**Nagi Kaur**

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(860) 580-5548

**Sr. Business Systems Analyst**

BUSINESS ANALYST with 9+ years’ experience in **Business Systems Analysis** in the Health Care domain**,**with direct client interface. Experienced in Business Requirements Gathering Techniques, Technical Specification Documentation, Database Management, and creating Business Process Workflows and UML diagrams. Strong knowledge in **EHR**, **EMR**, **Claims Processing**, **Summary of Benefits and Coverage** (SBC), **Medicare & Medicaid**, **HL7**, **Health Insurance Exchanges** (HIX), and **Health Information Exchange** (HIE) concepts. Proven ability to grasp business needs and translate them into clear and concise specifications.

**PROFESSIONAL SUMMARY**

* Strong knowledge of **Software Development Life Cycle** (SDLC) Methodologies: **Agile–Scrum**, **Waterfall**, **Rational Unified Process**,**Waterfall-Scrum** and involvement in the entirety of the SDLC process - requirement gathering, design, development, andsoftware release.
* Highly skilled in requirements elicitation techniques and analysis, and proficient in transforming Business Requirements into Functional Specifications focused on Business Process Workflow Analysis and Design.
* Identified and documented Functional Requirements, Non-Functional Requirements, and Business Rules.
* Prepared**Business Requirements Documents** (BRD), **Functional Requirements Documents** (FRD), **Statement of Work** (SOW), and **Service Level Agreement** (SLA).
* Developed systems complying with the rules defined by Health Insurance Portability & Accountability Act (**HIPAA**) and Health & Human Services (**HHS**): Privacy Rule, Security Rule, Transactions &Code Sets Rule,Unique Identifiers Rule (NPI)
* Good understanding of Health Insurance Programs (**Medicaid, Medicare Part A, Part B, Part C, Part D**) and **Managed Care Programs** (HMO, PPO, POS), with expertise in HIPAA transactions and paper claim forms (CMS 1500, UB 04).
* Designed **Step-Up/Step-Down** and **Remediation** solutions to HIPAA 5010 compliance.
* Knowledge of File Formats used for EDI transactions **ASC X12 837/278/834/835** (including Loops, Segments, Data Elements, Delimiters), and Reports such as **999 Functional Acknowledgement**, **TA1 Interchange Acknowledgement**.
* Elicited, analyzed, validated requirements, and identifiedenhancementsby conducting **JAD** sessionswiththe stakeholders, subject matter experts (SME), project managers, developers and users.
* Created**Business Process Models**,**Use Case Diagrams**, **Activity Diagrams**, **Entity Relationship Diagrams**, **Sequence Diagrams**, **Collaboration Diagrams** and **Class Diagrams**, using **Unified Modeling Language** (UML)to elucidate the complicated Business Processes, Organizational Structure and Proposed Changes.
* Developed supporting documents such as **Data Flow Diagrams**, Meeting minutes and Review Reports
* Skillful in performing**SWOT Analysis**, **Impact Analysis**, and**Gap Analysis** by identifying existing technologies, documenting the proposed enhancements to meet the end-state requirements.
* Documented **AS-IS** and **TO-BE** processes, and mentored Business Users in the developed application.
* Experience withproject management, requirements traceability and defects tracking tools such as**JIRA, TFS, ALM, QC**
* Experienced in delivering web-based applications and developing **Service-Oriented Architecture** (SOA).
* Working knowledge of **XML** including validation of **Web Methods**, **Web Services**, **WSDL,SOAP**, **UDDI**, **HTML**, **AJAX**, **CSS**
* Extensive experience in creating and maintaining source to target data mapping documents.
* Good knowledge ofdatabase relationships and concepts; worked on RDBMS such as SQL Server and MySQL.
* Working knowledge of Relational Databases (RDBMS) such as **SQL Server** and **MySQL**, **ETL**, **Data Warehousing** and **Object-Oriented concepts**, and Structured Query Language (SQL).
* Designed and implemented SQL queries for QA Testing and Report / Data Validation.
* Collaborated with the Quality Assurance teams to ensure accurate implementation of Business Rules and Requirements.
* Prepared Use Case Document, assisted testing teams with Test Plans, Test Cases and Test Scenarios, conducted**User Acceptance Testing** (UAT), and managed defects using defect tracking systems.
* Designed **wireframes** to revamp **User Interface** (UI) to support the existing and upcoming functionalities and user base
* Proficient in Microsoft Office tools: MS Visio, MS Excel, MS Word, MS PowerPoint
* Coordinated with on-site& off-site development teams, identified and clearly defined problems, proposed solutions, and collaborated with clients to achieve enhanced customer satisfaction.
* Worked with business users as well as senior management.
* Participated in walkthroughs with the management and developer team.
* Demonstrated proficiency in leading and mentoring individuals to maximize levels of productivity.
* Capability of adapting to new and fast changing technologies.
* Excellent communication, analytical, presentation and problem-solving skills.

