**Executive Summary**

Manoj is a self-motivated, high energy technology professional with leadership and strong Project Coordinator/Business Analyst skills. He has formalized software development requirements gathering by facilitating JAD sessions and conducting user interviews. Manoj is proficient at analyzing and studying the current business processes to help identify the GAPS and made recommendations to users/stakeholder and project sponsors. He is results-driven with a proven track record to reach individual and team objectives, establishing solid relationships through trust and mutual respect. **Extensive experience in Healthcare, Insurance and Pharmaceutical verticals.**

**Education**

Master’s in Business Administration, Majored in Accounting and Finance, 1997  
Bachelors in Commerce, 1995  
Diploma in Software development

**CAPM certification due on December 15th, 2014**

**Project Experience**

**September 2014 -- Present**

**TCS/HOSPIRA, Lake Forest, Inc**

**Business Process Analyst**

* This project is to facilitate the transition of IT procurement initiatives from Wipro to TCS.
* Worked with teams on both sides along with Sr. level management in Hospira to outline and define the complete IT procurement, order processing process for Hospira.
* Studied, observed and documented the processes established by Wipro. Established processes using UML diagrams, and establishing user steps to facilitate procurement requirements.
* Observed and analyzed each step involved to get a better understanding of the procurement process.
* Working alongside teams with Hospira management, TCS and Wipro to establish and develop new processes under TCS team.
* Facilitating implementation of Ariba as part of the new Order Processing for Hospira. Worked alongside Hospira VMO and Ariba teams to include exclude features required by the VMO and establish the whole new Ordering process.
* Coordinating procurement and transitioning efforts between Wipro and TCS teams as per the timelines, guidelines established in coordination with TCS and Hospira.
* Facilitating status meetings among different teams and stakeholders on timely basis to provide the necessary updates and managing the deliverables.
* Working with multiple functional heads, plant heads, site support to help understand and train on new processes, policies and procedures as per Hospira approved guidelines.
* Working with multiple suppliers/vendors to incorporate supplier’s portals into Ariba system and establishing specialized features on Vendors portal to automate the Ordering process through Ariba system.

**Business Analyst/Project Manager**

**PiQuant Inc, Warrenville, IL**

**June 2009 – August 2014**

PiQuant is a global technology services and outsourcing company combining unparalleled experience with comprehensive capabilities in niche technologies and business functions. PiQuant specializes in Project/Product management, software development, data warehousing, help-desk support areas.

As being part of the IT Project Management team at PiQuant.

* Managed multiple projects and facilitate projects from start to finish.
* Translate, analyze and model client needs.
* Coordinated and aligned activities among different teams.
* Serve as liaison to developers and technical support teams both US and offshore.
* Performed reporting on project status on weekly, monthly and quarterly basis.
* Identified various projects risks ahead of time, like resource risk, cost risk, budget risk, and project time-line and addressed those risks ahead of time in a timely fashion.
* Involved in planning, scoping, budgeting of projects at multiple stages of projects.
* Performed monitoring and control at various levels/phases of project to manage deliverables on time.
* Provided recurrent consultation with stakeholders to clarify business requirements and expectations.
* Manage client expectations to ensure software integrity and critical deadlines.
* Contribute to the improvements of software and other business related functionalities.
* Provide day to day client support, ensuring a quick turnaround for all client issues.
* Coordinate technical and operational testing for both live and UAT environments.
* Support implementation of system upgrades and configuration of software applications, including local and web-based versions.
* Facilitate multiple JAD sessions to capture client requirements.
* Work outside vendors/business facilities on gathering requirements.
* Work with core business teams to understand project requirements, activities, system features and their impact.

**Major projects with Piquant:**

**Electronic Medical Records  
Healthcare Software/Clinical Systems**

**Project Analyst/Business Analyst**

Project involved Application Development to support EMR (Electronic Medical Records), third party payments, insurance**, Medicare Part B, Medicaid Management** Supportive System with respect to **CMS** regulations for tracking claim submissions, claims retrievals, claim queries and claims acknowledgement. The project involved usage of ICD 10 and 5010 release versions for EDI (X12) containing the transactions for HIPAA standards.

