**Sanju Sharma**

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**SUMMERY:**

* Over 7 years of extensive experience in Business/Data Analysis, Software Validation and business process re-engineering with proven ability to articulate business values.
* Extensive experience in Healthcare sectors.
* Functional experience with concentration on Use Case modeling using UML, Business Process Modeling, Data Analysis, Data Modeling, Change Management, Technical Training, Software Development methodologies, QA testing, and Systems Testing of client server and web-based systems.
* Extensive experience with Medicare/Medicaid processing as well as the Claims /Billing.
* Solid Experience in authoring Business Requirement Document (BRD) by documenting the User Requirements, as well as organizing interviews, User meetings, workshops and JAD sessions.
* Proficient in gathering business requirements and handling requirements management.
* Strong knowledge of Healthcare industry including HIPAA with emphasis on Business Requirements and Functional Requirements.
* Experience in development methodologies like RUP, SDLC, AGILE, SCRUM and Waterfall
* Experience in Medicaid Management Information System (MMIS). Expertise in various subsystems of MMIS- Claims, Provider, Recipient, Procedure Drug and Diagnosis (PDD), Explanation of Benefits (EOB).
* Experienced in data warehouses and data marts for business intelligence reporting and data mining along with developing and documenting process flows for business processes.
* Familiar with HIPAA EDI transactions such as 834, 835, 837 (P, D, I) 276, 277, 278 etc
* Used Query Analyzer, Execution Plan to optimize SQL Queries.
* Results-oriented Joint Application Development (JAD) Facilitator and meetings coordinator with excellent interpersonal skills.
* Experienced in developing reporting application using ETL (Informatica) and Cognos Business Intelligence Suite with multiple data sources like Oracle, MS SQL and DB2 database.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
* Working knowledge of implementing software development projects using methodologies such as Waterfall, Rational Unified Process, Agile/Scrum.
* Extensive experience working in back end tester by writing SQL Queries and PL/SQL scripts on large data warehouse systems involving Terabytes worth of data.
* Hands on Agile implementation experience in handling multiple teams to help Scrum teams focus on the delivery goals adhering to industry best practices
* Good working knowledge of Claims processing, HIPAA Regulations and 270, 834, 837P, 837I, 837D EDI Transactions for health care industries.
* 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

**Software/Hardware:**

Rational Rose Enterprise Suite, Rational Requisite Pro, MS Visio, Test Director, Test Manager, Rational Clear Quest, Agile, MS Office, MS Project, MS Publisher, ETL, Performance Studio, EDI, Mercury Win Runner, Load Runner, SQL, PL/SQL, Crystal Reports, Micro strategy, Visual Basic, Access, Excel, MS-SQL Server, Oracle, Sybase, SQL\* Plus, UNIX (Solaris/Linux), MS-DOS, Windows 95/ 98/ 00/NT/XP.

**Professional Experience:**

**CIGNA Health-Care Insurance, PA  May 2013-Till date**

**Sr. Data Analyst**

Cigna Healthcare is a company providing customers with benefits, expertise and service that improves the health, well-being and productivity. I performed pivotal role in multiple projects & handling three releases at the same time. Release 1 & 2 was web-based service application developed for streamlining office workflow processes involved in Electronic Data Interchange (EDI) transactions and benefits in claims management cycle based on HIPAA Guidelines. Release three was based on reporting the policy premium. There were seven reports, which were generated in Brio portal.

