**Shekhar**

**SUMMARY**

* Over 6+ years of comprehensive knowledge of Business/System/Quality/Data Analysis methodologies, Software Development Life Cycle **(SDLC)** using Rational Unified Process (RUP), Waterfall and **Agile (Scrum**)
* Experience in **Affordable Care Act (ACA)**, Medicaid Cash Assistance programs eligibility.
* Experience in writing **Business Requirements Documents (BRD)** and **Functional Requirements Documents (FRD)**.
* Revitalized requirement elicitation techniques - conducting user interviews and JAD sessions and managed the requirements using Rational Requisite Pro and Use Case Modeling with all phases of SDLC.
* Executed Business Analysis methodologies and iterative Software Development Life Cycle (SDLC) especially in relation with all the phases of Rational Unified Process (RUP) and Agile Processes.
* Experience in Gap Analysis.
* Experienced in Data integration by generating mapping between different data models
* Experience in matching requirements with **Traceability Matrix**
* Experienced in data driven mapping
* Experience in **QA Analysis**/**Testing**, Conversions, Customizations, Interfaces, Implementation of business applications using Client/Server and Internet Technologies.
* Expertise in creating & maintaining Test Plan, Test Schedule, Release Notes, Exit Report, and Cycles run analysis.
* Worked on **EDI 837, 835, 834, 820, 270/271** and **999, X12** transactions code set version 5010.
* Hands on experience in creating Status report and participating in Defect Status meetings.
* Experienced in preparing baseline Test data to share among the team.
* Extensive knowledge in **Back-End Testing** using SQL queries.
* Expertise in creating various status reports to display QA progress during Test Case Planning and Testing Phases.
* Thorough knowledge of the SDLC phases and various models: Agile, Waterfall, Scrum, RUP.
* Experienced in using various tools for defect management and test case management such as ALM (quality center) and SharePoint.
* Extensive experience in **SharePoint** to collaborate information, sharing documents, document versioning, and in project management activities.
* Conducted **User Acceptance Testing (UAT).**

**TECHNICAL SKILLS**

Business Application: MS Word, Access, Excel, PowerPoint, Project, Office, Outlook, Visio, Team Foundation Server / Microsoft Visual Studio, Facets 5.01, Remedy, Sharepoint

SDLC: Waterfall, Agile, JIRA, UltraEdit

Testing Tool: Microsoft Test Manger (MTM), Claim Test Pro(CTP), HP Quality Center,Quick Test Pro(QTP), SOAPUI4.0.1/2.0, Load Runner

RDBMS: Microsoft SQL Server, Oracle

Operating System: UNIX, Windows.

Language: HTML, SQL Server 2005/2008, PL/SQL, XML, C, Java, CSS, Python

**EXPERIENCE**

**UnitedHealth Group, MN Jan 2014 – Current**

**Business Systems Analyst**

United Health Group is a managed health care company and offers wide spectrum of healthcare products and services serving more than 30 million customers. I was involved in multiple projects of ICD 10 implementation, Affordable Care Act IRS reporting and in 834 and acknowledgement 999.

Core Responsibilities:

* Involved in the upgradation of **ICD 9 to ICD 10**
* Performed GAP analysis for **ICD - 10 and EDI 5010 X12** Message Structure with the 4010 Structure
* Produced and utilized Use Cases, Functional Specifications, User Interface Specifications and Requirements Traceability Matrix to define the changes in client’s systems necessitated by **ICD-10 PCS & CM** Code Sets.
* Tested the ICD 9 and ICD 10 conversion and developed test cases
* Conducting business validations, covering the following deliverables: FACETS Providers, Facets Claims and Facets Membership and Operational reports.
* **Implemented ACA requirements** for tax reporting 2015
* Created and tested multiple extracts to fulfill the requirement under Sec 6055
* Implemented business requirements for keeping the member details current **(834)**
* Analyzed business requirements from user interviews and then convert requirements into Technical specifications
* Systems Documentation included Business Requirements Document **(BRD),** Functional Requirements Document (**FRD**), Business Impact Document (**BID**), Attachment A.
* Created Project management plans for managing on time delivery using MS Project along with writing test cases, and systems integration test plans
* Responsible for scheduling weekly meetings with different users and documenting meeting minutes
* Develop the detailed business requirements based on the High Level requirements and information gathered from multiple business partners.
* Conducted and participated in walkthroughs of requirements and Use cases with business and IT team members.
* Involved in Data integration by generating mapping between different data models
* Worked on **Facets Claims and Enrollment Application implementation** and Enrollment Application Implementation.
* Analyzed and modeled the system using Dataflow Diagrams, Functional Diagram and Process Diagram
* Also worked on production support team and enrollment issues resolution team and real time resolution of existing interfaces, extensions and custom reports related to enrollment issues.
* Reviewed various customer transactions using the **FACETS**application.
* Performed **Data Analysis** on different data models for the vendors
* Performed **GAP Analysis** for new functionality requirements and prioritize the requirements based on the business needs.
* Evaluated application testing results and recorded the discrepancies to track, analyze and report on them.
* Responsible for monitoring the defect tracking process and generating customized reports using Quality Center.
* Interfaced with developers to resolve the bugs following the bug life cycle policy.
* Wrote **SQL Queries** for data analysis and manipulation.
* Reviewed test cases and test plan for **UAT** testing
* Involved in maintaining the minutes of all the requirement gathering sessions and technical design sessions.

**Environment:** Windows, MS Project, MS Office, MS Visio, SQL (MS SQL 2008 R2), Facets 5.01, Team Foundation Server/Visual Studio (2010), Microsoft Test Manager, Notepad ++, Remedy, Ultra Edit, Workbench Report, SSRS/SSIS report (Visual Studio 2008), Waterfall/Agile.

**LA Care, Los Angeles, CA Sep 2012 – Dec 2013**

**Business System Analyst/Data Analyst**

LA care is an independent public agency and provides health plans to diverse communities of Los Angeles. I was involved in multiple projects includingACA CSR Implementation, Expansion of Annual Wellness and payment Reconciliation with CMS.

Core Responsibilities

* Worked with **Financial Analytics** to understand their data requirement for **CSR** calculation.
* Participated in **JAD** sessions with various departments across the company and collect requirements
* Worked with team to validate the format of **mandated reports** and notify the vendor on requirements
* Acted as a liaison between Other departments and vendors and help them understand and explain requirements
* Performed **Data Mapping** and created an extract which was send to vendors for reports creation
* Performed **Data Analysis** on the reports created by the vendors
* Update the requirements and **User interface** as requested by various departments and conveyed that message to vendors
* Helped business performed **UAT** for reports created by vendors
* Acquire Enterprise data and keep it in a staging layer before integrating it in data warehouse
* Performed Data Profiling and help maintain the quality of Data
* Helped developer understand the modelling and data
* Have extracted, transformed, cleansed and load data using **SQL, Data stage** for **data integration, data mapping and data modeling** to populate central data mart and analysis.
* Helped to communicate business priorities to the organization to effect business solutions
* Involved in the requirement gathering for the **BI-HIX.**
* Gathered requirements for expanding the use of annual wellness visit reports app from only Medicare members **to ACA commercial member**
* Created and maintained **BRD and FRD** to assist PM close basis while managing multiple projects
* Prepared Business Process Models that includes modeling of all the activities of business from the conceptual to procedural level
* Created Use Cases / Activity Diagrams /Sequence Diagrams thus defining the Data Process Model and Business Process Model.
* Participated in requirement walkthroughs and creation of test plan.
* Extensively worked on all kind of joins and operators to fetch data from multiple tables.
* Tested and validated the database tables using **SQL queries** and Stored Procedures and performed Data Validation and Data Integration.
* Created **Test Plans and Test Cases** for the integration and system testing.
* Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users, and the errors discovered were fixed and then verified via regression testing.
* Part of Sanity and Smoke Testing of the application manually after each build.
* Participated in back-end testing and verified the data between GUI and database are reflected correctly

**Environment**: Windows, MS Project, MS Office, MS Visio, TFS, Quality Center, SQL Server 2005,Ultra Edit, Agile, HIPPA Claim Repository, CTP (Claim Test Pro).

**Piedmont Healthcare, Atlanta, GA Apr 2010 – Aug 2012**

**Business Analyst**

Piedmont Healthcare is a physician owned group providing excellent and innovative medical care and services. I was involved in Medicare Enrollment Automation in Facets and development of web referral portal.

