Jennifer L. Kulchawick

*TECHNICAL SYNOPSIS*

Including but not limited to –

Languages and Tools: VistA, CP&E, Rational Suite, Requisite Pro, Visio, SharePoint, HP Quality Center, ClearQuest, SQL, Microsoft Office Professional Suite, MS Project, Caliber-RM, RDBMS, HTML, COBOL, MUMPS, FileMan, Mind Manager, Toad, Lawson Insight 7.2.1, MS Outlook, Visual Basic, Attachmate (terminal emulation), Lotus Notes, InfraEnterprise.

Operating Systems: Windows 95/98/2000/XP/Vista/7, Windows NT 4.0, MS-DOS, Mainframe, IBM 4680/4690, UNIX.

*PROFESSIONAL* *EXPERIENCE*

*Department of Veterans Affairs, Denver, CO.*

*Consultant / Senior Business Analyst (Virtual position)*

**(US Government Security Clearance obtained for this role)**

September, 2011 – April, 2013

Major Projects:

* HAPE POR (Payer Operating Rules) –

Provided product enhancements to six core financial and administrative legacy systems within the Veterans Health Administration (VHA). Of the six projects that fall under the VA, OI&T, Health Administration Product Enhancement (HAPE) Portfolio Management Office, I worked on the X12 project designed to streamline and modernize VA operations in the areas of eligibility, claims adjudication, and claims payment.

* Analyzed and documented current systems and processes in the As-Is Analysis deliverable
* Identified and documented system and process deficiencies and recommended solutions in the To-Be/Future State document to address the VA’s current concerns as well as to address the CORE Phase I and Phase II mandated enhancements required to be implemented
* Developed the RSD/RTM outlining the requirements necessary to fulfill the Future State document
* Performed requirement walk-throughs with technical and business teams to confirm acceptance of business requirements, functional specifications, process flows and use cases
* Assisted with the SDD to verify the design covering all requirements in an Agile environment
* Wrote test cases and test scripts
* Performed system testing in CP&E
* Partnered with Emdeon, the VA’s electronic claims processing vendor, to verify that EDI requirements were viable to successfully adjudicate electronic transactions
* Attended the CAQH CORE Town Hall conferences to verify that our requirements and design matched the CORE Phase I and Phase II mandates and standards

*Blue Cross Blue Shield of Illinois / HCSC, Chicago, IL.*

*Consultant / Senior Business Analyst*

February, 2010 – September, 2011

Major Projects:

* Real Time Adjudication / Member Liability Estimation (RTA/MLE) -

The ability to adjudicate claims using EDI transactions, such as the 270/271 to verify eligibility, receiving the claim/billing information from the 837 and creating the 835 response to be able to send the results to the provider/member within a 10 second SLA.

Created all requirement deliverables, use cases and process flows; facilitated requirement walk-thru and attained sign-off; attended logical and physical design and test case walk-thrus; partnered with stakeholders, architects, developers, QA, and vendors to create an efficient, cost-effective solution by leveraging the existing batch claims adjudication process and business rules.

* HIPAA 5010 Standard Format Conversion -

Created a gap analysis of 4010 to 5010 Standard Format by Loop and data element, specifically for the 837I, 837P, and the 835 transactions, identifying those areas that affected the RTA/MLE project. The RTA functionality was implemented under 4010, and has been converted to 5010. The Professional and Institutional MLE functionality was being implemented with the 5010 Format. Also, created test cases to be used during the 5010 conversion for all claims adjudication processes, both real time and batch.

