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**SUMMARY**

* Over all 6+ of experience as a S**r.** **Business Analyst** in Healthcare and Pharmaceutical
* Worked on different EDI healthcare transactions like 837-Institutional, 837-Professional, 837-Dental, 835-Claim Payment/Remittance Advise, 270/271-Eligibility Benefit Inquiry/Response, 276/277-Claim Status Inquiry/Response Transactions.
* Experienced in working with Business Impact Analysis Template (BIAT) to analyze and document the effect of proposed changes on the project schedule and costs.
* Possess excellent business writing skills required for documenting Business Requirements Document (BRD), Functional Requirements Document (FRD), and Non-Functional Requirements Document (NFRD).
* Expertise in Business Analysis and various Software Development Life Cycle (SDLC) methodologies like Waterfall, Agile/SCRUM, RAD, Rational Unified Process (RUP) methodology.
* Strong knowledge of Business Intelligence and Data Warehousing (SQL Server, SSIS, SSAS,SSRS)
* Ability to gather Business and Functional requirements from both technical and non technical audiences using a broad array of tools and techniques.
* Proficient in requirement elicitation and gathering techniques like interviews, workshops, brainstorming sessions, joint application development (JAD), rapid application development (RAD), formal and informal meetings with the Subject Matter Experts (SME’s), customers and other stakeholders, workflow analysis, process mapping and business analysis.
* Efficient in implementing RUP and Agile (Scrum) methodologies.
* Efficient in translating the business requirements into functional and non-functional requirements.
* Providing traceability of the Requirements across the project using Requirement Traceability Matrix (RTM).
* Performed Gap Analysis to
* Experienced in Data Warehouse concepts, ETL (Extract, Transform, Loading), DataMigration, Using Informatica
* Extensive experience in PL/SQL programming: Procedures, Functions, Packages and Triggers
* Developed detailed Requirements specifications through JAD sessions, interviews, on site meetings with business users & IT team.
* Proficient in creating and transforming business requirements into functional requirements by using Use cases diagrams, Activity diagram, Class diagrams, Sequence diagrams, Test Cases, Test Plans.
* Documented Traceability to ensure all the features for the project has been captured and mapped back to the requirements in the BRD.
* Experience with claims process and adjudication in the Medicare, and Medicaid.
* Expertise in writing SQL Queries, Views and Stored Procedures in Oracle.

**Technical Skills:**

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| **Methodology** | RUP, UML, Waterfall, Agile, RAD |
| **Defect Tracking tools** | Quality Center, Rational Clear Quest |
| **Project Management** | Microsoft Project, Microsoft Office |
| **Languages** | C, C++, JAVA,.NET, SQL, PL/SQL |
| **Database** | Oracle SQL, MS Access, SQL Server 2008. Teradata |
| **Tools and Applications** | MS Visio, MS Office, MS Project, Excel |
| **Requirement Management Tools** | **Rational Clear Quest, MS Project, Visio,**  Mercury Quality Center |

**PROFESSIONAL EXPERIENCE**

**Aurora Medical Center, WI Sr. Business Analyst Jan- 2014 –Till Now**Aurora Medical is the largest health care insurer in the Mid-Atlantic region with over 3 million members. Aurora delivers a number of leading health benefit solutions through a broad portfolio of integrated health care plans and related services, as life and disability insurance benefits, pharmacy benefit management, consumer driven health plans (CDHC), dental, vision, behavioral health benefit services, as well as long term care insurance and flexible spending accounts. The project involved consolidating the medical, dental and pharmaceutical insurance registration, which Aurora offers to various insurance plan types. The project also involved in planning to offer new plan types to Care First members.   
**Responsibilities:**

