**Tej**

**Professional Synopsis:**

* 7+ years of Industry experience as a Business Analyst with solid understanding of Business Requirements Gathering, Data warehousing, Data Modeling, Evaluating Data Sources, Translating Requirements into Specifications, Application Design.
* Professional experience in Business Analysis, Software Development Life Cycle: System Analysis, Design, Development, Testing, and Implementation on Business Systems.
* Responsible for EDI strategies enabling Health Care Providers and Insurance Careers to communicate effectively.
* Extremely proficient in using Agile and XP methodologies performed roles of Scrum Master following sprint sessions and used Rally software extensively to write User Stories, assign tasks to individual team members.
* Good Working Knowledge of HIPAA Regulations and Claims Processing.
* Strong experience in Requirements elicitation techniques - conducting user interviews, document analysis, JAD sessions and managing the requirements.
* Expertise in UML (class diagrams, object diagrams, GAP Analysis, use case diagrams, state diagrams, sequence diagrams, activity diagrams, and collaboration diagrams) as a business analysis methodology for application functionality designs using IBM’s Rational Rose.
* Created design documents like data flow diagrams, process flow charts using MS VISIO and UML.
* Strong Object Oriented Analysis and Design using UML, Rational Unified Process, RATIONAL ROSE.
* Expert in creating Traceability Matrix by mapping test cases to requirements.
* Possess strong knowledge of healthcare terminology and extensive experience working on healthcare projects. Specialized experience in healthcare insurance domain. Good understanding of insurance policies like HMO and PPO and proven experience with HIPAA 4010 EDI transaction codes such as 837(Health care claim), 270/271(inquire/response health care benefits), 276/277(Claim status), 834(Benefit enrollment), 835(Payment/remittance advice),
* Experience in working with several data sources like Flat Files, XML, SAP ECC, Oracle, SQL server, DB2 and Teradata.
* Expert in understanding and verifying EDI raw data, in both 4010 and 5010 format.
* Experience working on 4010 to 5010 and ICD 9 to ICD 10 projects.
* Extensive knowledge of various EDI standards including American National Standard Institutes (ANSI), Accredited Standard Committee (ASC) X12 structures and formats.
* Comprehensive experience in writing Test Plans, Test Cases and Test Scripts using manual and automated testing tools from Rational and Mercury Interactive such as TEST DIRECTOR and WINRUNNER.
* Actively involved in developing, executing and managing User Acceptance Testing (UAT).
* Good hands on experience testing of inquiry screens to support EDI transactions.
* Assisted Quality Assurance (QA) team in writing test plans, defining test cases, test scenario and data sets.
* Built strong relationships with clients and demonstrated commitment to delivery.
* Strong communication, business understanding, critical thinking and analytical skills.
* Highly motivated, organized and target oriented team player who enjoys working with multi-functional team towards a common goal.

**Technical Skills:**

* Databases: MS ACCESS, MS SQL SERVER, Teradatav2r5, Teradata13,DB2
* Methodologies: RATIONAL UNIFIED PROCESS, OOAD, UNIFIED MODELING LANGUAGE
* Modeling Tools: RATIONAL ROSE, ERWIN 4.0, CRYSTAL REPORTS, MS VISIO
* Testing Tools: MERCURY WINRUNNER 7.0, TEXTDIRECTOR 6.0
* Operating Systems: WINDOWS 98/2000/ME/XP, WINDOWS NT, UNIX
* Office Tools: MS WORD, MS EXCEL, MS POWERPOINT, MS PROJECT 2002/2003
* Quality Management: HIPAA

**Professional Experience:**

**Health Insurance Plan (HIP), New York City, Aug 2013 - Present**

**Sr. Business Analyst/ Data Analyst**

Health Insurance Plan Corp (HIP) is a full health management company providing full range of HMO, PPO, and POS benefit plans. HIP wanted to have data consistency and proper data mapping between the old and the new system. The project was to support ICD 9 to ICD 10 conversion without disturbing the existing claim process.

