**Professional objective**

Over 8+ years of industry wide experiences in E commerce, Healthcare, IT with focus on **Business Analysis** Thorough knowledge ofBusiness Processes, Business Requirements gathering, Process Flows, UML Modeling, and related technical processes Skilled in eliciting user requirements and translating them into data, functional, and usability requirements and also experience in development/programming part of the applications.

**Summary**

* Highly motivated and goal-oriented individual with a strong background in SDLC Project Management and Resource Planning
* Proficient with interacting and coordinating between end-users, subject matter experts, development and QA team and suggesting key enhancements and changes to the business architecture.
* Solid healthcare knowledge on claims processing systems, Utilization management, case management, disease

management, maternity management, provider portal, physician reviews and referrals, rules, reporting, interfacing with EHR, EMR Implementation of ICD10 codes, conversion of ICD9 to ICD10

* Strong knowledge of managed Claims management process, Knowledge of Medicaid and Medicare Services. CMS, Health Assessment Systems, Medicare and Medicaid Insurance Billing, Hl7 Standards, HIPAA, EDI, HEDIS, NCQA, PPACA (Patient Protection and Affordable Care Act), 834, 835,837, Compliance issues, LOINC and SNOMED Mapping, HL7 Message Validation, ICD 9, ICD 10, Electronic Health Records, Electronic Medical Records.
* Good knowledge of Health Insurance Plans and experienced in determining the FACETS Membership Eligibility, Claims, Billing experience within life and disability in health plans with thorough understanding of CPT coding, CMS-1500 claim forms and reimbursement forms.
* Creating comprehensive project plan with appropriate checkpoints and milestones
* Experienced in gathering user requirements, analyzing and preparing Project Deliverables such as Project Charter, Communications Matrix Business Requirement Document (BRD) and Functional Specification Document (FSD)
* Skilled in Object Oriented Analysis and Design with experience in creating Use Cases, Class Diagrams, Activity Diagrams, State Diagrams, Sequence Diagrams, Unified Modeling Language (UML)
* Eexperience in developing Business Intelligence solutions using Microsoft SQL Server 2000/2005/2008.
* Excellent experience creating complex Stored Procedures, Functions, Triggers, Views and other database objects to support the applications.
* Proficient in creating SQL Server reports, handling sub reports and defining query for generating drill down reports using SSRS 2005/2008.
* Demonstrated ability to work actively in different phases of Software Development Life Cycle (SDLC) using Rational Unified Process (RUP) and Agile methodologies in multi-tier web-based architecture
* Excellent analytical and problem solving skills with ability to interact with various teams for data requirements and mapping to the project database
* Experience in Application Development, Web 2.0, B2B, B2C, e-commerce GUI, Infrastructure, and Operations
* Proficient in working on statistical analysis with thorough data analysis and data mining
* Skilled in use of Microsoft Office applications including Word, Excel, Visio and Project, UML use case, activity and sequence diagrams, mainframe and server experience, business rules, outsourced services, blogs, Wikis and other Web development tools
* Experience with UAT testingfor the application as a Business User, and search analysis.
* Experienced in manual testing, recreating errors and provide support to programmers to correct defects in the system. Facilitated UAT with the stakeholders and the business users.
* Excellent communication and management skills with ability to work in a challenging and fast paced environment

**Technical skills**

**Operating Systems:** Microsoft Windows XP 2000, Vista, Windows 7, Android, iOSBI

**Tools:** Business Objects 3.1- WebI, Xcelsius, Import & Export Wizard, Query Builder.

**Reporting Tools:** WebI, Crystal Reports 2008,

**Databases:** MS SQL Server 2005, 2008, MS Access, Toad and Oracle 9i

**Languages:** SQL, C/C++, HTML, VB

**Application Software:** MS Office Suite, MS Project, MS Visio, MS Access, MS SharePoint, Quick Arrow, Oracle Project Accounting, Oracle Order Management, Wiki, Concur

**Quality Management:** Bugzilla, QuickTest Professional, HP Quality Center

**Methodologies:** SDLC, RUP (Rational Rose, Requisite Pro, Clear Case, Clear Quest), Data Modeling Business Modeling, UML, Use Case Diagrams, Activity and Class Diagrams

**Statistical Related Software:** SAS, MATLAB, MINITAB, R

**Professional experience:-**

**Coventry Health Care, San Diego, CA Feb 2013– Present**

**Sr. Business/Quality Analyst**

Coventry HealthCare serves more than 5 million members in all 50 states across a full range of products and services including group and individual health insurance, Medicare and Medicaid programs, workers' compensation. Worked as a Business System Analyst and involved in mapping EDI X12, mining, analyzing, extracting, transforming and loading the patient’s information and design various reports and dashboards to accommodate the business needs.

