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**SUMMARY**

* Over 7+ years of Experienced Business Analyst and functional design, coordination, testing, reporting, acceptance, and Agile Scrum methodology.. Entertainment. Proven ability to work with senior leadership to align business objectives with information technology direction.
* Extensive knowledge of Object Oriented Analysis and Design (OOAD) using UML and Rational Unified Process (RUP).
* Thorough Knowledge of implementing RUP in all the phases Inception, Elaboration, Construction and Transition of a project.
* Proficient in identifying, documenting and analyzing business requirements specifications (BRS), System Design Specifications (SDS) and Software Requirement Specification (SRS).
* Experience in developing collaboration applications and integrated portal solutions using SharePoint products and technologies.
* Strong understanding of various SDLC methodologies such as RUP, Waterfall and Agile with hands on experience in all of them
* Work collaboratively across geography with business stakeholders and cross-functional team to deliver projects as per Scrum’s Rules, Roles, Artifacts and Events.
* Experience with HEDIS (Healthcare Effectiveness Data and Information Set) for benchmarking managed care effectiveness and evaluating provider payer relationships.
* Experienced in documenting requirement using Unified Modeling Language (Use Case and Activity Diagrams). Also building business Process Flow, Context Diagrams, Sequence Diagram, Activity Diagrams, Class Diagrams using Rational tools and Microsoft Visio
* Knowledge in the ETL (Extract, Transform and Load) of data into a data ware house/date mart and Business Intelligence (BI) tools like Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence).
* Experienced on Provider business with complete claim life cycle, EMR, denial management, and AR follow-up.
* Extensive exposure in business and systems analysis roles identifying problems and/or opportunities and defining solutions through direct involvement in all facets of the software development project lifecycle and thorough experience in client interaction
* Strong analytical & comprehension skills, effective communication and presentation skills, project management, process designing/development and client interfacing skills.
* Proficient in creating UML diagrams including Use Case Diagrams, Behavioral Diagrams (Sequence Diagrams, Collaboration Diagrams, Activity Diagrams and State Chart Diagrams), Class Diagrams and Data Flow Diagrams (DFD).
* Insightful knowledge of the various IT & business processes, tools, methodologies, release management.
* Hands on experience in business analysis, eliciting requirements, translating, simplifying requirements and producing project feasibility reports.
* Detail oriented and strong project management skills coupled with excellent knowledge of SDLC, Agile Processes and SCRUM.
* Managed multiple projects concurrently by effective liaising with the functional, technical, infrastructure teams and end users in delivering project in agreed upon time schedules and within budgets.

**TECHNICAL SKILLS**

* Business Skills: Business Process Analysis & Design, Gap Analysis, Impact Analysis, JAD/JRP Sessions Requirement Gathering, and Use Case Modeling
* Scrum Master / Agile Project Manager, UML, Visio, RUP, Waterfall, EMR, Toad,
* Languages: C, C++, SQL, PL/SQL, HTML and XML
* Management Tools: Clear Quest, Clear Case, MS Visio, Rational Rose, and Requisite Pro
* Testing Tools: HP Quality Center, Win Runner, Clear Quest Rally, SSIS
* Database: DB2, MS SQL Server, My SQL, MS-Access, **ETL & Data Warehousing**
* Operating Systems: Windows Vista, Windows 95/2000/XP/7, and MS-DOS
* Microsoft tools: MS Office Suite (Word, Excel, Power Point, Outlook), MS SharePoint, MS Visio, MS Project, and MS FrontPage

**PROFESSIONAL PROFILE**

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| **Dean Health Care, Madison, Wi Sr. Business Analyst Apr-2013- Present** |

The Project involved in data transferring from existing DHP systems and/or supplemental sources to Med Assurant QSI (Quality Spectrum Insight) the data collected in QSI is also used for the NCQA-sponsored CAHPS survey to assess member experience with health care as part of the Satisfaction with Experience of Care domain of HEDIS. This information is made available to the CAHPS surveying group as part of normal operating procedures. Developing reports on daily basis for internal processes. An Electronic Medical Record (EMR) is a digital version of a paper chart that contains all of a patient’s medical history from one practice.

