P**ROFESSIONAL SUMMARY**

More than **8 years** of Healthcare Business Analysis experience. Possess strong business process modeling skills, performs interviews and meetings to conceptualize business processes, gather requirements, and to design artifacts including UML Use Cases and Activity diagrams.

**PROFESSIONAL EXPERTISE**

* Extensive experience with Health and Human Services programs, Medicare, Medicaid (**MMIS**), **Medicaid IT Architecture (MITA)**,Child Welfare, HMO, PPO, POS, Managed Care, Life, **Health Insurance Exchange (HIX)**, Health Information Exchange (**HIE**), HIPAA regulations, Electronic Health Records (**EHR**), Electronic Medical Records (**EMR**), and Electronic Patient Records (**EPR**).
* Results oriented individual with a diversified experience in Business Analysis, Quality Assurance and Software testing in Health Industry; analysis, problem solving, critical thinking, solution proposal and decision making along with a customer focus, results orientation and business sense.
* Experience with Health care and Care management projects as well as Health and Human Services programs, **Medical Claims** from the Provider/Payer side regulatory environment including **HIPAA**
* Experience on **Payer domain** (Claims, Benefits, Cobra, Medical, Compliance, Provider Relations and Contracting), **Medicare** / **Medicaid insurance data**, Medicare parts A, B, C & D, **FACETS** 4.5/4.7.
* Experience with **HIPAA 4010** EDI gateway healthcare transactions like **270, 271, 276, 277, 837, 835, 834, 820, and 278**.Strong Knowledge on **ICD-9, ICD- 10,HIX (Health Insurance Exchange), HIPAA 5010** transaction set.
* Strong experience in **Medicaid** in the fields of **Claim Processing**, **Pharmacy Claim**, **Child health Plans (CDHPs), HealthCare Management Systems (HMS),Administrative Services Organization(ASO)**, Client and **Provider Eligibility** and **Enrollment**.
* Highly skilled in writing **Project Charter** ,**Business Requirements Documents (BRD), Functional Requirements Documents (FRD), Feature-Driven Development (FDD),Meeting Minutes, Request for Proposals (RFP), Statement of Work (SOW) and changes using Requirement Traceability Matrix (RTM)** and utilized Clear Quest for change requests and defect tracking.
* Strong knowledge of **System Development Life Cycle** including analysis, design and review, business and software requirement specifications, development and Testing Methodologies and Techniques.
* Experience in conducting **GAP analysis**, **User Acceptance Testing**, **SWOT analysis**, **Cost benefit analysis** and **ROI analysis**; Full understanding of **Rational Unified Process** using **Rational Rose**, **Requisite Pro**, **UML**, **Object Modeling Technique**, **Extreme Programming**, and **Object Oriented Analysis**.
* Experience in process modeling using **SOA framework**, **Use Cases**, **Sequence Diagrams**, **and Collaboration diagrams**, **Activity Diagrams**, Entity Relationships Diagrams, **Class Diagrams** and **Data Modeling**.
* Facilitated **JAR sessions, JAD session, Rapid Application Development** sessions to converge early toward a design acceptable to the customer and feasible for the developers and to limit a project’s exposure to the forces of change.

**TECHNICAL SKILLS:**

Business Modeling Tools : Visual Paradigm, Rational Rose, Rational Requisite Pro

Microsoft Tools : Visio, Project, Outlook, SharePoint, Word, Excel, Access, PowerPoint

SDLC Methodologies : Agile, RUP, Waterfall,

Database : MS Access, Oracle 9i, MySQL

Programming Languages : QBasic, HTML, Java, .Net

Defect Management Tools : Mercury Test Director, Quality Center, Rational Clear Quest

**PROFESSIONAL EXPERIENCE:**

**WellPoint Inc Virginia Beach, Virginia**

**Sr. Business System Analyst Jan 2014 – Current**

Currently working on **Kansas Medicaid Management Information System (MMIS), Virginia Medicare & Medicaid Services Plan (VAMMP) and New Jersey Managed Long Term Services and Supports (NJMLTSS)**as Sr. Business Analyst/Project Manager (Claims adjudication, Claims Payment, member, provider implementation reports).

