**SMRITI SHRESTA**

**Technical Business Analyst**

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**Charlotte, North Carolina  
Green card Holder**

**FULLTIME/w2/c2c is fine**

**Looking Initially REMOTE**

**PROFESSIONAL SUMMARY**

Solutions-driven Business System Analyst having around 8+ years of experience specializing in software implementations and business analysis for web-based applications within the financial and insurance domains. Proven expertise in driving successful project delivery by collaborating with stakeholders to gather requirements, analyze business processes, and implement innovative solutions. Demonstrated ability to bridge the gap between technical teams and business stakeholders, ensuring effective communication and alignment. extensive experience working with Facets, a leading healthcare management system. Proven track record of successfully analyzing complex business requirements, translating them into effective solutions, and driving organizational growth and efficiency. Deep understanding of industry-specific regulations and best practices. Strong analytical, problem-solving, and stakeholder management skills.

* Extensive experience in analyzing and requirements gathering and writing system functional specifications including use cases.
* Strong knowledge of the Systems Development Life Cycle (SDLC), Rational Unified Process Methodology (RUP), RAD, SWOT, and CRM.
* Strong skills in creating UML Diagrams and Data Models including Use Case Diagrams, Activity Diagrams, Deployment Diagrams, Data Flow Diagrams (DFD) and Entity-Relationship diagrams using Rational Rose and MS Visio.
* Strong knowledge of Project management skills includes time estimation, task identification, and scope management.
* Proficient in designing Data Models (logical and physical) for Oracle, DB2 and SQL Server databases.
* Knowledge in the ETL (Extract, Transform and Load) of data into a data warehouse/date mart and Business Intelligence (BI) tools like Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence).
* Organized Joint Application developments (JAD), Joint Application Requirements sessions (JAR), Interviews and Requirement Elicitation sessions.
* Experience in preparing Systems Proposal Reports and performing GAP analysis.
* Experience and skills in creating design models and Extensive use of UML/RUP for modeling views using tools like Microsoft Visio.
* Understanding of BEA WebLogic Portal to simplify the production and management of custom-fit portals, allowing a shared services environment to roll out changes with minimal complexity and effort.
* Hands-on experience on EDI transactions such as 270, 271,276, 277, 278, 834, 835, 837 (P, I, D) for Health Care Industry.
* Hands-on experience using FACETS 4.3, FACETS 4.5, DB2, Oracle Packages, Stored Procedures and Database Triggers, Forms 9i, Reports 9i, PL/SQL, SQL.
* Performing variety of Data Analysis for 270/271, 276/277, ITS - 837P, 837I for BX Home and BX Host HIPAA X12/XML Transactions
* Familiar with HIPAA EDI transactions such as 835, 837 (P, D, I) 276, 277, 278 etc.
* Conducted requirement analysis techniques such as Business Process Automation, Business Process Improvement, and Business Process re-engineering.
* Motivated self-starter with exceptional team building, leadership, and verbal skills.
* Possess strong technical skills and business knowledge coupled with product knowledge in Oracle E- Business Suite.
* In depth knowledge Rational Unified Process (RUP) methodology, Use Cases, Software Development Life Cycle (SDLC) processes, Object Oriented Analysis and Design (OOA/D).
* Competent in Creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams.
* Extensive experience in developing Use Cases, creating Screen Mockups, conducting Gap Analysis and Impact Analysis, SWOT analysis, Cost Benefit Analysis, Risk Analysis.

**AREAS OF STRENGTH:**

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| --- | --- |
| * Software Implementation Management | * Agile Software Development Methodologies |
| * Business Analysis | * Requirements Gathering and Documentation |
| * Web-based Application Development | * Stakeholder Management |
| * Project Planning and Execution | * Process Improvement |
| * Team Leadership | * Problem-solving |

**TECHNICAL SKILLS:**

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| --- | --- |
| **Databases:** | MS Office Suite, JIRA, Rally, MS Project, MS Visio, Rational Team Concert, Rational Requirements Composer, MDM, Rational Clear Quest, Rational Clear Case, Rational Rose, Requisite Pro. |
| **Software Methodologies:** | Waterfall, Agile/Scrum |
| **Business Skills:** | Business Process Analysis & Design, Gap Analysis, Impact Analysis, JAD/JRP Sessions Requirement Gathering, and Use Case Modeling, Data Mapping/Modeling. |
| **MS Office tools:** | Outlook, MS Word, MS Excel, MS Visio, MS SharePoint, MS PowerPoint. |

