project was to develop Medicaid Management Information System (MMIS) for State of Washington following HIPAA standards. The web based Health Care Management System is developed using HIPAA guidelines and regulations which keeps track of Healthcare transactions like Eligibility Request/ Response, Request and Response for Claims Status, Prior Authorization, Claims Vision and Claims Payment. This application also keeps record of all transactions, subscriber's medical history and provides data to other State agencies as required.

**Responsibilities**

* Performed the requirement analysis, impact analysis and documented the requirements using Rational Requisite Pro.
* Developed plan for data feeds and data mappings for integration between various systems, including XML, to follow ICD 10 Code set and ANSI X12 5010 formats.
* Defined Functional Test Cases, documented, Executed test script in Facets system.
* Involved in gap analysis and implementation of HIPAA 5010, ICD 10 and Claim Validations
* Performed UAT and exposure to User Certification Testing (UCT) and Operational Readiness Testing (ORT).
* Documented the server farm requirements and requirements related to security within Share Point and using Windows Active Directory.
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Performed testing for Medicare, Medicaid and X-Over claims for Medicaid Management Information System (MMIS)
* Reviewed the Joint Requirement Documents (JRD) with the cross functional team to analyze the High Level Requirements.
* Experience in EDI automated first-pass claim adjudication, requiring thorough understanding of claim processing, both front and backend operations.
* Managed the team of consultants responsible for developing on-demand Medicaid Management System reports.
* Identify Member, Provider, Coverage, Medicare, and Medicaid.
* Managed the team of consultants responsible for developing on-demand Medicaid Management System reports.
* Analyzed, designed, and coded several online subsystems for the Medicaid System
* Designed the online screens and reports for the Medicaid Online Electronic Claims Submission System.
* Planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
* Used Query Analyzer, Execution Plan to optimize SQL Queries.
* Conducted interviews, meetings and JAD sessions during the process of Requirement Gathering.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application.
* Identified/documented data sources and transformation rules required to populate and maintain data warehouse content.
* Analyzed and translated business requirements into system specifications utilizing UML and RUP methodology

**Environment:** Windows /XP, Microsoft Office SharePoint, Cobol, DB2, Cognos, Java/J2EE, HL7, Rational Requisite Pro, MS Office, SQL Server, MS Project, MS FrontPage, MS Access, EDI