Full Name - Venkata Bhamidipati Email - sandhya.bhamidipati@gmail.com Phone - 510-557-4956

PROFESSIONAL SUMMARY

* Over 7 years of experience in IT Business Analyst / **Technical Support** experience in Good understanding of health care industry, Claims Management process, Medicaid and Medicare Services and insurance sector
* Test, Development and Replication & Cluster Server Environments. Experienced with Rational tools like Req Pro, Clear quest, Clear Case, Rational soda, Rational Rose.
* Strong experience in MS SQL Server 2008/2005 with BI in SQL Server Integration services (SSIS), SQL Server Reporting services (SSRS) and SQL Server Analysis services­ (SSAS).
* Experience in conducting/facilitating JAD sessions with superior organization and presentation skills.
* Hands on experience on implementation of projects with full SDLC (Software Development Life Cycle). High proficiency in understanding relational and dimensional data models.
* Knowledge of the EDI transaction sets such as 837, 834, 835, 270, 271, 276, 277, 999
* Understanding of HIPAA Standards and Compliance issues, HIPAA Privacy policy, opt in/opt out policy.
* Expertise in Requirements Gathering. System/Data Analysis and documentation (HLD & LLD)
* Good Knowledge of Test Plan, Test Scripts and Test Cases for Functional, System,
* Hands on experience in installation and configuration in SQL Server 2008/2005/2000.
* Experience with SQL Server and T-SQL in creating Tables, Stored Procedures, Views, Indexes, Cursors, Triggers, User Profiles, User Defined Functions, Relational Database Models and Data Integrity in observing Business Rules.
* Hands on experience in designing SSIS Packages for integrating data using OLE DB connection from heterogeneous sources (Excel, CSV, Oracle, flat file) by using multiple transformations provided by SSIS such as Data Conversion, Conditional Split, Bulk Insert etc.
* Experience in data migration using SSIS and DTS services across different databases like Oracle, MS access & flat files. Hands on writing SQL scripts, Performance tuning & Transactions Analysis.
* Facilitating one on one interviews, Joint Requirement Planning (JRP) and Joint Application development (JAD) sessions
* Experience in generating Drill through and Drill down reports with Drop down menu option, sorting the data, defining subtotals in SSRS
* Experience in creating SQL queries to facilitate UAT and perform data validation.
* Involved in creating business processes and modeling diagrams using Rational Unified Process (RUP)
* Expertise of project management, process improvement and software development methodologies/tools such as RUP, Agile, Waterfall, UML, BABOK & PMBOK
* Expertise to design Business Requirement Specification (BRD), System Requirement Specification (SRS), User Requirement Specification (URS), Use Cases Document, Work Breakdown Document (WBD), and Requirement Traceability Matrix (RTM).
* Functions and subtotals for the reports. And exposure to Dimensional and ER Modeling.
* Performance Tuning, Recovery and scheduling the backups.
* Good exposure to Database and Data Warehousing concepts (OLTP & OLAP). Involved with logical and physical data modeling and database design using Erwin, MS Visio.

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| Database Tools: | SQL Server Management Studio, Enterprise Manager, Query Analyzer, SQL Profiler, SSAS, SSIS, SSRS, Data Transformation Services, DTS, SSIS |
| Tools: | Word, Excel, Access, Power point, Project, Visio, Front Office, Rational Rose, SoDA, |
| Databases: | MS SQL Server 2008/2005/2003/2000, MS Access 2000/7.0, Oracle 8i/10g |
| Analysis Methodologies | RUP, UML, Agile methodology, Waterfall methodology, CMM, SWOT, Cost-Benefit Analysis, Risk Analysis, Gap Analysis, Risk Management Plan |
| Data migration: | DTS, SSIS, BCP, Import/Export Wizard |
| Reporting Tools: | SSRS 2008/2005/2000, Crystal Reports |
| Operating Systems: | Windows NT, Windows 2K/2K3/XP/Vista/ 7, Unix/Linux |
| Packages: | MS-Office 2008/2003/2K/98, SAS 9.0 |

**Guardian Health, Bethlehem, PA IT Business Analyst / Technical Support May-2013-Jan-2014**  
The project integrated various systems used for Dental Network Administration. Dental Provider information and Compensation information administration was improved as a part of this project. The methodologies followed were Project Management Body of Knowledge (PMBOK) and Agile Scrum.