* Played an instrumental role in defining the initial common terminology to be used throughout the product lifecycle.
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* Analyzed the client data and gathered requirements by conducting interviews with the clients.
* Analyzing the system performance. Configured SQL mail agent for sending automatic emails when a SSIS package is failed or succeed.
* Acted as a liaison between the business users, stakeholders and the team to perform requirements, quality and risk analysis.
* Performed GAP analysis, conducted walkthroughs and set up internal/external status meetings and postmortem meetings.
* Documented and reported the progress to the management on an ongoing basis. Conducted extensive analysis on migration and conversion of Provider and Member data, Group configurations, plan codes, benefit set-ups, fee schedules, provider pricing, capitation and set-ups.
* Defined roles and responsibilities of participants in the business process.
* Tested the application by writing SQL Queries and creating pivot views as to perform back-endtesting.
* Write SQL queries to validate that actual test results match with expected results.
* Recommend system/process solution approaches to minimize risk and workflow impacts while capitalize strategic goals.
* Automation of test scripts was done using QTP for test re-usability of different online transaction modules.
* Gathered requirements from users of the Clear Quest (CQ) tool for any Enhancements or change requests for any defects.
* Planned and defined system requirements to Wire Frame with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
* Led and conducted JAD sessions for requirements gathering, analysis and design of the system.
* Created context and workflow models, information and business rule models, Use Case and Object Models during the analysis using Rational tools.
* Designed and developed project document templates based on SDLC methodology
* Established RUP (Rational Unified Process) methodology and provided assistance in developing Use cases and project plans.
* Assisted in Regression Test, System Test and UAT.
* Data mapping, logical data modeling, used SQL queries to filter data within the Oracle and Sybase.
* Facilitated Change Control Board and Governance Board meetings and acted as a liaison between parties impacted by the change requests.

**Environment:** MS SQL, Windows XP, Requisite Pro, Clear Case, UML, Business Objects, MS Visio, MS Project, MS Excel.

**Client: Watson Pharmaceuticals, Morristown, NJ Business Analyst        Apr- 2012 – Dec- 2013**  
Watson Pharmaceuticals develops, manufactures and markets more than 300 prescription and over-the-counter pharmaceutical products worldwide. This application was designed to store drug information data in to database, which was made particularly for pharmaceutical companies. Periodic reports were also generated by the application, for various levels of management, for decision and control purposes. The integration project used an extensive repository of drug information and provided means for efficient dispensing and pricing of drugs in pharmacies all over the country  
**Responsibilities:**

* Interacted with business users and performed Gap Analysis of Client requirements.
* Worked extensively with MS-Visio to document requirements, and created the business process mapping diagrams.
* Defined the scope of the release based on the project scope statement with regards to requirements including documentation of constraints, assumptions, business impacts, project risks and scope exclusions.
* Defined functional and non functional requirements, analyzed requirements, and identified the project elements like high level list of features, actors, business rules etc.
* Identified, documented and detailed the use cases from the high level requirements using a Use Case Methodology.
* Developed UML models like Use Case diagrams, Activity diagrams and Sequence diagrams etc to represent the workflows and the user-system interaction.
* XML and SQL Server package configuration to make package dynamic using SSIS package Configuration Wizard and deploy packages to production Server
* Involved in the day-to-day implementation of the AGILE methodology for application development with its various workflows, artifacts and activities.
* Involved in the design of user stories for Scrum meetings.
* Involved in creating UI and preparing layout for the system.
* Responsible for coordinating JAD sessions with business users to analyze, gather and define the key performance indicators, document and present the requirements specifications.
* Assisted in project management activities like planning, development, task allocation, project execution.
* Facilitated communication between users and developers by arranging frequent meetings and publishing FAQs.
* Prepared monthly status reports for Enhancement Requests to the project team that was used in efficient tracking and monitoring of open issues of the project.
* Reviewed the Training material for the users.
* Involved in writing numerous Test Cases and Test Scripts using Quality Center.
* Reviewed development plans, quality assurance test plans and user documentation to ensure correct interpretation of original specifications.
* Wrote SQL queries to find data used in the UAT Testing.
* Worked and assisted Business groups in the User Acceptance Testing (UAT). Analyzed and triaged defects to the related group once logged by the Business or Systems Testers.

**Environment**: Windows XP/Server, HTML, MS Office, MS Visio, Rational Tools, Oracle SQL Server.Net, VB.Net.

**Bayer Healthcare, Berkeley, CA Business Analyst Jun-2010 – Mar-2012**

Bayer HealthCare Pharmaceuticals Inc. is the U.S.-based pharmaceuticals operation of Bayer HealthCare LLC, a division of Bayer AG. One of the world's leading, innovative companies in the healthcare and medical products industry, Bayer HealthCare combines the global activities of the Animal Health, Consumer Care, Diabetes Care, and Pharmaceuticals divisions. In the United States, Bayer HealthCare Pharmaceuticals is comprised of the following business units: Women's Healthcare, Diagnostic Imaging, General Medicine, Hematology/Neurology and Oncology.