**Responsibilities:**

* Provide AGILE project management controls, project plans, timeline schedules, facilitate RAD sessions, and review software defects.
* Responsible for providing business requirements within an AGILE software development SCRUM environment.
* Involved in implementation of Business Intelligence Applications using Cogon’s and Business Objects, building Data Marts and enterprise wide Data Warehousing.
* Coached teams in their efforts to adopt advanced methods for the effective application of the Scrum framework.
* Contributing to software process-reengineering efforts aimed at evolving current software development practices to adopt Lean/Agile
* As Agile Scrum coordinated Sprints, from Iteration Planning thru daily scrum, and Iteration Reviews and Retrospectives..
* Responsible for gathering Marketing reporting requirements and functional specifications for diverse marketing tools. (Customer Segmentation, Lead scoring, Campaign performance)
* Responsible of the UAT process and global users support for the Multifactor Authentication application.
* Expertise in developing Business Intelligence and Data Warehouse applications. Creating Universes for Adhoc reporting and also for Dashboards. Creating Full Clients and Web Intelligence Reports.
* Implemented NCQA's HEDIS & QM to measure performance of healthcare and service
* Was the point of contact for NCQA certified auditors who were auditing the services for accreditation
* Extensively participated in planning RUP iteration deliverable and documented the artifacts throughout the various phases of migration.
* Made rapid deployment and continuous process improvement using Open Text Business Process Management
* Certifying the projects by covering functional, regression and integration testing for quarterly releases
* Assist to define different report (SSRS) after analyzing different source of data (data warehousing).
* Involved in supporting application, customers and resolving application problems.
* Efficiently identify project issues and manages conflict within the projects if any.
* Modifying the existing programs and testing with prepared test plans.
* Healthcare system implementation including enterprise Electronic Medical Records (EMR) software.
* Conducted HEDIS chart request calls and mailings to providers.
* Collaborated with technical experts and business units to determine best possible reporting mechanisms for competitive analysis of the current system to the proposed New Claim Processing System.
* Developed Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Beds and Traceability Matrix.
* Worked with OLAP tools such as ETL, Data warehousing and Modeling.
* Work with business representatives to understand data marts requirements, data models, data flows, Facets on-line, priorities and ensure that IT works is appropriately aligned.
* Wide-ranging experience in using methodologies such as UML (Unified Modeling Language), Agile, RUP (Rational Unified Process) & Waterfall using rational tools and Microsoft Suite.
* Transfer projects from Waterfall to Scrum are major responsibility.
* Extracted patients Electronic Medical Records (EMR), patient’s medical records from the medical management system, for testing.
* Manage and compile retrieved, collected and abstracted medical records to support reporting of HEDIS measures.
* Coordinated project activities across multiple & geographically dispersed functional teams to ensure accurate data modeling, construction & validation of the data warehousing solution & report remediation to support organizations BI and analytical needs
* Experience with data migration (ETL development), document data manipulation processes and scripts.
* Preparation of unit test cases and conduct unit and integration testing  
  **Environment:** UML, Agile Scrum, Rally, SSIS, ETL Testing, EHR & EMR Rational Requisite Pro, Rational Clear Quest, MS Office Toad, Data warehousing, MS SharePoint, MS Project, MS Visio, SQL, Oracle, HTML, Business Objects, Business Intelligence, Report

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| **Tufts Health Plan, Watertown, MA Business Analyst Sep-2011- Feb 2013** |

Implementation of EDI migration Project from HIPAA 4010 version to HIPAA 5010 version. This project is a mandate change as per the governed rules and regulations derived by CMS for enhancement of Business process and efficient data for EDI. Also, for the Implementation of Web Project for Providers, this portal was developed for Providers to perform Claim Status Inquiry transactions, Member Eligibility transactions and Pre-registration submission. The project followed Agile Scrum methodology.