**Roles & Responsibilities:**

* Managing multiple resources, business analysts and developers, to research, gather requirements, develop, and test regulatory reports and operational reports for **Kansas Medicaid Management Information System (MMIS), Virginia Medicare & Medicaid Services Plan (VAMMP) and New Jersey Managed Long Term Services and Supports (NJMLTSS)** in multiple domains including ad hoc , Claims, Credentialing, Member, Provider management, Appeals and Grievances.
* Collaborated with existing Business Analysts and Technical Leads in bridging the GAPS to avoid seeking duplicate information from the client's staff using FACETS.
* Prepared Data mapping document for **FACETS** back end based on SQL and developed front end FACETS all the modules.
* Created and executed test plan and scripts by using SQL queries (**Microsoft SQL Server Studio**) and front end of Facets.
* Used **JIRA** as reporting tool and evaluated development and production process under SDLC.
* Worked extensively on **Claims adjudication** and **Claims Payment** functional area with the Subject Matter Experts and gained strong knowledge.
* Experienced working on documentation on **Project Charter**, **Business Requirement (BRD)**, **Functional Requirements (FRD), System Requirement Documents (SRS)** along with **mock up screens** for technical, test teams and reviewing test cases and ensure alignment of **Test cases** with requirements.
* Developed regulatory and ad hoc reports, business rules, submitting data to regulatory agencies with modifications (based on request), assist in ETL development documentation and testing.
* Tracked and maintained Stakeholder requested enhancements and changes using **Requirement Traceability Matrix (RTM)** and utilized **Clear Quest** for change requests and defect tracking.
* Knowledge of **Project management** principles and proficiency with MS Project and MS Team Foundation Server (TFS).
* Engaging in change control to prevent project **"scope creep";** conducting and scribing a prioritization plan/meeting to prevent **state** sanctions and fines.
* Developed **Use Case Diagrams, Sequence Diagrams, work flow Diagrams, swim lanes Diagrams, Business Objects, Domain Object Model using MS Visio**, to depict process flows and Power Point Presentation.
* Prepared **UAT Materials, User Stories, UAT Test Cases** to include various steps involved for UAT and to have proper coverage of requirements.
* Validated the following**: HIPPA 5010, EDI-837, 835, 270/271, 834,820, 999** as well as claim submission and adjudication process.
* Lead **Business Intelligence**reports development efforts by working closely with Microstrategy, Teradata, and ETL teams.
* Performed **System testing, Black box testing, Functionality testing, Behavioral testing, security testing and regression testing** to verify test case results. Randomly executed test scripts developed by QA team to check main functionality of application. Interacting with Development and QA team to ensure overall quality of software.
* Developed a new visual aid called the HED: Highway Exclusion Diagram, along with developing a standardized highway selection criteria process by report subject area to improve business owner understanding and accelerate the requirement and data acceptance process.

**Environment: JIRA, MS Project,Agile, waterfall, ms-Visio, MS Office suite, Cognos, Teradata ,SQL server Studio (SSRS).**

**MEDICAL MUTUAL of OHIO Cleveland, OH**

**Sr. Business System Analyst Dec 2012 – Dec 2013**

This project is on temporary high risk pool program for Ohioans, as created through **ACA standards and Impact of federal reform act (PPACA)**in order to provide uninsured people with pre-existing conditions the opportunity to purchase more **affordable health insurance**.

