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**Summary**

* Over 7 years of experience as Sr Business Analyst/ with emphasis on domain logic, identifying implementation requirements and resolving solutions to business processes based on complex software projects, that includes system development module, business process improvement, tactical planning and policy improvement.
* Three years of payer healthcare with healthcare mandate implementation 4010 to 5010 & ICD9 to ICD10, Medicare, Medicaid, PBM and Affordable Care Act /Obama Care areas.
* Expertise in Software Development Life Cycle (SDLC) including Waterfall, Agile (Scrum), and RUP methodology.
* Proficient in creating and renovatingBusiness Requirement Documents (BRD),Functional Specification Documents (FSD), and converting business requirement into Software Requirement Specifications (SRS) using MS Word and Rational Requisite Pro.
* Experienced in GAP Analysis, Cost Benefit Analysis, organizing, facilitating and coordinating many Joint Application developments (JAD), Joint Requirement Planning sessions (JRP),and Rapid Application Development(RAD) sessions, weekly meetings, conference calls and other regular project meetings.
* Worked closely with stakeholders and SMEs to fulfill the project goals and objectives as well as able to manage multiple initiatives, projects and deadlines on time.
* Goal-oriented professional with excellentInterpersonal Skills with verbal and written communication, presentation skills and flexibility in adapting wide range of work environments by inculcating new relevant skills with ease in a time sensitive frame.
* Experienced in creating Data Flow Diagrams (DFD), Use Cases, Class Diagram, Activity Diagrams, Sequence Diagram, and UML Modeling methodology using tools such as Rational Rose and MS Visio.
* Familiarity with White-Box and Black-Box testing techniques such as Load Testing, Regression Testing, Unit Testing, System Testing, Quality Center and Performance Testing.
* Developed test scenarios and implemented test plans for system testing and user acceptance testing (UAT).
* Involved closely with the Developer and Testing team during defect resolution phase.
* Experience in Process Documentation, Analysis and Implementation in 835, 837IPD, 834, 270/271, 276/277, 999/TA1(X12 Standards) processes of Medical Claims Industry from the Provider/ Payer side.
* Proficient understanding of Medicare Part A, Part B, Part C and Part Dproducts and procedures managed care concepts (Medicaid and Medicare) and experienced in determining the membership eligibility, billingexperience within life and disability in health plans.
* Extensive knowledge of Medicaid Management Information Systems (MMIS)/ Replacement Medicaid Management Information System (RMMIS), Medical Information Technology Architecture (MITA).
* Comprised with Health Insurance Exchange, products develop and successfully release of privateHIX and publicHIX under Obama Care (PPACA).

**TECHNICAL SKILLS**

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| **Business Skills** | Business Process Analysis and Design, Requirement Gathering Use Case Modeling JAD/JRP Sessions Gap Analysis, Impact Analysis. |
| **Methodology** | RUP, Agile, Scrum and Waterfall, SDLC, UML, OOAD, JAD, GUI, UAT, RTM. |
| **Business Modeling and Change Management Tools** | UML, MS Visio, Rational Rose, Smart Draw, SharePoint, Documentum, Requisite Pro, Clear Quest, ALM. |
| **Language/Standards** | JAVA, SQL,PL/ SQL, HTML and XML, HTTP, HIPAA 4010/5010, ICD9/10, ANSIX12, CPT, CMS form. |
| **Applications** | MS office suite, Adobe suite, IBM Lotus Notes, Lotus Symphony, IBM Same time, Domino Designer, IBM Blue Pages, communicator, Kick start, Network installation manager, IBM smart cloud meetings. |
| **Health Care** | ANSI X12, HIPAA, EDI, Enrollment/Claims/Benefits/Remittance, |
| **Database/RDBMS** | Oracle 10g/9i/8i/DB2, TOAD, MS SQL Server, Teradata, Sybase. |
| **Knowledge on** | HIPAA- EDI transactions of 270/271, 834, Medicaid/MMIS 820, 276/277, 275, 835, 278 and 837 I/P/D, ACT/Obama Care  HIPAA ANSI X12 4010/5010, |
| **Microsoft Office tools** | MS Office (Package), MS Project, MS Front Page, Visio, Excel, Word, Outlook, PowerPoint. |

**WORK EXPERIENCE:**

**Health Connector, MA Sr.Business Analyst         May-2014-Apr-2015**

**Project Description:** The Affordable Care Act (ACA) commonly called the Obama Care is a United States federal law, signed by the Obama Administration The ACA aims at expanding health care coverage, making health insurance affordable to millions of Americans who are currently uninsured. The Health Connector has undertaken this National Health Care Reform planning effort to define its future Operating Model and to provide consumers (of both non-group and small