* Partnered with customers and various business units to define detailed business requirements/use cases/process flows enabling the technical team to deliver appropriate solutions supporting real-time claims adjudication and member liability estimations
* Assisted in the coordination of software development with all stakeholders (e.g. Plan representatives, Plan or Governance Work Groups) to ensure that business requirements are properly defined, developed, and tested before being released and implemented
* Performed requirement walk-throughs with technical and business teams to confirm acceptance of business requirements, functional specifications, prototypes, and UI mockups in an Agile environment
* Identified and produced business priorities supporting iterative software development
* Ensured all artifacts are completed and maintained
* Facilitated stakeholders in the development, design, implementation, and production support of new products and enhancements to existing software
* Designed, developed, tested, and documented tasks within specified timeframes
* Supported component, system, and user-acceptance testing
* Actively sought out new technologies that were applicable and appropriate for user interface design

*Blue Cross Blue Shield of South Carolina, Columbia, SC.*

*Consultant / Senior Business Systems Analyst*

*(US Government Security Clearance obtained for this role)*

March, 2009 – August, 2009

Major Project:

* myTRICARE –
* Reviewed every work effort submitted and determined whether the TRICARE government web application was impacted
* Served as a liaison among stakeholders to elicit, analyze, communicate, and validate requirements for new technical solutions and business process redesign
* Defined and documented business, user, and functional requirements
* Developed requirements matrices, workflow diagrams, use cases, functional specifications and storyboards, implementation plans, and organizational impacts
* Obtained consensus by facilitating communication between customers, business units, and the IT organization from initial requirements to final implementation
* Participated in application design and code walk-throughs
* Reviewed test plans and results to verify the technical solution is meeting business expectations
* Provided scope and design phase estimates for project management and change management activities
* Managed project expectations and reported issues and status

*Classified Ventures, Chicago, IL.*

*Senior Systems Analyst / Project Manager*

December, 2007 – February, 2009

Major Projects:

* Homefinder.com –
* Developed project documentation including requirements, workflow diagrams, use cases, technical/functional specifications, implementation plans, and organizational impacts
* Assisted development and quality assurance teams in assuring that applications were built according to specification
* Prepared and managed project schedules to ensure overall project success, including gathering work estimates and planning resource effort, managing expectations, project milestones, and project scope/timelines
* Created new implementation processes for the weekly data and national website releases
* Supported the implementation of requirements through development, testing, training, deployment and application support
* Wrote SQL queries to research and/or manipulate data

*JPMorgan Chase, Chicago, IL.*

*Consultant / Business Systems Analyst*

August, 2007 – October, 2007

* Created a new automated process to bring in a report, manipulated the data to split it between two billers that are dissolving into their own entities, and scheduled the reports to be sent to the billers on a daily basis
* Worked closely with several internal teams and vendors to coordinate the scheduling of times, server/ftp locations, and naming conventions for the file retrieval and distribution
* Researched the database table structure and elements to determine how to manipulate the reports with the appropriate data
* Gathered and documented user requirements based on requirement elicitation sessions
* Created workflow diagrams, requirement documents, and functional design documents
* Documented process and troubleshooting procedures

*Blue Cross Blue Shield Association, Chicago, IL.*

*Consultant / Systems Software Design Analyst*

June, 2003 – June, 2007

Major Projects:

* Regulatory Initiatives –

UB-04, ICD-10, HCFA 1500

* ITS
* NPI
* LDLA
* AFHC
* Served as Software Design Analyst for Regulatory initiatives (UB-92/UB-04, ICD-9/10, HCFA 1500), working with both the paper claim formats and the electronic EDI transactions (270/271, 274/275, 276/277, 837/835), as well as HIPAA and NPI (National Provider Identifier) initiatives for the ITS, LDLA, and AFHC software applications
* Completed gap analyses and implementation plans for the larger initiatives, such as those stated above
* Gathered and documented user requirements based on requirement elicitation sessions for the BlueGuest application (MS Access application rewritten and enhanced in Java) which allows members to see providers and get care while outside of their ‘home’ coverage
* Created workflow diagrams, use cases, and functional design documents for various software applications using the RUP methodology
* Created functional specification documents based on user requirements and elicitation sessions
* Attended quarterly National Uniform Billing Committee (NUBC) and National Uniform Claim Committee (NUCC) conferences
* Communicated and implemented all new HIPAA requirements and modifications to code sets to maintain compliancy within the systems
* Facilitated various internal workgroups
* Reviewed and approved technical specification documents and test plans
* Logged enhancements, production defects, and test defects into ClearQuest for tracking and worked with the development teams to resolve

