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SUMMARY

* Over 7 years of IT experience as Business process Analyst , design, development, testing including Change management, Project planning and management,
* Software analysis and Design. implementing innovative business process and providing system solutions using new approaches to achieve the best solution which would increase productivity.
* Extensively worked on the User requirements gathering and development of Functional specifications through JAD sessions and User Interviews.
* Extensive experience in gathering business requirements, business processes, identifying risks, GAP analysis and UML modeling.
* Extensive experience with Object oriented Analysis and Design using Rational Unified Process (RUP), Waterfall methodology and Agile Modeling.
* Experienced in Business system design and development required for business process.
* Experienced in creating and transforming business requirements into Software Requirement Specification (SRS) and designing business models and call flows in MS Visio 2007.
* Experienced in requirement gathering sessions, feasibility studies and impact analysis, cost/benefit analysis, GAP analysis, Risk analysis, SWOT analysis, User Acceptance Testing (UAT), NPV and ROI analysis.
* Proficient in all phases of Software Development Life Cycle (SDLC), writing Functional and Technical Specification Documents.
* Presentable with an ability to communicate with the executives while leading multi vendor teams.
* Proficiency in developing Use case models, collaboration diagrams, sequence diagrams, state diagrams, activity diagrams and class diagrams as per UML methodology.
* Good knowledge of ETL code development.
* Expertise in Microsoft Visio and Rational Rose software to design Business Process Modeling, process flow diagrams and workflow diagrams.
* Excellent knowledge of various testing procedures such as Functional testing, System testing, Regression testing, GUI testing, Automation testing, Load testing, Performance testing, System Integration testing, and User Acceptance testing (UAT).
* Hands on experience with reporting tools such as Cognos, Micro Strategy, Business Objects.
* Working knowledge of SQL queries, Stored Procedures, Functions, Packages, and Database Triggers.
* Experience in writing UNIX shell scripts to support and automate the ETL process.
* Proficient in planning and execution of projects in time critical environment.
* Strong team player with excellent interpersonal and teamwork skills
* Excellent knowledge of Business Process definition, Risk Analysis, and Use case Analysis.
* Worked in managing requirements from project inception through execution
* Ability to meet deadlines and handle pressure coordinating multiple tasks.

**TECHNICAL SKILLS:**

Platform : Win /XP/Vista/Windows , UNIX, LINUX, Mac.

Methodologies : Agile, JAD, Waterfall, RUP

Office Tools : MS Project, Visio, Word, PowerPoint, Advanced Excel, MS Sharepoint

Databases : MS Access, MS SQL Server 2000, Oracle, IBM DB2

Software Tools/Utilities : MS Word , MS Excel, MS PowerPoint 5.0, MS Access,

IBM COGNOS Business Intelligence tool

Management &Testing : Requisite Pro, Rational Rose, Rational Clear Quest, Rational Clear case,

Tools Finacle CRM, Fogbugz, Clarity

**PROFESSIONAL EXPERIENCE:**

###### Northwest Farm Bureau Insurance Salem, OR Sr.Business process Analyst May-2013-Mar-2015

Project included documentation of existing workers compensation system, Claims (for automobile and crop insurance) programming and Conversion of General Ledger system to facilitate integration of Northwest Farm Bureau data into Country Insurance's applications system. Developed, maintained and tested application programs. Provided on-call support.

