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| ***SUMMARY:*** |

***Over7 years*** *of professional experience as* ***Business Analyst/System Analyst*** *with expertise in* ***Software Development Life Cycle (SDLC)*** *and Business Process Reengineering invarious sectors with prime focus on Health Care, Airlines and Financial companies.*

* *Experience in developing detailed functional specs through* ***JADsessions****, interviews, on site meetings with business users & development team.*
* *Experience in interviewing* ***Business users****&****SME*** *providing recommendations to resolve issues for various business/technical groups & defining strategic solutions to business problems in a multiple project environment.*
* *Experience in working on* ***CMS guidance’s*** *for sending correspondence to the providers as well as Medicare and Medicaid members.*
* *Experience as Single Point of Contact in many correspondence processes.*
* *Worked in* ***VDP Variable-data printing*** *to create portable document format file for correspondence process*
* *Analysis & Design (****Use Case, Sequence and Activity diagrams, Flow Chart, Ware frames).***
* *Documentation:* ***BRD (Business Requirement Document****),* ***FRD (Functional Requirement Document), TSD (Technical Specification Document)*** *and* ***Non-functional Requirement Document****.*
* ***Test Case writing*** *(****manual/automated test cases****) and Conducting* ***Tests (Integration testing, Regression testing)****,* ***UAT (User Acceptance Testing)****.*
* *Writing Manuals (System guides, training material for business users and* ***Deployment guides****).*
* *User training on the changes being released and conducting postproduction activities like getting feedback from users. In case of any issues - doing* ***Root Cause Analysis****, prioritizing tasks with business users.*
* *Good working experience in* ***SharePoint.***
* *Working experience in defect management tool like* ***Mercury Quality Control, ALM.***
* *Experience in****data analysis*** *and* ***data mapping***
* *Experience in* ***Gap analysis*** *and* ***Impact analysis***
* *Working experience in a cross-functional team environment/different geographical locations teams.*
* *Experience in creating* ***SWOT analysis****.*
* *Experience in creating* ***financial report*** *for financial companies.*
* *Well versed in translating business requirements and user expectations into detailed specifications employing* ***Unified Modeling Language (UML)*** *diagrams using* ***MS Visio*** *and* ***Requirements Traceability Matrix (RTM)*** *using* ***Rational Rose*** *to trace each software requirement.*
* *Good knowledge and extensively used* ***Toad,RDBMS****,* ***Oracle****,* ***SQL, T-SQL*** *and* ***PL/SQL*** *along with* ***MS SQL****and reporting.*
* *Good knowledge on different modules within healthcare (****Membership, billing, enrollment, claims, providers****).*
* *Experience with* ***HIPAA compliance*** *and Healthcare systems.*
* *Experience providing primary analysis for business processes running on the****EDI (Electronic Data Interchange)****standard.*
* *Experience handling* ***HIPAAANSI X12 (834, 835, 837), ICD9/10, NDC, DRG codes****.*
* *Experience with health care Systems:* ***PERADIAM****,* ***Xcelys,FACETS, Medicare Part A, B, C, D and Medicaid systems****,* ***Health Insurance Exchange.***

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| ***TECHNICAL SKILLS:*** |

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| *Process Methodology/*  *Modeling Tool* | ***SDLC, RUP, Water fall, AGILE,XP, Spiral Model & Prototype modeling. Rational Rose/ Requisite Pro, Clear case, Clear Quest, Quality Center, Toad, Toad Oracle and Data Analyst*** |
| *Database:* | ***MS Access, MS SQL Server, Oracle*** |
| *Languages:* | ***C/C++, .Net, XML, UML,HTML*** |
| *Operating Systems:* | ***Unix/Solaris, Linux & Windows, Mainframe*** |
| *Office Tools:* | ***MS Office, Ms Visio*** |
| *Reporting Tools:* | ***Business Objects*** |

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| ***PROFESSIONAL EXPERIENCE:*** |