**Responsibilities:**

* Conducted GAP Analysis (as-is and to-be process) system to identify key areas of concern and addressed lwith the Business team. Documented the GAP Analysis AS-IS and TO-BE processes.
* Organized Joint Application Developments (JAD) with end-user/clients/stake holders and the IT group to gather requirements in order to re-engineer the existing process.
* Analyzed and designed the requirements for a new system based on the Rational Unified Process (RUP) methodology.
* Responsible for creating the ICD9 to SNOMED data mappings and creating the new SNOMED Master table.
* Monitored all the **HIPAA** transactions through the gateway
* Conducted GAP analysis of transition from ICD9 to ICD10 codes.
* Created Data Mappings from ICD9 to ICD10 codes.
* Responsible for architecting integrated HIPAA, Medicare solutions, Facets.
* Created Use Cases Diagrams, Use Case Narratives using UML modeling tools such as MS Visio.
* Managed documents, web content, workflow and business process which was part of Enterprise Content Management and which addressed the dynamic part of the information lifecycle.
* Involved in records management which focused on managing finalized documents in accordance with the bank's document retention policy, government mandates and industry practices.
* Prepared the Functional Specifications document (FSD) based on the understanding of the required functionalities - entirely re-engineering the existing process to make it more effective and efficient.
* Created mock ups and wireframes using Visio to help facilitate the conversion of business needs into technical requirements.
* Experience with configuring Provider Portal, Client Portal, Patient Portal, Nurse ortal, integration with EHR, Interfacing and migration of ICD9 to ICD10, Visio, sharepoint,
* BizApp,Excel, Project, Python, Microsoft Sql and SSIS
* Defined Functional test cases, documented, executed test script in FACETS system.
* Worked on **EDI systems** to integrate the application with different trading partners like Clearinghouses, Billing Services, Vendors and other Health Insurance Payers
* Authored Business Requirement Documents (BRD), Functional Requirements, Non-Functional Requirements.
* Defined Business Rules and Data Rules based on the understanding of the existing system and inputs from the business users and stakeholders.
* Used Rational Requisite Pro – integrated MS word documents with Requisite Pro for detailed traceability and to display relationships between requirements.
* Used Requisite Pro to mitigate project risk by keeping track of requirements that may be affected by upstream or downstream changes of requirements.
* Actively involved in creating a Work Break down structure.
* Created and Reviewed Test Plans & Test Cases based on business requirements for the UI, Functional, User Acceptance, Integration, System back-end testing and End-to-End testing. Tracked defects and provided support in fixing them.
* Interacted extensively with development and QA teams in order to resolve technical and implementation issues.
* Managed change requests and status reporting.
* Developed priority lists, tracked timelines and tracked deliverables of all team members.
* Facilitated **User Acceptance testing** (UAT) for the application as a Business User

**Blue Cross Blue Shield, Florida Sep 2011 – Dec 2012**

**Business Analyst/ BI Developer/BI Support**

Project involved dealing with Inpatient and Outpatient Authorizations and testing the web based application.

