## **Md. Fahd**

## **Professional Summary:**

* Over 6 years of extensive experience in **Business Analysis** with hands on experience in **Requirements Gathering &Analysis, GAP Analysis, Implementing, Software Validation/Testing and Project Cycle Management** in domain like **Healthcare, Insurance and Pharmaceuticals** and extensively worked on **Insurance Claims, Medicare/Medicaid Claims**.
* Well versed with all phases of **SDLC,** experience in **business process redesign**, interacting with stakeholders, understanding user requirements and articulating them into User Requirements Specifications.
* Thorough Knowledge of various SDLC methodologies like **Waterfall**, **Agile**, **Scrum**, **RAD methodology.**
* Extensive experience in gathering requirements by conducting **JAD sessions**, Interviews, Workshops and Requirement Elicitation sessions with **End-users, Clients, Stakeholders** and **Development team**.
* Possess excellent business writing skills required for documenting Business Requirements Document (**BRD**), Functional Requirement Document (**FRD**), Non-Functional Requirement Document (**NFRD**), **USE Case Specifications**, **User stories**, Functional Specifications, Systems Design Specification (**SDS**), Systems Requirements Specification (**SRS**), Business Continuity Plan (**BCP**) and Workflows.
* Expert in working with **SME’s** across each group during entire SDLC with strong experience in conducting **GAP** Analysis, **SWOT Analysis, Cost benefit analysis, Risk Analysis**.
* Excellent skills in Unified Modeling Language (**UML**) diagrams, such as **Use Case diagrams**, **Activity diagrams, Class diagrams** and **Sequence diagrams**.
* Solid understanding of Rational Unified Process(**RUP**) using **Rational Rose, Requisite Pro**,Object Modeling Technique(OMT)and **Object Oriented Analysis** (OOA).
* Understanding of designing and developing **SQL** queries for **Oracle**, **MySQL** and **SQL Server database**.
* Solid Experience in modeling Relational Databases and Data Warehouses using tools like Erwin and Oracle.
* Hands-on knowledge of enterprise repository tools, data modeling tools, data mapping and data profiling tools.
* Extensive experience with **Medicare/Medicaid** processing as well as**Claims/Billing**.
* Excellent knowledge of Electronic Data Interchange (**EDI**),
* Implementation and Knowledge of HIPAA code sets, HIPAA compliant formats **of 837P, 837I, 835, 834, 270/271, 276/277 & 997,** hospital coding, reimbursement methodologies, CPT codes, ICD**-9, ICD-10** coding and **HL7**.
* Excellent analytical skills in understanding the business process (**AS-IS and TO-BE**), understanding the functional requirements and translating them to system requirement specifications.
* Knowledge of **EMR/EHR, HMO/PPO/POS**, Health Care Reform and Patient Protection and Affordable Care Act (**PPACA**), Medicare (Part A, B, C, D).
* Strong project management skills and breaking down of complex issues to identify solutions and communicate them to the development and management teams.

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**Technical Skills:**

**Packages:** MS Office, MS Visio, MS Project

**MS Office Tools:** MS (Word, Outlook, Excel, Access, PowerPoint) 2003/07, MS

**Tools:** Rational Rose, Rational Requisite Pro, Caliber RM, MS Office, MS SharePoint, HPQC, Team Pulse, JIRA.

**Operating Systems:** Linux, HP UNIX, and Windows 2000/XP/Vista/7/8

**Methodologies:** Rational Unified Process (RUP), Waterfall Model, Agile model, SCRUM

**Business Documentation Skills:** Documented Business Requirement, Use Case Specifications, Functional and Non**-**functional Specification, System Requirement Specification, UML Diagrams (Use case, Class and Sequence), Traceability Matrix, Project Estimate, Master Test Plan Review (Integration, System and Acceptance).



