**Summary:**

Sr. Business Analyst with 7 years of extensive experience in the Insurance and Healthcare industry with ability to understand and translate business, clinical and financial inputs into actionable plans to complete legislated healthcare remediation projects. Experience includes requirement gathering, requirement analysis, and ICD-10 data analysis, performing detailed SWOT analysis, writing business requirement documentation and generating customized ICD-9 to ICD-10 code mapping.

* Experience in all phases of Software Development Life Cycle (SDLC) including requirements collection, analysis/design, and development and testing.
* Proficient in all phases of Software Development Life Cycle (SDLC) achieving milestone using Agile, Rational Unified Process (RUP) and waterfall model.
* Hands on experience in gathering requirements from business owners, developers and project stakeholders and write both high-level and detailed-level requirements.
* Expertise in writing Business Requirement Document (BRD), Functional Requirement Document (FRD), and System Requirement Specification (SRS).
* Familiar with current industry standards, such as HIPAA, Title 21 CFR Part 11, 21 CFR Part 820, ISO, state eligibility programs-Medicare and Medicaid.
* Extensive experience using ICD-9-CM diagnosis and procedure code sets and terminology.
* Experience with data mapping from ICD-9 to ICD-10 based on business and clinical intent used across organization and ability to effectively prioritize and manage multiple projects.
* 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.
* Experience in conducting User Acceptance Testing (UAT), SWOT analysis, and GAP Analysis
* Proficient in creating Test Cases and Test Plans and Performing User Acceptance Testing (UAT) with the testing team.
* Dynamic, adaptable and highly talented professional recognized for dedicated work, sincerity and creative ideas.
* Individual contributor and an outstanding team player with proven ability to organize and prioritize work in high-pressured environment.

**Education:**

* M.S. in Technology Management, Connecticut, USA
* Under Graduate Degree in English Literature, India

**Technical Skills:**

MS-Project, MS-Office Suite, Requisite Pro, Rational Rose, UML, MS Visio, Lotus Notes,Jira, MS SQL Server 2008/2005, Business Intelligence tools such as SSIS,SSRS,SSAS,HP Quality Center, Load Runner, Rational Clear Quest, Bugzilla, Windows, Unix, Clear Case, SharePoint, Smart Draw

**Work Experiences:**

**UnitedHealth Group (Horsham, PA)**

**Mar 12 - Present**

**Sr.Business Analyst**

UnitedHealth Group is a leading health care company serving millions people worldwide. The project focused in gathering Business Requirements for the Claims Business Area and updating EDI Transactions like EDI 837, 835, 277 and 276 with the HIPAA 5010 Changes. It also involved developing a Referral Web Portal that was used by providers and members to view their referral information.

**Responsibilities:**

* Gathered Business Requirements from the Subject Matter Experts (SMEs) and prepared Business case documents.
* Gathered requirements to develop a referral web portal and documented Current State vs. Future State for the Referral Web Portal.
* Created Business Requirement Documents and System Requirement Documents as a result of meetings with the Business Areas. Obtained business sign offs on the documents after reviewing the final documents.
* Assisted in creation of the Functional Design Document from the Business Requirements Document which was used as the reference by the development team while preparing the design and held the responsibility of the required data setup for unit testing.
* Involved in designing databases and schema objects including tables, indexes and procedures using MSSQL.
* Led the Change Control Process for changes submitted for the BRD once the document was submitted to IT department.
* Developed Test Scripts using Test Director and coordinated with developers to quickly resolve the defects associated with them.
* Documented the UAT Plan for the project and worked with the UAT Team to ensure every acceptance criteria for the requirements has been included in the UAT task plan.
* Maintained the Traceability Matrix table to uniquely trace the identified business requirements to general design to testing as proof that requirements requested have been developed into a solution and that it has been tested and tracked.
* Analyzed healthcare applications involving 837,835,277 and 276 files.
* Worked on EDI 837 checking if receiving claims has all the required information or not.

**Environment:**Agile**,** MS Visio, MS Office, MS Project, Bugzilla, HPQC, SharePoint, SQL Server 2008, J2EE technology

**Coventry Health Care (Bethesda, MD)**

**Aug 10 – Feb 12**

**Sr. Business Analyst**

Coventry provides a full range of risk and fee-based [managed care](http://en.wikipedia.org/wiki/Managed_care) products and services to a broad cross section of individuals, employer and government-funded groups, government agencies, and other insurance carriers and administrators.

**Project:** As a Business Analyst and a part of the GAP analysis and implementation team, the role is to understand the EDI Transactions. The objective is to conduct a gap/impact analysis in order to adhere to HIPAA Compliances required by CMS for the years 2012 and 2013. The project also involved performing ICD9-ICD10 crosswalk and create mapping diagrams.

**Responsibilities:**

* Served as a liaison between business community and IT organization in order to provide functional/ technical solutions to meet user needs.
* Participated in user experience design and business requirements meetings.
* Wrote functional requirements and non-functional requirements based upon the approved business requirements.
* Proficient in discussing and defining project, Gap Analysis with the clients from both a business and technical perspective.
* Responsible for addressing, diagnosing and resolving issues that arise on a day to day basis for the team.
* Involved in understanding and assessment of the current EDI Transactions (Medicare- Part D) used and the current Pharmacy Transactions from an NCPDP 5.1 perspective.
* Created Gap/Impact Analysis Document for changes of the EDI Transactions (837, 835)
* Created Gap/Impact Analysis Document for changes to Pharmacy Transactions based on NCPDP 5.1 to NCPDP D.0, specifically concerning the data elements.
* Participated in designing databases and schema objects including tables, indexes and applied constraints, connected various applications to the database and written functions, stored procedures and triggers.
* Identified areas of risk exposure and loss techniques adopted.
* Created Mapping Document for ICD9 Codes to ICD 10 Clinical Modifications and Procedural Codes.
* Managed Scope and change throughout the life cycle of the product.
* Developed detailed auditing and reporting of the current status and history of all components related to a Product.
* Divided the project into different key modules and implemented different test suites on them using Quality Centre.
* Tracked and updated the defects with QA team and worked on resolving the defects.
* Led the team during Unit Testing, System Testing, Volume testing, Integration Testing and User Acceptance testing.

