**Pankaj shah**

BUSINESS ANALYST

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**OBJECTIVE**

Seeking a challenging position in an established organization as a **Business Analyst**/ **Systems**in **Healthcare**, **Insurance**, **Finance**, **Investment Banking** and **Retail**to design and develop enterprise information systems by effectively utilizing my technical and business domain experience

**PROFESSIONAL SUMMARY**

* Highly Analytical, enthusiastic, innovative and motivated Business Analyst with **5** years of experience in Business Analysis, Requirement Gathering, Stakeholder Management, System Analysis, Technical Documentation, Change Management, OOD/A, Software Validation, Quality Assurance, Manual Testing, **DW**, **ETL** and **BI**
* Experience in all phases of Software Development Life Cycle (SDLC) methodologies like **Waterfall**, **Rational Unified Process**, **Agile** and **SCRUM**
* Comprehensive experience in **SWOT** analysis, **GAP** Analysis, As-Is and To-Be Business processes
* Excellent facilitation skills in conducting walkthroughs, surveys, questionnaire, interviews **JAD sessions**, brainstorming sessions and managing project teams
* Experience in developing Functional Requirement Specifications (**FRS**) and BusinessRequirementDocuments (**BRD**)
* Created Requirements Traceability Matrix (**RTM**) to capture, document, communicate and track requirements
* Strong experience documenting the Use Cases and preparing UML diagrams such as **Use Cases**, **Activity**, **Classdiagrams**, **Sequence Diagrams** and **Data flow diagrams** using **MS VISIO, Rational Rose and Visual Paradigm**
* Experience in **ProjectManagement** i.e. Project Scoping, Planning, Estimating, Scheduling, Organizing, Directing, Controlling, Budgeting,Risk Management, submitting project status reports and following up on user change requests
* Experience in **ER Modeling**, **Data Modeling** (Logical and Physical Design of Databases), **Normalization**, building **ReferentialIntegrityConstraints** and writing **SQL** queries for **ETL** (Extract, Transform, Load), **BusinessIntelligence** and **DataValidation**
* Involved in Test Planning, Test Preparation,Test Execution, Issue Resolution and Report Generation to assure compliance with the Business Requirements, Manual Testing, conductingUser Acceptance Testing (**UAT**) and documentation of Test Cases
* Have exposure in educating and training internal customers on business systems and procedures, working with other analysts and QA teams to set priorities and schedules
* Knowledge of industry standards like **ITIL**, **Six Sigma**, **HIPAA, CoBiT**and ‘best practices’ models like **CMMI**
* Excellent written and oral communication skills, analytical, problem-solving and decision-making skills, proven ability to manage small, mid and large-scale projects and to interface with stakeholders with Client relationship management skills

**TECHNICAL SKILS**

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| --- | --- |
| **Requirements Tools** | IBM Requisite Pro, Doors, Caliber-RM |
| **Programming Language** | Java, SQL, PL/SQL |
| **Web Technologies** | HTML, XHTML, XML, CSS, JavaScript |
| **Databases & Tools** | MS SQL Server, MySQL, Oracle 8i/9i, MS Access, TOAD |
| **Modeling & Wire framing Tools** | MS-Visio, Rational Suite, Enterprise Architect, Visual Paradigm, Erwin, Balsamiq |
| **Operating Systems** | Windows XP/NT/Vista/7/Server, RH Linux |
| **Office Suite** | MS-Word, MS-Power Point, MS-Excel, MS-Project, MS-Outlook, SharePoint |
| **BI & ETL Tools** | Crystal Reports, Cognos, SSRS, SSAS, Informatica (ETL), SSIS, Talend, |
| **Bug Tracking & Testing Tools** | JIRA, Rational Clear-Quest, Quality Center, Rally, QTP, Bugzilla |

**PROFESSIONAL EXPERIENCE**

**Walgreens Co, Deerfield, IL September 2013 – To Date**

**Role: Business Analyst / Data**

**Project: BDM Refresh Backfill (Merchandising Systems)**

The Walgreen Company (Walgreens) is the largest [drug retailing](http://en.wikipedia.org/wiki/Pharmacy) chain in the [United States](http://en.wikipedia.org/wiki/United_States). As of December 11, 2013, the company operated 8,582 stores in all 50 states, the District of Columbia, Puerto Rico, Hawaii and Guam. Walgreens provides access to consumer goods and services, plus pharmacy, health and wellness services in the United States through its retail drugstores, Walgreens Health Services division, Walgreens Health and Wellness division.