* Gathered business requirements by driving user group meetings, working with outside vendors, cross-functional and virtual teams.
* Engaged in developing project plan, which included budget estimates, time planning, and resource planning for development and testing.
* Conducted JAD sessions, to synchronize the different stakeholders on their objectives and helped the developers to get a clear-cut picture of the project.
* Documented requirements for **Medicare Part B** such as EOB letter generation, transition letter, CMS reporting and various other processes with **CMS mandates.**
* Worked with compliance and regulatory teams to follow and monitor different IT process bound by CMS regulations.
* Created mapping documents, report mock-ups and modified existing report mock-ups as to **CMS requirements** and finalized for development.
* Identified OOTB (Out of the Box) reports, which included analysis and documenting report specifications.
* Designed and developed use cases, activity, and sequence diagrams using UML.
* Teamed up with internal and external (offshore) development teams to provide functional requirement specifications in forms of use cases, process flows, prototypes and management reporting requirements.
* Created functional requirement specifications (FRS), and user requirement specifications (URS).
* Worked in the integration of various customer data sources and provided data mapping from various sources into the target centralized data source with the help of ERwin team.
* Developed test cases to validate the requirements and documented the traceability matrix for test cases and requirements.
* Performed user acceptance testing and documented detailed defects.
* Performed SQL queries to do data testing.
* Monitored and tracked progress of projects following Agile methodology.

**Environment**: Oracle9i, MS Excel, Agile, Oracle, UML, Rational Rose, SharePoint, Requisite Pro, MS Office Suite, XML, MS Visio 2003

**Billing Center Property & Casualty Insurance  
Stone River**

**Business Analyst**

The client was one of the leading insurance software development companies. Their suite of products spanned the entire property & Casualty (P/C) insurance lifecycle, underwriting, policy administration, billing, claims, and reinsurance management.

* Worked on the development and enhancement of the billing center for the Property & Casualty in an Agile environment. Performed requirement gathering through the facilitation of JAD workshops with business stakeholders.
* Oversaw the documentation of use cases, data-mapping specifications, business process diagrams, user interface specifications, and FRS documents.
* Served as a conversion analyst for capturing requirements on the conversion of customer accounts into billing center.
* Worked with the development team to create technical solutions and documentation.

**Environment**: Microsoft Visio, Rational Requisite Pro, SharePoint, SQL, Agile

**Revenue Cycle Management [RCM] Application**

**Healthcare Learning Services**

**Project Manager**

The project was to develop a cloud-based ERP system by defining business processes for hospital business units from patient in-take to billing.

* Worked on gathering business requirements and capturing business rules.
* Coordinated day to day development efforts between client and offshore team to ensure business rules and requirements were clearly communicated.
* Helped development and client teams in providing clarifications by daily scrum calls for clearing any backlogs, burn down chart, and change requests.

**E-Commerce Application  
UI Business Analyst  
Specialty Schools**

**Project Analyst/Business Analyst**

The client was a global E-commerce business, an education company that provided innovative and proprietary products, programs and services to help educators engage and inspire students of all ages and abilities. Through leading brands, School Specialty designed, developed and provided Prek-12 educators with the least and very best curriculum, supplemental learning resources, and classroom basics. Working in collaboration with educators, School Specialty reached beyond the scope of textbooks to help teachers, and guidance counselors ensure that every student reached his or her full potential.