**Responsibilities:**

* Interfaced with Client to determine Client requirements and established Project roadmaps.
* Managed the requirements document and updated changes periodically
* Performed Functional Audit and provided inputs for resolving the defects at primitive stage
* Ensured the new process flow to optimize functionalities and satisfy the client’s requirements
* Developed Entity Relationships diagrams using MS Visio.
* Worked on HIPAA Transactions and Code Sets standards according to the test scenarios such as 837 health care claim transactions.
* Designed High level design, for new process, integrating with legacy and FACETS.
* GAP Analysis between ICD 9 and ICD 10 based on GEMS (General Equivalence Mapping).
* Researched the existing client processes and guided the team in aligning with the HIPAA rules and regulations for the systems for all the EDI transaction sets.
* Involved in identification of all the stakeholders and held extensive conversations with Subject Matte Experts to understand data and business logic
* Involved in gathering business requirements as endeavor that will facilitate the planning and the implementation phase of a data warehouse.
* Created complex stored procedures, indexes, views, functions, and triggers on creation and optimization to improve response time and to enforce business requirements through T-SQL
* Optimized reports by optimizing the embedded queries, or optimized the stored procedures that generate them.
* Created complex SSIS packages (Master-child) with properties like package configurations, SSIS loggings as well as custom loggings (using event handlers).
* Developed test scripts, executed UAT, participated in the QA process, and developed training materials and system documentation
* Maintained the requirement traceability matrix (RTM) and ensured that the requirements were consistent after changes
* Participated in Weekly Status Review meetings with Stakeholders to go-over project scope & effort, cost, issues & risks.
* Reviewed Wireframes, Prototype and Mockup screens and Simulations with Business
* Coordinated with Test team for reviewing Test-Strategies, Test-cycles, Test-plans, Test cases & Defect Metrics Definitions & Reporting
* Applied Agile/Scrum methodologies & processes to implement the project.
* Performed Scoping exercise with the key business stakeholders for Product enhancement releases
* Negotiating with the Business stakeholders for increase/decrease of the effort/scope.

**Nordstrom, Seattle June 2010 – Aug 2011**

**Business Analyst**

The purpose of the project was to enhance user experience on the Nordstrom E-commerce web site by improving navigation and reducing the number of user clicks and also to increase the online sales by providing customers retail level of customer interaction. The application provided website visitors with as much information about the product on the limited real estate on the webpage, without repeated browser refreshes, as they would get when visiting the store.

**Responsibilities:**

* Elicited and gathered user and business requirements through open ended discussions, brainstorming and prototyping.
* Created detail process flow documentation based on the input from system users and understood the system architecture.
* Assisted the Project Manager in managing project resources and project timeline using MS Project and Excel.
* Designed the Functional Specification Document (FSD) based on the project scope and SDLC methodology.
* Performed requirement gathering for integration with the Enterprise Reporting System using Requisite Pro.
* Facilitate issue resolution of defects uncovered through testing. Participated in ad hoc testing of system interfaces with Program Participants.
* Utilized Rational Unified Process (RUP) to configure and develop process, standards and procedures.
* Conducted JAD sessions for communicating with the all Project directors and stakeholders and created Process Workflows and Functional Specifications.
* Involved in Project Planning, Test Planning, Coordinating on all SDLC phases.
* Involved in preparation of Test Scenarios and Test Cases as per the Business Requirements and Use Cases
* Worked closely with the Project Manager in handling the scope creep and analyzing its effects.
* Developed Business Requirement Document and Use Cases Specification for various Use Cases.
* Involved in updating use-cases, use-case diagrams, and workflows in First Assist to incorporate changes to existing functionalities for version enhancements using Rational Rose and Visio.
* Assisted quality assurance team in testing different releases and in designing test plans and test cases. Performed User Acceptance Testing (UAT)

**New Island Hospital, Long Island, NY June 2006 – May 2010**

**Business Analyst**

New Island Hospital is one of the hospitals of the Long Island Health Network, network of 10 hospitals that work together to lower health care costs and maintain local access to quality care to the communities they serve. As a business analyst my role is to design and implement a web-based service application for patient’s record and information tracking system based on HIPAA Guidelines

**Responsibilities:**

* Delivered business analysis documents in the formsof **BRDs**, **Use cases**, technical design and functional specifications.
* Participated in **identifying** the **User requirements** by working with number of key individuals from business and IT.
* Participated in creating processes to protect **PHI (Protected Health Information) for HIPAA compliance**
* Conducted **requirement gathering** meetings, prepared **meeting minutes** after each **RUP** Iteration cycle and followed-up on agreed action items.
* Responsible for architecting integrated HIPAA, Medicare solutions, Facets.
* Interviewed **business experts** and **technical experts,** asking them detailed questions and carefully recording the requirements in the form that can be reviewed and understood by both business and technical teams across the organization.
* Responsible for writing **Business Requirements, functional specifications** and **use cases** for the application.
* Worked on **dynamic dashboards, score cards** to deliver highly interactive solutions to end user, very helpful in predicting trends in the market.