**Responsibilities:**

* Work closely with Business Owners and Stakeholders to outline Business Requirements using Rational requisite pro.
* Work with System analyst and IS teams to understand the flow of data.
* Created Source to target data mapping documents identifying key data elements and prepared Data Flow Diagrams
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall
* Identified gaps and performed gap analysis with respect to CMS requirements
* Created Mapping Documents, Report Mockups and modified existing report mockups as to CMS requirements and finalized for development
* Was involved in the Test Plan document preparation.
* Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.
* Created workflow diagrams, UML diagrams, use cases, swim lanes, process flow, and Provider Interface testing, Creating Test cases, Test Plans and Test Scripts.
* Prepared the Business requirement Document for the enhancement of the existing services.
* Wrote FRDs for the defects and enhancements and got approval from business for the developers.
* Worked on Technical design documentation (TDD) of the claims processing system.
* Designed, prepared and implemented test cases for system testing as well as for User Acceptance testing.
* Provided Production support/explained the changes to the business users/did one on one sessions/one to many sessions to make the business uses aware of the system changes.
* Analyzed and documented system release/deployment issues according to version management backward compatibility, load balancing of components in production environment.
* Maintained a very close interaction between business users and developers to avoid any gaps in understanding or implementation of requirements.
* Did data analysis, created data mapping and data interface documents and kept the documents updated with changes in requirements and functional specifications.
* Performed Risk Analysis based on defect severity and priority
* Tested User Interface inconsistency and application functionality
* Developed Reports and Graphs to present the Stress Test results to the management
* Wrote VB script for automated testing in QTP
* Created BPR charts for AS IS and TO BE processes of different business functionalities MMIS application

**Environment:** Requisite Pro, Rational Rose, , Clear Case, Mercury Quality Center, Quick Test Pro, Oracle 9i, VB scripts, CICS, Cognos, Cystal Reports, SharePoint, .NET, MITA, MMIS

**Aegis Insurance, East Rutherford, NJ Business process Analyst Jul-2011-Apr-2013**The aim of the project was to retire the heritage Underwriting System and create a new Underwriting System for rating Property and Casualty policies. The entire Underwriting System was built on a .NET Framework. The system was designed for both domestic as well as foreign currency policies.

**Responsibilities**:

* Gather requirements by conducting meetings and brainstorming sessions with end users and SME and document them using Requisite Pro - the documentation tool offered by Rational.
* 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
* Developed a file of ACORD Forms used as the standards in all Property and Casualty markets, for both Personal and Commercial Lines of Business.
* Perform Gap Analysis of the processes to identify and validate requirements.
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Conducted meetings and understood the requirements of the sales and marketing team
* Organize requirements into high level Use Cases and low level Use Case Specifications and modeled them into UC, Activity and Sequence Diagrams using Rational Rose and MS Visio.
* Involved in reviewing Entity Relationship, Data Flow, State Transition and Class Diagrams with the Systems Analyst.
* Apply UML notations and methodology in developing models that accurately represent the business process and workflows and clearly communicate them to the stakeholders.
* Worked with various users including insurance brokers
* Facilitate JAD sessions involving the management, development and user teams for clarifying requirements and facilitating better communication.
* Coordinate and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines
* Assure that all Artifacts are in compliance with corporate SDLC Policies and guidelines.
* Review the Test Plan developed by the testing team for testing the application.
* Assist the QA personnel in the creation of Test Cases using Rational Test Manager.
* Involved in performing version control and defect tracking activities using Rational ClearCase and Rational ClearQuest.

**Environment**: PL/SQL, SQL Server, XML, Windows 95/98/2000, ODBC, Internet Explorer and Netscape, Web Logic, UNIX, Rational Req. pro, clear case, Rational Rose, Clear Quest, UML, Ms Visio, Ms Project

**State Division of Medicaid, Sacramento CA Business Analyst Jan-2010-Jun-2011**

California Division of Medicaid's Medicaid Management Information System (CAMMIS) has to comply with Health Insurance Portability and Accountability Act (HIPAA) and ICD 10 requirements.