**PROFESSIONAL EXPERIENCE:**

**Stanton Insurance inc., Waltham, MA** **Jan 2022 – Till Date**

**Business System Analyst**

The goal of project was to develop a Property and Casualty enterprise data warehouse and 7 Data Marts to meet its data management and reporting requirements. The Data Warehouse was created around the Acord Messaging Standard with extensions where necessary (Workers Compensation, Commercial and Personal Lines Auto).

**Roles and Responsibilities:**

* Gathered business requirements from business users and stakeholders using JAD sessions, brainstorming sessions, focus groups and personal interviews.
* Established financial forecasts for the given project by using already made scope of the system.
* Developed use case model using MS Visio. Created a development plan for the overall project and prototypes.
* Involved with creation of UML diagrams such as activity and sequence diagrams by using MS Visio.
* Gathered and documented requirements for creating bureau reports and bureau reporting mart (ISO, Mass Auto, DMV)
* Performed in depth data analysis identifying data issues in legacy system and worked with business to develop resolutions to those issues.
* Created business requirements document and functional requirements document after gathering both functional and non-functional requirements as well as user stories.
* Actively involved in data warehouse and mart design sessions for both Logical and Physical design.
* Communicated logic for the parsing of data to ETL team.
* Created data mapping documents for the movement of data from production databases to the warehouse and from the warehouse to the policy and claims marts.
* Defined logic for Extraction, Transformation and Loading of data into Warehouse and Marts.
* Worked closely with the client’s developers to define the purpose and use of database tables and attributes in their existing systems where documentation was lacking.
* Assisted developers in writing of complex SQL queries to resolve data issues in source system databases.
* Developed and executed test cases verifying data transfer quality.
* Worked closely with offshore development team.

**Maxim Healthcare Services, Columbia, MD Feb 2019 – Nov 2021**

**Business Analyst**

**Roles and Responsibilities:**

As Business Analyst, performed pivotal role in multiple projects & handling three releases at the same time. Contributed to design a prototype for future system claim processing. 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. In order to access this report each user had a different access level as an authorized user id.

**Responsibilities:**

* Interacted with business heads to finalize the Business Requirements for the application.
* Performed the requirement analysis and documented the requirements using Rational Requisite Pro.
* Used the requirement attributes (priority, effort, and risk) as the basis for negotiating the inclusion of the requirement, to manage the scope of the system efficiently.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims. Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes.
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Represent Operations Team as Client Liaison for Medicare Part D Plan.
* Provided clear and concise documentation regarding requirements management plans, Functional Requirements, supplemental Requirements, Test Plans and Test Cases.
* Implemented Data Modeling standards, including element-naming conventions.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Understand the As Is system and develop the To Be system concept and also prepare the System Process Maps.
* Designed new Business Intelligence (BI) system using Oracle Discoverer 10g to provide reporting under Oracle Applications.
* Conversion of data from different database environments, while performing Back End Testing.
* Developed extensive experience in eligibility and benefits calculation for state, federal and local services such as Medicare and Medicaid.
* Performed Requirement Gathering & Analysis by actively soliciting, analyzing, and negotiating customer requirements and prepared the requirements specification document for the application using MS Word.
* Developed criteria for IVR and online interface preauthorization process for providers.
* Checked Business Readiness and determined activities of flow.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance Testing.
* Developed & executed several Optimized queries in SQL on this data.
* Wrote Procedure Manuals and was responsible for continuity preparedness.

**Sentara Health Care, Washington DC Sep 2017 – Dec 2018**

**Business Analyst**

The project also involved migration from Diamond software to Facets including configurations, claims auto adjudication scope and definitions, financial transactions ID cards, Membership, Enrollment. EDI 835, 837I, 837P, 276/277, 278 and proprietary conversions utilizing Facets extensions and development of new scripts and extensions to meet proprietary origination formats and reformat them into HIPAA standardized formats.

