**BUSINESS PROFILE**

* 7 years of experience and advance knowledge of the Systems Development Life Cycle (SDLC), Waterfall, Spiral, Rapid Application Development (RAD), Extreme Programming (XP), Rational Unified Process (RUP)
* Experienced gathering the business requirements from the existing stored procedures, supporting the Interfaces and reports development in explaining the functional requirements, proposing technical solutions, supporting the unit testing and system integration testing with the functional flow.
* Involved in EDI mapping of 837 I/P, 835, and 27 x using the Implementation guide/Companion guides.
* Strong knowledge & understanding of industry standard methodologies including Software Development Life Cycle (SDLC) and Iterative Software Development Life Cycle Process as per Rational Unified Process (RUP) and Agile Methodology.
* Experience in working as an Infrastructure Business Analyst
* Worked with various Business Intelligence (BI) analytics tools.
* Designed Use Cases, Activity Diagrams, Sequence Diagrams, Class Diagrams.
* Strong expertise in business process mapping tools and techniques.
* Extensive experience with modeling tools and techniques like Unified Modeling Language (UML), use case diagrams, sequence diagrams, activity diagrams, class diagrams, As-Is and To-be diagrams etc.
* Strong knowledge in using Microsoft Office products such as MS Visio, MS Word, MS PowerPoint, MS Excel.
* Profound knowledge of creating SQL Queries used for database administration
* Proficient at developing User interfaces, conducting JAD Sessions, data modeling.
* Efficient in translating Business Requirements into Functional and Non-Functional requirements.
* Expertise in creating and maintaining the requirement documentation like system use cases, supplementary specification documentation, and business glossary as per the industry standards.
* Experience in working with QA Testing Team, creating Test Plans, Test Cases and Test Scripts.
* Expertise in the management of System/User Request Change, and handle User Conflicts.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| SDLC Methodologies | **Agile, Scrum, RUP, Waterfall** |
| Business Modelling Tool | **MS-VISIO, Rational Rose, UML** |
| Requirement Management Tool | **Rational Requisite Pro, DOORS** |
| Defect Tracking Tool | **JIRA, HP-ALM, Bugzilla, Clear quest** |
| Databases | **MS Access, SQL Server, Oracle** |
| Operating Systems | **Windows, Linux** |
| Office Tools | **MS Project, Excel, Word, Outlook, PowerPoint** |

**PROFESSIONAL EXPERIENCE**

**Department of Health & Human Services, Augusta, ME Nov 2015 – June 2017**

**Position: Senior Business Analyst**

As a Senior BA, I worked on Medicaid Management Information Systems (MMIS) project helping business processes analysis and assist stakeholders in navigating "as-is vs. "to-be decisions. I developed various business deliverables such as Process Flow and sequence diagrams, functional designs, user stories, Business Rules documents, real-time scenarios covering rules and functionality, also created requirement matrix and assessment report.

**Responsibilities**

* Gather Business Requirements from the Business users, Subject Matter Experts (SMEs) and document the requirements in the BRD.
* Involved in gathering, documenting and verifying business requirements.
* Organized JAD Sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Gathered Business Requirements from the Subject Matter Experts (SMEs) for and documented the requirements in the BRD.
* Developed User Stories throughout the Agile Lifecycle as well as created various UML diagrams such as Use Case, Activity.
* Worked on Member Management, Eligibility, Claims and Billing modules.
* Worked extensively with EDI X12, 837I/P/D, 835, 834, 820 and 276/277 transactions.
* Involved in HIPAA lifecycle with traceability analysis, mapping, implementation, & also worked on different EDI X12 transactions.
* Created Business Intelligence (BI) reports using Cognos.
* Assisted the Project manager in developing project charter and acted as interim project manager for a period of time.
* Acted as a project manager in deciding which team should get along and allocating the budget and the team size and their roles and responsibilities.
* Experience working under large Infrastructure and Identified end to end requirements for all systems and business units that may be impacted by the project.
* Developed requirements integrating Use Case diagrams and designed the testing process flows.
* Established and maintained traceability matrix until business requirements were signed off.
* Conducted walkthrough and lead work sessions.
* Using MS-Visio analyzed business requirements and process through Use Cases, Class, Sequence, and Activity diagrams, and adapted UML standards to define modularized Data Process Models.
* Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
* Developed a Business Acceptance testing strategy and plan.
* Created test files and analyzed test results using MS-Excel.
* Involved in Claim Processing from End to End and major work was involved with 837 P/I Claims Processing systems.
* Documented and tracked all product defects with use of SQL (reporting).
* Authored and reviewed user acceptance test plans (UAT), interim and final test reports.
* Collaborated closely with IT developers and quality assurance staff to ensure that requirements are clearly defined and understood, and supported by solution outputs.
* Writing Complex SQL queries and optimizing SQL Queries
* Worked with Defects management using Team Foundation Server (TFS) and involved in Defect Triage and prioritization.

**Environment:** UML, MS Word, Rational RequisitePro, Rational Clear Quest, Team Foundation Server(TFS), Cognos , Agile, SQL, FTP, Office 365

**Indiana State Department of Health Mar 2013 – Oct 2015 Position: Senior Business Analyst**

I was involved in updating an existing quoting and enrolling program based on the business requirements and also integrated eligibility check application so application can check before offering plans like Medicaid.

