**SUDAN GHIMIRE**

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**SUMMARY:**

* 7+ years of professional experience as a **Business Analyst** with excellent understanding, analyzing, and documenting **Business Requirements**, Functional Specifications, Business Process Flow, **Business Process Mapping**, and Modeling
* Worked closely with Information Technology as **Business Analyst with a focus in Healthcare** including **MMIS, Medicaid, Medicare, FACETS, HIPAA, EDI**, and other supporting applications for insurance providers & service providers.
* Oversee the creation and development of detailed written business requirement.
* Facilitate the complex process of understanding the business needs, creating understanding of how solution ideas may meet those needs, and then brokering the final scope of solutions to be delivered to the end customer / user.
* Strong experience in creating and maintaining data model/architecture standards, including master data management (MDM).
* Have considerable expertise in Metadata Management, Data Analysis, Data Profiling & Quality, Data Governance and Master Data management (MDM) .
* Extensive experience in **Investment Banking, Retail/Commercial Banking, Financial Services, Portfolio Management, and Cash Management.**
* Actively participate in formal presentations to a variety of management levels.
* Understanding of UAT planning and execution, managing the identification and resolution of defects with members of Quality Assurance, Technology, and business partners.
* Strong writing skills in preparing Business Requirement Documents (BRD), System Requirement Specifications (SRS), Software Requirement Specifications (SRS),Use Case Specifications, Functional Specifications (FSD),Requirement Traceability Matrix (RTM) and Technical Design Document (TDD).
* Good experience with XML files and manually created XML files from Excel spreadsheets.
* Worked for the team that is responsible for receiving, documenting, processing the claims including the eligibility verification. Responsible for making the system changes if there were any changes needed to be made in the current policies, rules & regulations due to the business necessities.
* Involved in requirements analysis, design and testing phases of Software Development Life Cycle (SDLC) and also in agile methodology.
* Strong Data Warehousing, Data Marts, Data Analysis, Data Organization, Metadata and Data Modeling experience in RDBMS databases.
* Strong experience in using SQL Profiler for troubleshooting, monitoring, tuning of SQL Server and SQL code.

**Technical Skills:**

* Operating Systems: UNIX, Windows 2000/XP/Vista/7, Linux
* Databases : MS-Access, SQL Server, Oracle
* Bug Tracking Tools : Mercury Test Director, Rational Clear Quest
* Front End Tools : MS Office Suite, MS Visio, MS Project, Snag It, TOAD, Sharepoint
* Methodology : Waterfall and Agile
* Data Warehousing Tools : Informatica, Cognus, Business Objects
* Testing Tools : Quick Test Professionals

**Professional Experience:**

**State of Minnesota, Saint Paul, MN   Oct 2015 – Jan 2017**

**Business Analyst**

**Description:** State of Minnesota is known as one of the best health care provider in the nation. The portfolio of health care products includes major medical, supplemental and fixed-benefit plans for individuals, families and small employers.  The project was to incorporate the changes proposed in HIPAA 5010 and upgrading the current the system is in accordance with the new standards mandated by Health Insurance Portability and Accountability Act (HIPAA). Also, had to integrate the Medicare (Part A, Part B, Part C, Part D) data all in one single system for a smooth flow through the claims processing system Facets.

**Responsibilities:**

* Conducted JAD sessions with Subject Matter Experts (SME's).
* Incorporated Rational Unified Process (RUP) and analyzed User Business Requirement Document (BRD), Technical Requirement Specification and Functional Requirement Specification (FRS) using Requisite Pro, Rational Rose and MS Visio.
* Did Presentations making Stakeholders understand how the changes would affect different modules with respect to Medicare and Medicaid.
* Performed Gap analysis for better understanding of transition from AS IS to TO BE state of the project
* Revised HCFA-1500 and MCS-1500 forms with stakeholders.
* Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams using UML.
* Documented, organized and tracked the requirements using Rational Requisite Pro.
* Worked on changes for HIPAA Transaction and proposed changes to be made in the current system
* Created master test plan for validating the data in ODS database and Business Objects reports using PLSQL and BO BI.
* Involved in technical analysis/assessment of upgrade of Healthcare payer functionality from mainframe
* Conducted User Acceptance Testing (UAT) prior to and after implementation phase.
* Got involved in designing future state processes for HIPAA 5010 transaction processing EDI's 837,835, 270, and 271.
* Analyzed HIPAA 5010 related to 835, 837, 270, 271, 276 and 277 transactions (both inbound and outbound)
* Worked on various claims related to Medicare (Part A, Part B, Part C, Part D).
* Worked with Source system Subject Matter Experts (SMEs) to ensure that the extracts are properly mapped. Used SQL for data mapping and querying.
* Created test cases to validate that the configured functions as intended and to uncover any risks or issues with the solution.
* Tracked and maintained Stakeholder requested enhancements and changes using Requirement Traceability Matrix (RTM).
* Played a key role in planning UAT and implementation of system enhancements and data migration and conversions.
* Designed and Developed the Business Objects Universes which suit the standard, analytical and ad-hoc reporting requirements of the Business Objects users.
* Troubleshoot any problems found within system development and when testing the SQL data database while validating against the business rules.
* Participated in Data Mapping, Data Conversion, creation of the Data model and used SQL and Toad to extract, filter and validate data.
* Integrated Requisite Pro with Rational Rose to provide all teams visibility and maintain tractability among requirements, use cases and change requests.
* Completed a review of existing documentation for orders, referrals and reports and compared it to the clinical details needed for ICD-10.
* Performed PL/SQL Server Management Studio for T/SQL scripts to change and update SQL tables.
* Assisted in writing test case scenarios for unit testing, integration testing and compliance testing.
* Assisted with user testing of systems and maintained quality procedures and ensured appropriate documentation is in place.

