**CAREER SUMMARY:**

An IT professional with over 5 years of experience in Business Analyst with the strong ability to gather and document Business Requirements, proficient in SDLC life cycle, understand the workflow concept, ability to gather and document the 'As-Is' and 'To-Be' processes.

* Expertise in Waterfall, Agile (Scrum) Software Development Life Cycle (SDLC) processes and methodologies.
* Expert at interacting with stakeholders, Subject Matter Experts (SMEs) and end-users to understand, analyze, communicate and validate requirements using Joint Application Design (JAD) sessions.
* Experienced in gathering and documenting requirements and ability to train users to translate technical requirements and translate them to a business audience.
* Expertise in writing Use Cases and producing Use Case Model, Sequence diagrams, Activity diagrams & Business process flow diagrams using MS Visio.
* Hands on experience in creating Requirement Traceability Matrix to list all the requirements and ensured all technical requirement documents like Use Cases, Test Cases are written and compiled
* Proficient in creating various documents like Business Requirements Document (BRD), Functional Requirement Document (FRD) and Functional Specification Document (FSD).
* Interacted with client regarding project status and feedback on UAT and discussed the information with the development team.
* Have in-depth knowledge of Software Development Life Cycle (SDLC) methodologies, vast experience working in Agile/Scrum, Waterfall, methodologies.
* Performed in depth gap analysis to analyze/compare the As-Is and To-Be compatibility of existing system infrastructure with the new business requirements.
* Organized weekly project status meetings and task review meetings, documented and disseminated meeting minutes effectively.

**TECHNICAL SKILLS**

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| **Operating Systems** | Windows, UNIX |
| **Languages** | SQL, HTML, XML |
| **Database** | Oracle 10g, MS Access, SQL Server |
| **Methodologies** | Waterfall, Agile-Scrum, Hybrid |
| **Documentation Tools** | MS – Office Suite (Word/Excel/Power Point). |
| **Business modeling Tools** | MS Visio |
| **Other tools** | JIRA, HP ALM/ Quality Center, MS Project |

**EDUCATION:**

Queen Margaret University

Bachelor’s in Business Administration

**PROFESSIONAL EXPERIENCE**

**Blue Cross Blue Shield – NC Mar 2016 – Till Date**

**Business System Analyst**

Blue Cross Blue Shield of North Carolina is an independent licensee of Blue Cross Blue Shield Association. It's a part of 41 independent locally operated companies called plans. Each Plan is community based, working closely with local hospitals and physicians to assure its customers receive excellent and affordable care tailored to their needs. This project aimed to provide a secure and efficient integration of member information through a newly designed member enrollment and maintenance platform developed in JAVA with Oracle as the Backend.

**Responsibilities:**

* Worked in AGILE Environment with daily scrum meetings, grooming sessions, planning and sprint cycles.
* Facilitated the requirements gathering process with the client and leads to ensure all requirements are identified and documented to fulfill scope and business goals.
* Used JIRA for status management.
* Performed “AS-IS” analysis to “TO-BE” analysis for the process flow and business flow.
* Attended Scrum meetings, which included Sprint Planning, Daily Scrums or Standups, Sprint Check-In, Sprint Review & Retrospective.
* Wrote User stories which included the business logic, expected behavior and user acceptance criteria.
* Identified and validated business rules and data elements.
* Gathered Requirement from the Client to fulfill the Application need for the newly designed enrollment platform.
* Worked within project team to identify and interpret state Medicaid and Medicare policies as applicable to enrollment
* Created high-level Use Cases from Business Requirements and created diagrams like Use Case and Activity diagrams using MS-Visio.
* Analyzed Impact analysis when there is any change in the requirements and updated the Business Requirements Document (BRD) and Systems Requirements Specification (SRS).
* Facilitated meetings with the technical team and client team to analyze the current process and gather requirements for the proposed process.
* Analyzed Change Files of 834, 835, 820, 837, 270 & 271 HIPAA EDI conversions using XML validation tools
* Daily and weekly status reporting to PMO.

**United Health Group – Minneapolis, MN Nov 2014 – Feb 2016**

**Business System Analyst**

The project aimed at fixing the Medicaid / Medicare membership to synchronize with State and Vendor. It also included adding some error prompts to adjudication system and automating reports.

**Responsibilities:**

* Gathered requirements by coordinating with external vendor, and internal team.
* Analyzed Gap Analysis of the HIPAA 5010 processes to identify and validate requirements.
* Coordinated JAD sessions with all the stakeholders to understand the impact of HIPAA 5010 on the existing system.
* Gathered requirements for "Front End" and for "Core Adjudication System" by conducting meetings and brainstorming sessions with end users and Subject Matter Experts (SMEs) and documented them using Requirement Traceability Matrix and later exporting them to Quality Center.
* Prepared Functional Requirements from Business Requirements that provided appropriate scope of work for technical team to develop prototype and overall system.
* Organized requirements into High Level Use Cases and Low-Level Use Case Specifications and modeled them into UC, Activity and Sequence Diagrams using MS Visio.
* Maintained clear understanding of project goals by conducting walkthroughs and meetings involving various leads from BA, Development, QA and Technical Support teams.
* Assisted the QA personnel in the creation of Test Cases using Quality Center.
* Interacted with QA/ development teams in fixing errors and conducted User Acceptance Test (UAT).
* Worked with Medicare and Medicaid Encounter Pro to obtain Encounter data from the main server for analysis and reviewing existing mapping of the data.
* Maintained and tracked the project plan using MS Project.

**Aetna Healthcare Inc - NJ May 2013 – Oct 2014**

**Business Analyst**

The project AIM (Aetna Individual Markets) was to design an automated eligibility and enrollment functions for their Consumer Portal-Interface for online enrollment, eHealth, eVendors-Broker sites that route business to Aetna through their websites, provide reports for Approval/Denial of applications.

**Responsibilities:**

* Performed Gap analysis for the new functionality requirements Worked with HIPPA rules and regulations to draft business rules for eligibility and enrollment.
* Created high-level Use Cases from Business Requirements and created diagrams like Use Case and Activity diagrams using MS-Visio.
* Interacted with the client and the Technical Team for requirement gathering and translation of Business Requirements to Technical specifications.
* Created AS-IS and TO-BE business process flow diagrams, integrate process flow diagrams to show one end-to-end business model.
* Used Microsoft Visio to document Use Cases, Activity Diagrams/State Chart Diagrams, Sequence Diagrams, Collaboration Diagrams.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Checked the data flow through the frontend to backend and used SQL Queries to extract the data from the database.
* Conducted interviews, meetings and JAD sessions during the process of Requirement Gathering.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application.
* After successful development and testing of the product, participated in product release and deployment to End-User.
* Conducted User Acceptance Testing (UAT).