Ankit Kumar Gupta

**Senior Consultant**

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Summary of Experience and Qualifications

* Ankit has 8+ years of experience in Business Analysis, Quality Assurance and IT Migration Audit & Validation. (Primarily in Healthcare Payer domain)
* Experience in business analysis for Health Insurance industry involves analysis of existing systems, understanding industry trends and implementing functional changes in client business and partner companies.
* Working experience in Requirement Analysis, Test Design, Execution and Closure of test projects with Reporting and Stakeholder Management. Highly experienced in cross functional roles of Business Analyst and Tester.
* Skilled in test methodologies of DB Testing, Web Services Testing, ETL Testing and multi system-integration testing for functional and automation testing
* End to End experience of Requirement Life Cycle Management with tools such as JIRA.
* **Tools and Techniques:** JIRA, IBM Rational Suit, SOAPUi, SQL Scripts (MS/Oracle/Teradata), Informatica, Control-M, Salesforce B2B.
* **Recent experience includes:** Salesforce Test lead for Commerce B2B cloud; Production Business Analyst for GA Integrated Eligibility System; Test and Requirements Lead on ETL Modernization project to migrate from EC Map to Informatica; A&V functional lead on 606 Transition & Renewal to plan Audit & Validation execution - requirement discussion - release planning and defect triage; QA lead on standalone applications released using Agile framework.

**Industry: Commerce – Wholesale B2B; Service Area: Technology**

**Service Line: Systems Integration**

**Salesforce B2B Test Lead;**

Client is one of the largest wholesale warehouses in North America, with challenge to renew their existing B2B ecosystem by creating a new storefront and migrating entire product line to salesforce for better ordering experience to their customers. The project aims to deliver a robust online storefront with capability of categorizing product, publishing deals enabling users to order via scanning products and mange orders that can be used by both sales representatives and retailers.

Role: **Test Lead (Salesforce B2B) May’20 – Oct’20**

* Leading QA requirement analysis, estimations, resource planning, Sprint testing, SIT Testing, defect triage, regression and Smoke testing across various test levels.
* Test planning, review and reporting using JIRA Dashboarding.
* Test suite management using Zephyr.

**Industry: Public Sector - Healthcare Service Area: Technology**

**Service Line: Systems Integration**

**Integrated Eligibility Business Analyst;**

Department of Human Services works with the objective to increase the economic security and self-sufficiency of families and ensure the health and safety of state residents by providing essential services, assistances and benefits like: Eligibility System for Medicaid (both MAGI and non-MAGI), Child Care (CCAP), Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Low Income Home Energy Assistance Program (LIHEAP). The project aims to deliver a stable integrated eligibility system to enable client to meet their goals.

Role: **Business System Analyst (Integrated Eligibility) July’19 – Apr’20**

* Understand the guidelines and mandates of state and federal requirements for each type of assistance and eligibility
* Monitor current system and review ongoing issues reported by case workers and business.
* Triage the incidents reported in system to identify root cause and propose probable fix.
* Design fix with developers and plan implementation.
* Manage triage team assignment and development analysis and reporting of production status of issues and incidents occurred on field.

**Industry: Health Care and Life Sciences Service Area: Technology**

**Service Line: Systems Integration BASS - HealthCare**

**Healthcare Business Analyst;**

The client is one of the largest leading health care companies in the U.S. offering a broad range of medical and specialty products.

Project involves the migration and renewals for On and Off Exchange IND and Small Group membership and performing the Audit and Validation for data migration process.

Role: **Business System Analyst (Healthcare Enrollment Transitions and Renewal) May’18 – Jun’19**

* Understand the guidelines and mandates of various State and Federal enrollment processes impacting Enrollment and Billing Line of Business
* Understand stakeholder requirements to define A&V strategy for renewal process and timelines
* Work with business users to document Pre-Renewal, Renewal and Post Renewal activities
* Drive A&V requirements, technical responses and functional design walk-through sessions with Business, Development, QA and supporting IT teams
* Plan scope of release components, track code promotions and track defects to closure by working development and QA teams
* Track delivery of components, manage change requests and provide status to program leadership.