**Responsibilities:**

* Collaborated with client to identify and document relevant current client business operations, IT systems and capabilities
* Collaborated with project staff to understand all aspects of project scope, deliverables, business and IT components, and delivery approach, including how the client integrates with the project
* Created Business and Technical Requirements Documentation, including full traceability throughout all states of the Systems Development Life Cycle (SDLC)
* In depth experience in Database Administration. Experience in development methodologies like RUP, SDLC, AGILE, SCRUM and Waterfall.
* Facilitated and/or participated in requirements and design sessions to identify, document, business and technical requirements
* Supported requirements definition, identified and documented business processes, Business Rules, Data requirements and Use Cases.
* Analyzed requirements to determine impacts to the client and provided reports to client project leads and leadership
* Performed Gap Analysis of IT components to be delivered by the program and client’s current operational systems
* Supported Change Control Process for business and technical requirements, as necessary
* Supported technical and other project teams to ensure comprehension and incorporation of business and technical requirements throughout high-level and technical design
* Manage multiple testing projects across multiple technologies simultaneously within the portfolio ensuring a common testing approach
* Off exchange Registration and payment gateway testing of Affordable Care Act, aka "Obama care" in house implementation for Noridian
* Supported Testing and Quality Assurance activities, including test plan development, test case/scenario/script development, execution and validation of test scripts
* Supported development of End-user training materials and conducted training sessions
* Supported Project Management functions including, but not limited to, project plan development and maintenance, status report development, risk/issue/action item/decision tracking, meeting minute documentation, etc.
* Worked collaboratively with technical resources on contingency planning activities, such as disaster recovery plans, data recovery plans, business contingency planning, etc.

**Environment:**Windows , Java, Oracle, JIRA, Mass Forge, MS Word, MS Excel, MS PowerPoint, MS Visio

**Department of Health & Mental Hygiene, Baltimore, MD Business Analyst Nov-2011-Apr-2014**

**Project Description:**  The project involved the development and implementation of high priority Medicaid projects, specifically the implementation of a new Medicaid Management Information System (MMIS). This includes the Maryland Medicaid Re-structuring and MITA Transition Planning process and the planning and acquisition of a new MMIS and a new Decision Support System (DSS).My role with the project was involved in providing support throughout the complete lifecycle. I was involved in writing requirements, researching, analyzing the Office of Health Services (OHS) policies related to the implementation of an MMIS.

**Responsibilities:**

* Analysed and collected business requirements identified system interfaces and created the requirements specification documents.
* Identified Use Cases from the requirements and created UML Diagrams including Use Cases,Activity/State Charts, Sequencediagrams, Data Flow Diagrams and ER Diagrams using Rational Rose and MS-Visio thus defining the Business Process Model and Data Process Model.
* Performed requirement analysis by gathering both functional and non-functional requirements based on interactions with the users, stakeholders, document analysis, user interviews, and documented those requirements in the BRD.
* Developed and updated Requirements Traceability Matrix (RTM) using Rational Rose, mapped the developed Test Cases to the requirements to ensure that the requirements were fully tested and implemented according to the specifications.
* Used the Rational Unified Process (RUP) methodology for the project.
* Developed, executed and validated user acceptance test plans (UAT) and implementation support.
* Performed GAPAnalysis to figure out what we have and what we ought to have, to be better-off.
* Developed project schedules, conducted project status meetings and managed resourcesduring all phases of the SDLC.
* Created and maintained the Requirements Traceability Matrix (RTM)
* Part of Health Insurance Exchange (HIX) product team and experience in handling Private and Public Exchange solution.
* Requirements were gathered through interactions and meetings and periodic walkthroughs with SME’s.
* Interacted with Developers and Users in resolving risk factors and other issues.
* Experience with conducting assessments and impact/gap analysis concerning State Medical Management Information System (MMIS).

**Environment:** MS Visio, SQL, Java, Windows MS Project, MS Word, MS Excel, Rational Requisite Pro, ALM, Rational Rose, and RUP, Share Point, Quality Center.

**AAA insurance, Charlotte, NC Business Analyst/UAT Tester Jan-2010-Oct-2011**

**Project Description:**  AAA insurance is involved in various forms of insurance, which range from General insurance to Life insurance. The project sought to improve the online claims system for auto insurance. Functionalities here were reporting of claims online, uploading photographs and using templates to describe the accident. Also, included in the functionalities were checking of claims status as well as statues of repair.