**Work Experience:**

**Softheon, Stony Brook, NY**

**July 2016 – Present**

**Sr. Business Analyst**

**Project Summary:**

Empowering the nation's first state health benefit exchange since 2008, Softheon's vision and strategic direction addresses healthcare payer, provider, and government agencies' goal of meeting Affordable Care Act (ACA) milestones. Softheon provides **HIX Integration**, Direct Enrollment, Premium Billing, and Edge Server solutions for insurance carriers of all sizes participating in Federal and State Health Insurance Exchange (HIX) Marketplaces. Exchanges will help individuals and small employers shop for, select, and enroll in high quality, affordable private health plans that fit their needs at competitive prices. The IT systems will support a simple and seamless identification of people who qualify for coverage through the Exchange, tax credits, cost-sharing reductions, and Medicaid. By providing a place for one-stop shopping, Exchanges will make purchasing health insurance easier and more understandable and will put greater control and more choice in the hands of individuals and small businesses.

**Responsibilities**:

* Performed **Gap Analysis** to check the compatibility of the existing system infrastructure with the new business requirements.
* Interacted with client and the Technical Team for requirement gathering and translation of **Business Requirement to Technical specifications.**
* Execute business process maps for **Affordable Care Act** system implementation.
* Document current business processes, business flows, rules and perform each task of the **SDLC** process.
* Produce detailed requirements documents, and artifacts to include use cases and storyboard for deliverables.
* Coordinated participation and **sign-off** of various business partners and customers.
* Designed and developed Activity Diagrams, Sequence Diagrams, **Use Cases** and other Process Flow Models using **Visio.**
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Developed, maintained and published project plan & scheduled project deliverables using **Clarity resource database** as well as**MS Project.**
* Research, Review and update clients and Independent Verification and Validation edits for approval.
* Formulate test strategies, test plans and test data and execute test scripts.
* Maintain accurate documentation in all internal systems and their integration points and define technical solutions.
* Prepare prototyping user interface designs and business process re-engineering activities.

**Environment**: UML, MS Project, MS VISIO, MS- SharePoint, WINDOWS

**State of Maine, Augusta, ME**

**Feb’ 13 – June’ 16**

**Sr. Business/Data Analyst**

**Project Summary:**

Objective of the project was to develop **Medicaid Management Information System** (**MMIS**) for State of Maine 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. Involved with **Enterprise Data Warehouse (EDW)** Project.

**Responsibilities:**

* Performed the requirement analysis, impact analysis and documented the requirements.
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Reviewed the Requirements Documents with the cross functional team to analyse the High Level Requirements.
* Performed **UAT** and exposure to User Certification Testing (UCT) and Operational Readiness Testing (ORT).
* Experience in EDI automated first-pass claim adjudication, requiring thorough understanding of claim processing, both front and backend operations.
* Interacted with stakeholders and the Technical Team for requirement validations and kept track of Requirement Specification Documents.
* Conducted interviews, meetings and JAD sessions during the process of Requirement validation.
* Involved with the requirement validation for Enterprise Data Warehouse (**EDW**) with the state stakeholders.
* Involved with the Gap Analysis of the State’s Request for Proposal (**RFP**) and vendor’s responses.
* Worked extensively with the end users team in understanding the business rules and writing requirement specs, technical specs and data mapping documents from staging to data mart, cubes and reporting needs to the end user community.
* Created **Data Mapping Document** and **Metadata** for the Enterprise Data Warehouse (**EDW**).
* Extensively used SQL to retrieve, and manipulate data in the database
* Created SQL Queries using Oracle and SQL Server in validating data into Data Warehouse/ETL applications.
* Created the conceptual model for the data warehouse using Erwin data modeling tool.
* Conducted data model walkthroughs and validation.
* oordinated with PMO team to provide design input and schedule project deliverables and review progress at defined phases.
* Assisted in the development of training materials for new technology and process improvements
* Managed requirements traceability (**RTM**) information and track requirements status throughout the project, Prepared and tracked a project plan using Microsoft Projects and Excel.
* Identified/documented data sources and transformation rules required to populate and maintain data warehouse content.
* Created documentation for system requirements for assigned projects, enhancements and defects, including user interface specifications, user workflows, business rules, data capture and validations.
* Ability to interact effectively with the internal and the external parties
* Worked closely with the project manager in handling the whole project

**Environment:** MS Project, ANSI X12- EDI, XML, HTML, .Net, Rational Requisite Pro, MS Word, Sharepoint, Visio, SQL, MS Excel, MS Project, Mercury Quality Center.

