**RONAK**

**Sr. Business Systems Analyst | Scrum Master**

[**Dhanu@adbakx.com**](mailto:Dhanu@adbakx.com) **2014264241**

**Professional Summary**

Versatile management professional with 8**+ years** of work experience as **Sr.** **Business Systems Analyst** with in-depth knowledge of software development and exhaustive expertise in business process analysis. Managed highly visible, complex projects with aggressive timelines and delivered cost effective, high performance technology solutions to meet challenging business demands.

* Strong Analytical, Problem Solving, Decision Making and Project Management Skills. Proven Success in Business Requirements gathering, Analysis, Business Process flows (As-Is and To-Be), **JAD** sessions, **UAT**, Cost Benefit Analysis, Work breakdown structure (**WBS**), **RACI** Matrix.
* Experience in **liaising with business and technical stakeholders** and coordinating with cross functional team to meet the business objective.
* Expertise in **Business Modeling** and **UML Diagrams** (Use Case Diagrams, Sequence Diagrams, Activity Diagrams) using MS Visio.
* Expertise in diverse software engineering practices such as **Waterfall**, **RUP** and **Scrum**.
* Well experienced of **SOA Architecture**, Internal and External **Web Services** (SOAP, WSDL, and UDDI).
* Experience in conducting **Impact, SWOT, Feasibility, Risk, and ROI Analysis**.
* Excellent knowledge of **HIPAA** (Health Insurance Portability and Accountability Act) transaction codes such as **270/271** (inquire/response health care benefits), **276/277** (claim status), **835** (payment or remittance advice), **837** (health care claim) and **834** (benefit enrollment)
* Extensive experience in creating artifacts like **Business Requirements Documents (BRD), Functional Requirement Specifications (FRS), Software Requirement Specifications (SRS) and GUI Mock-up Screens**.
* Experience in defining and analyzing services and incorporating them into **service oriented processes** through extensive uses of **Web Services** in **SOA Environment.**
* Developed **Test Cases** & **Test Plans** with extensive use of **HP ALM & Clear Quest.**
* Expertise in generating **DDL, DML** and **DRL** queries in SQL to retrieve data from target database.
* Experience in **designing schemas**, **creating databases, executing queries using SQL.**
* Involvement in **Data Dimensional Modelling, Data Extraction Transformation Loading (ETL) and Business Intelligence Reporting** using **Tableau** & **Informatica.**
* Involved in the validation process for **Client-side, Server-side and Database**.
* Experience in **Project Management, Business Process Mapping (BPM)**
* Extensive experience on **MS** **Excel**, **MS Word**, **PowerPoint**, **MS Project**, **MS Visio** and **SQL**.
* Excellent communication and interpersonal skills with strong **Customer orientation and Client interfacing skills.**
* A **self-motivated professional**, possessing good **Technical, Leadership, and problem solving skills** and proven to be a good Team Leader.
* **Domain Knowledge** – Healthcare Information System, Laboratory Information System, Health Insurance, **HIPAA** Guidelines, **EDI** transactions, **HL7**, **NPI**, **EHR**, **EMR**, **Facets**, E-Learning & Learning Management System.

**Technical Skills**

* **Modeling Tools : MS Visio, Rational Rose, Mockup Screens, Requisite pro, Clear Case, Clear quest**
* **Project Management Tools:** JIRA, Rally
* **Methodologies:** Waterfall, Agile/Scrum/RUP
* **Data Warehousing:** Data Marts, OLTP, OLAP, Query/Reporting
* **BI Reporting Tools:** Tableau 8.3, Crystal Report, IBM Cognos 10, SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS)
* **Database:** MS SQL Server 2012/2008/2005, Oracle 8/9/10/11
* **ETL Tools**: Informatica, Data Stage
* **QA Testing Tools**: HPALM, HP Quality Center
* **Web Technologies**: HTML, CSS, JavaScript, XML, AJAX, C#
* **Documentation Tools**: MS Office Suite, Share Point 2010/2013