**CERTIFICATION**

**Scrum Master Accredited Certification, International SCRUM Institute**

**TECHNICAL SKILLS**

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| **Methodologies** | Agile-Scrum, Waterfall, Rational Unified Process (RUP), Scrum-Waterfall |
| **Tools/Miscellaneous** | Quality Center, MS Visio, MS Word, MS Excel, MS PowerPoint, Rational RequisitePro, Rational Rose, MS Project, Tableau, IBM Cognos, UML, Spotfire, MS SharePoint, , HP ALM |
| **Databases** | MySQL, Microsoft SQL (T-SQL) |
| **Visualization Tools** | MS Visio, Rational ROSE, Tableau Dashboard, Cognos |
| **ETL Tools** | Informatica |
| **Project Management Tools** | JIRA, Team Foundation Server, HPALM |
| **Testing Tools** | HPQC, Rational Clear Quest, Team Foundation Server |
| **Programming Languages** | JavaScript, CSS, ASP.NET, Java, OOPS, C/C++, Java |

**EDUCATION**

**Masters of Computer Science, Punjab Technical University,India**

**EXPERIENCE**

**CIGNA Health Insurance, Windsor, CT**  **January 2014 - Present**

**Sr. Business Systems Analyst**

**Project Description:**

The scope of the project was to develop a**Faster Claims ProcessingSystem**. The existing system is for complete, online mediation of Professional, Institutional, and Dental Health Care Claims and Encounters, as per **HIPAA ASC X12 version 5010** guidelines. The project has two work streams: 1) The **‘One-Click’** functionality allowed the enrollment of an overseas health care provider/facility with our organization as an in-network health care provider. 2) **EDI 837 Health Care Claims**form can be submitted to the provider/facility located overseas, in any format. The processed claim drops into one of the three buckets: Approved, Pending, or Denied. The entire claims process is automated with minimal manual intervention.

**Responsibilities:**

* Identified the AS-IS business needs to prepare the business case for sponsor’s review.
* Defined business rules for the application; created Vision documentand Business Glossary.
* Developed **wireframes** and worked with the **GUI** team for designing and prototyping the **User Interface** (UI).
* Involved in Design and Development of application using **Service Oriented Architecture (SOA)**.
* Developed the User Interface of the system using **HTML, JavaScript** and **CSS**.
* Validated if the prototypes created are in sync with the requirements gathered.
* Implemented**HIPAA 5010 Standards**, **Electronic Data Interchange (EDI) 837/835/278**, **Transaction Syntax** ANSI X12, International Classification of Diseases (ICD-9, ICD-10) Coding.
* Recommended changes for system design, procedures, and workflows in compliance with HIPAA/EDI formats.
* Prepared **Business Requirement Document** (BRD), **Functional Requirement Specification** (FRS) and **Change Request** (CR) for system application development.
* Facilitated feature prioritization with product owners, using **MoSCoW**rating technique.
* Participated in daily **SCRUM** meetings to discuss the bottlenecks and the task status.
* Conducted **JAD**sessions as a facilitator to gather business requirementsand discuss the critical success factors for project
* Created **user stories** and **use cases** from the scratch.
* Took ownership of **traceability** and prepared **Use Case Specification document** after identifying exceptional flows and all possible alternate scenarios with the input of developers and the SMEs.
* Validated the requirements with customer review to make sure that the requirements are satisfactory.
* Created **Use Case Diagrams**,**Sequence Diagrams**, and **Activity Diagrams**.
* Wrote **Test Cases**for various **Test Scenarios**, documented **UAT Plan**, helped the testing team to better understand the scripts and live environment constraints, andhelped managing defects and issues log duringthe testing phase.
* Good knowledge on Service Oriented Architecture (**SOA)**, which is built on top of the **3-tier architecture**, having **presentation layer**, **logic layer** and **data layer**.
* Created and reviewed **XML** documents using **XMLspy** for **WSLA** and **Data Mapping.**
* Developed business logics using **SOAP, WSDL**, **Web Methods, Web Services**
* Worked with web services that utilized **Ajax.**
* Supervised the scripting of **Client Side Validation** and **Server Side Validation** to ensure the inclusion of functionalities based on the new enhancements in the project.
* Reviewed and participated in defining the Test Strategies and coordinatingthe **UAT** efforts.
* Worked as a user/customer advocate towards business improvement by negotiating with the user, technical team and management staff to resolve any outstanding requirement conflict during the SDLC process.