**UNICARE INC., Chicago IL**

**Jan’ 11- Jan’ 13**

**Business Systems/Data Analyst**

**Project Summary:**

Unicare Health Insurance Company is one of the health insurers in the United States. In this project our primary objective was to integrated, intelligent solutions designed to modernize the health system and improve the health of individuals and populations. Two of the key aspects of this project was to achieve Administrative Simplification compliance are HIPAA 5010 and ICD-10. The combined changes of HIPAA 5010 and ICD-10 impact the entire payer organization. As a Health Care Business Analyst on a HIPAA assessment project my specific assessment areas are Up-gradation of **HIPAA X12 4010 transaction to HIPAA X12 5010** and **ICD-9-CM** (Clinical modification)to **ICD-10-CM/PCS** (Clinical modification/procedure coding system).

**Responsibilities:**

* Held daily **scrum** meeting with the Project team and change management team to discuss the requirement updates, change requests, tasks and assign/re-assign man hours on a daily basis.
* Worked as a Data Modeler/System Analyst to generate Data Models using Erwin and developed relational database system.
* Conducted user interviews and **JAD sessions** with end users, stake holders and developers to gather functional and non-functional requirements of the system, and creation of **user stories**.
* Used Requisite Pro for the Requirement Document Preparation and Prepared **Business Process Models** (BPM) that includes modeling of all the activities of the business from the conceptual to procedural level.
* Conducted weekly meetings for deciding the Policies and Procedures to be followed while constructing new sites.
* Assisted **JAD** sessions to identify the business flows and determine the **EDI X12** Transaction, Code set and Identifier aspects of HIPAA, impacts any current or proposed systems.
* Worked on HIPAA **EDI** transactions such as **835, 837, 276, 277, 278, 270, 271, 834, 820.**
* Identified gaps and performed gap analysis, cost analysis with respect to CMS requirements.
* Performed Impact analysis for readiness of **ICD-10 conversion**.
* Conducted business-impact assessment and the results were compared with the new HIPAA 5010 standards to determine the current level of compliance and developed an action plan for approval by the project steering committee
* Documented user stories and modeled use case diagrams by utilizing MS Visio.
* Generated periodic reports based on the statistical analysis of the data using SAS/SQL queries and MS Access and Excel.
* Working to uncover the client requirements and identifying the roles and deliverables in the Organization by creating Use Case Models, Data Flow Models.
* 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**.
* Prepared and maintain Business Rules Spreadsheets (BRS) identifying Rules, Triggers and corresponding data fields from Legacy to target CRM application.
* Involved in gap analysis and implementation of **HIPAA 5010, ICD 10 and Claim Validations.**
* Conducted Gap Analysis, and Gathered User Requirements by Interviews, user meeting, JAD session, and Requirement Elicitation Sessions.
* Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* Conducted User Acceptance Testing (**UAT**) and developed the test plans, test scenarios, test cases and test data to be used in testing based on business requirements, technical specifications and product knowledge.
* Prepared graphical depictions of Use Cases, Use Case Diagrams, State Diagrams, Activity Diagrams, Sequence Diagrams, Component Based Diagrams, and Collateral Diagrams and creation of technical design (UI screen) using Microsoft Visio.

**Project Environment:**Windows 2000/XP, Microsoft Office SharePoint 2007, Agile, MS Office, MS Project, MS FrontPage 2003, MS Access.