SUMMARY

* Business Analyst with over 7 years of experience in the fields of project management, business analysis, object oriented analysis, software validation and process re-engineering of web-based and client-server applications.
* Extensive experience handling multiple global projects with expertise in the entire project life cycle starting from conception, feasibility study, cost estimation, analysis, through design, development, QA to the rollout, operations, customer integration and support. Proficient in Project and People management
* Excellent knowledge inScope Management, Time Management, Cost Management, Communication Management, Risk Management, Integration Management, Quality Management, Human Resource Management, and Procurement Management.
* Experienced in full life cycle system development, from requirements gathering and business case development to maintenance and project management using PMBOK principles, RUP (Rational Unified Process), Waterfall, Agile, XP (Extreme Programming) and other proprietary system development lifecycles (SDLC).
* Strong skills in writing Business Requirement Document (BRD), Functional Requirement Document (FRD), and System Requirement Specification (SRS).
* Expert in Microsoft Business Intelligence technologies like MS SQL Server Integration Services (SSIS), MS SQL Server Analysis Services (SSAS), MS SQL Server Reporting Services (SSRS) and MS SQL Server 2008/2005.
* Proficient at drawing Business Process Diagram, Workflow Diagram, Swim Lanes using Visio.

HEALTHCARE DOMAIN SPECIFICATION

* Experience with HIPAA compliance and 21 CFR Part 11 code of federal regulation for electronic records and electronic signatures.
* Experience with claims process and adjudication in the Medicare, Medicaid and Private Insurance Sectors.
* Experience in EDI automated claim adjudication, requiring thorough understanding of claim processing, both front and backend operations.
* Experience with Enrollment, Eligibility verification for members and providers, benefits setup, and backend payment cycle.
* Experience with Medicare, Medicaid, and commercial insurances in HIPAA ANSI X12 formats including 270/271, 276/277, 834, 835, 837, 997 for interfaces and images to third part vendor applications
* Facets 5.0

TECHNICAL EXPERTISE:

Programming Languages Java 2, J2EE technologies (EJB, JSP, Servlets and JNDI), UNIX shell scripts, XML, XSLT, HTML, PL/SQL

Operating Systems UNIX, Solaris, MS DOS, Windows XP, Windows NT

Modeling Tools MS Visio, Office 2007, Rational Rose

Application Servers SharePoint, Websphere Application Server, Websphere Portal, Tivoli Access Management, Tivoli Identity management

Project Management tools MS Project, At-Task, Niku, Active Collab

Middleware WebsphereMQ, Message Broker

Requirements Management

Tool CaliberRM, Rational RequisitePro, DOORS

Testing Quality Centre, WinRunner, Rational ClearQuest, Rational ClearCase

Methodologies Agile (Scrum), RUP, UML, Structured Analysis/Design

MS Office MS Word, MS Excel, Outlook, MS PowerPoint, MS Access Adobe Acrobat

PROFESSIONAL EXPERIENCE:

Well Point, Inc., Richmond, VA Jun 2012 -Present

Sr. Business Analyst

The applications, systems and process needed to be in compliance with and be able to support the HIPAA names transaction standards. The scope of this project was planning, analysis, design, development and implementation required to implement the mandated HIPAANCPDP Versions D.0 from 5.1 and 3.0 electronic transaction standards as well as ICD-9 to ICD-10 code transition. Worked for Claims, Enrollment and Billing, Providers and Membership, Payment systems

 Responsibilities:

* Performed GAP analysis to assess the flaws in the existing system and made clear recommendations of Business process improvements and incorporated them in the future to-be system design.
* Worked with the Business users and tech lead in gathering their requirements and data transaction information.
* Created Gap Analysis documents for difference between HIPAA 4010 to HIPAA 5010 standards in order to gather requirements to comply with HIPAA 5010 requirements.
* Analyzed HIPAA 4010 and HIPAA 5010 standards for 837P, 837I and 835 transactions and prepared gap analysis document for each transaction.
* Made questionnaires and resource leveling required for implementing HIPAA 5010.
* Also established questionnaires and resource leveling required for implementing HIPAA 5010 and upgrading ICD-9 diagnosis codes to ICD-10 codes.
* Involved in all steps of Software Development Life Cycle (SDLC).
* Presented Requirements Gathering and Analysis by actively soliciting, analyzing and negotiating customer requirements while leading the technical requirements analysis, driving the system design and construction.
* Performed user interviews, JAD sessions.
* Co-author business requirements documented with project teams and worked on refined business requirements from business users and team members.
* Developed UML Use Cases for the application using Enterprise Architect and prepared the detailed Work flow diagram based on the proposed enhancement for the system.
* Wrote test cases to validate functionality for end users.
* Extensively interacted with both user group and development team in coming up with structured charts, Class, Activity and sequence diagrams.
* Used Rational Clear Quest for all types of change requests, including defects, enhancements, issues and documentation changes with a flexible workflow process.
* Collaborated with the QA team to develop the test plan, test conditions and test cases to be used in manual testing based on business requirements, technical specifications and/or product knowledge.

 Environment - SQL Server, .Net, MS Excel, MSPower point, MS Word, MS Project

AmeriHealth, Cranbury, NJNov 2010 - Apr 2012

Business Analyst/ Project Manager

Project Description:

AmeriHealth is a growing group of health care plans with its base in the states of New Jersey, Delaware, and Pennsylvania, which has grown to more than 265,000 members since its inception in 1995. The project was to develop a web-base application which would provide online insurance services to their customer and Agents. The application involved quotation tool and also allowed customers to purchase the insurance online after selecting the insurance plan, pricing and location details. The system also allowed agents to quote or complete application online on behalf of the customer. The application consists of Health insurance, Policy and Claim service module.

Responsibilities:

* Conducted user interviews, gathered requirements and analyzed the requirements using Rational

Rose, Requisite Pro – RUP.

* Conducted JAD session with Stakeholders, users, vendor and SME’s, Project Directors for open and pending issues to develop specifications.
* Documented High Level Logical Data Models and BRD supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business data requirements.
* Created Use-Case diagram, Sequence Diagram and Activity Diagram after accessing the scope of the Project and understanding the business processes.
* Modeled the AS-IS system and performed GAP Analysis for the existing system in order to map it to the To-Be system.
* Worked closely with the UI team to model the screens, which met user defined requirements, organizational and regulatory standards.
* Reviewed test cases written by QA team and made modification for better execution of test cases.
* Documented Requirement Traceability matrix in Requisite Pro for traceability of requirements through test cases.
* Coordinated with the PMO group in defining timelines & schedules for the project.
* Maintained and monitored Project progress status using MS Project.
* Communicated status of efforts to management and business partners on a regular basis to ensure that all stakeholders have accurate and current information throughout the process.
* Conducted User Acceptance Testing (UAT) with the stakeholders and business users ,fixed the discovered errors and verified it through regression testing
* Assisted end users and IT staff in the use of data to satisfy informational and reporting requirements and implementing and using SQL and DBMS
* Served as the primary point of contact between business and technical staff at all levels

Environment:UML, SQL, Windows Server 2003, Java, HTML, Excel, Visio, MS Project, Power Point, , Mercury Quality Center, Test Director, SQL Server 2005

Thermo-Fisher Scientific, Pittsburgh, PA Jan 2009 - Sep 2010

Business Analyst/Project Manager

Thermo Fisher Scientific Inc. is the world leader in serving science, serving customers within pharmaceutical and biotech companies, hospitals and clinical diagnostic labs, universities, research institutions and government agencies, as well as in environmental and process control industries. The company is providing services across the globe including Europe, Asia and Canada.

It is an e-commerce project and the scope is to upgrade their existing local and Global Thermo-scientific and Fisher-scientific websites to include additional functionality features that would provide customers with a user-friendly environment to do online purchasing. The long term plan is to create a core website that will include the functionalities for both Thermo-Scientific and Fisher-scientific.