**Responsibilities:**

* Facilitated JAD sessions with SMEs and business analysts from other feeder systems for a detailed analysis and a better understanding of impact of various projects on each other.
* Extracted data from Oracle database with MS Access, and performed SQL query, data analysis and verification.
* Prepared use cases and data flow diagrams to analyze the impact of ICD 10 diagnosis codes, CPT and HCPCS codes embedded in different systems and applications
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOD using UML
* Worked closely on 834 transaction code for Benefit Enrollment and was involved in Validation of HIPAA for 837, 270/271, 276/277,835, 834 EDI transactions
* Extensive experience with Object oriented Analysis and Design using Rational Unified Process (RUP), Waterfall methodology and Agile Modeling.
* Facilitated and led JAD sessions aimed at functional requirement walkthroughs for all the impacting projects and updated the documents based on recommendations (if any).
* Conducted JAD sessions, created Use Cases, work flows, screen shots and Power Point presentations for the Web Applications.
* Experience in Business Requirement analysis and elicitation, Root cause and Gap analysis, Business Process Modeling, SDLC methodologies (Waterfall, Spiral, Agile, RUP).
* Created UAT plans with several test cases for each project to ensure that the system runs smoothly after the proposed enhancements or changes have been made.
* Reviewed test results and coordinated with testing and development team to correct the issues.
* Developed timelines for project delivery, and managed projects/resources
* Elicited Business requirements and business needs as part of an Agile Scrum team.
* Analyze business requirements and segregated them into Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and OOD using Borland Together according to UML methodology thus defining the Data Process Models.
* Responsible for preparing Business Requirement Document (BRD) and then translating into functional specifications and test plans. Closely coordinated with both business users and developers for arriving at a mutually acceptable solution.
* Documented and delivered Functional Specification Document to the project team.
* Used MS Project to manage schedules, deadlines and resources and collaborate on the project.
* Assisted the QA team in designing the Test Plan and Test Cases for User Acceptance testing.

**Environment**: Microsoft Office Suite, Microsoft Visio, UNIX, Documentum, Windows NT/XP, Oracle, SQL, SQL Server, Sybase, VBScript, C#. DOORS, C++, NET, ASP.NET, HP Quality Center, Agile Scrum Business Objects, Test Director, Load Runner

**Cerner Corporation, Overland Park, KS IT Business Analyst /Technical Support Jul-2012-Apr-2013** The project involved designing a Pharmacy application in healthcare setting which is available within a hospital that helps the Pharmacist to perform various actions like modifying, verifying, discontinuing etc. on a patient’s medication profile.  
**Responsibilities:**

* Design and implementation of Performance Tuning and Maintenance plan for consistency checks, backup/restore. Create and maintain SQL Server procedures, functions, views and triggers.
* Developed good understanding on how Pharmacy and Pharmacists work and how doctors order medication for patients.
* Setup SSIS package configuration, logging for error detection. Used SSIS Import/Export Wizard, for performing the ETL operations. Identified the database tables for defining the queries for the reports. Developed SSIS solution for developing a fully fledged data warehouse solution.
* Teamed with business partners across the globe to gather the security requirements for the application. This effort included building Business Requirement Documents, Functional Specification Documents, workflows diagrams, wire frames.
* Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations
* Utilized SSIS (SQL Server Integration Services) to produce a Data Mart for reporting.
* Created reports using MS visual studio and deploy on report server using SSRS.
* Responsible for creating the reports based on the requirements using SSRS
* Experience with object oriented analysis using Agile modeling.
* Developed good understanding and expertise in Pharmacy Management aiming to enhance the front and mid office operations.
* Authored performance based reports for the managers to show sales against various measures like Time, Area and Price-Range. Identified and defined the Datasets for the report generation.
* Built effective queries for high-performance reporting and rendered them to HTML, XML, PDF and Excel formats using Reporting Services (SSRS). Deployed the generated reports on to the server.
* Reviewed the high-level design document and low level design of classes and sequence diagrams.
* Fine tuned the database objects and server to ensure efficient data retrieval.
* Developed Base line scripts for testing the future releases of the application

**Environment:** RUP UML, , Rational Test Manager Clear Quest, UML, Agile Scrum Methodology Micro Strategy MS SQL Server, MS Reporting Services, Management Studio, Rational Clear Quest, Rational Clear Case, Windows 2003/2000 Server, Oracle

**Medco Health, Parsippany, NJ IT Business Analyst Jan-2011-Jun-2012**Medco is a leading pharmacy benefits manager (PBM) with the nation’s largest mail order pharmacy operations. Through clinical management, Medco engages members, their physicians and pharmacists, in making better, most cost effective use of prescription drugs thus providing members safety and their care more effective and affordable