**Environment:**MS Office, FACETS, RUP, SQL, Agile, Oracle MS Visio, XML, Erwin, Business objectives

**RBS Citizens Bank, Cranston,RI**Aug 2014 –Sep 2015

**Sr.Business Analyst**

Royal Bank of Scotland (Citizens Bank), along with its operations in 40 countries operates in the U.S. with commercial banking operations. Project dealt with updating g a system for their clients using a web based customer support and payment options. Further in the project a diverse system that could track payments, partial payment option (PPO) and providing the staff and agents a complete automated system which could hold credit reports and updated personal info such as addresses and employment information and history.

**Responsibilities:**

* Obtained a detailed knowledge of **business process** involved in the project environment.
* Interacted with **SMEs, Directors, IT and Vendors** for overall understanding and need of the system. Was able to fine tune the business rules with inputs.
* Analyzed and prioritized **user and business rules** as system rules that must be included while developing the software
* Gathered the requirements for a trust/custodian to open an account
* Prepared **High Level Logical Data Models** and BRDs (Business Requirement Documents) supporting documents containing the essential business elements, detailed definitions, and extensively used **SharePoint platform** to communicate, send and receive these high level documents among team members
* Established **Business Analysis methodology** using **Agile Extreme Programming** to create Architecture and Interaction models.
* Worked on Master Data Management (MDM) for maintaining the customer information and also for the ETL rules to be applied.
* Create and maintain data model/architecture standards, including master data management (MDM).
* Conducted Gap Analysis to show the current and proposed functionalities of the system.
* Extensively involved in JAD sessions to converge early towards a design acceptable to the customer and feasible for the developers.
* Worked extensively with the key stakeholders to write the BRD for Entitlements for all the systems in the architecture including pre-processing and MDM tool.
* Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams in MS Visio.
* Conducted JAD sessions with management, SME (Subject Matter Expertise), vendors, users and other stakeholders for open and pending issues to develop specifications.
* Scheduled meetings with data analysts, developers, System Analysts to explain the business needs and fine tune the requirements. .
* Used master data management (MDM) to define reference data.
* Made recommendations to **improve the current application performance** depending on time limitations and capacity constraints with the aid of **SCR’s (Scope Change Requests)**.
* Authored progress and completion reports, which were then submitted to project management on a weekly basis.
* Assisted in testing the application for **Usability testing** to verify whether all   
  the user requirements were catered to by the application.
* Involved in preparing a simple and detailed **User manual for** the application for **intended users** and tools that will be released out to the field users.

**Environment:**MS Word, MS Visio, MS Projects, Mercury Quality Center, MS SQL Server 2000 and 2005, Teradata, MS SharePoint, M&O Serve ME (Integrated business system).

**Citi Group, Columbus, OH** Jun 2013 – July 2014

**Business Analyst**

Citigroup Inc. is a global diversified financial services holding company whose businesses provide consumers, corporations, governments and institutions with a broad range of financial products and services. The company provides online trading options on various kinds of securities and derivatives. Options Trading, Option Probability calculator and screener, Equity and Mutual Funds advanced research and charting, real time data and simplified trading were the main features to be developed were the offerings. The components which developed in the project provide customers high-level trading tools, perception formation and interactive analytics.

**Responsibilities:**

* Performed GAP Analysis to analyze the current system and **worked with internal users** to help define system requirements.
* Assisted in developing **Project Proposal**, **Business Case** and Business rules.
* Organized various JAD sessions with development architects and business leads to develop both high-level and detailed application architecture to meet business needs.
* Analyzed and prioritized user and business requirements as system requirements that must be included while developing the software.
* Responsible for scheduling meetings with users, SMEs and stakeholders to identify problems resolve issues and improve the process to ensure a stable and accurate solution.
* **Worked** collaboratively **with User Experience Analysts, and System Analysts** to help document custom and system modifications.
* Responsible for creating and maintaining documentation related to the project including scope document, vision document, functional specification document, **defect status report, risk analysis document, mitigation plans, supplementary requirements specification** document and impact analysis document.
* Developed **Traceability Matrix** for maintaining updating current and new system requirements using MS Excel.
* Created and managed Use Case templates.
* Developed **Functional Use Cases** to enable developers and other stakeholders to understand the business process.
* Performed **Data mapping, logical data modeling, created class diagrams and ER diagrams** and used **SQL queries to filter data**.
* Used **problem** and **change management software** to document work requests for release activities.
* Coordinated with teams within the organization to **collect release requirements** via SharePoint
* Produced and managed documentation on release activities to support problem resolution and **post-release analysis**. Reviewing use cases authored by the off shore team for the second release.