**Project Profile**

**Client: EMIDS, Alpharetta, GA April 2014 - Present**

**Role: Sr. Business Analyst**

**Project: Real Time Location System**

**Description:** *EMIDS offers ideal blend of technology services and healthcare expertise that helps healthcare organizations find the right answers to challenges of industry. The project's scope was to* ***Improve Patient flow and Increase Patient Satisfaction*** *through* ***Real Time Location System.***

**Roles &Responsibilities:**

* Gained insight about the structure, business model, and existing healthcare process referring to **legacy documents** and **SharePoint**.
* Prepared the **Gap Analysis Document** & **Feasibility Study** though extensive use of **SharePoint Analytics**, various **Elicitation techniques** like Meetings, Group Discussion, Surveys and **JAD Sessions**.
* Coordinated with Project Manager to create **Work break down structure (WBS),** manage schedules, deadlines, resources and the project tasks using **MS Project**.
* Documented artifacts like **BRD, SRS** and communicated with technical team for development and testing of the application in an effective manner.
* **Participated in various meetings/discussions, with Product Manager, SME and Project Manager**, to discuss and consolidate the business requirements.
* Designed various **Use Case diagrams, process flow diagrams, sequence diagrams** using MS Visio and Mockup screens.
* Performed gap analysis of existing **Web Services** already used by departments like Emergency, Radiotherapy, Nursing, Pharmacy, and Laboratory and utilizing those for the main **Dashboard**.
* Worked on **HIPPA** 5010 security and compliance, **EDI** 837 transactions and **ICD**-10 codes.
* Conducted **Smoke & Adhoc testing** in order to assess the viability of the shippable product at various **Development Environments.**
* Reviewed **Test Procedures**, defined **Test Cases**, **and analysed bugs**, interacted with team members in **fixing errors** through extensive use of **HP ALM & Clear Quest** and conducted **User Acceptance Testing (UAT).**
* **Responsible for identifying issues** and recommending changes in the application.
* Involved in **User acceptance testing (UAT) and Integration testing.**
* Used **Rally** to manage schedules, deadlines, resources and the project tasks.
* Closely involved with **system migration strategies**, **readiness assessment**, **deployment** and **training requirements** and execution of training plans.

**Environment:**  Windows 8, MS Office Suite, MS Project, Visio, SharePoint 2010, Mock-up Screens, Rational RequisitePro, HP ALM, Oracle, Tableau, JAVA, HTML, XML, SOAP

**Client: Ameri Health, Fort Washington, PA Feb 2013 – March 2014**

**Role: Sr. Business Analyst**

**Project: Conversion of HIPPA 4010 to HIPAA 5010 Description:***The Ameri Health is a provider of health insurance to large number of employers and Individuals throughout New Jersey. Ameri Health had a purpose to provide people with the security of knowing they have healthcare when they need it. The project was on the conversion of* ***HIPAA 4010 to HIPAA 5010*** *for different transaction such as 837, 277 and 276.* **Roles & Responsibilities:**

* Participating in the planning, development, coordination and presentation of specific testing needs as appropriate to the quality assurance needs of the end user.
* Helps in conducting **Gap Analysis** (GAP), **User Acceptance Testing** (UAT), and **System Integration testing** (SIT) and **SWOT analysis**.
* Involved in implementation of **HIPAA EDI** Transactions ( 835,837)
* Facilitated Electronic Data Interchange.
* Performed GAP Analysis for **HIPAA 4010 and 5010** transactions.
* Used **EDI tools** to verify mapping to X12 format.
* Recommend changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA/ EDI formats and accredited standards ANSI.
* Analyze HIPAA EDI transactions in X12 responses and of **837**, **835**, **277CA** and **999** and looked for defects.
* Did data analysis for various version changes of EDI messages on different sub-systems.
* Assisting in writing efficient and effective **Test Plan**, **Test Strategy**, **System Testing** and **UAT**.
* Assisting business users in defining UAT test cases and plans, Established and maintained test cases and test data in Quality center.
* Providing the required test data for the developers in order to fix the defects.
* Participating in QA team meeting and **bug tracking** meeting

**Environment:** Rational Clear Quest, MS Project, Share Point 13, Web Services, UML, Crystal Report,

Rational Test Manager, HTML, and XML.