**Roles and Responsibilities:**

* Analyzed HIPAA 5010 standards for 837P transactions, related to providers, payers, subscribers, and other related entities.
* Worked on 834 and 835 projects, including syntax and business rules for X12 HIPAA 4010 and5010 validation for loops, segments, elements, qualifiers, and code sets.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals. This includes HIPAA 4010; 837, 835, 270/271, and others.
* Also worked on 837 and 835 projects, including syntax and business rules for X12 HIPAA 4010 and 5010 validations for loops, segments, elements, qualifiers, and code sets.
* UAT testing for HIPAA 4010 and 5010 projects including legacy testing and HIPAA requirements and compliance mandates.
* Performed back-end testing procedures using SQL statements.
* Recorded scripts in QTP to perform Functionality testing.
* Using VB scripting from the expert view did enhancements to the scripts.
* Created different types of checkpoints (Standard, Text, Text Area, Bitmap, and Database) and checked for properties of fields with respect to requirements.
* Imported/Exported Excel sheets with Parameterized values into/from QTP.
* Managed property values for objects in the Object Repository.
* Developed automation test scripts for performing regression testing on the application using Quick Test Pro
* Perform Backend testing by extensively using complex SQL queries to verify the integrity of the database.
* Performing GAP analysis for the existing systems and processes.
* Conducted Back-End Testing and Regression Testing using various phases of the application.
* Completed several HIPAA 4010 and 5010 Projects including Medicaid and Commercial entities. Projects include claims and enrollment testing as well as NPI and medical coding and ICD-9 EDI testing.
* Validated triggers using Toad for Oracle.
* Involved in exporting data from the database to flat files using Toad for Oracle.
* Identified, analyzed, and documented defects, errors and inconsistencies in the application using Quality Center.
* Created and maintained Test Matrix and Requirement Traceability Matrix and performed GAP Analysis.

**Tools & Technologies:** HIPAA EDI, QTP, SOAPUI, Quality Center, Oracle, UNIX, Toad, Windows.

**CloudApp Inc, Draper, UT Apr 2016 – July 2017**

**Business Analyst**

**Roles and Responsibilities:**

* Successfully managed end-to-end software implementation projects for web-based applications, ensuring timely delivery, adherence to quality standards, and customer satisfaction.
* ed a team of [number] cross-functional members, providing guidance and support throughout the project lifecycle.
* Collaborated closely with stakeholders to gather requirements, analyze business needs, and define project scope and objectives.
* Developed and executed project plans, including task allocation, timelines, and resource management, resulting in on-time and within-budget project completion.
* Conducted risk assessments and implemented mitigation strategies to proactively address potential project challenges.
* Implemented Agile methodologies, including Scrum, Kanban, and user stories, to streamline project execution and improve team productivity.
* Facilitated regular project status meetings, ensuring effective communication and alignment among team members and stakeholders.
* Prepared comprehensive project documentation, including business requirements, functional specifications, and user manuals.
* Conducted user acceptance testing (UAT) and coordinated with QA teams to ensure high-quality deliverables.
* Provided post-implementation support and conducted training sessions for end-users, resulting in smooth transition and adoption of the implemented solutions.

**NCell, Nepal Feb 2014 – Nov 2015**

**Business Analyst**

**Roles and Responsibilities:**

* Collaborated with clients and internal teams to elicit and document business requirements for web-based application development projects.
* Conducted thorough analysis of current business processes, identified gaps, and proposed innovative solutions to enhance efficiency and effectiveness.
* Worked closely with development teams to translate business requirements into technical specifications and user stories.
* Acted as a liaison between business stakeholders and development teams, ensuring clear communication and alignment throughout the project lifecycle.
* Conducted regular meetings with stakeholders to gather feedback, address concerns, and manage expectations.
* Created detailed functional specifications, use cases, and process flow diagrams to guide the development and testing phases.
* Supported the QA team in creating test plans and executing test cases to ensure the quality and accuracy of the delivered solutions.
* Assisted in user acceptance testing (UAT) and provided support during system deployment and post-implementation phases.

**EDUCATION DETAILS:**

* Bachelors in Business studies from **Tribhuwan University, Nepal**