**Noorali Lakhani**

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| **PROFESSIONAL EXPERTISE** |

* 7 years of Industry experience as a Business Analyst out of which 3 years at the supervisory roles; solid understanding of **Requirements Gathering**, **Business Process flows** and **Business Process Modeling in Healthcare**, **Claims and Insurance Industry**.
* Worked on projects from conceptualization to implementation with experience in workflow preparation, process re-engineering, process mapping, statistical and data analysis.
* Hands on experience working on **Waterfall**, **Spiral**, **Agile** and **Rational Unified Process (RUP)** in a collaborative set up.
* Proficient in defining **Scope** of the projects, conducting **GAP analysis, SWOT analysis**, **Cost benefit** analysis and **ROI**, familiar with **Request for Proposal** (RFP), **Request for Quote** (RFQ), documentation of constraints, assumptions, business impacts, project risks and scope exclusions.
* Experience in creating **Project Charter**, **Business Requirements Document (BRD)**, **Functional Requirements Specifications (FRS)**, **Software Requirement** **Specifications (SRS)**, **Use Cases, Use Case Diagrams, Sequence diagrams, Activity diagrams,** defining Business Processes, Functional Design documents.
* Extensive experience in conducting **JAD** sessions, gathering, analyzing and documenting **Business Requirements, System Requirements, Functional & Non –Functional Requirements**, creating **Requirements Traceability Matrix (RTM)** and **Work Breakdown Structure (WBS)** for software development plan, implementation and release management.
* Experience in conducting usability studies to improve the **User Interface Design** and layouts; Expertise in building wireframes and mock-ups.
* Well versed in managing changes to project requirements, scope, timeline, budget by administering the company’s standard **Change Management Processes**.
* Experience in conducting **UAT (User Acceptance Testing),** ability to **communicate both on a business and technical level.**
* Strong project management skills: Planning, Scheduling, Monitoring and Budgeting; Risk analysis, Feasibility studies.
* Excellent Knowledge in **Electronic Medical Record (EMR)** / **Electronic Health Records (EHR)** modules; familiar with areas of Medical management, disease management and Case Management, provider management, member management/eligibility, claims (professional, institutional, durable medical equipment), reimbursement methodologies.
* Gained expertise in **Medicare, Medicaid and Commercial/Managed Care, Workers compensation** claims and good understanding of CMS guidelines.
* Experience in Well-versed with **Health Insurance Portability and Accountability** Act (HIPAA), diversity principles and corporate integrity, **ANSI X12 4010A, 270/271, 276/277, 834, 835, 837** for institutional and professional claims.

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| **TECHNICAL SKILLS** |

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| Operating Systems | Windows 2000/XP/2003/Vista, Windows 7, Linux. |
| SDLC Methodologies | Waterfall, Agile, RUP, RAD. |
| Requirements Management tools | Rational Requisite Pro, MEGA, MS Office. |
| Business Modeling Tools | IBM Rational Rose, MS Office, MS Visio. |
| Servers / Databases | SQL Server 2000. |
| Presentation tools | MS Power Point, MS Word, MS Excel, MS Access and MS Visio. |
| Claims Management Tools | IDX, Meditech, STAR, Eagle, ARMS, WEBCIS, CMS. |
| Testing Tools | Test Director, Quality center, Win Runner, Load Runner 9.1, Quick Test Pro (QTP) |
| Reporting Tools | TOAD, SQL |

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| **PROFESSIONAL EXPERIENCE** |

**State Farm, Bloomington, IL Aug 2012 – Current**

**Sr. Business Analyst**

**Project:** **DC 4 – (a) Life & Health Modernization** (50%) **(b) Report a Claim** (50%)

1. **DC 4 – Life & Health Modernization;** This project focuses on developing an application for Life & Health Claims Department to meet the new framework designed by Integrated Customer Platform for back-end claims processing. It also focuses on modernizing the current Claims system by improving existing functionalities; Claims reporting, manage, track & facilitate settlement of claims.

