

## **OBJECTIVE**

Provide consulting services to Life Science companies as a Business Analyst, with a focus on implementing revenue management systems such as Model N and building revenue management systems such as ExaLink.

## **EXPERIENCE**

### **Solution Delivery Manager – Deloitte & Touche LLC. — Oct 2018 – Present**

Maryland, USA & Toronto, Canada

Business Analyst, Test Lead

- Working as a Business Analyst on the product development team to build a rebate management system
- Serving as a the liaison between the clients, project implementation teams and the engineering team to support Sales Based, Tricare, Managed Care and Channel Fees service areas
- Lead daily meetings with the engineering teams to solution business requirements and provide feedback on wireframes
- Triaging and managing bug tickets on a daily basis
- Created and currently maintaining 1000+ pages of user guides that are being used to train developers as well as new hires and clients on the product
- Working with the Product Development Lead to create business processes and structure on product development and releases
- Overseeing and managing User Acceptance Testing for Sales Based and Managed Care service areas
- Prepared week long training materials, and video based help guides for client demos
- Participate in weekly meetings for requirements gathering, forecasting, user story prioritization and clearing any backlog tickets.

### **Sr. Consultant – Highpoint Solutions LLC. — Nov 2015 – Sep 2018**

Business Analyst, Test Lead – AstraZeneca, Delaware; Johnson & Johnson, New Jersey

Test Analyst for Medicaid and Sales Based contracts – Glenmark Pharmaceuticals, New Jersey

Contract Analyst – DePuy Synthes, Pennsylvania

- Work as a Business Analyst with a primary focus in the implementation of Model N.
- Gather, refine, and finalize requirements for the managed care space along with all documentation requirements such as Business Process Documents, Functional Requirements Documents, Configuration Control Documents
- Conduct demo sessions and training sessions with the client
- Create training materials for the client – PowerPoint deck, training data setup, training documents
- Working alongside clients to design novel managed care strategies in the system, and ensure the custom strategies are scalable and flexible for variations based on contracts
- Create correctness models in Excel to verify that the system output is correct for different rebate strategies to ensure payment accuracy
- Review and verify that custom formulas created by the technical team are re-usable, accurate and meet requirements for custom rebates
- Train new team members on the business processes, the proposed system and the test methodology to ensure high quality test scripts are created, and team members can function with minimal supervision
- Work alongside the chargebacks BA to provide assistance as necessary for script writing, document updates and data setup
- Serve as a tester and test lead to ensure requirements for managed care rebates and purchase based rebates are tested thoroughly
- Create UAT and SIT test scripts, test reports and traceability matrix as well as conducting UAT sessions
- Use JIRA for documenting test results during UAT and use HP ALM for testing
- Review and update Work Instructions (WI) and Standard Operating Procedures (SOP) for the client
- Participate in daily Scrum meetings (Agile methodology)
- Contract entry for all purchase based and managed care contracts in the client system

**Consultant – Cognizant Technology Solutions – August 2010 – May 2014**

Business Analyst, Validation, Quality Assurance Lead - Otsuka America Pharmaceuticals, New Jersey  
Business Analyst, Quality Assurance Analyst, Validation Analyst, Technical Writer, Project Manager – Otsuka America Pharmaceuticals, Maryland

- Work as the Business Analyst for the Commercial Systems department
- Work directly with the client to understand the business process and capture new requirements or update existing requirements to ensure all business processes are captured correctly and are testable
- Create UML diagrams as a part of requirement gathering sessions
- Coordinate and manage offshore teams in Canada, U.K. and India to ensure project team is at all times cognizant of the deliverables for each project and the timelines.
- Delegate work to on site and offshore teams to ensure all project milestones are met.
- Handle multiple projects with extremely aggressive timelines and change requests simultaneously without compromising project schedules
- Create and conduct presentations with the Project Managers and the Commercial Department VP to provide project status and discuss any project constraints
- Set up and lead the testing team at the New Jersey location
- Function as the test lead for sixteen team members spanning multiple projects and ensure project deliverables are on schedule and are of high quality
- Create Testing Life Cycle documentation such as Test Plans and Test Summary Reports, IQ, UATP and OQ
- Review existing client SOPs and templates and update them to improve the business processes
- Ensure all documentation is compliant with FDA rules and regulations
- Serve as the Project Manager during their absence for two months
- Attend weekly meetings to discuss project work, timelines and workload

**Consultant – Software Catalyst LLC. – January 2008 – July 2010**

Test Lead, Validation Lead, Test Script Writer - Vertex Pharmaceuticals, Massachusetts

- Work as a Test Lead for multiple change controls on a rolling basis to support post production and maintenance activities for various applications being used in the company
- Review all requirements documentation to ensure all requirements are testable and accurate
- Ensure that all changes are documented and tested as a part of validation activities
- Manage project related testing activities for change requests and projects in different locations (San-Diego, U.K and Boston) on a regular basis
- Manage multiple projects in a Validation Lead role and Develop Validation Plans, Test Plans, Test Scripts, Validation Summary Reports and Test Reports for multiple projects running simultaneously, and assist multiple Team Leads with test activities
- Review SOP's and Work Instructions and assist in developing new documents
- Develop the test documentation such as IQ, OQ and UAT scripts for validation of the system
- Archive documents to ensure availability during FDA inspections
- Attend weekly meetings to discuss project development and issues pertaining to timelines, deliverables and requirements

**PROFESSIONAL AWARDS & RECOGNITIONS**

Above & Beyond Award, Cognizant Technology Solutions, 2011  
Certificate of Appreciation for contributions towards Testing & Validation, 2012

**ACADEMIC BACKGROUND**

B.E, Chemical Engineering, The City College of New York, September 2007