**Swara Shah**

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858-375-3091

**Business Analysis**

### **PROFESSIONAL SUMMARY**

9+ years of extensive work experience in Business Analysis with Electronics device Manufacturing, Bio-medical Instrumentation, Insurance, and Healthcare (Health Insurance, Medicare, Medicaid, Healthcare Standards, HIPAA, HIPPA X12, Version 5010).

* Experience in full **Software Development Life Cycle** (SDLC)**: Agile, Agile Scrum, Waterfall, and RUP.**
* Extensive knowledge in **Requirements Gathering Analysis.**
* Experience with **Gantt Charts, Resource Plans, Network Diagrams & Entity Relationship Diagram** (ERD).
* Proficient in **DDL & DML (JOINS, UNION, & FUNCTIONS)** to validate database integrity.
* Experience with **Data Analysis, Data Modeling, & Data Mining**
* Proficient with **Use Cases, Use Case Diagrams, Activity Diagrams &Context Diagrams** based on **Unified Modeling Language** (UML), **Wireframes & Mockups.**
* Well versed in **Business Requirements Documentation** (BRD), **System Requirement Specification** (SRS), &**Functional System Documentation** (FSD).
* Experience in **Business Acceptance Testing** (BAT), **Cost Benefit Analysis** (CBA)**, GAP Analysis, Risk Analysis, & User Acceptance Testing** (UAT).
* **Project Management** experience with client management, customer interaction, scope definition, project planning & change control, and integration & release management.
* Experience with **Data Analysis, Data Modeling, & Data Mining.**
* **Project Management** experience with client management, customer interaction, scope definition, project planning & change control, and integration & release management.
* Working knowledge in **Electronic Medical Record (EMR), HIPPA, & Healthcare Technology.**
* Comprehensive knowledge of **Insurance**- Health, Auto, General.
* Extensive Knowledge of **Medicare, Medicaid, Claims Management.**
* Knowledge of **HIPAA, HIPPA X12, Version 5010, ICD 9, ICD 10, EDI, ASC X12, and Sales Force.**
* Creating **Work Breakdown Structure** (WBS), **Project Schedules, & Project Timelines.**

**EDUCATION:**

* **Master’s of Science – Specialization in Healthcare Management,** California State University, Los Angeles. (GPA 3.67)
* **Bachelor of Engineering – Specialization in Bio-Medical Engineering,** BharatiVidyapeeth University, India (GPA 3.80)

**ACHIEVEMENTS:**

First place for the entrepreneurial business model competition, California State University, Los Angeles

**Technical Skills:**

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| **Operating Systems** | Windows 95/98/2000/XP/Vista, UNIX, Linux, Mainframe, MAC |
| **Application Software** | MS Office suite (MS Word, MS Excel , MS PowerPoint), MS Project, SQL Tool, MS Visio |
| **Rational Databases** | SQL Server 2000, MS Access |
| **Languages** | HTML, XML, SQL |
| **Methodologies** | IBM Rational Unified Process (RUP), Agile, Waterfall, Unified Modeling Language (UML), Software Development Life Cycle (SDLC), Service Oriented Architecture (SOA). |
| **Requirements/Application Management Tools** | IBM Rational Requisite Pro, MS Visio, MS Office Suit, MS-Project, Share Point, Sales Force |
| **Testing Tools** | HP Quality Center, Mercury Quality Center, SQL, SPSS |
| **Process Modelling** | MS Visio |
| **Web Browsers** | MS Internet Explorer, Mozilla Firefox, Chrome, Safari, |
| **QA Methodologies** | Functional, Integration, System testing, Regression, Acceptance, UAT |
| **Networking** | TCP IP, FTP, HTTP, Internet, Intranet |

**PROFESSIONAL EXPERIENCE:**

**White Memorial Medical Center, Los Angeles Sep’12-Present**

**Business Analysis**

White Memorial Medical Center is a non-profit, faith-based, teaching [hospital](http://en.wikipedia.org/wiki/Hospital), which provides a full range of inpatient, outpatient, emergency and diagnostic services to communities in and near downtown Los Angeles. My project deals with the hospital wide policies, ICD 9 to ICD 10 codes conversion, and Claims Management.

**Roles and Responsibilities:**

* Support leadership to the departments through interaction with daily scrum meetings.
* Support the PM in preparing material for Program Review Meetings to present to the executive staff management and the internal teams.
* Document the user requirements and delivered Business Requirement Document and (BRD) Functional Specification Document (FSD).
* Work with Accreditation department for the requirements gathering for the clinical and non-clinical departments.
* Work extensively with SMEs in understanding and documenting their requirements.
* Work with the business users to define business requirements and analyze the possible technical solutions.
* Present the projects with the activity diagrams using MS-Visio and MS project and UML.
* Create/change the requirements as per the requirements.
* Track the project progress and maintaining Change Request and Requirements logs.
* Assess risks, and potential benefits of alternative business process.
* Analyzed the business needs for the processes and modules that needed migration.
* Prepare questionnaires and survey forms for the staff to moderate their skills for the new guidelines with SPSS Analysis tool.
* Interview the staff members of clinical and non-clinical departments to check out their awareness of the policies and procedures.

**Environment:**

Agile-scrum, MS Access, MS Word, MS Excel, MS Project, MS Visio, Lotus Notes, SPSS Analysis.

**Zeal Medicals Pvt. Ltd, Mumbai, India Jun’08-Aug’11**

**Sr. Business System Analyst**

Zeal Medicals Pvt.Ltd.is a Bio-Medical instruments exporter/ Manufacturer/ Supplier Company. The Company deals with the several products like baby weighing scale, intensive care warmer, radiant warmer, infant warmer, radiant heat warmer, neonatal resuscitation system, neo-natal resuscitation. The project deals with directing the customer orders for devices to the respective companies for payment and sending the devices to the consumers or resellers.