**Responsibilities:**

* Coordinating multiple interactions with critical stakeholders-Business SME’s, Program Managers, Development leads to define Business Requirements.
* Assisting Project Manager in preparing project plan, time line, high level-scoping document, resource identification, change management etc.
* Gathering business requirements from stakeholders and translate them into detailed requirement specifications.
* Analyzing Business Requirements and segregating them per priority.
* Creating / updating Business Requirements Document (BRD). Translating the scope of the requirements from BRD to clearly distinguish in-scope v/s out-of-scope explaining the underlying reasons.
* Updating the Requirements traceability Matrix (RTM) to map the requirements with test cases.
* Participating in Weekly review meetings with Product Managers to fine-tune the BRD from a feasibility perspective.
* Creating Use Cases, Use Case diagrams and Workflow diagrams; Designing new Process flows, performing Gap Analysis and creating Business Event List.
* Involved in Early User Acceptance testing (UAT) and validation of the application.
* Tracking / monitoring the progress on Risks, Issues & Dependencies at a project level.

1. **DC4 – Report a Claim;** This project focuses on building a platform in order to provide a remarkable Claims reporting experience to State Farm’s customers in the United States and Canada

**Responsibilities:**

* Interacting with the stakeholders of both Business and Systems Department in finalizing the requirements.
* Facilitating Joint Application Design (JAD) sessions with process leads and Systems team to expedite and streamline the requirements gathering process.
* Performing Gap analysis between the current and desired functionality.
* Actively participating in status update meetings with the client for timely and effective communication of issues and developing appropriate remedial action plans.
* Facilitating the requirements gathering efforts, analyzing Business Requirements and segregating them as per priority.
* Identifying and mitigating potential business Risks & Issues.

**Environment**: MS Office, MS Visio, Lotus notes, MEGA, SharePoint

**Electronic Data Systems (EDS), Montgomery, AL Jan 2012 – July 2012**

**Sr. Business Analyst**

**ICD 9-10 and HIPAA 4010-5010 Alabama MMIS**

My role on this project was to work on conversion of ICD-9 CM and PCS codes to ICD-10 (Clinical Modification and Procedure Coding System) codes and conversion of all EDI HIPAA X12N-4010 transactions to HIPAA X12N-5010 version and deliver necessary supporting mapping/crosswalk documents as part of project.

**Responsibilities:**

* Worked with in the areas of Clinical, Corporate and Finance, Pharmacy, Sales, Provider Network and identified the use of ICD 9 codes and prepared documents for the conversion of ICD 9-10 and vice versa.
* Gathered requirements and developed Use Cases by interacting with different Functional Groups for ICD 9-10 Conversion.
* Used gap analysis framework to identify AS-IS processes of claims transactions of HIPAA X12 4010/4010A standard and TO-BE processes (ICD-10-CM and ICD-10-PCS compliance requirements) of 5010 standard.
* Involved in creating sample mappings for the conversion of EDI X12 transactions code sets version 4010 to 5010 and translation of ICD 9 codes into ICD 10 codes.
* Created Functional Specification Documents for the Agency and Membership system
* Reviewed EDI companion guides for all payers to ensure compliance, edit integrity and maintain up-to-date list of payer contacts.
* Converted Business Requirements to the Functional Specification and Conducted JAD Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests.
* Worked on EDI code sets HIPAA 837, 835, 834, 820, 270, 271, 276, 277, and 278, EDI, Privacy, Security, and Medicaid.
* Developed the business crosswalks for 837(P, I, D), 835, 834 and 276/277 according to HIPAA implementation rules.

**Environment**: SharePoint, MS Office, Quick Test Pro 8.2, Mercury Quality Center 9.0, Load Runner 8.2.

**DELOITTE CONSULTING LLP (Full Time)**

**Clarian Health Partners, Indianapolis, IN Aug 2010 – Dec 2011**

**Sr. Business Analyst**

Clarian Health Partners was involved in designing a platform which is used for storing Electronic Health Records (EHR) and Electronic Medical Records (EMR) of patients with features designed for Physicians and consultants.

**Responsibilities**

* Analyzed, documented, and managed all project requirements and changes to requirements throughout the software development lifecycle using Requisite Pro.
* Conducted walkthroughs with the end users and stakeholders to gather the modification requests from the user to upgrade or change the business specifications for the product and ensured that the developers were updated.
* Extensively interacted with the Business and the Systems Department in finalizing the requirements according to the CMS Compliances/Regulations and HIPAA Regulations.
* Created Process Flow diagrams, Business Scenarios, Use Cases, and User stories to visualize functional requirements.
* Analyzed Business Requirements and segregated them into high level and low level Use Cases and Activity Diagrams.
* Responsible for tracking and documenting the defects in the system and appropriate solutions have been tested and released in production environment.
* Worked with business stakeholders in creating user acceptance criteria and conducted/coordinated UAT.
* Provided inputs during Unit and Integration testing, UAT and regression testing.
* Performed UAT and prepared the Test Cases using Quality Center.
* Involved in Issue assessment, Risk analysis and Change management to articulate and meet the business needs.