**Environment:** Agile-Scrum, HP ALM, MS Office,XML Spy, MS Visio, TFS, SSRS, SSIS, SSAS, IIS Server.

**WellPoint, Inc., Virginia Beach, VA June 2012 – December 2013**

**Sr. Business Systems Analyst**

**Project Description:**

Under the Affordable Care Act (ACA), health insurance providers must provide the individual,who enrolls into a health insurance plan, with a summary about the health plan’s benefits and cost-sharing charges called the **Summary of Benefits and Coverage** (SBC). The SBC includes two coverage examples: Childbirth and Managed Type-2 Diabetes. My project was based on developing an automated system which had an integrated**Actuarial Value Calculator (AV Calculator)**. Based on various cost-sharing parameters, such as copayment, coinsurance, deductible, and out-of-pocket (OOP) maximum, the AV Calculator computes the total dollar amount that would be covered by the health plan.

**Responsibilities:**

* Gathered and documented **business requirements** from stakeholders, functional and non-functional requirement specifications from architects, developers, and product owner by conductinginterviews and discussions sessions.
* Conducted **JAD** (Joint Application Development) sessions with the Actuarial, Legal and Project Managementto define and deliver a prototype with a set of high priority functionalities over a Phase Approach timeline.
* Created **Use Case Diagrams**, **Data Flow Diagrams**, **Business Process Workflow** Diagrams, and **Activity Diagrams**.
* Developed **wireframes** to fully define the customer needs and requirements in brainstorming and review sessions.
* Carried out **GAP Analysis** for customer requirements clarification and business case support.
* Worked with UI team to create the **User Interface** screenshots, and presented to the business for their approval.
* Used **ETL** tool to extract information from AV Calculator and deposit it on the Summary of Benefits and Coverage (SBC).
* Analyzed business process, requirements and data necessary to provide detailed logic for **ETL**, and produced detailed **source-to-target mappings** for **data warehouse**objects.Created **ETL Mapping Specification** document.
* Involved in developing **SQL** queries and **stored procedures** to check data integrity.
* Implemented all stages of development processes including extraction, transformation and loading (**ETL**) data from various sources into **Data Warehouse** and **Data Marts**, using Informatica.
* Working knowledge with **ETL** tools like **Informatica Power center, Datastage, Microsoft SSIS**.
* Managed Business Requirements and documented **Requirements Traceability Matrix** (RTM).
* Worked as a liaison between the QA team and Business Units, interacted with cross-functional teams to build use cases, authored test cases for both functional and non-functional requirements.
* Conducted **Sprint Planning Meetings** with Product Owner and Development team to kick off the **Sprint**.
* Uploaded traceability. Opened and closed tickets as needed during UAT, **tracked issues** and planned sprints with **JIRA**.
* Prepared **UAT** plan, communicated testing requirements to users participating in UAT efforts.

**Environment:**Agile-Scrum, Balsamiq, Informatica, Tableau, Rational Requisite Pro, JIRA, HPQC, SQL Server, MS Visio, MS Office, UML, Apache.