**Responsibilities:**

* Facilitated review of Enrolment, Claims, Commissions, and membership portlets’ designs with architects and developers to ensure that the goals of the portal requirements were satisfied
* Analysis of the business solution and develop Business Requirement Definition (BRD).
* Designed and development of test cases based on functional requirements for Institutional and Professional claims for EDI and HIPAA Transactions 837/835, 834, 276/277, 270/271 testing.
* Reviewed the data model and reporting requirements for Cognos Reports with the Data warehouse/ETL and Reporting team.
* 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).
* Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database
* Gathered requirements and modeled the data warehouse and the underlying transactional database
* Introduced Agile and RUP methodologies to reflect liquid nature of front-office improving time-to-market
* Wrote BRD, FRD, use cases, test scenarios, test cases for testing the functional and non-functional aspects of both ETL jobs and Reporting jobs.
* Responsible for gathering requirements from users in operations group and performing data mapping for the application, confirm and vacillating the requirement at time of BA testing.
* Involved in designing and developing Data Models and Data Marts that support the Business Intelligence Data Warehouse.
* Worked closely with Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
* Worked in developing and debugging SAS/MACROS to access, extract, modify, merge, and analyze financial data and other SAS application for data updates, data cleansing, and reporting.
* Work as Business Analyst for the project to build a MS SQL data warehouse for complex wide profitability reporting.
* Established an agile mechanism for program modernization and evolution which is applied to both software
* Interacted with the business users in knowing the business views and gathered the reporting requirements to design the universes and business objects.
* Have programming skills in SQL and PL/SQL and experience in SQL Server and Oracle databases on UNIX and Windows platforms.
* Developed detailed Use Case to describe the functionality of the system including claims transactions.
* Tested the ETL Informatica mappings and other ETL Processes (Data Warehouse Testing)
* HIPAA EDI transactions such as 834, 837 (P, D, I) 276, 277, 278.
* Developed backend calculations required to produce volatility and correlation matrix using SAS.
* Analyzed the **specifications** and identified the source data that needs to be moved to data warehouse.
* Communicated Oracle Business Practices to the organization and monitor process and approvals for full compliance
* Participate in the appropriate planning and development process steps, including the Agile steps of Sprint Planning, Scrum, Sprint Review, and Sprint Retrospective.
* Wrote SQL and PL/SQL scripts to validate the database systems and for backend database testing.
* Designed and implemented basic SQL queries for testing and report/data validation
* Provide business intelligence analysis to decision-makers using an interactive OLAP tool.

**Environment:** Windows 2000/XP, Rational Requisite Pro, MS Office, SQL Server, PL/SQL, Oracle, MS Project, SAS, Agile/Scrum, MS Publisher, MS Access, EDI, Documentum ,UML.

**Affinity Health Plan, NYC, NY Aug 2011-Apr 2013**

**Business/ Data Analyst**

Affinity Health Plan is an independent, non-profit managed care plan that serves the needs of over 210,000 underserved residents of the New York Metropolitan Area (New York City, Long Island, Westchester, Rockland and Orange Counties.) Affinity provides healthcare coverage through its Child Health Plus, Family Health Plus and Medicaid programs. Affinity Health Plan implemented Facets Extended Enterprise(TM) administrative system, a new core system, with updated technology to allow for more efficient claims processing, membership enrolment and provider data maintenance. Facets was highly efficient, automated, customizable, and flexible, to help affinity tackle new business opportunities and compete successfully in a dynamic healthcare industry.

**Responsibilities:**

* Played key role in System Development Life Cycle Process consisting of: Design and Gap Analysis, Business Requirements, Systems Requirements, Test Criteria, and Implementation to have the outputs of project dealt with the automation of correspondence directed to Insurance policy owners.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims. Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes.
* Owned the entire reporting process. Interacted with the ETL team, developer(s), management, and account holders to get the requirements, document them, design templates, and write specifications.
* Created Systems requirement document (SRD), functional (FRS), technical requirement specification for application development.
* Responsible for integrating with Facets .Designing test scripts for testing of Claims in Development, Integration and production environment.
* Conduct complex documentation and user needs analysis.  Interface with team and staff to develop HL7 integration.
* Designed and development of test cases based on functional requirements for Institutional and Professional claims for EDI and HIPAA Transactions 837/835, 834, 276/277, 270/271 testing.
* Utilized corporation developed Agile SDLC methodology. Used ScrumWork Pro and Microsoft Office software to perform required job functions.
* Extracted data from disparate sources by SAS/ACCESS.
* The Addenda version of the ANSI ASC X12 834 transaction set was selected as the HIPAA-mandated format for electronic enrolment and disenrollment in a Health Plan.
* Assisted JAD sessions to identify the business flows and determine whether the EDI X12 Transaction, Code set and Identifier aspects of HIPAA, impacts any current or proposed systems.
* Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.
* Extensively involved in data modeling
* Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* Work as Business Analyst for the project to build a MS SQL data warehouse for complex wide profitability reporting.
* Implemented data access, storage and validation routines on the database server using Procedural Language/Structured Query Language (PL/SQL).
* Involved in the testing phase right from the Unit testing to the User Acceptance testing.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Successfully conducted JAD sessions, which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear-cut picture of the project.
* Developed, modified, validated and implemented SAS programming work.
* Involved in jobs and analyzing scope of application, defining relationship within & between groups of data, Star Schema etc
* Followed the UML based methods using Rational Software Modeler/MS Visio to create: Use Cases, Activity Diagrams / State Chart Diagrams, Sequence Diagrams, and Collaboration Diagrams.
* Developed & executed several Optimized queries in SQL on this data