**Environment:** MS Visio, Business Objects, MS Excel, Word, Power point, Quality Center.

**Mercy Hospitals Portland, ME Jan 2010 – Jul 2010**

**Sr. Claims Business Analyst**

This project focused on customizing the EDI platform for sending claims electronically using Gateway EDI and ePremis which enables to submit, track and run inquiries on hospital and medical claims.

**Responsibilities:**

* Supervised a team of 12-15 individuals, including offshore and onshore resources.
* Responsible for analyzing results on Electronic Data interchange (EDI) using code sets for 270/271, 276/277.
* Extensively interacted with the stakeholders and the IT Department in finalizing the requirements according to the CMS Compliances/Regulations and HIPAA Regulations.
* Conducted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction.
* Presented the weekly and monthly status reports to the client.
* Collaborated with external and internal customers to analyze information needs and deliver functional requirements, business requirements and Use cases.
* Analyzed processes and recommended changes to improve efficiency of work.

**Environment:** Meditech billing and Accounts receivables, Lotus Notes, SQL Server, TOAD

**RS Medicals Vancouver, WA Sep 2007 – Dec 2009**

**Business Analyst (Revenue Cycle)**

RS Medicals engaged Deloitte consulting to build an application which helped their Claims and Revenue Cycle Team to improve productivity and customize reporting functionalities within the tool based on their needs.

**Responsibilities**

* Conducted market research, Feasibility Studies, Data Analyses, Gap Analyses, Risk Identification and assessment, and suggested new subprojects.
* Provided recommendations based on research of industry trends, business products, competitors, for optimal business solutions.
* Involved in the meeting with Business Process Owners, SME (Subject Matter Experts) and stake holders users for Requirement gathering.
* Acted as a liaison between Claims and IT department regarding business requirements to support various systems applications and processes.
* Evaluated complex business requirements for the projects; performed process enhancement analysis to determine alternative business/technical solutions or process improvement opportunities.
* Elicited requirements using interviews, document analysis, requirement workshops.
* Assisted the business owners to analyze requirements, and processes and recommend improvements to existing procedures and business processes.

**Environment:** Proprietary software: DME version 2, Visio, CMS (Claims Management System), SQL, Excel, And TOAD

**Apollo Health Street PVT ltd. May 2006 – Sep 2007**

**Columbia University of Physicians and Surgeons, New York, NY**

**Business Analyst**

A web application was reengineered to make it compliant with the EDI standards. Integration of this web application with the third party administrator’s applications (TPA) was achieved. The developed application was complaint with the HIPAA standards.

**Responsibilities:**

* Organized and Conducted reviews and Inspections with SME’s on the requirements
* Organized training sessions to keep the team well versed with respect to Domain knowledge.
* Followed solely RUP methodologies during the course of the project.
* Accumulated system requirements from various departments through surveys and interviews.
* Conducted JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
* Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams.
* Assisted in the development, design and implementation of new relational or multi-dimensional databases, including the analysis of user needs.
* Created and managed project templates, Use Case project templates, requirement types and traceability relationships in Requisite Pro.
* Suggested measures and recommendations to improve the current application performance.

**Environment:** Rational Enterprise Suite (Rose, RequisitePro, ClearCase, ClearQuest), MS Office, IDX, Rumba, ARMS – Accts receivable management system

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| **EDUCATION** |

Master’s in Business Administration

Bachelors in Commerce and Accounting

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| **CERTIFICATIONS** |

Harvard Business School of Management

* Stepping up to Management
* Management essentials
* Leadership essentials
* Leadership transition

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| **ADDITIONAL INFORMATION** |

* Active member of International Institute of Business Analysts (IIBA).
* Received 4 outstanding awards in 2010 for successful completion engagements with Deloitte Consulting.
* Actively involved in year-round community activities.
* Demonstrated self-discipline, flexibility, and ability to work independently, as well as within a group.
* Strong Analytical and problem solving skills, Capable of addressing relevant facts and recommending solutions.