**SANGAM KARKI**

**Summary:**

* Business Analyst with over 7 years of experience in the Healthcare, Finance and Banking domains.
* In depth knowledge of System Development Life Cycles (SDLC) and Iterative SDLC process. Thorough understanding of Rational Unified Process (RUP) guidelines and rational tools used throughout the project life cycle.
* Developed various business vision documents involving Business Glossary, Architecture and Business Modeling and Business Use Cases.
* Rational Unified Process methodologies were followed for most projects to ensure a streamlined and efficient process in developing Business Requirement Documents (BRD) and Functional Requirement Documents (FRD) and use cases.
* Extensive experience gathering Business Requirements, Business Modeling, developing Project Plan and Scope documents, System Architecture and assisting in Feasibility Studies.
* Worked closely with Project Manager and experienced in project management including project planning, scope layout, project definition, budget.
* Strong understanding of the Healthcare Industry, specializing in Medicare and Medicaid benefits.
* Hands on experience working with HIPAA rules and regulations along with good understanding of Electronic Data Exchange (EDI) like 837 (Claims & Encounters) 834 (Benefit Enrollment & Maintenance) 835 (Claim Payment/Advice) 270/271 (Eligibility Benefit Inquiry &Response) 277/275 (Claim Request for additional Information) 276/277(Claim Status Request / Response) HIPPA 4010 and ICD-9 &10
* Participation in stakeholder reference groups used to validate and refine business requirements to better understand the objectives and business rules that apply to required HL7 interfaces
* Hands on experience with Change Management process-using tools like Clear Case and Clear Quest to track changes brought on by business actors associated with the project.
* Experience developing various state, activity, class and use case diagrams to better understand the process dataflow.
* Experience and knowledge of testing business process within client server, web and mainframe environment.
* Experienced in detail Loan Origination process from inception to closing.
* Experienced in deploying and migrating to Windows 7 from a pre-existing different operating system.
* Experienced conducting compliance check for different applications that are used on Windows 7 platform and migrating application and documents to Windows 7.
* Experienced working in enhancement of ecommerce website with new features that helps increase customer retention rate.
* Experienced in identifying and communicating business and technical needs and collaborate it into the design then implementation of system solutions.
* Proficient using rational tools including Rational Rose, Rational Clear Quest, Rational Requisite Pro, Rational Clear Case, Rational Team Concert, Rational Requirement Composer.
* Initiated and conducted various Joint Application Development Sessions (JAD) to help better understand user requirements before entering the development phase and also conducted various Rapid Development Sessions (RAD) to develop a user acceptable design on an early stage in the project.
* Good working experience of Data mapping using MS SQL and MS Access.
* Highly proficient in MS Office suite of products with extensive experience with MS Word, MS PowerPoint, MS FrontPage, MS Excel and Project.

**Education:**

* MBA in General Business Administration
* BBA in Finance

**Technical Tools:**

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| --- | --- |
| Databases | Oracle 8/8i, SQL Server, MS Access, DB2 |
| Operating Systems | Windows 95/98/NT/2000/XP/Vista/7, UNIX, Linux, Mac |
| Version Control Tool | Rational Clear Case |
| Defect Tracking Tools | Rational Clear Quest, Test Director |
| Business Modeling Tools | Rational Rose, Rational Requisite Pro, Microsoft Visio, Rational Requirement Composer, Balsamiq, Crystal Report |
| Methodologies and skills | SWOT Analysis, GAP Analysis, Cost Benefit Analysis, Cost Effect Analysis, Agile Development, RUP, UML, SDLC, Six Sigma, CMM, SharePoint, SOAP, ISO 9001 |
| Testing Tools | Rational Test Manager, Rational Enterprise Suite, Mercury Test Director, Rational Robot, WinRunner, LoadRunner, HPQC |
| Project Management Tools | MS Project, Rational Team Concert |

**Professional Experience:**

**Fresenius Medical Care, Waltham, Massachusetts Feb 2011 – July 2012 Business System Analyst**

Fresenius Medical Care is the world’s leading company devoted to patient-oriented renal therapy. The scope of the project is to Implement a web based claims processing and management application to manage health insurance claims electronically. This software is a web-based electronic claims processing solution providing real-time patient insurance information. The application connects the organization to the largest all-payer network of commercial and government health plans nationwide to provide a wealth of real-time patient benefit information. Data is automatically translated to meet HIPAA compliance standards and the privacy of transactions is protected with the highest level of internet-based security.