**Roles and Responsibilities:**

* Thoroughly studied the inherent systems to have a clear understanding of the business processes and associated system workflow.
* Conducted Gap analysis to understand new business model and additional functionalities to be incorporated into the new application.
* Conducted JAD sessions for better understanding and refining of requirements in coordination with multiple teams.
* Clarified and prioritized requirements by conducting brainstorming sessions with the stakeholders and SMEs.
* Documented various documents including the Business Requirements Document and the Use Case Specification Documents.
* Used Rational Requisite Pro as requirement gathering tool.
* Identified all use case components including basic, alternate and exception flows.
* Participated in various architectural development sessions to provide technical teams with a better understanding of the requirements.
  + Analyzed Requirements and created Use Cases, Use Case Diagrams, Activity Diagrams using MS Visio.
  + Gathering business requirements and converting them into functional requirement specifications and user requirement specifications. Used Rational Requisite Pro for Requirement Document preparation.
  + Carried out detailed and comprehensive business analysis with the RUP methodology.
  + Prepared Business Process Models, which included modeling of all activities of the business from conceptual to procedural level.
  + Participated in Change control meetings recommending appropriate action after analysis of changing requirements.
  + Conducted multiple interviews to clarify requirements in order to identify use cases and document UC Specifications.
  + Assisted QA team by Reviewing test cases and clarifying requirements to ensure complete coverage of requirements.
    - Provided training to users, and involved in conducting UAT sessions to gain user confidence and approval.
    - Provided project manager with regular status updates assisting the overall project management initiative.
* Conducted UAT sessions to approval.
* Worked extensively with MS office suite for preparing status reports.

**Environment:**

MS Visio, Microsoft Office Suite, MS Access, MS Word, MS Excel, MS Project, Share-Point, Agile Scrum, RUP, SQL.

**Jayanti Systems and Controls Pvt. Ltd., Ahmedabad, India Apr’05-May’08**

**Business Analyst**

Jayanti Systems and Controls Pvt. Ltd. Electronics Inc.is a business focused Electronics Solutions Company with expertise in Electronic Circuits. The project deals with manufacturing the Control Circuits, Electronic Project Circuits, Digital Electronic Circuits, Electronic Integrated Circuits, Customer Relations Management (CRM) and Enterprise Resource Planning (ERP) strategies, integration and delivery.

**Roles and Responsibilities:**

* Acted as an interface with different stakeholders of the project.
* Defined Business Rules by interacting with stakeholders and users through Surveys & Brainstorming.
* Developed a vision plan that defined the primary goals and objectives of the project.
* Conducted Joint Application Development (JAD) sessions.
* Designed all possible Screen Mockups for a better workflow.
* Performed Gap Analysis, conducted walkthroughs and acted as a liaison between the business users, stakeholders and the team to perform requirements, quality and risk analysis.
* Involved extensively in the inception phase for understanding the Scope of the Project, feasibility of the implementation and define the risk factors involved in the project.
* Gathered business requirements through sessions and analysis by interviewing users and Subject Matter Experts (SME).
* Analyzed business/system requirements using requirement arbitrage and assigned appropriate priorities.
* Effectively managed the requirements and requirement change requests during various phases of project life cycle.
* Ensured that all requirements, enhancements and defects for the particular release have been developed, fixed and tested by creating traceability matrices between all the project artifacts.
* Documented AS-IS and TO-BE analysis, and conducted process evaluations and write recommendations based on the analysis.
* Applied Unified Modeling Language (UML) notations and methodology in developing models that accurately represent the business process and workflows to effectively communicate them to the stakeholders.
* Collaborated with the QA team to ensure adequate testing of both before and after completion, maintained quality procedures, and ensured that appropriate documentation is in place.
* Got system approvals by conducting UAT sessions.
* Organized cross training of team members and users to become more responsive.

**Environment:**

Windows 2000/NT, MS Visio, Rational Requisite Pro, MS Power Point, MS- WORD, MS Access, MS Excel, UML, Waterfall.

**Jayanti Systems and Controls Pvt. Ltd., Ahmedabad, India Jan’04-Mar’05**

**Intern, Business Analysis**

Jayanti Systems and Controls Pvt. Ltd. Electronics Inc.is a business focused Electronics Solutions Company with expertise in Electronic Control Circuits, Electronic Project Circuits, Digital Electronic Circuits, Electronic Integrated Circuits, Customer Relations Management (CRM) and Enterprise Resource Planning (ERP) strategies, integration and delivery.

**Roles and Responsibilities:**

* Gathered **Business Requirements** from the different stakeholders involved in the project.
* Worked in using different methods including conducting **meetings**, passing questionnaires to gather requirements.
* Coordinated with the **Subject matter experts (SMEs)** to obtain domain related information.
* Presented modules in the meeting presentations.
* Identified the business requirements**, functional requirements.**
* Wrote **Use Case Specifications** and create **Activity diagrams**.
* Tracked project progress and maintaining **Change Request and Requirements logs**.
* Applied **Unified Modeling Language (UML)** notations and methodology in developing models that accurately represent the business process and workflows.
* Implemented the **Rational Unified Process (RUP)** methodology of application development with its various workflows, artifacts and activities.

**Environment:**

Windows 2000/NT, MS Visio, Rational Requisite Pro, MS Power Point, MS- WORD, MS Access, MS Excel, UML, Waterfall.