**Environment:** SQL Server2008, MS Project, MS Visio, MS Office, Sharepoint, Quality Centre, VB Script.

**Cigna (Bloomfield, Connecticut)**

**May 09 – July 10**

**Business Analyst**

Cigna offers Medicare and Medicaid products and health, life and accident insurance coverage primarily to individuals in the U.S. and selected international markets.

**Project:**The Project involved introducing an application which was an enhancement of previous version using Web logic technology that provides an easy-to-use interface for Quote, Application and Endorsements of Health Insurance Policies. In addition, it should provide enhanced support for Agents for policy maintenance like adding customers, banks, renewals etc.

**Responsibilities:**

* Worked with the SME’s, Stakeholders, Project Manager and senior Business managers in defining, documenting and diagramming the business needs and Business Process flow.
* Gathered and prepared system use cases to enhance the user experience on Cigna’s online web application.
* Performed Change Request Process to handle the changes in the requirements of the application.
* Conducted JAD sessions to refine prototypes, with management, SMEs, users and other business managers.
* Produced functional specifications and led weekly meetings with developers and business units to discuss outstanding issues and upcoming deadlines.
* Involved in designing a Database for the system using Star Schema which includes Tables, Stored Procedure and Indexes in SQL Server Management Studio.
* Created and updated complex Stored Procedures, Triggers and User Defined Functions for logical T-SQL implementation.
* Implemented ETL to Extract and Transform data from Flat File or CSV, SQL Server 2008 instances and to load into Staging Database.
* Performed GUI Testing, System Testing, Integration Testing, Backend testing, Functional testing and User acceptance testing on the application.
* Analyzed and prioritized user and business requirements as system requirements that must be included while developing the software.
* Scheduled meetings with developers, BAs (Business Analyst) and testers to collaborate resource allocation and project completion using MS Project.
* Assisted with User Acceptance Testing with prospective users.

**Environment:** SQL Server, Vista, XML, VB.NET, MS Visio, MS Project,MS Office, Quality Center

**Discover Financial Services (Riverwoods, Illinois)**

**Dec 07-March 09**

**Business Analyst**

**Project:**Discover Financial Services (DFS) is a direct banking and payment services, best known for issuing Discover-brand credit cards, which are used by some 50 million members at more than 4 million retail and cash outlets. The project involved enhancing an online access system for Discover credit cards, wherein customers can login and view their account information, and view and monitor Spend Analyzer and cash back bonus rewards on their purchases.

**Responsibilities:**

* Interacted with the stakeholders by interviewing them, by preparing questionnaire and getting feedback.
* Communicated Project Requirements, Business Issues, Solution and made recommendation.
* Responsible for defining the scope of the project, gathering business requirements, doing gap analysis and documenting them textually or within models
* Analyzed and documented Business requirements and detail design of the software for full understanding of the business
* Supported the assigned project manager with creating detailed project plans and assisting in developing, scheduling and tracking project timelines.
* Identified KPI aligning with business rules.
* Created Use Case using UML tools and Process Analysis tool such as Fishbone Diagram, and business process flow chart using MS Visio.
* Created use case scenarios and documented work flow and business process.
* Prepared the UML Use Cases using Rational Rose
* Used MS Visio for flow-charting, process model and architectural design of the application.
* Documented business workflows textually as well as in UML diagrams according to RUP for the stakeholder review.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.

**Environment:** RUP, Rational Requisite Pro, Rational Rose, Visio, SQL Server 2008, UML Diagrams, Quality Control, Load Runner

**Baylor Health Care System(Dallas, Texas)**

**May 2006 - Oct 2007**

**Business Analyst**

Baylor health Care offers individuals, employers and Medicare beneficiaries a variety of consumer-driven health care products. Specialty operations include behavioral health, dental and vision, and complete pharmacy and medical management through its wholly owned subsidiary, Prescription Solutions.

**Project:** Common Portal is a web application; it provides members & providers information, eligibility, benefits, claims, health programs, doctor Information, prescription Information etc online.

**Responsibilities:**

* Analyzed and identified gaps in existing system comparing and contrasting with documented business requirements, as-is system and the to-be system.
* Managed multiple aspects of product design and end user analysis objectives for Work Smart MD Java based medical practice management & HIPAA compliance applications.
* Used Requisite Pro for requirements management and functioning on new project request and Clear Case for versioning of requirements documents.
* Created Test Scenarios and Test Requirements for QA team, based on the Use Cases and Business Requirement document.
* Tracked the project using project management tools including MS Project and Rational Requisite Pro and presented various analyses to the top management.
* Development of project work plans throughout SDLC while conforming to extensive methodology requirements set by HIPAA.
* Facilitated sessions and meeting with project team, developers, analysts, and support team.
* Interacted extensively with the client to successfully and swiftly identify and resolve problems, and integrate system enhancements.

**Environment:**RUP, MS Visio, UML, Rational Requisite Pro, MS Office, MS Project, Clear Case, Clear Quest