**Roles & Responsibilities:**

* Gathered the Requirements for **Medicaid, CHIP**, Medicaid Systems as part of **Patient Protection Affordable Care Act (PPACA).**
* Facilitated **JAR sessions, JAD session,** wrote Status Reports, **User Stories**, Oral Presentations, Emails and coordinated extensive communication network through interviews with end users, Tech team and other non-technical team members.
* Experienced working on ICD-10 implementation and handled conversion of ICD-9 to ICD-10 codes based on **General Equivalence Mappings (GEM)**
* Experienced working on documentation on **Project Charter**, **Business Requirement (BRD)**,**Functional Requirements (FRD)** along with **mock up screens** for technical, test  teams and reviewing test cases and ensure alignment of **Test cases** with requirements
* Tracked and maintained Stakeholder requested enhancements and changes using **Requirement Traceability Matrix (RTM)** and utilized **Clear Quest** for change requests and defect tracking.
* Used **Rational Requisite Pro to manage** the requirements and **Creation, modification, implementation** as well as tracking of **use cases.**
* **Prepared** and maintained **project plans, Feature-Driven Development (FDD), User Stories and track activitie**s against the plan, part of **Process Improvement** providing regular and accurate reports to customers and line management as appropriate.
* Worked on mapping HIPAA 837 to Facets System and loaded claims data into Facets tables.
* Developed **Use Case Diagrams, Sequence Diagrams, work flow Diagrams, swim lanes Diagrams, Business Objects, Domain Object Model using MS Visio**, to depict process flows and Power Point Presentation.
* Prepared **UAT Materials, User Stories, UAT Test Cases** to include various steps involved for UAT and to have proper coverage of requirements.
* **Working closely with Developers**, **User Representatives** and **participation** in the product design process including specifications and other document reviews.
* Knowledge of **Project management** principles and proficiency with MS Project and MS Team Foundation Server (TFS).
* Provided resolution for Client external client by investigation of client requests for enhancements and determination of solutions including **system design and specification development**.
* Prepared **Project Plans** managed and handled changes while project within all **project phases.**
* Developed regulatory and ad hoc reports, business rules, submitting data to regulatory agencies with modifications (based on request), assist in ETL development documentation and testing.
* Conducts quality assessments, operational procedures, and ensures that **change management**.
* Validated the following**: HIPPA 5010, 837, 835, 270/271, 834, 999**as well as claim submission and adjudication process.
* Performed data analysis by using **SQL queries using Microsoft SQL Server Studio and PLSQL Developer.**
* Use of the **HP Quality Center** to invoke the scripts, initially performing the baseline testing, organized all the scripts systematically and generated reports.
* Loading staging tables on Teradata and further loading target tables on SQL server via **DTS transformation Package.**
* Validation of requirements correctness and completeness, test strategies and test cases to ensure requirements and functional test coverage
* Randomly executed test scripts developed by QA team to check main functionality of application. Interacting with Development and QA team to ensure overall quality of software.

**Environment: Ms-Visio, MIS, HRA, SharePoint, Windows, Cognos ,MS Office suite, Teradata, XML, SQL.**

**Health ways, Franklin, TN**

**Business System Analyst Sep10- Dec 12**

Health Ways is founded in 1981; in 2003 the company topped a list of "**America's fastest-growing small companies**”. This project is part of **Silver Sneakers** programs, offered to people who are Medicare-eligible, to group retiree members.

**Roles and Responsibilities:**

* Gathered requirements for making changes to the existing **Electronic Medical Records (EMR),** and **Electronic Health Records (EHR)** for the existing Epic Interfaces; coordinated for enhancement to the **EPIC Reporting Workbench on Health Information Exchange (HIE).**
* Experienced working on **Statement of Work (SOW) ,Project Charter, Communication Plan, Business Requirements Documents (BRD), Functional Requirements Documents (FRD), Request for Proposals (RFP), and changes using Requirement Traceability Matrix (RTM), High level design documents ,Technical specifications**
* Disintegration of high-level information into details with abstraction of low-level information as well as Function Point counting, Survey execution, Statistical analysis
* Worked on **HIPAA 5010** compliance and **EDI 837**transactions, **ICD – 10 Codes** as well as created data flow and sequence diagrams to describe how **EDI Healthcare Transaction** set (837) was used to submit **health care billing** information.
* **Worked** closely with the team to track tickets using **HPSM and remedy** tool in order to meet SLA requirement.
* Experience on validating and preparing ICD-9 codes list and identify any Invalid ICD-9 codes.
* Experienced working on ICD-10 implementation and handled conversion of ICD-9 to ICD-10 codes based on **General Equivalence Mappings (GEM)**
* Worked on **Health Insurance exchanges (HIX)** and analyzed the data and worked with **EDI (NCPDP 5.1)** considerations and implemented **HIPAA** regulations.
* Prepared Crosswalk and mapping documents in order to trace the migration activity from **HIPAA 4010 to 5010**
* Performed **GAP analysis** on the existing solution and its transition into the new HIPAA 5010.
* Prepared **business process models, mock up screens**and**work flow development**; used Visio to create use case diagrams; participated in Design walk-through with end users to baseline the business architecture.
* Created **Scope Documentation** Business Requirements and converted them into **System Requirement Specifications** and Performed **Feasibility, Adaptability & Risk Analysis** to identify critical and high risk areas of the application
* Prepared **Business Object / Business Process Models** that included modeling of all the activities of business from conceptual to procedural level.
* Created Use case scenarios, **User Stories** according to business needs and specifications and Implemented **UML methodologies to design Diagrams,Use Case Diagrams, Batch flow diagrams, Process flow diagrams, Data Flow Diagrams, Activity Diagrams, Sequence Diagram, ER diagrams using MS Visio**
* Generated various **SQL** queries whenever required.
* Managed **Change Requests** by capturing them in the available organization templates and thoroughly analyzing them for the **impact on existing requirements.**
* Managed and worked on **Onsite/ Offshore model**.
* Experienced in providing clarification on requirements to technical and test  teams and reviewing test cases and ensure alignment of Test cases with requirements
* Experience in**User Acceptance Testing with UAT** cases and designed **User Stories** in order to explain the business flow to the business and walkthrough along the project.
* Extensive experience on **creation, modification, implementation** as well as tracking of **use cases** and conducted all components of **testing including test plans, test cases, and defect tracking and reporting.**
* Involved in preparing a simple and detailed **User Manual** for the application, Develop and administer functional training