***Client: Well Care Health Plan Inc. Tampa, FL Nov 10– PresentPosition:   
Sr.Business System Analyst***

***Environment:*** *CTS, E2F, Oracle Toad, Share Point, Quality Center, MS Word, MS Visio, MS Project, MS Excel, MS PowerPoint, PERADIAM, XCELYS, SQL, VDP*

***Description:***

*WellCare Health Plans, provides managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare.WellCare provides Medicare and Medicaid managed carehealth plans for approximately 3.5 million members. Along with that WellCare is entering in Health Insurance Exchange (aka Affordable Care Act, aka Obama Care) from 2015.*

***Projects:****In WellCare I worked on various projects(such as: AEP, Health Insurance Exchange, Line of Business Expansion, Pharmacy, 4010 to 5010 upgrade) under Corresponding Tracking System (CTS)–which is the application that is used to stage andmaintain data along with rules to compile variable information to generate the correspondence send to members/providers.*

*I workedon 834 processes under Enrollment to Fulfillment (E2F) System which is the home built system to process 834 file from WellCare’s inbound to outbound process.*

*I also worked on Claim Process Improvement project, which was the project of converting the manual claim process to automated process (from Legacy to CPI automated process). Along with that Iworked on various minor projects under Application Support System team****Responsibilities:***

* *Created various Business Requirement Documents, Functional Requirement Documents and Technical document for CTS (Correspondence Tracking System) and VDP (Variable-data printing) based on CMS guidance’s for each correspondence by conducting JAD session.*
* *PreparedRequirement Document to generate the extract to sent ID cards and HOH Kits for WellCare members.*
* *Created the Business Requirement Document and Functional Documents for HIX, Claims Process Improvement, AEP, LOBs expansion, etc. projects for IT core system team.*
* *Worked with Indian offshore team for designing letters template for Medicare, Medicaid HIX Members as well as Provider.*
* *Guided Print vendor to get the extract in the correct folder with correct file.*
* *Worked with Pharmacy team to create the correspondence for denial and approval letters based on the reasons as required by each State.*
* *Worked on DER, (Drugs Equivalent Report) for pharmacy department. Enrollment Report, MOP (Maximum Out of Pocket) report.*
* *Supported on Change Management process and magic ticket process for CTS team.*
* *Created Gap analysis and Impact analysis for Xcelys upgrade project.*
* *Created Gap analysis and Impact analysis for 4010 to 5010 upgrade project.*
* *Created mapping document for various projects*
* *Worked on Enrollment to Fulfillment Process E2F system where 834 files come on daily and monthly basis.*
* *Collaboratedwith WellCare business users and SME in identifying, defining, and documenting process improvement options and alternatives, as directed by business needs.*
* *Created Basic Flowchart, Cross Functional Flowchart and Data Flow Diagram using MS Visio.*
* *Worked in National Change of Address (NCOA) and Coding Accuracy Support System (CASS) project.*
* *Documented the System Design Document and System maintenance Documents as user guide to the NCOA CASS.*
* *To review programming requests and work with WellCare business and technical staff to identify, gather, analyze, and document business system requirements.*
* *Worked with Business users to create UML, Use cases, activity diagram, data mapping, functional diagram, workflow design and test cases.*
* *Involved in development of Test Strategy, Test Plan, Test Case Selection and Test Case execution.*
* *Identified the issues by doing Root Causes Analysis.*
* *Worked in defect management tool like Mercury Quality control.*
* *Worked in Oracle database (Toad) and business applications.*
* *Participated in systems development efforts, testing(Integration, Regression testing), and implementation of information systems, modules and subsystem.*
* *Worked in Excel to create complex spreadsheets containing functions, if statements, look-up tables and macros.*
* *Helped PM to conduct daily SCRUM and guided QA and Developer regarding the defects.*
* *Assisted in managing project schedules, documentation and test plans.*
* *Worked on preparing project plans and also managed changes to the scope of the project.*
* *Handling different production issues as a single point of contact (SPOC).*