Responsibilities:

Fisher-Scientific website:

* Gathered high level business requirements for Global Fisher-Scientific website from Subject Matter Expert’s located in USA, Europe, China and Canada and documented those requirements.
* Conducted JAD sessions with users, vendors, SME’s, and Project Managers for open and pending issues to develop specifications.
* Created BRD for Content by gathering Business Requirements from the Subject Matter Experts (SMEs) through surveys and interviews (group and one-on-one)
* Created Use-Cases and UML diagrams after gathering business requirements and understanding the business processes using MS Visio.
* Obtained business sign offs on the documents after thorough review.
* Led the Change Control Process for changes submitted for the BRD after initial sign off with all stakeholders. .
* Maintained a Traceability Matrix to uniquely trace and ensure all requirements requested have been addressed, developed, and tested by pushing the requirement into HP QC.
* Managed and document project using share point.
* Implemented the project using Waterfall and RUP methodology.

Thermo-Scientific website:

* Collaborated with business stakeholders and gathered requirements for creating wireframes.
* Developed site Maps and Created low and high fidelity Wireframes.
* Involved in wireframe annotations/ functional requirements.
* Created and modified test cases for UAT in conjunction with testing team.
* Interacting with the developers on resolving the reported bugs and various technical issues.

Environment:MS Visio, MS Word, MS Excel, share point, MS PowerPoint, HP QC, Rational rose, Axure RP Pro 6.5, MS Project

Fifth Third Bank, Cincinnati, OHMarch 2007 – Nov 2008

Business Analyst

Fifth Third Bank, one of the most reputed and prestigious banks in America, provides banking services to over 5.7 million customers. It professionally and personally delivers financial solutions with everyopportunity. The scope of the project was to upgrade their existing web-based loan application system to include additional functionality features. This would provide the customers with a user-friendly environment to apply for their online loan application.

Responsibilities:

* Interacted with team leads to gather requirements about functionalities need to be added/updated/enhanced.
* Worked extensively in order to understand loan application and web based UI.
* Prepared Functional Requirement Specifications based on questionnaire and JAD Sessions.
* Followed traditional Waterfall Approach for web-system upgrade.
* Created Process Diagrams and Data Flow Diagrams using MS Visio 2002.
* Involved in major part of Software System Development Life Cycle - Requirement Analysis, Implementation Testing and Support.
* Maintained a file to track open requirements.
* Participated in Risk Mitigation Process to identify critical areas of risk and accordingly modified the process to reduce the same.
* Helped testing team to understand the business process and prepare test scenarios.
* Conducted walkthroughs with development team and stakeholders.

Environment: Windows XP, MS Visio 2002, and MS Office 2003

Rushmore Financial Investment Group, Dallas, TX July 2006 –Feb 2007

Business Analyst

Rushmore Financial Group, Inc. offers insurance and investment products to clients through real-time technology development and direct-access online brokerage.The project involved development, support, buying and selling of a variety of securities instruments such as: stocks, options, futures, mutual funds and instrument trusts, developing online access to details of trade execution as well as settlement information. Provision for necessary checks: valid business time checks, customer validity, account balance checks and business logic checks. Support built in payment and calculation services for the client and calculation of break-even pricing for squaring off an instrument while taking into account commissions, transaction expenses and transfer tax.

Responsibilities:

* Used the guidelines and artifacts of the Agile and Rational Unified Process (RUP) to organize the execution of Rational Unified Process in different phases of the Software Development Life Cycle.
* Involved in defining business context, stakeholders needs, requirement management, vision and scope of the system and feasibility analysis.
* Created Use Case models with business actors and business use case.
* Worked on modules of automated trading of equities, fixed income, options and mortgage-backed pass through securities, initial public offerings (IPO) of both equity and debt.
* Conducted JAD sessions with development team as well as QA team to select the architecture of the application.
* Coordinated and implemented plans to enhance business and functional processes during development of the modules for Fixed Income covering U.S. Treasury securities.
* Monitored the client’s expectations and needs through client involvement and communication throughout the lifecycle of the project, also educate clients and stakeholders on the benefits and risks associated with the project.
* Created user documentation and provided user training on new business software applications.
* Verified the Business Scenarios on new builds to allow extended testing by the QA team.
* Managed and coordinated the User Acceptance testing and User Educational training.

Environment: Utilized Requisite Pro, Clear Case, Windows XP Professional, MS Word, MS Excel, MS Visio, J2EE Environment.

EDUCATION

Bachelors in technology:**Mahatma Gandhi University 2005**

Masters in Information Systems: **Pace University 2012**