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**Summary**

* Over 7 + years of extensive experience in the field of Sr Business Analyst working with the technical staff to implement management and staff's business requirements into the software application in Healthcare
* Worked and Extensive knowledge in various industries like Healthcare, Pharmacy prescription management, Clinical trial, Electronic health records, Claims-Medicare part-A, B, D and Medicaid, dental, reimbursement and billing processing.
* Expertise in documenting the Business Requirements Document (BRD), Technical Requirement Document (TRD), generating the UAT Plan, maintaining the Traceability Matrix and assisting in Post Implementation activities.
* Good experience in the EDI transactions and knowledge on EDI transaction process flows.
* Strong experience and understanding of health care industry, claims management process, Knowledge of Medicaid and Medicare Services.
* Expertise in understanding and supporting the client with Project Planning, Project Definition, Requirements Definition, Analysis, Design, Testing, System documentation and user training.
* Experience in authoring Business Requirement Documents (BRD) by gathering Business Requirements and Expectations from Subject Matter Experts (SMEs) and defining business processes, identifying risks, performing Feasibility Analysis and Impact analysis.
* Extensive experience with Object oriented Analysis and Design using Rational Unified Process (RUP), Waterfall methodology and Agile Modeling.
* Used Rational Clear Case for Version Control of requirement documents.
* Expert in creating Use Cases, Use Case Diagrams, Class Diagrams, Sequence Flows using MS Visio and UML concepts.
* Experienced in EDI and HIPAA Testing Privacy with multiple transactions exposure such as Inbound 834Membership Enrollment, 837Institutional, 837Professional, 837 Dental, 835 Claim Payment/Remittance Advise, 270/271 Eligibility Benefit Inquiry/Response, 276/277 Claim Status Inquiry/Response Transactions and testing in Client Server systems and Mainframe Applications.
* Knowledge and expertise in working with Claims, Provider, Enrollment, Finance, Benefits, and Vendor Management Business Areas.
* Maintained the Traceability Matrix table to track the Business Requirements to the design to the testing keeping track of all requirements in the BRD/Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases

## TECHNICAL SKILLS

Project Methodologies: SDLC, RUP, UML, Agile, Waterfall,

Business Modeling Tools: Microsoft Visio, Rational Rose

Healthcare Tools EDI X12, HIPAA, 4010, 5010, FACETS, ICD 10,To ICD9

Testing tools: Mercury Quality Center,

Change Management Tools: Rational Clear Quest, RUP, SME,UAT.

Office Tools: MS Project, MS Office, MS Visio

Database: MS SQL Server, SSRS, SSIS,MS Access, and Oracle, Data Mapping

## PROFESSIONAL EXPERIENCE

***Catalyst Health Solutions, Deerfield, IL   Sr Business Analyst Jan-2014-Till Now***

**Description:** Catalyst Health Solutions, Inc provides Pharmacy management services in Retail, Hospital and Government Organizations. The purpose of this enhancement project was to upgrade the Catalyst Rx product solutions to support the new NCPDP D.0 (National Council for Prescription Drug Programs) and ASC X12 version 5010 transactions. Our team had to upgrade the new set of standards to regulate the electronic transmission of specific healthcare transactions, including eligibility, claim status, referrals, claims, and remittances. Our team had to introduce some new use cases, remove unused data, Medicare Part B and D enhancements and changes in COB (Coordination of Benefits-Benefit Management).