Basic Department Management (BDM) application was basically designed and developed to publish a Planogram. Publishing a Planogram means to present a design for arranging the items belonging to various departments on shelves in a Store. BDM System was developed to explore opportunities to increase overall profitability by refining retailer’s front end merchandising strategy to better serve local customer demands. In other words BDM system helps retailer to arrange their merchandise at stores in an optimum way to maximize the profits.

Responsibilities:

* Managed store planogram assignment in 8500+ retail locations throughout weekly reset/revision publications, macro analysis and/or special projects
* Facilitated the elicitation, organization and documentation of business requirements in collaboration with product manager and client
* Participated in all phases of full-lifecycle development methodology and related quality concepts and processes
* Met floor planning, space planning team, visual merchandising managers, merchandising special projects team, BDM IT, Stores Manager’s, **SMA’s**, **SMM’s** to understand business needs and discuss improvements to current workflow
* Prepared and delivered **presentations** to application development team as well as end user to clarify complex business requirements and system behavior
* Handled ad-hoc requests from SMA’s and SMM’s for performance of item at a particular location by providing analytical reports using **SSIS**, **SSAS** and **SSRS** for a particular calendar
* Analyzed and documented the **business requirements**, **meeting minutes**, responses to questionnaires and got approval of the documents from the stakeholders in the form of **sign off**
* **Mentored** new resources to understand methods and process as well as BDM application
* Performed extensive data cleansing and analysis, using **Excel** pivot tables, **v-lookups**, **filtering**, data validation, conditional formatting and formulas like Left, Mid, Right, Concatenate, Equals and text to columns functions
* Perform all aspects of verification, including functional, regression, stress, smoke, integration, black box, performance and system testing and validation

Environment: Java, MS Excel, MS Visio, Requisite Pro, Oracle 10g, SQL (Golden), MSBI, Rational Rose

**APS Healthcare, White Plains, NY                 August 2012 – August 2013**

**Role: Business Analyst**

**Project: Enhancement and Maintenance of AHMS**

APS Healthcare is one of the largest healthcare solution provider in the public programs area, serving many healthcare companies across the globe.

The AHMS (APS Healthcare Management Systems) project was to design, develop, deploy, maintain and enhancethe solution to automate all processes used in blood banks, tissue banks, transplant centers and stem cell laboratories including collection, processing, inventory control, freezer management, searching and matching, testing, document management, export and outcome reporting in compliance with HIPAA EDI and ICD standards

**Responsibilities**:

* Assisted Project Manager in preparing project plan, time line, high level-scoping document, stakeholders and resource identification
* Involved in the meeting with Business Process Owners, SME (Subject Matter Experts) and Marketing Team for Requirement gathering in Definition Stage
* Gathered Functional Requirements for creating data requirements, work flows, user interface requirements, User Interface specifications, requirements traceability matrix (**RTM**) and Use cases
* Conducted**JAD** sessions periodically with various stakeholders at various phases of the Software development
* Created detailed **Usecases**, SRS, FRS, Resolution documents, Test Plans and Test Cases
* Performed **HIPAA** 4010 – 5010 migrations, documented changes for **EDI** with **ICD**-**9** and **ICD-10**, and performed **gap** analysis
* Experienced following **SDLC** from **Inception** phase till **Transition** Phase, using **RUP** methodology
* Delivered 2 beta releases in a period of 6 months, averaging a build release every week
* Coordinatedwith a team of more than 25 people including mix of Business, Development Team, andTesting Teams that resides across different locations/countries
* Worked closely with System Architects, ETL, Operations and Quality Analyst teams to provide Use cases and Algorithms to satisfy Business requirements
* Collaborated with the **QA** team to develop the test (plans/scenarios/cases/data) to be used in testing based on different business and user requirement
* Performed **Unit** and **Integration** testing with the Development team, **UAT** and regression testing of the application services manually, **QualityCenter** and **JIRA**
* Supported defect management process and reported defects using Quality center
* Provided the management with test metrics, reports, and schedules as necessary and participated in the design walkthroughs and meetings
* Involved in Issue assessment, Risk analysis and Change management to articulate and resolve the business needs
* Worked with business stakeholders in creating user acceptance criteria and conducted/coordinated UAT