**Responsibilities:**

* Involved in requirements gathering sessions with Business Analysts and Architects to understand requirements in terms of business change.
* Actively worked on Business requirement analysis and Data analysis.
* Analyzed System Impact including MMIS Tables, Windows, Reports and Interfaces to external entities.
* Created Business Rule Comparison (BRC) documents and Side-By-Side (SBS) comparison documents using 4010 / 5010 implementation guides for X12 transactions in Excel spreadsheet.
* Got hands on experience on analysis of GAP analysis between current HIPAA 4010 and HIPAA 5010 requirements.
* Analyzed HIPAA 4010 and 5010 standards for 837P EDI X12 transactions, related to providers, payers, subscribers and other related entities.
* Got exposure of IBM mainframe environment for Medicaid Management Information System impact assessment. Dealt with the EDI transaction-835 claims payments and remittance advice, which deals the payment from payer to provider.
* Ensure the UAT test scripts review sessions with business owners to test the application functionality and providing necessary training material.
* Analyzed HIPAA 5010 impact on external Data Warehouse and data warehouse extract process and mapping of MMIS database and data warehouse.
* Got exposure of EDI, Web Portal, DSS and System documentation.
* Analyzed MMIS system impact for Windows and Interfaces.
* Excellent writing skills in preparing business requirements documents (BRDs), system requirements specifications (SRS), system design specification (SDS), functional specifications, and defining project plans.
* Responsible for gap analysis in changing old MMIS and Involved in testing new MMIS.
* Gathered all the needed data (table names, column names, field names, notes) from the Windows and Interfaces documents.  Analyzed RRI/Viking Subsystem (an external system off the state, dealing with conversion of paper claims to electronic claims) and recommended changes for HIPAA 5010.
* Elicited business requirements and business needs as part of an Agile Scrum team
* Responsible to meet the information demands of business users by delivering timely, accurate, meaningful and standardized data and reporting.
* Prepared Test Cases (manual/automated) and Conducted Tests (Integration testing, Regression testing), Black Box/White Box testing, UAT (User Acceptance Testing).
* Documented analysis, observations and recommendations.
* Used Quality Center and ALM for defect tracking and reporting.
* Attended daily meetings and dealt with day-to-day deadlines.
* Experience in Forward Mapping and Backward mapping analysis of ICD 9 – ICD 10 Conversion for CM (Diagnosis Codes) and PCS (Procedure Codes).

**Environmen**t: MS Office, Agile, Rational Rose MS VISIO, UML, SQL, Business objectives, XML, HP Quality Center ALM

**Health Partners Inc. Philadelphia, PA Business Analyst Apr-2008-Dec-2009**   
Health Partners Inc. Philadelphia, PA As a Business Analyst worked on research department which was currently trying to develop an ODS/Data Warehouse to support its institutional equities research department. The data warehouse was being designed. This project implemented ETL process using Informatica..

**Responsibilities:**

* Gathered and documented business requirements for existing and future business systems.
* Acted as a liaison between business staff and technical staff to articulate needs, issues and concerns.
* Lead multiple project teams of technical professionals through all phases of the SDLC using technologies including Oracle, Erwin, Data Stage, Data Warehousing, Web sphere and Cognos.
* Managed Scope and change throughout the SDLC process of the product.
* Performed extensive data modelling to differentiate between the OLTP and Data Warehouse data models
* Defined Functional Test Cases, documented, Executed test script in Facets system.
* Analyzed trading partner specifications and created EDI mapping guidelines.
* Healthcare system implementation including enterprise Electronic Medical Records (EMR) software.
* Involved in mentoring specific projects in application of the new SDLC based on the Agile Scrum and Rational Unified Process, especially from the project management, requirements and architecture perspectives.
* Created Data Stage jobs to extract, transform and load data into data warehouses from various sources like relational databases, application systems, temp tables, flat files etc.
* Designed and developed use cases, activity diagrams, and sequence diagrams using UML.
* Troubleshooted file transmission problems and assisted customers in a call center environment with EDI and Medicaid Insurance claim related inquiries explained and enforced guidelines in the X12 Implementation guides (837P, 837I, 837D, 270/271).
* Converted various SQL statements into stored procedures thereby reducing the Number of database accesses.
* Worked closely with the Enterprise Data Warehouse team and Business Intelligence Architecture team to understand repository objects that support the business requirement and process.
* The tests also included GUI testing: Testing for validation and display of screens
* 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.
* Informatics was used for ETL process and Business Objects are used for Reporting duties.   
  **Environment**: Quality Center, EDI, GEMS, Agile Microsoft Office Professional (Outlook, Word, Excel, Visio, Access, etc.) Microsoft SharePoint ,UML, RUP, UAT, db2, Quality Center, SQL, .NET, Clear Case