**Responsibilities:**

* Gathering and documenting the requirements in Requisite Pro those are critical to the business mission and using those requirements to design application software using a Use Case approach.
* Created EDI documents for EDI maps to generate requirement documents and Project Charter, and logical design documents for EDI transactions and code sets.
* Interacted with the “Users” by interviewing them, by preparing questionnaire and getting feedback.
* Attending Client Meetings Project Steering Committee Meetings and Project Management Committee Meetings.
* Preparing BRD, Business Cases, and presentation to the clients, Business Re-engineering proposals.
* Assisted JAD sessions to identify the business flows and determine whether the EDI X12 Transaction, Code set and Identifier aspects of HIPAA, impacts any current or proposed systems.
* Worked on the ICD 9 to 10 GAP analysis.
* Worked with business and nurses in implementing ICD 10 project.
* Working within a growing knowledge of X12 4010 HIPAA Transaction Processing 837 I, P, D, 835, 834, 820, 270, 271, 276, 277, 278, EDI, Privacy, Security, and Medicaid.
* Involved with data analysis using Teradata SQL assist from data source.
* Did Performance Tuning of the database which included creating indexes, optimizing SQL Statements & monitoring the server.
* Analyze business requirements for new system requests, system upgrades, and system replacements to ensure compatibility with IT security policies and HIPAA standards.
* Worked in RUP using Rational Requisite Pro.
* Managed the team of consultants responsible for developing on-demand Medicaid Management System reports.
* Worked on customizing the claim module of FACETS for repricing Nursing home claims.
* Worked on ICD-9 to ICD-10 conversion in FACETS.
* Designed the online screens and reports for the Medicaid Online Electronic Claims Submission System.
* Responsible for creating test scenarios, scripting test cases using testing tool and defect management for Policy Management Systems, Payables/Receivables and Claims processing.
* Working in Documents Management System to track and store images of paper documents.
* Worked on Documentum and duties included checking-in and checking-out test documents.
* Developed a vision plan that defined the primary goals and objectives of the project.
* Developed Use Case diagrams, business flow diagrams, Activity/State diagrams and Sequence diagrams so that developers and other stake holders can understand the business process by using UML.
* Involved in determining test strategies based on requirements and architecture.
* Engaged in analyzing requirements, identifying various individual logical components, expressing the system design through UML diagrams
* Assisted Project Teams in preparing Software Requirement Specifications (SRS), User Interface Design, designing of Application Architecture & Database Modeling.
* Worked as an interface between the users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Analyzed various corporate statistics with the help of financial modeling and forecasting to predict potential risks factors.
* Involved in testing Facets for Group Information, Enrolling Subscribers, adding members, Related Entities, Class/Plan definition, Premium Rate Tables etc.
* Performed Functional design/Data Modeling/user interface design of a financial services Client master database/data ware house.
* Prepared Logical Data Models that contains set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the data elements to analyze and document business data requirements.
* Maintained a requirements traceability matrix in order to keep the clients and all the teams up-to-date with the current progress of the project.
* Conducted User-Acceptance Testing.

**Environment:** Rational Unified Process (RUP), DB2,SQL Server,Rational Requisite Pro, Rational Test Manager, Win Runner, Rational Clear Quest, HTML, XML, XSL and XSLT.

**Cigna Corp., Chattanooga, TN Jan 2012 - Aug 2013**

**Business Data Analyst**

Cigna major service lines include workers compensation claims administration and healthcare management services, property and casualty claims management, class action services and risk management information services.

As a Business Analyst in Cigna I performed pivotal role in multiple projects & handling three releases at the same time. Release 1 & 2 was web-based service application developed for streamlining office workflow processes involved in Electronic Data Interchange (EDI) transactions and benefits in claims management cycle based on HIPAA Guidelines. Release three was based on reporting the policy premium. There were seven reports, which were generated in Brio portal.

**Responsibilities:**

* Worked with the account managers, managements, and report requestors to gather requirements, get report requests.
* Validated the following Transaction Processing: 837 (Health Care Claims or Encounters), 835 (Health Care Claims payment/ Remittance), 270/271 (Eligibility request/Response), 834 (Enrollment/Dis-enrollment to a health plan)
* Wrote Business Requirements, analyzed them and tested them.
* Involved in HIPAA EDI transactions such as 835, 837 (P, D, I) 276, 277, 278.
* Produced Gap Analysis documents for HIPAA 5010 and ICD-10.
* Owned the entire reporting process. Interacted with the ETL team, developer(s), management, and account holders to get the requirements, document them, design templates, and write specifications.
* Identify Member, Provider, Coverage, Medicare, and Medicaid.
* Designed report templates based on the requests by account managers.
* Designed Functional Specification Documents for the reports.
* Worked in RUP environment using Rational Requisite Pro
* Analyzed trading partner specifications and created EDI mapping guidelines.
* Extensive use of Excel to create Functional Specification Documents & Templates.
* Designed the process flow diagrams for flow of information and report creation process.
* Created ETL packages with different data sources (SQL Server, Flat Files, Excel source files, XML files etc.) and then loaded the data into destination tables by performing complex transformations using SSIS/DTS packages.
* Conducted JAD sessions for the report users, requestors, and the developers.
* Prepared Need Analysis Documents of the requirements gathered through JAD sessions.
* Documented all the changes in the initial templates and was responsible for Release Management.
* Reviewed Requirements & deliverables for delivery timeline.
* Used MS Visio to create Flow diagrams and Use Case Diagrams.
* Created presentations explaining the entire report development process, while drawing a comparison between the legacy & the new report.
* Coordinated with the developer, on day-to-day basis, during the development process.
* Tested the report for its content.
* Created Test Scripts & Test Scenarios to check report content, layout, and parameters.
* Worked on Report Re-engineering Project and made enhancements to the system flow.
* Modified System flow diagrams using Visio.
* Reviewed Stored Procedures for reports and wrote test queries against the source system (SQL Server) to match the results with the actual report against the Data mart (Oracle).
* Worked with ETL team during the upload process.
* Helped with Data Mapping between the data mart and the Source Systems.
* Worked as a liaison between the Business and Technology Department.
* Enhanced communication lines between executives, managers, and peers