**Environment**: MS Visio, Java, J2EE, Windows Server & OS, SQL Server Business Intelligence Development Studio, MS Excel, MS Word, MS Power point, SQL,Quality Center, JIRA

**Value-Options Inc., Boston, MA                 July 2011 – June 2012**

**Role: Business Analyst**

**Project: Online Insurance Handling Application**

Value-Options is a health improvement company that serves more than 32 million individuals. On behalf of employers, health plans and government agencies, it manages innovative programs and solutions that directly address the challenges the health care system faces today.

The project was to build an online insurance handling application that would facilitate the users find the right insurance for their individual needs. Using this application users can about different insurance available and suitable to them, get a quote, retrieve a quote or buy an online insurance policy. They can also file a claim or pay their monthly payments online. The application software also tracks all the information from the applicants and accept/deny if they qualify/disqualify for the ‘Medicaid plans’ they are applying for.

**Responsibilities:**

* Gathered user and business requirements through interviews, surveys and prototyping,stored and modified requirements in **Requisite-Pro**
* Liaised between business staff and technical staff to articulate needs, issues and concerns
* Involved in the entire project life cycle (**SDLC**) from evaluation, installation, configuration and deployment of system
* Involved in mentoring specific projects in application of the SDLC based on the **Rational Unified Process**, especially from the project management, requirements and architecture perspectives
* Gathered and analyzed the business reporting requirements with the existing Data source and suggested the changes in the data source
* Conducted **JAD** sessions with management, SME, vendors, users and other stakeholders for open and pending issues
* Involved in full **HIPAA** compliance lifecycle starting from **GAP** analysis, **mapping**, **implementation** of **EDI X12** transactions code sets version **4010** to **5010** and translation of **ICD-9** codes into **ICD-10** codes
* Experience with **Medicare**, **Medicaid**, and commercial insurances in **HIPAA ANSI X12** formats including **270/271**, **276/277**, **834**, **835**, **837**, **820**
* Validated the following HIPAA: 837 (Healthcare Claims or Encounters), 835 (Healthcare Claims payment/ Remittance), 270/271 (Eligibility request/Response), 834 (Enrollment/Dis-enrollment to a health plan),820 Payment Order/Remittance Advice
* Reviewed the Assessment Business Rules Comparison (BRC) document to identify any new, changed, or deleted data elements as a result of the 5010 transaction changes, implementation of additional HIPAA transactions, and ICD-10 changes
* Conducted Change Analysis for the improvement of the existing system and recommended the required changes using **Rational Clear Case**
* Migrated data from legacy and other sources to SQL Server and modified the packages accordingly using the advanced features of SQL Server Integration Services
* Analyzed and prioritized user and business requirements as system requirements that must be included while developing the software
* Tested software upgrades and documented results using SharePoint
* Scheduled meetings with developers, system analyst and testers to collaborate resource allocation and project completion using MS Project
* Implemented customized logins at application level and provided password reset options to the users
* Created user groups and managed access privileges using CA Site-Minder
* Created the Test cases and SQL scripts to verify the results and performed bug tracking using Clear Quest.
* Assisted in formulating testing documents like Test Plans, Test Scripts, requirements Traceability matrix (RTM) and Test summary report

**Environment:** Java, J2EE, Rational Rose, Rational Clear Case, MS Office Suite (PowerPoint, VISIO), MS Project, Erwin, SQL, Oracle 9i, SSIS

**Aviva USA, Melville, NY January 2011 – April 2011   
Role: Business Analyst**

**Project: Admin-Server Reporting**

Aviva USA gets the source data of Insurance policy owners, agents, beneficiaries and payees from various source systems like CRM applications, Oracle, SQL Server, DB2, Flat files, Excel and Mainframe. Data from these sources are acquired into the Stage database. Data cleansing and aggregation was done on the data and stored to Data Warehouse for maintaining history and Data marts for reporting requirements.