**Responsibilities:**

* The project involved planning, reviewing, analysis, documentation, validation and generating reports to be in compliance with the FDA regulations for CFR Part 11. It involved leading validation/revalidation and change control in the integration of Labware LIMS to CDS, manufacturing process integration with DeltaV as per the 21 CFR part 11/820 regulations.
* Proactively participated in Project Management, defined the scope of the project, gathered and analyzed business requirements, performed gap analysis and documented them textually and within models
* Responsible for authoring and managing execution of Functional Verification and User Acceptance Testing (FV/UAT) test plan, test cases and test summary reports
* Conducted JAD sessions and requirements gathering sessions with various stake holders of the project
* Used MS Project to schedule and coordinate with team members about project tasks, communicated updated requirements and project plans as part of revalidation and change control management
* Performed Business process mapping – correlating existing systems to new systems and identify systems to be validated under 21 CFR Part 11
* Actively communicated with validation manager in understanding and delegating the requirements for validation of Labware LIMS–Millennium32 /Empower, DeltaV and Syncade
* Provided functional requirements and guidance in designing test plans and writing test scripts to validate against the guidelines provided by 21 CFR part 11
* Translated Data requirements and Functional requirements and created ER and DF diagrams to represent the various process and system relations
* Developed Traceability Matrix based on UFRS
* Used Documentum (Document Management System) for document control, management, audit management, Out Of Specification/non compliance tracking, CAPA as part of change control and revalidation
* Assured that all the validation documents, namely IQ, OQ and PQ documents conform to the GMP specifications
* Conducted walkthroughs of the Validation Plans with project team members
* Involved in writing extensive SQL Queries for back end testing oracle database.
* Experienced with regulatory issues like deviations, investigations, change controls and validations
* Involved in Data Analysis for data mart system for the process of report generation.

**Environment:** MS office suite, SQL, Business process mapping, MS Project, MS Visio Requisite Pro

**Baxter Healthcare, Deerfield, IL Business Analyst Oct -2008-May-2010**The project was to understand the Medicare Claims Adjudication System, end to end, to fill the gaps in the system and incorporate the new CMS directives. Made test scenarios and helped with test cases to test the functionality of the system.

**Responsibilities:**

* Analyzed business requirements, functional requirements, tested high level and low level Use Cases and Activity Diagrams / State Chart Diagrams using Rational Rose, thus defining the Data Process Models.
* Designed the ETL processes using Informatica PowerCenter to load data from Teradata, MS SQL Server, Oracle XML, Flat File and Excel spreadsheets into the target Oracle database.
* PreparedBusiness Requirement Document (BRD) and Functional Requirement Document (FRD) for the enhancement of the existing services.
* Held regular JAD sessions with the system architects, developers, database developers, quality testers during the entire project to assure that the critical as well as the minute details of the project were discussed and issues were resolved beforehand.
* Tracked stakeholder requested enhancements and changes using Requirement Traceability Matrix (RTM).
* Designed and implemented reports, score cards and dashboards using Cognos
* Experience in an outsourced healthcare insurance operations environment and understanding of MECT and MITA.
* Involved in working with Multi-Dimensional Model, Star & Snowflake schemas and other Data Modeling and Data Warehouse Applications.
* Analyzed Claims adjudication related transactions like 835, 837, 270, 271, 276 and 277 transactions (both inbound and outbound).
* Prepared UML diagrams (Activity diagrams, Sequence Diagrams, Use case diagrams) for Extensions.
* Implemented the entire Rational Unified Process (RUP) methodology of application development with its various workflows, artifacts and activities.
* Experience with data migration (ETL development), document data manipulation processes and scripts.
* Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter the data within the Oracle database.
* Worked with QA lead in validating Test Plan and Test Scenarios.
* Executed test scripts in different cycles to get the perfection and logged defects in defect tab of Quality center.
* Executed test cases manually. Compared and analyzed actual with expected results and reported all deviations to the appropriate individual(s) for resolution.
* Involved in the Statistical Analysis of Data. Extensively involved in Querying the Database using OracleSQL as part of Data Analysis
* Produced a variety of routine and ad-hoc reports, packages for senior management using advanced MS Excel Functions.

**Environment:** MS Project, SQL, Rational Requisite Pro, Rational Rose, Microsoft Visio, Load Runner, Rational Clear Quest, Informatica, XML, Teradata, Oracle .