*CNA, Chicago, IL.*

***Consultant / Project Manager for Windows XP Migration***

***(All sites within the US, Europe, UK, and Canada)***

August, 2002 – May, 2003

Major Projects:

* Corporate-wide Windows XP Migration
* Created project plan to assist the implementation of new hardware and data migration to Windows XP
* Gathered and documented functional requirements to create a script to assist the data migration from various platforms to Windows XP which decreased the time each migration ran and decreased staffing needs
* Tracked activities and issues related to the deployments
* Provided solutions for process improvement, project risks, and issues
* Calculated staffing requirements and hardware counts
* Created Visio diagrams of assigned teams for all deployment sites
* Coordinated and scheduled training facilities for VPN (Virtual Private Network) users
* Gathered and reported project status information
* Coordinated logistics of hardware

*ABN AMRO, Chicago, IL.*

***Consultant / Senior Business Process Analyst for the Requirements Engineering and Management Effort (Process Improvement)***

October, 2000 – May, 2001

Major Projects:

* CMM Level II Certification - Requirements Re-engineering and Process Improvement Effort
* Developed Requirements Engineering and Management process in regards to the SDLC for CMM Level II certification and to increase project efficiency while decreasing error and miscommunication
* Created workflow diagrams, use cases, and context diagrams documenting the new requirements process
* Facilitated meetings and requirements elicitation sessions
* Created and maintained the work breakdown structure and project plan developed to support the Requirements Engineering and Management initiative
* Developed and documented the Requirements Engineering and Management process improvement policies and procedures
* Implemented Caliber-RM to gather and track requirements in the corporate office as well as remote locations
* Created and documented Caliber-RM policies and standards in accordance with the organization’s software standards
* Supported/Maintained Caliber-RM application for corporate office and remote locations
* Developed security procedures and policies for the Caliber-RM application
* Maintained security within Caliber-RM
* Developed report templates for users and management

*Unicare Health Plans (formerly known as Rush Prudential Health Plans), Chicago, IL.*

*Senior Business/Technical Analyst*

July, 1998 – October, 2000

* Served as the main liaison between IT, internal business community, and external software vendors to discuss business process and plan system enhancements using full life cycle development
* Worked with the interface architects and cross functional teams from conception to implementation of applications to ensure the accuracy, efficiency, and operation of specific user interfaces and solutions.
* Gathered and documented requirements and worked with developers to determine the most effective solutions
* Assisted in the design, configuration, quality assurance, rollout, implementation and production support of newly implemented applications
* Project management of small to large-scale initiatives
* Acted as direct support for Lawson Insight implementation
* Assisted in the mapping of data for conversion of specific applications to newly acquired applications and the subsequent migration of this data
* Created DBMS queries
* Created Visual Basic scripts used to update the IDX system
* Edited HTML code to update company web pages
* Provided level-1 support to end-users for all IDX modules (BAR, MCA, GLD, Provider Module, Scheduler)

***\*Additional Years of Work Experience Upon Request***

*EDUCATION*

***Eastern Illinois University, Charleston, IL (1989-1993)****.* Bachelor of Science in Business;

Major: Administrative Information Systems. Graduation: December, 1993.

***ADDITIONAL EDUCATION***

* User and System Requirements for Successful Software Development
* Systems Analysis and Design: A Comprehensive Hands-On Introduction
* Object-Oriented Analysis and Design Using UML: Hands-On
* Developing a Web Site: A Comprehensive Hands-On Introduction (using HTML, Java applets, JavaScript, XML, SQL)
* Relational Database Design, Tools and Techniques: Hands-On