**Environment:** RUP, UAT, HL7, JDE world, GAD (Gap Analysis Document), Microsoft Office 2003 Professional (Outlook, Word, Excel, Visio, Access, Share Point), Test director, SQL (**SSRS**), FACETS

ISO Insurance, New York Jun 2009 – August 2010

**Business System Analyst**

ISO Health Insurance is founded in 1958; provide the leading international student insurance, international student health insurance and insurance for study abroad. This project is on enhancing the system to ease the claim process for international students.

**Roles &Responsibilities:**

* Worked with **HIPAA** standards including medical transactions such as **837 (medical claims), 835 (medical claim payments), 270 (eligibility inquiry), 271 (eligibility response), 276 (claim status), 277 (claims status response), 820 (payment order)**.
* Expertise in payer domain System Integration with Health plans eligibility and claim information. Strong understanding and Claims Processing/adjudication, Memberships and other standards.
* Played key role in **System Development Life Cycle** Process consisting of **design** and **gap analysis**, **gathering business requirements (BRD)**,**Functional requirements (FRD)**, **Feature-Driven Development (FDD), User acceptance test** (**UAT), Requirement traceability Matrix**.
* Assisted project manager in controlling and monitoring the project specifically as it relates to **reporting status** and **tracking issues**, **risks**, and **scope changes**.
* Provided **technical assistance** in identifying, evaluating, and developing systems and procedures that are cost effective and meet business requirements.
* Conducted **Requirement Gathering sessions** with key business area Subject Matter Expert’s and Coordinated business initiatives including brainstorming on **new functionality for current systems** to collect business requirements**.**
* Experienced in providing clarification on requirements to technical and test teams and reviewing test cases and ensure alignment of **Test cases with requirements**
* Worked with user groups to provide **training, resolve questions, assess user needs, and recommend changes.**
* Provided analytical support to various departments used **MS-Project** to establish **work plans, timelines,** and **managing budgets, analyzing workloads** and coordinating with internal and external sources by defining requirements towards operational efficiency.
* Designed business models using **UML** diagrams such as **use case model, class diagrams, activity diagrams, sequence diagrams** and **collaboration diagrams** in Enterprise Architect using **MS Visio** thereby helping development and quality assurance team in understanding the requirements.
* Performed **UAT**, created **Test Scenarios / Plans** and developed Test Cases for testing the products in order to verify that client/vendor requirements are incorporated in to the system design.
* Construct **test plans according to the business requirements**; conducted all components of System Design and Training Documents **as well as testing including test plans, test cases, and defect tracking and reporting.**
* **Managed and coordinated the QA team** to create the **test approach** and determine **test needs, test environment, test data, resources and limitations**
* Assisted Project Managers and Directors in analyzing UAT results throughout the projects and performed regression testing using **Compuware-Test Director tool**.
* Explicit experience on **functional testing** including **reviewing test plans, compiling results and supporting test users**.
* Performed **manual and automated tested related to the graphical user interface**, functionality testing, security testing, and testing related to data sources
* **Tracked the progress of system testing**, and provided a daily status report to the **Test Manager**
* Used **Test Director** to house all test documentation and report/track all issues and defects
* Interaction with the developers to **report and correct** bugs
* **Administered and coordinated User Acceptance Testing** and obtain final system acceptance sign-off with the help of Program Manager.