**Responsibilities:**

* Prepared Use case diagrams for complex rules of COB by including new data elements such as patient responsibility and benefit stage fields and also redefined the use of other coverage code field.
* Arranged JAD sessions with Business users and development team to differentiate the new guidelines with old (NCPDP version 5.1 and ASC version X12 4010A1) and prepared BRD (Business Requirement Document), Use case diagram.
* Worked on transmission and transaction segment such as insurance, patient, prescriber, COB, claim, prior authorization and prescription of the Rx system
* Created FDD (Functional Design Document) using use cases, activity diagrams and screen design with the help of UML and MS-Visio.
* Helped development team to implement changes related to ASC X12 EDI 835, 270/271 from the provider side of system.
* Worked with QA team from the planning phase to create the Test strategy and Test plan for available Test document from CMS (Center for Medicare and Medicaid Services).
* Worked with Development team to add many fields and redefine existing fields to further clarify the financial balancing of transactions and to introduce new terms like mandatory, required and required when
* Experienced in working with various SDLC methodologies like Agile, RUP, Scrum, Waterfall etc.
* Prepared Test cases (using test data available from CMS test document) during Design phase with presence of QA team and implemented plan for integration and functional testing.
* Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams in MS Project.
* Logged defects using Clear Quest and helped Development team to assign defects to their team members.
* Developed and followed RTM (Requirement Traceability Matrix) to track the new requirement and to update the test cases related to some old business requirement.
* Implemented alpha testing for QA team and facilitated User Acceptance Testing (UAT) and test strategies with developers and testers.
* Helped business users to familiarize with new changes of system.
* Created and maintained the Requirements Traceability Matrix (RTM).
* Experience in Business Requirement analysis and elicitation, Root cause and Gap analysis,
* Performed Gap analysis to check the compatibility of the existing system with new HIPAA guidelines.
* Developed reports by linking Employees, Responsibilities, and Positions along with business data like activities, accounts, billing and orders.

**Environment:** Agile Scrum methodology, MS-Visio, JIRA, Rational Clear Case, Rational Clear Quest, MS Office, SharePoint, My SQL, QTP

***Medco Health, Parsippany, NJ                         Business Analyst Jun-2012-Apr-2014***

**Description:** Medco is a leading pharmacy benefits manager (PBM) with the nation’s largest mail order pharmacy operations. Through clinical management, Medco engages members, their physicians and pharmacists, in making better, most cost effective use of prescription drugs thus providing members safety and their care more effective and affordable Account Information System, clearinghouse and Claim processing group to evaluate and settle the insurance claim payments

**Responsibilities:**

* Reviewed and analyzed the business requirements document to derive the functional specifications document and assisted in the preparation of System Requirement Specifications.
* Involved in Planning, Defining and Designing data based on business requirements and provided documentation.
* Occupied in Logical, Physical design and Development of the DSR (Data Staging Repository) for the Database and AMS (Asset Management Reporting System) using Erwin.
* Gathering all system requirements for Business Intelligence, Data Warehouse
* Experience with object oriented analysis using Agile modeling.
* Worked with the BA team to prepare the Data flow and UML Diagrams using Rational Rose
* Interacting with Developers and SME (Subject Matter Experts) about HLD & LLD.
* Interacted with the business partners and database administrators to identify the business requirements and data realties.
* Analyzing the code, data and preparing the spec’s for Developers
* Provided coaching on Agile values and practice to other teams within the company
* Analyzing the system performance. Configured SQL mail agent for sending automatic emails when a SSIS package is failed or succeed.
* Created Drill-through, Drill-down, Cross Tab Reports and Sub-Report using RDL.
* Generated periodic reports based on the statistical analysis of the data using SQL Server Reporting Services (SSRS) & developed ad-hoc reports using SAS/SQL queries and MS Access and Excel.
* Full knowledge of the Diagnosis and Procedural Code changes for Healthcare Entities like Payers, Employer Groups, and Providers. Worked on ICD 9 codes and gathered future requirements based on ICD 10 codes. Managed creation of sample mappings for the conversion of EDI X12 transactions code sets version 4010 to 5010 and translation of ICD 9 codes into ICD 10 codes.
* Gathered and documented functional requirements for testing and verification of HIPAA.
* Web Portal Development – Worked as a Business Analyst gathering requirements to develop a referral portal.
* Designed, developed and tested data mart prototype (SQL ), ETL process (SSIS) and OLAP cube (SSAS)
* EDI file testing for checking the HIPAA 5010 (X12) compliance of the inbound 837 claims.
* Documented the UAT Plan for the project and worked with the UAT Team to ensure every acceptance criteria for the requirements has been included in the UAT task plan.