**Client: Gilead Sciences, Foster City, CA Nov 2011- Jan 2013**

**Role: Sr. Business Analyst**

**Project: Data Warehouse**

**Description:** *Gilead Sciences is an American biotechnology company that discovers, develops and commercializes therapeutics. The scope of the project involved developing Data Marts from the various operational & functional areas systems like Accounting, Human Resource, Sales, Marketing and creating* ***BI reports*** *for predictive modelling and* ***Ad-hoc querying*** *for management to visualize Business performance.*

**Roles and Responsibilities:**

* Involved in identifying the problem definition as part of continuous process improvement using **define, measure, analyze** and **improve** to support the business continuity of the organization
* Acted as a liaison between management and Data Warehouse management team.
* Involved in Project Management activities like defining / managing project scope, schedule management, creating project plans, tracking and communicating project status and deliverables.
* Extensively interacted with data analysts during the **ETL operations** in identifying the source files/databases and implementing the transformation logic for achieving data uniformity in operational data store (ODS).
* Facilitated **JAD sessions** with **focus groups, requirements workshops, Interface analysis and prototyping** to effectively understand the analytical reports needed by the internal clients.
* Coordinated with the DW architects and developers to identify appropriate **dimensional modelling (identifying dimensions/facts/referential integrity),** measures (additive/semi-additive/non additive) and sizing (in terms of number of columns, records per dimension and fact table).
* Used **Mockup screens** to convey the look and feel of **GUI screens** for the end users to developers.
* Used **Visio** to prepare **Use Cases diagrams, process flow diagrams, sequence diagrams**
* Established **Requirements Traceability Matrix (RTM)** using **Rational Requisite Pro** to trace the completeness of requirements
* Established **Key performance indicators (KPI)** for the application performance measurement in specific functional area of the organization.
* Extensively used **SQL Queries** for data analysis, system verification and validation.
* Involved in identifying and suggesting the different **dimensions (slowly changing dimensions/rapidly changing dimensions)** required for generating the reports and **OLAP cubes** to facilitate the multi-dimensional view of the data to generate slicing/dicing, roll-up/drill-down reports.
* Extensively interacted with the designers, developers to ensure functional implementation of business requirements and QA Team in executing **Test Plans, Test Scenarios and Test Cases.**
* Coordinated the execution of **Unit Testing, System Integration Testing (SIT), Performance & Service level testing and User Acceptance Testing (UAT).**

**Environment:** .Net, Windows (98/XP/7/Vista/8), MS Office Suite, MS Project, Rational Rose, UML, SQL Server Services, Pentaho, Informatica, HTML, XML, SQL.

**Client: LIC Insurance, Mumbai, India May 2009 – October 2011**

**Role: Business Analyst**

**Project: Automated Insurance Claims Management System**

**Description:**  *LIC Insurance, through its various companies, offers a line of insurance products including Life Insurance, Auto Insurance, and Health Insurance among others. The project's scope was to* ***automate the existing insurance claims management*** *through system automation and eliminating human interventions at various phases of claims process including intake, adjudication and payment of claim.*

**Roles &Responsibilities:**

* Gained insight about the structure, business model, and existing insurance claims process referring to **legacy documents** and **SharePoint**.
* Prepared the **Gap Analysis Document** & **Feasibility Study** though extensive use of **SharePoint Analytics**, various **Elicitation techniques** like Meetings, Group Discussion, Surveys and **JAD Sessions**.
* Coordinated with Project Manager to create **Work break down structure (WBS),** manage schedules, deadlines, resources and the project tasks using **MS Project**.
* Documented artifacts like **BRD, SRS** and communicated with technical team for development and testing of the application in an effective manner.
* **Participated in various meetings/discussions, with Product Manager, SME and Project Manager**, to discuss and consolidate the business requirements.
* Designed various **Use Case diagrams, process flow diagrams, sequence diagrams** using MS Visio and Mockup screens.
* Performed gap analysis of existing **WebServices** already used by departments like Claims, Underwriting, Legal and Finance and utilizing those for the main **Dashboard**.
* Conducted **Smoke & Adhoc testing** in order to assess the viability of the shippable product at various **Development Environments.**
* Reviewed **Test Procedures**, defined **Test Cases**, **analysed bugs**, interacted with team members in **fixing errors** through extensive use of **HP ALM & Clear Quest** and conducted **User Acceptance Testing (UAT)**
* **Responsible for identifying issues** and recommending changes in the application.
* Involved in **User acceptance testing (UAT) and Integration testing.**
* Used **Rally** to manage schedules, deadlines, resources and the project tasks.
* Closely involved with **system migration strategies**, **readiness assessment**, **deployment** and **training requirements** and execution of training plans.