**Industry: Health Care and Life Sciences Service Area: Technology**

**Service Line: Systems Integration BASS - HealthCare**

**Healthcare Quality Assurance and Business Analyst; 4 months.**

The client was using a MS Access based tool to manage and assign manual work related to healthcare claims processing. With increase in number of work orders and resources in team, the existing tool was not up to mark to provide real time updates and caused delay in overall processing rate. To overcome these challenges, business decided to move on a web application that can be used by managers to assign, manage and get real-time progress across multiple teams with inter-dependent tasks to each other.

The solution provided multiple screens in WFM viz. to add and update employee related information, assign inventories to the employees, update inventories details, reassign and bulk update inventories and so on. Also to prepare a report based on the inventories details and other available data.

Role: **Product Owner and Quality Assurance Lead (Work Force Management) Jan’18 – May’18**

* My primary role on this assignment was to understand existing system, identify and document technical requirements and build functional knowledge to start a Quality Assurance team.
* Follow agile framework and align with client SMEs to build backlog for SIT team.
* Manage bi-weekly releases, defect triage and client demo for sign-off.

**Industry: Health Care and Life Sciences Service Area: Technology**

**Service Line: Systems Integration BASS - HealthCare**

**Healthcare Quality Assurance Analyst; 17 months.**

The client is a leading CDH plan offering company that deals with HRA/HSA/HIA plans. Client system interacts with 15+ external vendors for data exchange in real time and batch processing with help of 116 unique files exchanged between client and vendor systems.

The existing system is built on Sybase ECMap ETL architecture that is no longer supported by technology partner and requires modernization of existing ETL structure. Client requires support to modernize the existing system and run monthly code releases.

Role1: **Production Operations (CDHP-LITES) Aug’16 – Nov’17**

* My primary role on this assignment was to transition and acquire client business and functional knowledge from partner vendor to start a production operations team.
* My role as operations guide was to monitor data exchange with interacting systems, maintaining system (software) health, analysis of any kind of job or transaction failure.
* My role also involves the understanding of client business, to analyze any business rejects in system and resolve enrollment and claim related such queries.
* I work on following tools: Control-M for job scheduling, CLM-RTC for tracking purpose.

Role2: **Business Analyst and Quality Assurance Lead (CDHP-LITES) Dec’17 – Jan’18**

* My primary role on this assignment was to understand business change requests and stakeholder requirements, document business requirements, interview stakeholders and deliver functional design document on all ETL process for client.
* My role on regular monthly release was to co-ordinate requirement gathering with client SA, create test plan and strategy, review test cases and results and facilitate client walkthrough and demo for approval.
* My major delivery for this client was the ETL modernization project, where my role was to analyze existing ETL rules on ECMap code, conduct business and technical discussions, document analysis in form of business rules, create ETL map and manage quality assurance/STLC for the modernization effort.
* Overall project status reporting and time tracking to client and firm leadership.

**Industry: Health Care and Life Sciences Service Area: Technology**

**Service Line: Systems Integration BASS - HealthCare**

**Quality Assurance Analyst; 4 months.**

Client is one of the largest health benefits company in US with its presence in 14 states

The goal of Vivity Automation Project was to automate the existing manual reporting of KPIs and Metrics to Vivity Founders and increase reporting efficiency. Vivity is a new project launched by Anthem in its California market. The reporting solution enabled the client to track metrics on inpatient, outpatient claims, and membership profiles, identify High Cost claimants etc. to measure the success of the product and plan for its introduction in new markets.

Role: **Quality Assurance Lead (ViViTy) Apr’16 – Jul’16**

* Managed the Quality Assurance effort for reports testing.
* Analysis of functional business requirements and creation of Test Strategy and Test Plan are performed.
* Review of Test cases and SQL scripts created by team and client walkthrough for test readiness approval.
* Defect management and Triage between Development and QA team.
* Status reporting of all ongoing efforts across multiple releases to all stakeholders.

**Industry: Health Care and Life Sciences Service Area: Technology**

**Service Line: Systems Integration BASS - HealthCare**

**Healthcare Business Analyst; 7 months.**

The client is one of the largest leading health care companies in the U.S. offering a broad range of medical and specialty products.