**Responsibilities:**

* Reviewed and analyzed the business requirements document to derive the functional specifications document and assisted in the preparation of System Requirement Specifications.
* Participated in requirement gathering for the COTS software package.
* Involved in Planning, Defining and Designing data based on business requirements and provided documentation.
* Occupied in Logical, Physical design and Development of the DSR (Data Staging Repository) for the Database and AMS (Asset Management Reporting System) using Erwin.
* Gathering the requirements, analyzing and Analyze the data and Prepared Data Mapping documentation.
* Gathering all system requirements for Business Intelligence, Data Warehouse
* Interacting with Developers and SME (Subject Matter Experts) about HLD & LLD.
* Interacted with the business partners and database administrators to identify the business requirements and data realties.
* Analyzed the requirements, Data and prepared the technical design document for the developers.
* Analyzing the code, data and preparing the spec’s for Developers
* Conducted database management, performance measurement, performance tuning for new and existing databases by using SQL Profiler, Tuning Advisor and index tuning wizard.
* Analyzing the system performance. Configured SQL mail agent for sending automatic emails when a SSIS package is failed or succeed.
* Created Drill-through, Drill-down, Cross Tab Reports and Sub-Report using RDL.
* Generated periodic reports based on the statistical analysis of the data using SQL Server Reporting Services (SSRS) & developed ad-hoc reports using SAS/SQL queries and MS Access and Excel.
* Created queries for generating drill down reports in SSRS 2005. Formatted the reports using the Global variables, expressions and Functions.
* Implemented OLAP cubes based on Kimball’s dimensional modeling standards using SQL Server Analysis Services (SSAS) and SAS tool.
* Wrote multi dimensional expressions (MDX) to create name sets and calculated members.
* Created reports by extracting data from cube. Processed cube to perform incremental updates.
* Developed and maintained quality procedures and ensured that appropriate documentation was in place.
* Responsible for conducting weekly meetings with stakeholders and production group in order to meet milestones and highlight areas of concern.

**Environment**: MS PowerPoint, MS Excel, Agile- Scrum MS SQL Server 2008/2005, SAS 9.0, T-SQL, MS Reporting Services, Management Studio, Query Analyzer, Aps.net, C#, Win XP.

**Devon Health Services Inc, King of Prussia, PA Business Analyst May-2008-Dec-2009**

Devon Health Services Inc provides highly effective healthcare cost-management solutions and expert guidance to their clients adapting to the rising costs of quality healthcare. The scope of the project was to convert DTS packages to SSIS and generating various SSRS report.

**Responsibilities:**

* Interacted with the business people and database administrators to identify the business requirements and data realties. Defined Check constraints, Business Rules, Indexes, and Views.
* Gathered the Requirements, Analyzed the requirements, and prepared the technical design document for the developers (LLD & HDL).
* Developed complex queries in T-SQL, wrote Stored Procedures, Triggers and Queries with best execution plan. Created cubes and dimensions for the analysis of sales in specific areas.
* Created User Defined Functions to encapsulate frequently and commonly used business logic making the system more modular, secured and extensible.
* Conducted database management, performance measurement and performance tuning for new databases and existing databases by using SQL Profiler, Data Engine Tuning Advisor and index tuning wizard. Responsible for developing, monitoring and deploying SSIS packages.
* Used the SSIS Import/Export, migrated the Heterogeneous Database such as Oracle and Access database, flat files to SQL server 2005.
* Created and tuned Event Handlers, Checkpoints and logging to maintain active SSIS packages.
* Extensively utilized SSIS packages functionality to create complete ETL Process using scripts, stored procedures, functions, transformation of data etc.
* Setup partitions, Usage based Aggregations and automated cube processing tasks via SSIS.
* Configured SQL mail agent for sending automatic emails when a SSIS package is failed or succeed.
* Created Drill-through, Drill-down, Cross Tab Reports and Sub-Report using RDL.
* Generated periodic reports based on the statistical analysis of the data using SQL Server Reporting Services (SSRS) & developed ad-hoc reports using SQL queries and MS Access and Excel.
* Created queries for generating drill down reports in SSRS 2005. Formatted the reports using the Global variables, expressions and Functions.
* Implemented data mart, facts, dimensions, star schema and OLAP cubes based on Kimball’s dimensional modeling standards using SQL Server Analysis Services (SSAS).
* Wrote multi dimensional expressions (MDX) to create name sets and calculated members.
* Created reports by extracting data from cube. Processed cube to perform incremental updates.

**Environment**: MS SQL Server (SSAS/SSIS/SSRS) T-SQL, Management Studio 2008/2005, Query Analyzer, Oracle