**Environment:** Oracle 11i, PL/SQL, MS Office, MS Share Point, MS Visio, MS Project,JDE world, XML files, UML

**INOVA Fairfax Hospital ,Virginia**

**Business System Analyst Dec 2008 - May 09**

IT department implemented full suite of application software modules based on the principle of the **Electronic Patient Record (EPR)** as a central repository of information.  This application is integrated with administrative and clinical functionality, supporting a multi-disciplinary approach with the needs of both clinicians and administrators in mind. Modules include **in patient/out patient,** clinical information systems (CIS) and other departmental requirements. This application has been deployed on the intranet site and can also be accessed through web browser.

**Roles &Responsibilities:**

* Interaction with the business user and the IT team for understanding the requirements. Work with business representatives to understand data requirements and priorities and ensure that IT work is appropriately aligned
* Worked with production staff to identify and map detailed current processes, identify gaps and failure points, perform root cause analysis and develop functional requirements that supported overall strategy, goals and objectives. Conducted joint discussion sessions with business users, stakeholders to understand the requirements in more detail
* Prepared the **statement of work (SOW)** as well as **scope document** and maintained the **requirement traceability matrix (RTM)** for the multiple projects.
* Successfully conducted business process definition, reengineering documentation, mapping and organized documenting meetings with stakeholders at multiple levels based on outcome legacy system gap analyses.
* Business System and Process Change Documents including Business Requirements Documents, General System Design and Training Documents.
* Responsible for creating and reviewing business requirements, functional specifications, project schedules, documentation and test plans. Prepared the Business requirement Document (BRD) for the enhancement of the **existing services**
* Created **Use case scenarios** according to business needs and specifications and Implemented **UML** methodologies to design Use Case Diagrams, Data Flow Diagrams, Activity Diagrams, Sequence Diagram for incorporating design changes in the order creation/ management system
* Thorough understanding of **testing** for legacy system, client-server and web platforms, including Version Control in new software rollouts.
* Conducted **testing including test plans, test cases, and defect tracking and reporting.**
* The project followed **Agile Scrum** methodology and was involved in all phases of software development life cycle
* Maintained Test Matrix with the test results obtained.

**Environment:** Windows XP/NT, Oracle 11i, UML, Agile Scrum, MS Visio, MS office, HL7

**MEDINOVA MEDICAL SERVICES LTD, Dhaka, Bangladesh**

**Business Analyst Jun 06 – Nov 08**

The project is about creating a web portal to which the customers of MEDINOVA MEDICAL SERVICES LTD. customers login to check their healthcoverage, claims, benefits, information of hospitals, doctors etc.

**Roles & Responsibilities:**

* Conducted Requirement Gathering sessions and business requirements **(BRD)**, Functional requirements **(FRD)**, Request for Proposals **(RFP)**, General System Design, Training Documents, High level design documents ,**Technical specifications**, Feature-Driven Development **(FDD)**, **Use Case** and changes using Requirement Traceability Matrix **(RTM)**andutilized **Clear Quest** for **change requests** and **defect tracking**.
* Documented, organized and tracked the requirements using Rational RequisitePro.
* Analyzed current business process flow by understanding preset **business rules** and **conditions**.
* Conducted formal interviews, live meetings, **JAD** sessions with business users and subject matter experts **(SME’s)**.
* Documented the **GAP** analysis and maintained **Weekly Status** reports.
* Developed **Business process flows** and defined project milestones, schedules, and monitored progress using **MS -Project** and updated plans as required.
* Designed and developed **Use cases**, **Activity** diagrams, and **Sequence** diagrams **Data Flow Diagrams** (DFD’s), **ER diagrams** for data modeling and web-page **mock-ups** using **MS - Visio** for acceptance from end users.
* Developed and execute **Test plans**, **Test conditions**, **Test cases, data sets and user procedures** to be used in testing based on business requirements and technical specifications and ensured appropriate documentation in its place.
* Executing **test** scripts, test **cases**, data sets user procedures and Involved in **back-end-testing** to verify data integrity using **SQL**.

**Environment:** UML, MS Word, Rational RequisitePro, Rational Rose, Rational ClearQuest, QualityCenter, SQL, SPSS,MS-Visio.

**EDUCATIONAL QUALIFICATIONS:**

* **Ashland University**, Ashland, Ohio

Masters in Business Management

Concentration: **Project Management**

* **North South University**, Dhaka, Bangladesh

Bachelor in Business Administration (BBA).

Concentration: **Marketing** and **International Business**