**AmeriHealth, Philadelphia, PA Nov 2010 – May 2012**

**Sr. Business Analyst**

**Project Description:**

People can shop for health insurance on the exchanges. Employees were given a set amount of money, and directed to a private exchange where they could shop for a Health Insurance Plan, based on the options provided by the employer. The scope of my project was to build an **Automated Enrollment Process**(EDI 834) for Medicare Advantage Plan. It was for the Defined Contribution products on private exchangewhich went on-exchange, for only small group market segments.

**Responsibilities:**

* Involved throughout the Software Development Life Cycle (SDLC) **Scrum-Waterfall**.
* Assisted business team in building the Business Case, and was involved in writing the **Service Level Agreement** (SLA).
* Conferred with Business Users to elicit requirements and worked with design & development team on solution design
* Interacted with users to verify **User Requirements**, manage Change Control, and update existing documentation.
* Performed **SWOT** and **GAP** Analysis to discover new functionality requirements, prioritized them on the basis of actual business needs, prepared Functional Requirements and Use Case Specification document.
* Created **use cases**, **process flow diagrams**, and designed solutions using the Functional Specification Document (FSD).
* Experience in GAP Analysis of the **AS-IS** and **TO-BE** processes to identify and validate the requirements.
* Facilitated **JAD** sessions and conducted peer review meetings.
* Defined requirements for **client side validation**&**server side validation**. Identified and documented all **business rules** for Middle Tier,communicated the rules to technical team to provide scope and requirement clarification on a low-level.
* Worked on **GUI development**: created screen-mockups to review the requirements and provide feedback on the screen design, created ad-hoc screen mock-up to review with the users.
* Kept the application extremely simple by encapsulating all the complexity of the system in coarse grained services.
* Integrated static data with other systems to maintain a central repository of common data by implementing **SOA**, which provides cross platform communication,in **XML** data format, among independent web services.
* Scripted rules for **Data Validation**. Validated all **web methods** by ensuring the requirements have been met.
* Well versed with **Web Services, SOAP, UDDI, WSDL,** and networking protocols like**HTTP, FTP, SFTP**,**TCP/IP**
* Implemented the concept of **Simple Object Access Protocol** (SOAP), Schemas, and Extensible Markup Language (**XML**).Performed **XML Mapping**. Worked in the **Service Oriented Architecture (SOA)**environment.
* Experience in documenting the **Requirements Traceability Matrix**(RTM).
* Assisted in developing the Test Plan, Test Cases and Test Scenarios, based on business requirements and technical specifications.Collaborated with the QA team to ensure adequate testing of software byconducting UAT.

**Environment:**Scrum-Waterfall, MS Office, MS Visio, MS SQL Server, SLA,SSRS, SSIS, SSAS, UML, Enterprise Data Warehouse, HPQC, TFS.

**CareCore National, Bluffton, SC** **Mar 2009 – Sep 2010**

**Business Systems Analyst**

**Project Description:**

The **Health Information Exchange (HIE) System**, a web-based platform, allows the electronic medical records storage and retrieval in various file formats, anduniversal sharing of patient medical data among usersby converting the source file format(e.g. **Word, PDF, JPEG, Excel, XML, HL7**)uploaded to the HIE System by a first user into a viewable, printabledestination file format (such as **HTML** or **PDF**) as specified by a second user. The system also allows the downloading of medical reports/information in the desired file format.

**Responsibilities:**

* Gathered knowledge on **HIPAA 4010A** rules and regulations.
* Facilitated and managed **JAD** sessions with Business and IT managers, developers and testing team, and SMEs, to gather functional and non-functional requirements.
* Understood **Business Logic**, **User Requirements** and Test Objectives to develop**Use Case Scenarios** and **Test Cases**
* Configured HIE **API** to allow user applications to communicate with the modules of the system.
* Performed **GAP Analysis** for the modules in production, and performed **Impact Analysis** for proposed enhancements
* Gathered requirements from the client, documented the System Requirements and GUI Specifications.
* Closely worked with the design team to design **UI solutions** for improved usability and user satisfaction.
* Documented Use Cases for various scenarios, test cases from the use cases, to exercise all possible variations.
* Created **Use Case diagrams**, **Activity diagrams**, and **Sequence diagrams**.
* Tracked and maintained stakeholder requested enhancements and changes using **Traceability Matrix**.
* Worked in a shared services environment, with understanding of **Service Oriented Architecture** (SOA).
* Demonstrated understanding and experience with **SQL queries**.
* Illustrated the **Business Process Flow**, using **UML Methodology** and **Data Modeling** techniques.
* Conducted **User Acceptance Testing** (UAT) of the final product with the business users.