**Environment:** Java, Windows 7, MS Office Suite, MS Project, Visio, Mockup Screens, HP ALM, Rational RequisitePro, SQL Server Services, Tableau.

**Client: SRL Diagnostics, Delhi, India. April 2008 – March 2009**

**Role: Business Analyst**

**Project: Laboratory Information System**

**Description:** *SRL operates one of the largest laboratory network of India. The objective of the project was to standardize internal Laboratory of SRL called as Laboratory Information System. The Application was an Intranet Application Connecting all the Labs and their information through a single platform.*

**Roles &Responsibilities:**

* Responsible for creating and reviewing **business requirements, functional specifications, project schedules, documentation and test plans** related to commercial lending
* Worked extensively with **SMEs** in understanding and documenting their requirements. Worked with all levels of client staff in the process of solution definition
* Assisted with product evaluation, product customization and system integration. **Conducted GAP analysis** around the identification of business rules, business and system process flows, user administration, requirements and assumptions
* Designed and developed **Use Cases, Use Case Diagrams and Activity Diagrams using UML**
* Supported testing, **Test Cases in HP Quality Centre** that would test various Test scenarios
* Authored business requirements documents with the business users. Extracted, discussed, and refined business requirements from business users and team members.
* Involved in documentation during various phases of **development life cycle.**
* Coordinated activities between business unit and technical staff, developed new methods, policies, and procedures to meet the business needs, as well as acted as primary trainer in educating the business units, related to business applications.
* Performed **UAT** on business requirements, technical specifications and business objective.

**Environment:** .Net, Microsoft Project, Rational Clear Quest, UNIX, MS Excel, SQL Server.

**Client: ICICI Prudential Life Insurance, Mumbai, India June 2007 – March 2008**

**Role: Jr. Business Analyst**

**Project: E-Learning Platform & Learning Management System (LMS)**

**Description:** *ICICI Prudential Life Insurance is an insurance joint venture between ICICI Bank of India and UK based Prudential Plc. The project was about* ***developing the web application for E-Learning along with LMS****.*

**Roles &Responsibilities:**

* Interacted with the customers and internal **stakeholders to gather user** requirements and their expectations from the system.
* Involved in analyzing **Business Requirements and developing System Specifications.**
* Assessed business priorities, and **advised business units on risks and Cost-Benefit analysis.**
* Used Rational Rose to generate various **UML Diagrams** and prototypes**.**
* Transferred the training modules on the **E-Learning Platform** through **Articulate**.
* Involved in incident reporting and change and configuration management procedures using **Clear Case**.
* Used various interactive games and quizzes using softwares like **Raptivity & Elicitus.**
* Participated in the development and preparation of the **test plan** and **test cases** for **LMS**.
* Created training plans and **SOP** aimed at seamless operation of the LMS on the e-Learning platform.
* Responsible for **loading, testing, and maintaining** courses/content and learning tracks in LMS.
* Created various types of reports/sub-reports and drilldown like standard and cross tab reports with bar chart, pie chart and line-chart graph representation reports using **Crystal Reports**.
* Closely involved with **deployment** and **training requirements** and execution of training plans.

**Environment:** Java, Ms Access, XML, CSS, JavaScript, Articulate, Captivate, Raptivity, Elicitus, Learning Management System, Clear Case.

**Academics and Certifications**

* **Scrum Master Certification**

**(International Scrum Institute)**

* **Bachelors of Pharmacy**

**(DD University, India)**