***Client: US Airways, Tempe, AZ Aug 09 - Sept 10***

***Position: Business Analyst***

***Environment:*** *MS Word, MS-PowerPoint, MS Excel, UI, SharePoint, MS Access, MS Visio, UML, MS PowerPoint.*

*US Airways is a premier international carrier. The scope of the project was to enhance the look and feel of self-serving reservation and ticketing kiosks. Additionally, US Airways is also in the process of developing self-serving baggage handling kiosks. As Business Analyst, I was part of the requirements development phase of this project. I was also involved in managing change requests for the team portfolio.*

***Responsibilities:***

* *Conducted JAD sessions to prepare Business Requirements Document and Functional Requirements Document and process flow.*
* *Facilitated BRD review and validation and helped secure sign off from the client.*
* *Worked closely with PM and assisted in preparing the scope, financial projection and Cost/Benefit Analysis.*
* *Responsible for full system life cycle from gathering requirements through implementation of SharePoint functional solutions*
* *Functioned as a primary liaison between the business owner, development team testing team and PM throughout the project life cycle.*
* *Designed flowcharts, wireframes, UI mockups, and other presentation material.*
* *Developed detailed use cases for various scenarios involved in baggage handling.*
* *Received commendation for analysis of all possible alternate and exception scenarios.*
* *Collaborated with developers and designers to plan the perfect solution to satisfy client needs.*
* *Created business process workflow diagrams (Activity Diagram) in MS Visio to demonstrate functional requirements.*
* *Worked with a cross functional and diverse team to enable accurate and effective communication of requirements and ensure consensus.*
* *Reviewed test plan and test cases to ensure that all the requirements are fulfilled.*
* *Developed a Traceability matrix to keep track of requirements, use cases and test cases.*
* *Involved in User Acceptance Testing (UAT) and verification of performance, reliability and fault tolerance issues.*
* *Used the guidelines and artifacts of RUP to strategize the implementation of its effort in different iterations and phases of software development life cycle.*
* *Supported team’s Change Management process.*

***Client: United Health Group, Columbus, OH Oct 08 – July 09***

***Position: Business Analyst***

***Environment:*** *Facets 4.31, Facets interfaces, Agile, Requisite Pro, MS Access, MS Visio, MS office, MS word, MS excel Clear Case, Clear Quest, Quality Center,SQL, Share point, Oracle.As Business Analyst I worked on - 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:***

* *Did gap analysis and impact analysis for 4010 to 5010 conversion.*
* *Conducted JAD sessions with business units and stakeholders to define project scope, to identify the business flows and determine whether any current or proposed systems are impacted by the new development efforts.*
* *Utilized Agile Methodology to configure and develop process, standards and procedures.*
* *Created workflow diagrams, UML diagrams, process models, activity diagrams, use cases, for incorporating design changes in the order creation/ management system.*
* *Acted as a liaison between business and IT team.*
* *Prepared the Business requirement Document (BRD) and functional requirement document (FRD) for the enhancement of the existing services.*
* *Analysis and Design of existing transaction sets, and modification of these transaction sets to ensure HIPAA compliance.*
* *Did data analysis, created data mapping and data interface documents and kept the documents updated with changes in requirements and functional specifications*
* *Coordinated the upgrade of Transaction Sets 837P, 835 and 834 to HIPAA compliance.*
* *Involved in claim adjudication process of facets application.*
* *Ran SQL queries to analyze the requirements and for testing the files and reports*
* *Created Test Scripts, Test Plans, Validation Plans and Testing Metrics Reports*
* *Involved in Integration and regression testing.*
* *Attended daily SCRUM and guided QA and Developer regarding the defects, Technical Specification Documents and Mapping Documents*
* *Dealt with data mapping issues between various source systems and staging area and data-marts.*