**Environment:** SQL Server , Windows, Crystal Reports, Oracle, Mantis Defect Tracking, UML, MS Office, MS Visio

**Unicare, Inc., IL Dec 2010 – Dec 2011**

**Business Analyst**

Description: Unicare Health Insurance Company is one of the health insurers in the United States. A web application was reengineered to make it compliant with the EDI standards. Integration of this web application with the third party administrator’s applications (TPA) was achieved. The developed application is complaint with the HIPAA standards.

**Responsibilities:**

* Met with client groups to determine requirements and goals. Utilized Rational Unified Process (RUP) to configure and develop process, standards, and procedures and create a Business requirement Document.
* Responsible for preparing Software Requirement Specification (SRS) and documenting them.
* Established questionnaires and resource leveling required for implementing HIPAA 5010.
* Involved in the full HIPAA compliance lifecycle from gap analysis, mapping, and implementation and testing for processing of Medicaid Claims.
* Created Process Work flows, Functional Specifications documents and documented system requirements.
* Provide implementation assessment, strategy, and mentoring services for Rational Rose, UML and RUP.
* Interacted with various cross-functional teams on building business use cases, and understanding expenses and revenue stream.
* Working with clients to better understand their needs and present solutions using structured SDLC approach.
* Interaction with the developers to report and correct bugs.
* Developed the systems implementation project management plan with milestones and steps from procurement of vendors to project implementation and maintenance.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, and information needs. Ensured that critical requirements are not missed.
* Created complex SQL queries and stored procedures for Teradata systems.
* Aided management in standardizing web applications by preparing GUI standards and recommending alternatives for incorporation in a phased, iterative manner.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Analysis of new Business Requirements and preparation of the Functional Design Specifications
* Interacted with clients like SPF Securities to finalize their website look and contents.
* Analysis of the new requests specified by the end users for the future releases and discussion with the functional and technical teams.
* Communicated changes to requirements promptly and precisely to all personnel involved.
* Identified and clearly defined functional issues and support IT development staff throughout the design, development, unit testing, and implementation phases of the software development life cycle.
* Analyzed and translated business requirements into system specifications.

**Environment:** Microsoft Visio, RUP,SQL Server ,Rational Tools, OOAD, Mercury Test Director, Rapid SQL, UNIX, Microsoft Excel, Microsoft Word, Microsoft Access, Windows 2000 Professional.

**Novo Nordisk, Inc., India Jul 2008 - Nov 2009**

**Business Analyst**

Novo Nordisk is a healthcare company and a world leader in diabetes care. The company manufactures and markets the broadest range of diabetes products in the industry including the most advanced products within the area of insulin delivery systems. The project was for Novo Nordisk to develop a web based automated online order system (Electronic Order Management System - EOMS) for their sales team members to make their orders available for the company’s administrative staff to process instantly.

**Responsibilities:**

* Gathered Business Requirements, Interacted with the Users, Designers and Developers, Project Manager and SMEs to get a better understanding of the Business Processes.
* Used Rational Unified Process (RUP) as the Software Methodology.
* Analyzed and optimized the process, Prepared Business Requirement Document (BRD) and then converted the business requirements into Functional Requirements Specification and Technical Specification using Rational Requisite pro.
* Assisted in technology selection for the application, based on Cost-Effectiveness and Quality with an eye towards the future.
* Performed Feasibility, Adaptability and Risk Analysis to identify the business critical and high-risk areas of the application.
* Communicated with design, development and test team using MS exchange Messaging and Defect Tracking System.
* Participated in various testing related review meetings.
* Used the Unified Change Management (UCM) tool, Rational ClearQuest, to maintain and track the Stakeholders requested enhancements and changes.
* Used Rational ClearCase, a Configuration Management tool to maintain different builds of the application with description about all changes and Versions.
* Used MS Project to manage schedules, deadlines and resources and collaborate on the project.
* Developed and implemented automated test scripts using Rational Robot.
* Conducted regression testing and interacted with developers to resolve the issues.

**Environment:** Rational Rose, ClearCase, ClearQuest, Visio, MS Project, Visual Studio .NET, SQL Server 2000.