**Responsibilities**

* Involved in gathering of business scope and technical requirements and created technical specifications
* Responsible for delivering data warehouse solutions in a heterogeneous data warehouse environment using **ETL/Integration Services**&**SQL Server**
* Implemented complex conceptual database design and database architect into SQL Server 2005/2008 using various constraints and triggers
* Using Erwin designed different kind of Data Models for various kind of databases as per the requirement
* Migrated all **DTS** packages to SQL Server and modified the packages accordingly using the advanced features and transformations of SQL Server Integration Services
* Migrated data from different sources (Text files, Excel spreadsheets, Oracle and Access) to SQL Server databases using SQL Server Integration Services (SSIS)
* Developed complex mappings and **SCD type-I**, **Type-II** and **Type III** mappings in Integration Services to load the data from various sources using different transformations like **Joins**, **Merge**, **Sort**, **Aggregate**, **Filter**, **ConditionalSplit**, **Multicast**, **Union** and **SCD**
* Extensively involved in testing the system from beginning to end to ensure the quality of the adjustments made to oblige the source system up-gradation

**Environment**: Oracle, MS SQL Server 2005/2008, SQL Server Business Intelligence Studio, TOAD, SQL, MS Word, PowerPoint, Visio

**Infinity Systems, Mumbai, Maharashtra, India June 2008 – July 2010**

**Role: Jr. Business Analyst**

**Project: Mayur Works Consulting Project**

Infinity Systems is a medium size privately held leading IT consulting company with 2 offices in India. It specializes in delivering thoughtful solutions to challenging strategies and operational problems. The company has approximately 120 employees and booked revenue of $5 million. Infinity groups its practices into main areas: Business Consulting, Software Development, Master Data Management Consulting, Data Warehousing, Business Intelligence and ETL.

**Responsibilities:**

* Involved in gathering user requirements, application design, and analysis of hardware requirements to meet business needs
* Designed and developed project document templates based on SDLC methodology
* Established a business analysismethodology around the **RUP** (Rational Unified Process)
* Comprehensively performed requirement gathering for enterprise reporting system-using **Requisite-Pro**
* Responsible for installation and configuration of SQL server database on Windows Servers
* Developed **DTS** packages to extract, transform and load into the Mayur Works Database from **OLTP** database
* Created SSIS package to load data from Flat File (2GB -- 4GB) to SQL Server 2005 using **Lookup**, **FuzzyLookup**, **DerivedColumns**, **ConditionSplit**, **TermExtraction**, **Aggregate**, **PivotTransformation**, **SlowlyChangingDimension**
* Identify data elements from the source systems, performed data analysis to come up with **data cleansing** andintegrationrulesfortheETLprocess
* Extensive experience with **SQL Server 2005 and Oracle** in analyzing triggers, stored procedures, tables, user functions, views, indexes, user profiles, relational database models, data dictionaries, and data integrity
* Extensively used**Informatica Cloud, Talend, SSIS** and **SQL** for analysis and mapping of data from **Mayur Work’s Database** for **Portfolio Accounting** at different stages of the **ETL process**
* Prepared the Business Workflow and timeline using **MS-Visio** and **MS Project** with input, output, pre/ post conditions
* Designed, developed and executed **Test Cases / Plan** for various portfolio accounting &infrastructure upgrade projects
* Designed and executed **SQL** queries for QA testing and report / data validation
* Trained various users, which enabled them to submit, review and approve changes within the document

**Environment**: Windows Server, Requisite Pro, MS-Office (Word, Visio, Project, PowerPoint, Visio), SQL, SQL Server, Oracle, Talend, SSIS, SSRS, Informatica, Crystal Reports, Excel Pivot Tables

**EDUCATION**

**MS Information Systems, Boston, USA**

**BE Information Technology, Mumbai, India**