**Responsibilities**

* Involved in gathering, documenting, Creating BRD & FRD and verifying business requirements.
* Organized JAD Sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Worked with the Member team to document their needs.
* Involved in HIPAA/EDI Design, Implementation and Documentation for 837, 835 and 27x transactions and EDOCS projects.
* Use Agile systems and strategies to provide quick and feasible solutions, based on Agile system, to the organization.
* Work in Agile, scrum, and sprint environment in order to change the requirements and features set.
* Completed Data Mapping for Group and detail Product analysis and report writing
* Experience working under IT Infra and worked on analysis and Design, data analytics, data model to ensure optimal system performance and tuning
* Worked closely with stakeholders and SME’s for requirements gathering.
* Identified end to end requirements for all systems and business units that may be impacted by the project.
* Developed requirements integrating Use Case diagrams and designed the testing process flows.
* Established and maintained traceability matrix until business requirements were signed off.
* Conducted walkthrough and lead work sessions.
* Created Business Intelligence Reports.
* Using MS-Visio analyzed business requirements and process through Use Cases, Class, Sequence, and Activity diagrams, and adapted UML standards to define modularized Data Process Models.
* Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
* Developed a Business Acceptance testing strategy and plan.
* Created test files and analyzed test results using MS-Excel.
* Involved in project status meetings, QA review meeting, and System Test meeting.
* Coordinated and facilitated the execution of User Acceptance testing.
* Was involved in writing SOP’s for various projects/processes.
* Analyzed the current Business Requirements gathering process with BPM and re-established/optimized the process JAR.
* Wrote the SQL queries on data staging tables and data warehouse tables to validate the data results.
* Conducted User Acceptance Testing (UAT) as per client’s specifications.
* Designed and implemented basic SQL queries for QA Testing and Report / Data Validation
* Used Team Foundation Server (TFS) to keep different versions of the documents and to report bugs or defect.
* Used Rally as requirement gathering tool.
* Participated JAD sessions with developers to review Unit test results. Performed QA including functional testing, System testing and End to End testing.

**North Dakota Department of Health, Bismarck, ND May 2011 - Feb 2013**

**Position: Business Analyst**

Objective of the project was to develop Medicaid Management Information System (MMIS) following HIPAA standards. The web based Health Care Management System is developed using HIPAA guidelines and regulations which keeps track of Healthcare transactions like Eligibility Request/ Response, Request and Response for Claims Status, Prior Authorization, Claims Vision and Claims Payment. This application also keeps record of all transactions, subscriber's medical history and provides data analytics to other State agencies as required.

Responsibilities:

* Performed the requirement analysis, impact analysis and documented the requirements using Rally.
* Performed UAT and exposure to User Certification Testing (UCT) and Operational Readiness Testing (ORT)
* Documented the server farm requirements and requirements related to security within Share Point and using Windows Active Directory.
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Reviewed the Joint Requirement Documents (JRD) with the cross functional team to analyze the High-Level Requirements.
* Work closely SCRUM team to create test scripts and test cases to ensure coverage of all areas of the product/feature(s)
* Experience in EDI automated first-pass claim adjudication, requiring thorough understanding of claim processing, both front and backend operations.
* Managed the team of consultants responsible for developing on-demand Medicaid Management System reports.
* Designed the online screens and reports for the Medicaid Online Electronic Claims Submission System.
* Experience working under IT Infra and planned and defined system requirements to Wire Frames with Use Case, Use Case Scenario and Use Case Narrative using the UML (Unified Modeling Language) methodologies.
* Used Query Analyzer, Execution Plan to optimize SQL Queries.
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA. Involved in GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Executing SQL commands performed back-end testing.
* Executed SQL statements to check if the data integrity has been maintained.
* Created SQL queries for data validation.
* Involved in creating EDI Specifications, Test plans and for the 837 Institutional, 837 Professional, 835, 270/271, 276/277, EDI 5010 transactions with EDIFECS.
* Worked on EDI transactions: 270, 271, 835, and 837 (P.I.D) to identify key data set elements for designated record set.
* Involved in conducting Functionality testing, Integration testing, Regression testing and User Acceptance testing (UAT). Provided analysis and insight to QA Team in defects and bugs tracking.
* Used Quality Center for bug reporting and defect management.

**Molina Health Plan, Long Beach, CA June 2010 – April 2011**

**Position: Business Analyst**

This Project involves 834 Enrollment, Claims Processing and Subscriber Billing. As a Business Analyst I was involved in gathering requirements, creating Business Requirement Documents (BRD) and conducting Gap Analysis.

Responsibilities:

* Involved in gathering, documenting and verifying business requirements.
* Organized JAD Sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Involved in developing database objects in both SQL Server and Sybase environments.
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA. Involved in GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Develop, design & implement department plan to operationalize data analytics integrated processing system, to include but not limited to, workflow, management oversight and performance analysis.
* Worked closely with stakeholders and SME’s for requirements gathering.
* Identified end to end requirements for all systems and business units that may be impacted by the project.
* Developed requirements integrating E-R diagrams and designed the testing process flows.
* Followed the Waterfall methodology for the entire SDLC.
* Established and maintained traceability matrix until business requirements were signed off.
* Conducted walkthrough and lead work sessions.
* Worked on Data mapping, logical data modeling used SQL queries to filter data within the Oracle database tables.
* Using MS-Visio analyzed business requirements and process through Use Cases, Class, Sequence, and Activity diagrams, and adapted UML standards to define modularized Data Process Models.
* Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
* Developed a Business Acceptance testing strategy and plan.
* Created test files and analyzed test results using MS-Excel.
* Used Quality Center for Defect Management.
* Created a User Guide and Operations Guide for the Annuities Group and IT.
* Involved in project status meetings, QA review meeting, and System Test meeting.
* Coordinated and facilitated the execution of User Acceptance testing.
* Worked on Member Management, Eligibility, Claims and Billing modules.

**EDUCATION**

*Master of Business Administration (MBA) – Strayer University*

*Bachelors of Business Administration - Islington College*