**Environment:** MS Word, MS Visio, MS Projects, Mercury Quality Center, .Net framework 3.0, ASP.Net, XML, HTML, SQL Server, MS SharePoint, M O Serve ME (Integrated business system).

**MetLife, Bridgewater, NJ** Feb 2012 – Apr 2013

**Business Analyst**

The project focused on up gradation of Online Policy Management System. The scope of project was to enhance web-based new business, underwriting and policy management system, and extend the functionality in order to provide point of sale conversion of business.

**Responsibilities:**

* **Developed and implemented modified RUP** approach in interfacing and interviewing different stakeholders to gather and document requirements.
* **Facilitated JAD sessions**. Took aggressive efforts towards completion and finalization of documentation towards the end of JAD sessions.
* Analyzed requirement document by identifying ambiguous, incomplete and incorrect requirements. Helped in developing attribute matrix and functionality traceability matrix.
* Acted as **liaison between Information Systems group and Business User group.**
* Analyzed and collected business requirements, identified system interfaces and created the requirements specification document.
* Involved in risk-management process whereby identified critical areas of business risk and modified the business process to reduce the same.
* Studied carefully all of the organization's policies and procedures relating to loans.
* Worked with data modelers in creating conceptual and logical data models for the warehouse.
* Created **data mapping documents (DMD)** and data models for the project to map the data from the source feeds onto the target repository.
* **Worked** extensively with **GUI team** for designing the screens and assisted in developing screen shows, and prototyping of the user interface and usability testing.
* **Developed test plans and performed testing** of the various customers fields and tested the message behavior functionality. The messages are tracked in the system using proprietary tools.
* Extensively worked with quality analysts to make sure that the functionality meets requirements.
* Conducted **walkthroughs** with development team and stakeholders.

**Environment:**UML, RUP, MS Project, MS Access, MS Visio, VB .Net, Teradata, Oracle, Windows

**Freddie Mac, Mclean, VA**Sept 2009 –Dec 2011

**Business Analyst/Data Analyst**

Leveraging the Financial Integration effort, which was a project focused on building a new FAS140 accounting system that would improve Freddie Mac’s efficiency and timeliness in the accounting close effort, the Multi-Family (MF) division of Freddie Mac is undertaking a similarly designed automation project. The main difference is that the MF project is not a redesign; it entails the automation of processes, which are currently manual. The new MF accounting engine will provide the corporation’s system of record for Prepayment/Bond/FIN45/FAS149 journal entries.

**Responsibilities:**

* Assisted **PMO Leadership Team** with the coordination and administration of the Project Management Office including but not limited to the following activities: managing and adjusting project timeline, IT development work efforts for standardization of project implementations, administration duties, monitoring deadlines, activity and issue tracking.
* Gathered and analyzed data in support of **SOP’s, business use cases, proposed projects, and systems requirements** for mortgage loan origination system using RUP standards.
* **Interacted with Business Owners, Users, and Stakeholders** to identify Business System Needs, evaluated solutions for business problems, and prepared Business Requirements Document (BRD).
* Represented the business requirements in various alternative views such as analysis models, process flow diagrams and user stories.
* Worked with SMEs of different groups to gain detailed knowledge of Treasury Services, Commercial Loans, and RSA SecurID Setup to understand the cross impacts of the system.
* Uses UML to produce **AS IS** and **TO BE** models
* Followed solely RUP methodologies during the course of the project.
* Conducted **Gap Analysis** to define the impact of the new requirements on the existing GUI and further prepared **Business Impact Analysis Reports**.
* Extensively used tools such as Rational Rose, Rational Requisite Pro, UML, MS Visio, MS Project, MS Office, MS Access
* Designed Use Case Diagrams, Activity Diagrams, and Data Flow Diagrams to define the Business Process.
* Analyzed the **Data Entity Relationships for Teradata trend analysis** and worked on **Functional Requirements Document (FRD).**
* Worked on multiple short term projects in between and co-led teams
* Conducted **Joint Application Development (JAD)** sessions to allow different stakeholders to communicate with each other, resolve problems at an early stage.
* Coordinated with the test team to check the Weekly Status and Report it to the Project Manager.
* Developed and maintained **Service Oriented Architecture (SOA)** governance process costing models and metrics ensuring architecture compliance.
* Generated reports using Crystal Reports.

**Environment:** SDLC, UML, User Count Tool, Rational Tools Suite, MS Project, Teradata, MS Office, Windows XP, MS Access, MS Visio, ERP, SAP

**EDUCATION**

**Bachelor of Science in Business Administration -- Finance**

East Central University – Ada, OK