* Worked on understanding the current state of existing site and documented (UI elements and descriptions), the required changes for future state.
* Worked on high level requirements into functional business requirements for development resources (white boarding, user focus groups, conceptualization, and design).
* Worked closely with project managers, and business users to formalize a business idea and define requirements.
* Conducted JAD and brain storming sessions with business users and stakeholders.
* Conducted meetings with all the division supervisors to ensure that all the requirements were met.
* Implemented the approved suggestions and modified the current process flows.
* Created requirement traceability matrix to make sure the current project requirements were being met.
* Created prototypes, mockups, and wireframes for visual understanding for future state.
* Implemented the concepts and requirements for B2B and B2C users in design docs.
* Worked closely with different 3rd party vendors to gather information and coordinated required information from them.
* Worked on mapping content and recognized the type of content to be gathered and worked on initial draft to create folios in Oracle Web Center.
* Gathered knowledge in Search Engine Optimization (SEO), OCM, UCM, and GSA procedures for the web positioning.
* Worked with Development and QA teams to transition business requirements into QA test cases and assisted in UAT.

**Environment**: ACE, WIKI, EBS, Vision, Greenshot, Axure

**Insurance Consultant/Producer  
Farmers Insurance  
August 2006 - December 2008  
HealthCare, Property-Casualty (P/C), Life Insurance**

* Worked as an independent insurance consultant/producer to help facilitate client needs for different insurance requirements.
* Worked on customer requirements in healthcare, life, auto and commercial lines of products.
* Helped clients identify the right policy and guided them various policy features.
* Worked and helped clients on settling claims.
* Worked with multiple insurance companies and multiple insurance products to help find right insurance coverage for customers.
* Worked with companies underwriting department to work on the approval process and other policy related matters.

**Zensar Technologies   
January 2003 - June 2005**

**Client Coordinator, Onsite-Offshore Coordinator**

Zensar Technologies was a leading provider of IT consulting services with expertise in enterprise and mobile technologies through a global setting.

Clients: Cisco, Sanmina, Oracle, Microsoft etc.

* Supported various client engagements as project coordinator, focusing on monitoring and controlling of various projects per the project timelines.
* Managed coordination resource allocation among different project teams depending on the criticality, availability and project timelines.
* Worked closely with the project teams to manage deliverables.
* Managed status reports on the deliverables on weekly and bi-weekly basis and circulated them among the project teams.
* Facilitated conference calls between IT managers, business functions and offshore team.
* Sorted escalations from clients on various issues, by addressing those in timely manner and coordinating/communicating between different project groups.
* Helped coordinate client interviews of candidates to be assigned on projects.
* Supported clients identifying job requirements and helped clients with writing job descriptions and identifying the skill set required.
* Helped coordinate transition of candidates from offshore to onsite and vice a versa.
* Helped manage cost by identifying and getting candidates from offshore and involved in their visa process.
* Partnered with business leaders to align resourcing strategy with business growth, and led acquisition of candidates from India.
* Negotiated contracts with clients, vendors and consultants.
* Closely coordinated efforts with HR on onboarding of candidates, their orientations and assign them on projects.
* Helped resolve candidate’s issues in different areas of HR.

**Software Developer  
R-Systems, Inc., Noida, India  
February 2000 - October 2003**

**Software Programmer**

The application was developed to automate the Sales and Marketing Network of the Company.

The system was installed at approximately 100 districts, which made a larger dealer network over 10 states, and 4-zone Head Offices in New Delhi. The system was comprised of 03 major modules sales, planning and logistics. Sales module was developed to capture the data related to sales through dealer and gave them various benefits depending upon the sales volume, such as recurring amount scheme, and sales promotion incentives. The planning module was developed for sales analysis. The logistics module was developed to know the net production and match it up with demand and generating delivery schedules.

* Wrote database stored procedures and functions for various sales incentive calculations.
* Worked in the creation of password schemes for the dealers to generate a new password each time with an order so that the user could not make any changes to the order already placed.
* Created various reports such as Daily Business, Net Production and Net Requirement, which included their chart representation using master detail layout, and break reports.

**Environment**: Oracle Ver 7.3 (SQL, PL/SQL), Oracle Forms, Reports

**Technologies**

Database: Oracle, SQL Server, MS Access, SQL, PL/SQL

Programming Languages: Java, .Net, Visual Basic

MS Tools: MS Visio, Word, Excel, SharePoint

PM Tools: MS Project, JIRA, Rational Requisite Pro.