***Client: Humana, Louisville, KY Aug 07- Sept 08***

***Position: Business Analyst***

***Environment:****Rational Rose Enterprise, Rational Requisite Pro, MS Office, QTP, MS SQL Server,   
As Business Analyst in Humana I was involved in designing a prototype for future system claim processing. Also involved in web-based service application developed for streamlining office workflow processes that involved Electronic Data Interchange (EDI) transactions and benefits in claims management cycle based on HIPAA Guidelines. Worked on several reports generating process, which were generated in Brio portal. In order to access these report each user had a different access level as an authorized user id.*

***Responsibilities:***

* *Created business requirements and functional specifications document.*
* *Interacted with key business users to collect requirement and business process information.*
* *Developed business process models in RUP to document existing and future business processes.*
* *Designed the business requirement collection approach based on the project scope and SDLC Methodology.*
* *Developed Requirements Traceability Matrix (RTM) using Rational Rose to trace each software requirement to test case.*
* *Performed extensive requirement analysis including data analysis and gap analysis.*
* *Designed and developed project document templates based on SDLC methodology.*
* *Developed business requirement documents as well as high-level project plan.*
* *Designed and developed Use Cases and UML models using Rational and developed Sequence Diagrams.*
* *Established a Business Analysis methodology around the RUP, helped to develop use cases, project plans and manage scope.*
* *Worked on developing strategic partnerships with the business unit to build a sound knowledge base of the business line, including the business plan, and process and revenue streams.*
* *Functioned as a liaison between the business line, operations, and the technical areas throughout the project cycle.*
* *Partnered with the technical team in the research and resolution of system and process problems.*
* *Worked with the QA team in testing the upgraded system for data retrieval, using complex SQL queries.*
* *Analyzed operational procedures and methods and recommended changes for improvement with an emphasis on automation and efficiency.*
* *Performed activities supporting the roll out e.g. the UAT template for Business User for QA.*

***Client: Laxmi Bank Limited, Kathmandu, Nepal                         Oct 06 – June 07***

***Position: Officer at Research and Development Department***

***Environment:****MS Office, MS Visio, MS PowerPoint,*

*Research and Development department act as the primary data/information/resource centre for all concerned unite of the Bank but not limited to the SME(Small Medium Enterprise, Risk Control, Retail, Promotion and Publicity/Retail Services, Market, and other departments.*

***Responsibilities:***

* *Plan, collectand analyzedata and prepare useful information relevant to marketing decision and communicate the same to executive management.*
* *Data analysis includes that of interest rate, quarterly financial highlights, annual reports of commercials banks.*
* *Analysis of Macro/Micro economics data and other pertinent data from Nepal Rastra Bank and various factions of Nepal Government.*
* *Data analysis and dissemination of information /data of international organization such as International Monetary Fund, World Bank, Asian Development Bank, etc.*
* *Identification of business trends/patterns and forecasting based on available information/data.*
* *Implementation of data mining techniques (when applicable) to improve the processes of the Bank as well as identification of loyal and valuable customers and devising ways of retaining them.*
* *Developed the Annual Corporate Strategy of the Bank including its continuous periodic review of changing socio-political and business perspective. Monitor the actual achievement with the projections made in the strategy and report to Management on a periodically.*
* *Analyzed market requirement and developed new products accordingly in co-ordination with concerned departments, units and staff. Evaluate current products and recommend changes.*
* *Developed new products (both deposits and loans) on periodically.*
* *Conductedsectoral data collection, processing, analysis, interpretation, and presentation and preparedsectoral reports and analyses and submit to management and concerned units/departments of the Bank. Sector reports shall be prepared based on among other things, the SWOT, potential, trend, GDP, employment, etc, Industry analysis may also be prepared based on the Bank’s existing clients. Updated those reports on a continual basis.*
* *Conducted feasibility studies for extension of the Bank’s network through branches and extension counters.*
* *Conducted market research (interviews, focus groups, surveys, etc.).*