**Environment:** Agile Scrum MS Visio, Word, Excel, UML, Oracle SQL Server, MS Visio, MS Word, MS PowerPoint, MS Excel, Agile- Scrum RUP, MS Office, UML Mercury

***Tenet Healthcare corp. Dallas,TX Business Analyst Aug-2010-May-2012***

Tenet Healthcare Corp is one of the leading pharmacy benefit manager, with one of the largest mail order pharmacy operations I worked in a project involving Electronic Claims (EDI) Handling and Transaction Processing of Claimants' records.

**Responsibilities:**

* Designed and developed detailed test plan and also developed the functional test plan and test scripts for the application.
* Implemented the SDLC for the testing life cycle and followed the standards in the application.
* Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
* Created and maintained SQL scripts and UNIX Shell scripts as a part of back-end testing on the oracle database.
* Executed SQL statements to check if the data integrity has been maintained.
* Facilitated customer meetings and Business design walkthroughs data definition and GUI design.
* Involved in testing EDIs according to code set X12 835 Claim Payment & Remittance Advice Claims processing and 837 Claim transactions.
* Involved in creating Business Process Documentation. Identified Use Cases from the requirements. Created UML Diagrams including Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams using MS-Visio.
* Elicited Business requirements and business needs as part of an Agile Scrum team.
* For Project management purpose worked on Microsoft Project, used Microsoft Share Point for maintaining the updated Documentation.
* Microsoft Office (Outlook, Word, Excel, Visio, Access) at various phases of development for documenting the requirements.
* Worked on EDI X12 transactions, HIPAA standard transaction codes including 837, 835, 270, 271, 276, 277 and performed analysis and testing of such transactions.
* Conducted Business Analysis on 4010, data mapping and testing 837 and 835 transactions.
* Analyzed and optimized the process, Prepared Business Requirement Document and managed requirements using Rational Requisite pro.
* Facilitated JAD sessions with business and technical units to fine tune prioritize and detail requirements and use cases.
* Involved in working on the EDI Transactions 835, 837 and Request Response, 270, 271 HIPAA upgrade from 4010A to 5010.
* Involved in drawing data flow diagrams and process flow diagrams using MS Visio for the Claim Adjudication module.

**Environment:** Agile, SharePoint, MS Visio, Word, Excel, PowerPoint, UNIX, SQL, Rational Rose, Facets, Quality center, Requisite Pro,

***Oxford Health Plans, CT   Business Analyst Oct-2008-Jul-2010***

**Description:** Oxford Health provides customers with employee benefits and services that improve the health, well-being and productivity of their employees. The project was to substitute the existing credentialing system that preserved the databank of health care practitioner information. The new system was created to react competently to changing business requirements, which will serve to boost efficiencies in productivity and to lessen operational costs. Project involved Web-based application called EDR (Electronic Data Reserve) database for storing user files.

**Responsibilities:**

* Experience in Data Validation, Data Modeling, Data Flows, Data Profiling, Data Mining ,Data Quality ,Data Integration , Data Verification, and Data loading
* Worked on generating various data modeling reports and publishing model in various formats.
* Experience in development of data integration solutions using leading ETL products.
* Worked on maintenance of model using the Complete Compare and Update Model features.
* Performed Data Analysis using procedures and functions in PL/SQL.
* Used MS Visio to represent system under development using case diagrams, activity diagrams and workflow diagrams.
* Produced functional specifications and led weekly meetings with developers and business units to discuss outstanding technical issues and deadlines that had to be met.
* 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.
* Working with clients to better understand their needs and present solutions using structured SCRUM approach
* Involved in Analysis, Design and flow of user interface in web application
* Conducted JAD Sessions with the subject matter experts, stakeholders and other management teams in the finalization of the User Requirement Documentation.
* Developed an Intranet Web Server for User Support and System-wide documentation.
* Implemented Agile Scrum methodology for the project life cycle and scrum framework for team management.
* Participated in Code and Design Reviews for the ODS project for backend Data population and reporting system.
* Responsible for the project management activities of a web application including call center application, data warehousing, customer relationship management,
* 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.
* Performed Forward Engineering to generate DDL scripts and Reverse Engineering of the Data Models.
* Consulted with SMEs and core team about the requirement and technical issues.

**Environment:** Erwin  Oracle, PL/SQL, MS-SQL Server , Agile/Scrum, DB2, UNIX, MS-Office, MS-Visio, SAML, Windows NT