**Responsibilities:**

* Basic Responsibilities involved the analyzing end user requirements using Caliber RM and communicating and modeling them to the development team.
* Took critical part in project management including Project Plan and Scope to layout the Project Definition, Budget and various factors affecting the project.
* Initiated JAD sessions with End Users through one on one and group interviews to better understand the user requirements.
* Created user story, activity, sequence diagrams of the required system to enable clear project idea and goals following Scrum.
* Created low fidelity wireframes and mockup screens used extensively for demo meetings.
* Design and update templates for electronic forms and OCR functionality.
* Involved in creating 837(I, D, P), 835, 277-U, 270/271, 276/277, 278, 820 and 834 transactions processing flow.
* Worked on ICD 9 to ICD 10 conversion and HIPAA 4010 to HIPAA5010 conversion.
* I was involved in creating ANSI X12 format, following HIPAA and HL7 regulations to insure customer privacy insured under the policy.
* Working in analyzing and exchange ideas on how front-end functional requirements will align with HL7 interface requirements
* Updated and mentored end users throughout the Development Life Cycle with bi weekly presentations and webinar.
* Change and Traceability Matrix was maintained throughout the project to keep track of changing user requirements and alterations made by the team.
* End user requirements and changes were monitored and communicated to various stakeholders and project members.

**Environment:** MS Project, SQL, Agile Scrum, Caliber RM, Microsoft Visio, Windows 2000/XP, Mercury Test-Director, MS Visio, Business Objects, HTML

**Fifth Third Bank, Cincinnati, OH Mar 2010 – Feb 2011**

**Sr. Business Analyst**

Currently, to assess the financial Needs of a Customer, the Bank Employee needs to use FNA. To open a credit card account after assessing the financial needs, the user must launch ALPS. In order to continue the application process with in the same look and feel environment as FNA, Bankcard ALPS is being replaced. The objective of Bankcard ALPS Replacement project is to eliminate the need for users to assess needs first in one system and then open the credit card account in another. Eliminate the impression of multiple unrelated systems for opening Bankcard accounts**.**

**Responsibilities:**

* Developed a new Credit Card application which was all automated and replacing existing system
* Obtaining a detailed knowledge of the business process being followed in the project environment.
* Extracting the business requirements from the end users keeping in mind their need for the application, documenting high level and detail requirements.
* Involved understanding the current business process, defining scope of the project along with position statement. Conducted a budget planning of the project through walkthroughs and meetings involving various leads from Development, QA and Technical Support teams.
* Meeting with users and stakeholders to understand the problem domain, gathering customer requirements through surveys, interviews (group and one-on-one) along with JAD sessions.
* Coordinated content management and data management for the project using Sharepoint.
* Analyze business requirements and segregated them into Use Cases and activity diagrams using Rational Requirement Composer.
* Preparing Business process flow diagram that cover "How" business processes are accomplished.
* Used QuickBooks to extract financial information for the company in helping analyze the business processes.
* Created wireframes and web page mockup, GUI design used extensively for presenting to users.
* Technical writing involved creating different documents like test plan, helping create project plan, online help manual for end users.
* Analyzing Business Requirements to produce System Requirements for the technical team using Rational Requirement Composer.
* Testing the final application for Usability testing to verify whether all the User Requirements were catered to by the application.
* Bugs, which would enhance the usability of the application, were logged using Rational Clear Quest
* Interacting with the developers on resolving the reported bugs and various technical issues.
* Involved in preparing a simple and detailed User manual for the application, for an intended novice user.

**Environment:**Windows XP, Rational Requirement Composer, Rational Team Concert, Rational Clear Quest, Oracle, MS Office Suite, SharePoint 2010, Intuit QuickBooks 2008, Java/J2EE, Business Objects, Crystal Reports 2008, SQL, Sybase, DB2,

**Kohl’s corporate, Milwaukee, WI Sep 2008 – Mar 2010**

**Sr. Business Analyst**

Kohl's Corporation is an American department store chain headquartered in Menomonee Falls, Wisconsin, a suburb of Milwaukee, Wisconsin. The company currently operates 1,067 stores in 49 states. The scope of the project is to first convert the pre-existing Lotus Notes and Shared mailboxes to Google and secondly to migrate to Windows 7 operating system in all different departments of Kohl’s changing from Windows XP. This project involved enhancing Kohl’s ecommerce site Kohls.com with new features

Phase 1: **Conversion of Lotus Notes and Shared mailboxes to Google**.

**Responsibilities**

* Gathered and documented requirements from a diverse user community using Rational Requirement Composer.
* Collected system information in order to analyze and evaluate pre-existing system as well as the proposed solution.
* Successfully conducted JAD Sessions with SME’s and Business Users to gather requirements.
* Accurately identified the various groups and created pivot tables for further classification and thus, created a better understanding of the groups.
* Delivered high-level functional designs for projects and enhancements and fulfilled client requirements
* Translated requirements to functional design documents for complex systems/processes.
* Interacted with application developers and communicated user needs and requirements.
* Developed test plans, reviewed test cases, reviewed test scripts and wrote user documentation.
* Performed Validation to map data from lotus notes.
* Operated as a senior member within a larger team.