**Environment**: RUP, UAT, GAD (Gap Analysis Document), Java, HTML, XML, Agile, SAS, PL/SQL, Oracle, Microsoft Office 2003 Professional (Outlook, Word, Excel, Visio, Access), Microsoft SharePoint 2003, ERWIN, SQL.

**Well Care, LA, CA Oct 2009-Jul 2011**

**Business/Data Analyst**

Well Care Health Plans, Inc. provides managed care services exclusively for government-sponsored health care programs, focusing on **Medicaid** and Medicare. Headquartered in Tampa, Florida, Well Care offers a variety of health plans for families, children, and the aged, blind and disabled, as well as prescription drug plans. I was involved in enhancement for working on claims process, coordination of benefit & pricing process. I also managed **Medicaid** and Medicare Services, **CMS** and Health Assessment Systems.

**Responsibilities:**

* Established a Business Analysis methodology around the Rational Unified Process.
* Researched the various steps in the lifecycle and then constructed the system in a way that the high risk customers would be easily identified and monitored.
* Handled the development of business requirement documents (BRD) resulting from JAD sessions.
* Interaction with underwriters to understand multiple data points. Prepared data flow diagrams using MS Visio for better clarity and to ensure documented process
* Incorporated HIPAA standards, EDI (Electronic data interchange), transaction syntax like ANSI X12, Implementation and Knowledge of HIPAA code sets, ICD-9 ICD-10 coding and HL7.
* Design, develop and went live after migrating several MS Access & SQL Server databases for corporate developers, resolving typical database issues.
* Participated in the Business Requirements Document (BRD) creation for ICD 10 CM & PCS change implementation.
* Assigned tasks among development team, monitored and tracked progress of project following Agile methodology.
* Created report models from cubes as well as relational data warehouse to create ad-hoc reports and chart reports.
* Develop and maintain sales reporting using in MS Excel queries, SQL in Teradata, and MS Access.

##### Managing personnel allocation and SDLC process for systems projects enhancements

* Worked extensively with MS Excel and MS access
* Assured that all Artifacts are in compliance with corporate AGILE Policies and guidelines.
* Designed and facilitated the implementation of data warehouses required by application systems.

**Environment:** Mainframes, Oracle, Rose, ETL, Agile/Scrum, MS Word, MS Excel, MS Visio, LoadRunner, WinRunner

**Kindred Healthcare Louisville, KY Feb 2008-Sep 2009**

**Business Analyst**

Kindred Healthcare, Inc. is a healthcare services company that through its subsidiaries operates hospitals and nursing centers across the United States. The project was a web based Health care application. The system connected a group of doctors and gave them a forum to interact, both at the personal and public level, where they could discuss diseases and treatments, receive and offer advice, improve their knowledge levels and even access a remote database. Additionally, this enabled team members to securely access and print time-sensitive materials anywhere in our enterprise or over the Web regardless of file format.

**Responsibilities:**

* Extensively involved in maintaining requirements traceability and communicating any changes to these requirements to different business groups and programmers.
* 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.
* Involved in HIPAA EDI transactions such as 270, 271,837 (P, D, I), 276, 277, 834, 820, 278,999/TA1, and 277 CA.
* Implemented Oracle Business Intelligence Toolsfor Data warehouse application.
* Worked with business intelligence tools and SQL server.
* Involved in the full HIPAA compliance lifecycle from gap analysis, mapping, implementation and testing for processing of Medicaid Claims.
* Worked on data modeling and produced data mapping and data definition documentation by interacting with ETL programmers and ensured the implementation of the business requirements.
* Parsing high-level design specification to simple ETL coding and mapping standards.
* Worked with project manager, traders, and other stakeholders to define project scope, plan, and requirements.

**Environment:** UML, Clear Case, SQL, Agile, MS Office, MS Visio.