**Responsibilities**

* Conducted user interviews, gathered requirements, and analyzed the requirements for the new health insurance product.
* Involved in writing Test plans, Test cases and responsible for executing the Test Scripts.
* Performed Smoke, Integration, functional, Regression, and system testing.
* Interacted with Business users and Technical team in providing clear solutions to requirements.
* Involved in testing HIPAA EDI Transactions and mainly focused on eligibility Transactions (270,271, 834, 835, and 837).
* Worked extensively with Inbound 837 I and 837 P, 835 S(Out bounds) claims processing systems.
* Mapped ICD9 to ICD10 and tested 270/271, 837 I/P/D and 835R transactions to migrate to 5010.
* Manage and mentor offshore testing team on Agile Testing best practices
* Created and executed test cases for testing HIPAA compliancy using Spec Builder
* Validated X-12 files sent by external vendors to ensure that they are passing EDI Gateway level using Spec Builder.
* Worked closely on 834 transaction code for Benefit Enrollment and was involved in Validation of HIPAA for 837, 270/271, 276/277,835, 834 EDI transactions for Medicaid members (MMIS).
* Assisted in the development and standardization of outreach documentation and managed the flow of data to complete HEDIS medical record documentation
* Coordinated trial tests with HP engineers keep service running smoothly.
* Mentored other processors on FACETS and other systems to maximize production and quality.
* Worked collaboratively with BI and ETL resources to design and develop effective solution..
* Prepared and Created Test Cases /Test Data according to 5010 Business requirements.
* Tested all HIPAA transactions for multi version support (4010 and 5010) and validated the database to file elements.
* Participate in medical record retrieval and review for HEDIS.
* Involved in the development of web platform for online transactions through e-commerce.
* Implemented Data ware house strategies to build the enterprise architecture.
* Worked with other data analysts in creating and maintaining Data functional design documents.
* Documented a detailed Gap analysis for Financial Management Systems (FMS)
* Traced Requirements using Requirement Traceability Matrix.
* Used SQL statements for Back-end testing.

**Environment**: EDI X12N 4010, EDI X12N 5010, ICD, MS Outlook, .Net, UNIX, Windows95/98/NT/2000/XP and Internet Explorer.

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| **Mercy Health Systems, CA Business Analyst Jan-2010-Aug-2011** |

Mercy Health Systems, CA. Business Analyst . ETL Processes Data Warehouse Testing, .Company deployed a new intranet site based, ETL Processes Data Warehouse Testing

**Responsibilities**

* Executed project using waterfall model and practiced Agile Project Management & performed the Scrum role for specific projects/requirements as appropriate. Used Rally for Agile project management Helped department to improve online database of records, administration, analytics and payment systems across the boundaries of multiple institutions.
* Facilitating Scrum Events (Daily scrum meetings, spring planning, spring review, and spring retrospective).
* Worked with team to plan, install and configure SharePoint 2010 Environment that fit into Microsoft’s Best Practices.
* Level steering committee. Result was a successful site featured in the media; an early, on budget release; and approval for multi-year commitment.
* Worked on Pages and themes, accordingly developed customized pages to meet the project requirements.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
* Developed detailed test plans and test methodologies based on technical specifications and product design requirements provided by business units for mobile products
* Assisted with the migration of manual test case execution to an automated environment
* Developed, implemented, and enforced acceptance requirements to hold application vendors accountable for product quality submissions
* Impact Assessment of the various streams such as Health Care Management systems, including HEDIS Specifications; Benefits, Mandates and Medical Policy; Claim Processing & Data Storage; Provider Contracting; and Reimbursement
* Utilize data-driven and compartmentalized test automation practices using Mercury Interactive Test Suite and Compuware Products.
* Tested the ETL Informatics mappings and other ETL Processes (Data Warehouse Testing)
* Developed, execute, lead and manage Radiology Data Conversion from Quadramed to EPIC electronic medical record (EMR).
* Created ensuing use cases, report requirements/templates, scope documents, issue tracking and project plans in an Agile environment
* Developed SQL scripts and wrote stored procedures to validate the flow of data from Legacy source to target application database and ability to perform data validation (of ETL processes, schema and DDL check, data flow from data warehouse to application databases, data marts, return marts, referential data, repositories).
* Accurately and efficiently conduct medical record review services (HEDIS Project)
* Supported executives through work on web, social media, communications / marketing, E-Commerce, E-Learning, international, security, metrics and compliance.
* Taking daily SCRUM and progress meetings with all the teams and update the MS- Projects.
* Excellent knowledge on Data warehousing concepts - Star schema, Snow-flake Schema and worked on both OLAP and OLTP databases.
* Led enterprise application integration/deployments and development on web, Oracle, PeopleSoft, CRM, database, HRIS, policies and processes.
* Used Agile’s scrum framework, for managing the software application development project.