Core Responsibilities:

* Involved in understanding the current business process and in defining business requirements and scope of the project.
* Responsible for automating total **Medicare 834 enrollment** application from various sources such as CMS online application, Piedmont web and Phone Sales team into Facets.
* Involved in testing all the loops, segments and elements within each hierarchal loops for **EDI 834, 820 and EDI 837.**
* Responsible for interacting with business users to gather requirements; understand problem domain through JAD sessions and walk in interviews management team, policyholders, Medicare SME’S and stakeholders to resolve issues of the project.
* Created project artifacts like Use **Cases documents, Business Rules document**, Work Flow Diagrams, Data Flow Diagrams and System Requirement Specification (SRS) based on the business needs and customer requirements.
* Performed **Gap analysis** and responsible for creating mapping document and testing for processing Medicaid Claims.
* Resolved issues and mitigated risks by working with business users and other stakeholders.
* Used Requisite Pro for writing/analyzing project vision, goals, specifications and requirements.
* Used **HIPAA 4010** transactions to support the analysis of current business processes and work with management to improve and implement enterprise solutions to ensure compliance and involved in designing future state processes for **HIPAA 5010** transaction processing **EDI’s 837, 835, and 834.**
* Created wireframes and mockups and worked closely with the UI developer to design web portal
* Worked extensively with UI web application using HTML, XHTML and CSS
* Extensively used design and prototyping tools

**Environment**: MS Office Tools, Windows XP, Facets, MS Project, SharePoint 2007, MS-PowerPoint, Java, Waterfall/Agile, Quality Center 8.2, Agile Methodology

**Kaiser Permanente, Portland, OR June 2009 – Mar 2010**

**Business Analyst**

Kaiser Permanente is an integrated managed care company providing healthcare for more than 60 years. I was involved in Benefit Application to support 270/271 files and EDI 270/271, 276//277, 835/837.

Core Responsibilities:

* Conducted **GAP** Analysis to identify the impacted entities (ex: processes, roles, and systems) by working closely with various departments to achieve complete and accurate documentation, code assignment **(ICD-9)** and reporting of diagnoses and procedures.
* Gathered business requirements by conducting Joint Application Development (**JAD)**, Joint Requirement Planning **(JRP)** sessions, preparing **Business Requirements** and Functional Specifications Documents.
* Facilitated meetings with Project Managers, Programmer Analysts, Testing Leads and Subject Matter Experts to determine format and generation procedures.
* Managed requirements and analyzed through regular meetings and sessions with Stakeholders.
* Involved in **Business Process Reengineering** and Redefinition of **Business Workflows** for Compliance.
* Wrote use cases for **EDI** transaction **270/271, 276/277, 835/837.**
* Worked on **HIPAA** Transactions and Code Sets Standards such as **837/835, 270/271, 276/277** transactions.
* Prepared **Business Process Models** that includes modeling of all the activities of business from conceptual to procedural level.
* Have supported and analyzed data for the organization with making **data models, data integration** and following **data business rules**.
* Wrote SQL queries for the retrieval and management of data including
* Identified/documented data sources and transformation rules required to populate and maintain data warehouse content.
* Extensively used **UML** methodology in coming up with visual models and Work flow diagrams.
* Implemented **RUP** and followed iterative**, Use Case** driven process for requirement documentation and deployment.
* Used **Agile** methodology to implement internal and external reviews of final requirements for implementation.
* Followed the RUP based methods using Rational Rose to create: Use Cases, Activity Diagrams / State Chart Diagrams, Sequence Diagrams.
* Modified **Data Flow Diagrams** and **Entity Relationship Diagrams**.
* Created Use cases, activity report, logical components to extract business process flows and workflows involved in the project using Rational Rose, UML and Microsoft Visio.
* Interpreted logical and physical data models for Business users to determine common data definitions and establish referential integrity of the system.
* Involved in creating **Test Strategy** and Test Plans for the business acceptance process and supported **UAT** effort with test execution, defect analysis and clarification.

**Environment:** SQL, MS Office Tools, Windows XP, MS Project, PowerPoint, SharePoint, MS-Word, MS-Excel, Facets 4.21, JIRA.