The Client has a significant opportunity to gather new market share with Exchanges. The Affordable Care Act (ACA) required states and Federal Govt. to establish exchanges for the Individual and Small group lines of business by 2014, and for the 51-100 groups by 2017. This step provided an option to all the groups having non-grandfathered plans to shift to new ACA-complaint plans. The client business has decided to move 51-100 membership from legacy platforms to off-exchange HCR compliant ISG (STAR) products, with key goal to retain existing 51-100 member-strength groups’ book of business, while providing them the capability to select “On-Exchange” or “Off-Exchange” products (with subsidy, if applicable).

**Role:** Business System Analyst (Enrollment and Billing) Sep’15 – Mar’16

* Understand the guidelines and mandates of various State exchanges and Federal exchange impacting Enrollment and Billing Line of Business
* Understand stakeholder requirements to define On-Exchange renewal process flows and timelines
* Work with business users to document Pre-Renewal, Renewal and Post Renewal activities
* Drive requirements, Technical responses and Functional design walk-through sessions with Business, Development, QA and supporting IT teams
* Act as a liaison between business, various IT teams and testing teams to provide requirements clarifications and track progress of deliverables
* Plan scope of release components, track code promotions and track defects to closure by working development and QA teams
* Act as the PM working with multiple vendor teams and SMEs to ensure end-to-end delivery of the project
* Track delivery of components, manage change requests and provide status to program leadership.

Previous Experience

**Industry: Health Care and Life Sciences Service Area: Technology**

**Service Line: Systems Integration BASS - HealthCare**

**Healthcare IT Quality Assurance; 42months.**

The client is one of the largest leading health care companies in the U.S. offering a broad range of medical and specialty products.

One of the legacy system acquired by client and leading offeror of CDHP products in healthcare business.

Role: **Quality Assurance Analyst / System Analyst**

* Analysis business change requests and prepare Requirement Traceability Metrics, Teat Plan and Identify possible impact on different processes of client and there partner vendors.
* Working with Business Analysts to define and design test scenarios and test data.
* Development of Manual and Automated test cases for specific functional requirements.
* Working with SOAPUI to validate web services and XML.
* Performing Regression testing to builds, both manually and automated scripts using Rational Functional Tester.
* Verify the implementation of ETL code against the corresponding mapping rules. Confirm the data loads from source into the target system, using SQL and Oracle.
* Validation of ETL jobs that are scheduled for file transmission from Operational Data Stores to designated file systems/directories.
* Testing various Reusable ETL Transformations which facilitate Daily, Weekly & Monthly Loading of Data.
* Testing of reports, extracts and statements generated for internal use as well as for end users.
* Using RQM and CQ for Test Management & Defect Management.
* Reporting Activities for the Lead Status Report.
* Support Development/Test teams resolves their queries and co-ordinate between the clients and internal/external teams.

System Experience

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| Software / Products:     JIRA – Project Experience  CLM-RTC/RDNG – Project Experience  IBM Rational Functional Tester 8.3.1 – Project Experience  IBM Rational Quality Manager – Project Experience  IBM ClearQuest – Project Experience  IBM RequisitePro – Project Experience  Hexawise – Expert  SOAPUI 4.5 – Project Experience  Selenium 2.4.1 - Training | | |
| Development Tools / Languages: | | |
| Hardware / Operating Systems:     Windows 10 - Expert | | |
| Middleware / Databases:     MS-SQL Server 2008 – Project Experience  Oracle SQL-Developer – Project Experience  Teradata SQL Server – Project Experience | | |
| General Tools:     MS Office – Expert  MS SharePoint – Project Experience | | |
| Education | | |
| Batchlor in Technology, BioInformatics |
| SRM University |

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| Professional Affiliations / Certifications | |
|  | * Professional, Academy of Healthcare & Management, USA. * IBM Certified Solution Designer – Rational Functional Tester for Java. * Application Tester Certification in collaboration with Accenture and MIT, USA. * Application Test Designer Certification in collaboration with Accenture and MIT, USA. |

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| Foreign Language Skills | |
|  | * English (US) - Advanced Conversation * German - Basic Conversation |

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| Internal References - Please list your last 3 project managers on Deloitte projects (name, office, phone, email address). If you have not been on a project, please delete this section. | |
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