**Responsibilities:**

* Conducted analysis studies that serve as input to the strategic planning, goal setting, and approach to achieving the goals.
* Involved in gap analysis workshops to facilitate the proper requirements strategy and defined existing business process (BPM-Business Process Modeling) and identified the gap (Gap Analysis) between the existing and improved business process.
* Worked closely with Business Users to gather requirements for streamlining the Claims Processing System. Prepared business requirements documents (BRD) and converted it to functional requirements (FRD).
* Experience in RENAISSANCE BILLING SYSTEM which is an integrated web basedP&C Insurance billing system. This application with Insurance billing modules like Account / Policy Billing, Third Party (Agency) Billing, List/Group Billing was a complete billing system for P&C Insurances.
* Analyze and define system requirements for IVR applications to meet business requirements.
* Involved in claims and record data mapping and data modeling with technical teams.
* Facilitated the administration of increasingly complex benefit plans and regulations.
* Provided an outstanding platform for data exchange between client and vendors.
* Explained the solution model, analyzed functional requirements, prepared Use cases, defined user profiles, defined supplementary requirements, defined assumptions and prepared traceability matrix and validated requirements.
* Conducted Joint application development (JAD) sessions by convening project sponsors, end-user representatives, SME’s. Also, used Brain storming, Document analysis, and user task analysis for various reporting types like CLUE (Comprehensive loss underwriting exchange, Change Report, Claim Count, Claim summaries).
* Interacted with the SMEs and stakeholders to get a better understanding of client business processes and gather business requirements.
* Prepared and maintained Requirement Traceability Matrix (RTM) in Rational Requisite Pro.
* Assisted in locking bugs, in order to meet specific requirements and deadlines for successful execution of the project.
* Created use cases, process flow models, data flow diagrams and logical flow diagrams using UML for various integrations.
* Prepared diagrams using Rational Rose and developed test plans, test cases to analyze and match results.
* Created UAT test strategies, including regression and integration testing, wrote test scripts, end-to-end testing scenarios and test plans, managed testing, defect reporting and change requests.
* Assisted Quality Assurance (QA) Analysts in creation of various tests by using Quality center.
* Followed the Agile methodology during the entire SDLC.
* Assured that all artifacts are in compliance with corporate SDLC policies and guidelines.

**Environment:** Visual Basic, Oracle MS-Project, MS-Visio Windows Server, Windows Rational Tools, Dot Net Framework, Java, Agile with XP.

**QualChoiceInc,LittleRock,AR Business Analyst May-2008-Dec-2009** QualChoice is a Health Insurance Company in Arkansas. The main objective of the project was to develop an In-house claim management system for the employees to work on the customer’s health insurance plans and offer Web services to their members where members could check various service options open to them. Customers could choose and apply for an appropriate insurance plan online they could also get a quote by selecting factors applicable to them in specific such as age etc... The features of this project include Medicare and Medicaid Eligibility, Billing Verification, Self-Pay/Commercial Eligibility, Real Time Processing, Billing Address Verification with Address History and Insurance Eligibility Verification**.**

**Responsibilities:**

* Implemented the claim management system following the HIPAA guidelines of state and federal government ensuring HIPPA Compliance in claim adjustments, claim processing from point of entry to finalizing, claim review, identifying claims processing problems, their source and providing alternative solutions.
* Implemented Rational Unified Process (RUP) as the Software development Methodology.
* Gathered User Requirements and Business Requirements from Business User Group and documented Business/User/Functional/Technical Requirement Specification using MS Word and MS Visio that provided appropriate scope of work for technical team to develop prototype and overall system.
* Performed GAP analysis and came up with alternative options which could be performed to better serve its members and customers.
* Documented Business Requirements by interacting with the Users, Project Manager, Designers, Developers and SME’s (Subject Matter Experts) to get a better understanding of the Business Processes.
* Organized JAD session with management, senior management executives, and other stakeholders for open and pending issues on the development of the project.
* Prepared Use Cases from the list of requirements and prepared use case diagrams using Rational Rose.
* Using UML methodology generated Activity Diagrams, Sequence Diagrams, Class Diagrams and Collaboration Diagrams.

**Environment:** RUP Methodology, MS VISIO, MS Project, UML Modeling Tool, Microsoft Word, Microsoft Excel, Rational Requisite Pro, Rational Rose.