**Environment:**, Waterfall, Agile (Scrum)framework J2EE, MS Visio, Microsoft Project, GUI, Excel, SOA, Word, HP Quality Center. IBM Mainframe, ETL

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| **HCA Inc, Nashville, TN Business Analyst Jun-2008-Nov-2009** |

HCA Inc, Nashville, TN provides customers with employee benefits and services that improve the health, well-being and productivity of their employees, Responsible for the project management activities of a web application including

**Responsibilities**

* 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.
* Produced functional specifications and led weekly meetings with developers and business units to discuss outstanding technical issues and deadlines that had to be met.
* 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.
* 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.
* Participated in the recording and analysis of the business requirements for the COB project
* Involved in GAP analysis to identify AS-IS process and TO-BE process
* Prepared and maintained Requirement Traceability Matrix (RTM) including both functional and non-functional requirement
* Ensure that the ICD-9-CM diagnosis and procedure codes & CPT codes requirements are appropriately incorporated in the COB systems.
* Used FACETS Analytics for fast and easy retrieval, display and grouping of
* Managed change requests by conducting impact analysis, and formulate the implementation plan
* Prepared change request form to provide description of the change requests, the results of the impact analysis, workarounds, if changes are not feasible, and the additional efforts required
* Using Shared Containers and creating reusable components for local and shared use in the ETL process.
* Worked with FACETS, Facets are extended enterprise of Trizetto's solution to assist payer organizations in staying ahead of trends in the employer benefits market.
* Coordinated with all stakeholders of the projects to update them about the progress of the project, reviewed the developments, discuss change requests, and obtained approvals

**Environment:** MS Projects, MS Visio, MS Word, MS Excel, MS PowerPoint, MS Outlook, UML, Windows , SQL, Rational Rose

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| **Horizon BCBS, Newark, NJ Business Analyst Jan-2007-May-2008** |

Horizon BCBS is the leading Healthcare provider of the region. The web based application is related to bending the cost of care curve while improving the health and wellbeing of the people. This allows its clients to meet the requirements of Affordable Care Act mandates, to implement member engagement and retention strategies, customized benefit packages as per to the needs of groups and individuals. My role involved in creating a test plan and test strategy for online enrollment application including: market data analysis, workflow, file management, image management, Web page layout and security. These were created based on user requirements and the types of content

**Responsibilities:**

* Involved in all aspects of project deliverables starting from Strategy & Process defining to Design Documentation followed by SAP HCM Configuration, Unit Testing, Integration, Regression Testing, User acceptance testing (UAT), Legacy Data conversion/Data Migration, end/Power User Training.
* Primary liaison between Business users, the Technology group during the redesign of the processing for sales, resulting in process understanding and cooperation during testing and approval stages.
* Analyze business rules to develop wireframes for pages in HTML to assist in UI design.
* Performed Gap Analysis of the As-Is and To-Be process within the organization to analyze and fill the existing gaps in the business processes.
* Conducted Onsite-Offshore Status Meetings on regular basis and co-ordinate to perform BRD related activities
* Documented the Use Cases and Activity diagrams using MS Visio to understand the requirements and communicate them to the development team.
* Implemented an integrated RUP solution with complete line of traceability for all the artifacts of web development projects.
* Involved in the creation and maintenance of the Workflow plans and artifacts.
* Designed workflows for the new corporate tool (COTS product) based on the capability project for the initial release and to see that the minimum business requirements were met
* Performed requirements analysis for a large-scale, highly-available, COTS-based infrastructure Tracking system
* Performed Data Analysis and design development using SAS/ Stat procedures and MS Excel.
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models.
* Worked with the exchanges for market data redistribution sign off and approvals for clients setup on client’s proprietary OMS
* Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
* Worked with the UI team to create the User Interface screenshots to be presented to the Business.
* Reviewed, analyzed and modeled Test plans and Test procedures based on RUP methodology.
* Performed Gap analysis for the modules in production, conducted feasibility study and performed impact analysis for proposed enhancements.
* Verified the functional aspect as per the Business Process and validated the interfaces with the other systems and data conversion from the legacy system.
* Involved in walkthroughs and meetings with development team to discuss related issues.
* Used Rational Rose to visually determine the proper structure, key elements and optimal design for the database and to aid efficient creation of tables and storing procedures.
* Wrote clear, concise and detailed system requirements specification (SRS) documents and user documentation in accordance to guidelines and standards of a level where developers can interpret, design and develop the application with minimum guidance.
* Performed User Acceptance Testing (UAT) to test the functionality of the application.
* Coordinated with the development team in documenting End User Manual.

**Environment:** Windows, MS Access, UML, Quality Center Use Case Analysis, SAS MS Visio, Rational Rose, Team Foundation Server, SOX, SOA, Java, Java Script, MS Office Suites, MS Excel,