**Environment:**Rational Unified Process (RUP), Balsamiq, MS Visio, UML, Informatica, IBM Cognos, Operational Data Store (ODS), MS Project, MS Office, MySQL, HP QC.

**Fortis Healthcare, New Delhi, India** **July 2007 – Feb 2009**

**Business Analyst**

**Project Description:**

The project was to develop a web-based Medical Records System for Fortis Hospitals which used a central repository to storemedical reports from different departments.

**Responsibilities:**

* Reviewed the business process and possible improvements based on user requirements.
* Interviewed HODs and end users, asked detailed questions and carefully recorded the requirements in a format that can be reviewed and understood by both business people and technical people.
* Conducted GAP Analysis of current state (As-Is) and proposed state (To-Be) situations.
* Analyze business requirements and segregated them into high level and low level, Defined Data Models, created Use Case Diagrams, Activity Diagrams, State Chart Diagrams using UML methodology.
* Prepared workflow diagrams, analyzed AS-IS and TO-BE scenarios, designed new process flows and documented the business process and various business scenarios.
* Analyzed the requirement backlog of application enhancement; performed requirements analysis.
* Integrated static data with other systems to maintain a central repository of common data by implementing SOA (Service Oriented Architecture).
* Involved in the calculations and documentation using MS Excel, MS word, and PowerPoint
* Participated in data modeling, planning, designing, and implementation of the data warehouse.
* Produced data mapping and data definition documentation.
* Involved in reviewing and writing Functional Requirements.
* Conducted and participated in Joint Application Development (JAD) sessions with business users.
* Performed the user acceptance test (UAT) and suggested recommendations for the application.
* Worked with SQL queries for data manipulation.
* Maintained complete documentation of the entire process along with all its activities.

**Environment:**Waterfall Methodology, MS Visio, MS Excel, MySQL.

[**Sphere Info Solutions**](http://in.linkedin.com/company/sphere-info-solutions-pvt.-ltd.?trk=jserp_company_name)**, Mumbai, India Jan 2006 – June 2007**

**SQL Developer**

**Responsibilities:**

* Stored Procedures, User Defined Functions, Views, TSQL Scripting for complex business logic.
* Extensively used Joins and Sub-Queries for complex queries involving multiple tables.
* Optimized the database by creating various clustered, non-clustered indexes and indexed views.
* Develop, test, and tune database code and information.
* Support product development and quality assurance teams.
* Provide technical support and guidance to staff and clients.
* Generate reports and spreadsheets detailing database changes and performance.
* Modified existing software and developed new products from ground up.
* Extracted and collected data to create needed reports.
* Followed up with customers to clarify and document requirements.
* Created and managed databases for clients and systems to provide import of client data, and reporting of finalized data.
* Created schema objects such as tables, views, indexes, procedures, triggers & maintaining referential integrity.
* Developed scripts to migrate data from multiple sources.
* Maintained the security, integrity and availability of SQL Server.

**Environment:**C++,MS SQL Server.

**MetaDesign Solutions, Gurgaon, India Sep 2005 – Dec 2006**

**C/C++ Developer**

**Responsibilities:**

* Developed new application code using prescribed specifications.
* Maintained and modified existing applications as per requirements.
* Prepared detailed flow charts and diagrams that describe input, output and logical operations.
* Wrote documentation of application development and subsequent revisions.
* Documented programming problems and resolutions for future reference.
* Responsible for all aspects of application support.
* Performed code reviews to insure quality, maintainability and adherence to standards.
* Participated in integration and systems testing.
* Partner with end users and client services staff in the rollout of the new business functionality.
* Provided ongoing support and maintenance of existing applications functionality.
* Assisted team leads in developing project estimates and plans.
* Analyzed requirements, test plans and provided constructive feedback.
* Researched and recommended new technologies, tools and methodologies.

**Environment:** C, C++, MS SQL Server.