Phase 2: **Windows 7 upgrade**

**Responsibilities**

* Identified & coordinated all client application groups supporting client business apps
* Conduct technical research on system upgrades to determine feasibility, cost, time required, and compatibility with current system
* Worked with application owner to identify detailed business and technical requirements related to the business application.
* Obtaining app group plans for app testing for Windows 7 readiness
* Track and report app testing status, status of remediation
* Report status of client business app readiness for Windows 7.
* Supporting business app groups in resolving Windows 7 related issues.
* Used MS Project to manage schedules, deadlines and resources and to collaborate on the project
* Extensively performed UAT.

**Environment:** Lotus Notes, Google, MS Visio, MS Excel, MS Project, RUP methodology, Microsoft Office Suite 2007, Microsoft Windows XP, Windows 7, MS SharePoint 2007

**Bronson Healthcare Group, Kalamazoo, MI Apr 2007 – Sep 2008**

**Business Analyst**

As a Business Analyst Worked on the Claims processing system within the company for scanning and capturing of data including working on UB-92 claims forms. Involved in using the technology to recognize, validate, and store claims and their attachments using HIPAA compliance interface.

**Responsibilities:**

* Conducted User Interviews to determine the cause of the data.
* Studied business requirements and conducted User Interviews to identify and document the data discrepancies and their sources as related to Government Contract Compliance (GCC), Government Disclosures, Government Pricing, Customers, Products, Product pricing.
* Worked following HIPAA regulatory requirements in creating electronic transmission of specific healthcare transaction including eligibility, claim status, claims and remittance.
* Prepared Test Plans for each release, written Test Cases and executed them as part of Functional Testing. Prepared Test Reports and Deliverables and submitted for version releases.
* Throughout the project, was involved in giving clarifications on domain and product functionality for the team.
* Regular interaction with the core developers helped us in fixing the defects in less time.
* Created automated Load test scripts using Load Runner.
* Used Test Director and Mercury Quality Center for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
* Performed Load and Stress Testing using Load Runner.
* Performed regression testing using Winrunner
* Automated confidence tests that run on new builds on regular basis.
* Upgraded the existing Test Scripts and created new scripts for client application to be able to work for new versions and patches, which improved product quality.
* Evaluated testing results for each potential release build using Test Director, Quality Center and Bugzilla reports, listing summarized bug information in priority sequence, recommended viability of release for production.
* Involve in preparing Trace Matrix to design test cases
* Preparing weekly action report & QA feed back to QA team & Manager.

**Environment**: Test Pro 8.2, Mercury Quality Center 9.0, Load Runner 8.2, Winrunner, Bugzilla, Oracle, SQL Server, VB.net, MS Excel, Word, Visio, power point, MS-Project, informatica, ETL.

**ABN AMRO, Chicago, IL Mar 2005 – Mar 2007**

**Business Analyst**

Prime function of project was to automate the Mortgage Loan Origination Process beginning with the customer initiation to title transfer. The system performs all the business functions of the loan process such as set-up Account Information, New Loan set-up, Escrow Analysis, the Appraisal, Credit, income and Title functionalities.

**Responsibilities:**

* Gathered, analyzed and documented requirements from the SME’s of the processing, appraisal, credit and closing departments to create supporting documents like Use Cases, Functional Specifications, UML Diagrams and Test Cases.
* Analysis of external factors and the third party data sources such as regulatory agencies & credit bureaus, and document any constraints.
* Analyzed and researched on operational procedures and recommended changes for improvement – with an emphasis on automation and efficiency.
* Conducted benchmarking activities to identify best practices.
* Used SQL, Toad, Data Warehousing and Data Cleansing for the arrangement of customer data.
* Used Rational Clear Quest as the Change control tool.
* Performed User Acceptance Testing (UAT)
* Designed the business requirement collection approach, based on the project scope, with in the framework of RUP Methodology.
* Developed business process models to document existing and future business processes and requirements, using Rational Rose and Rational Requisite Pro.
* Performed extensive requirement analysis including data analysis and gap analysis.
* Designed and implemented basic SQL queries for QA testing and report / data validation.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions.
* Functioned as the primary liaison between the business line, operations, and the technical team throughout the project cycle.
* AT), tracked and managed defects via Quality Center and ensured full signoff from users following the successful completion of the UAT.

**Environment:** MS Visio, MS Office, RUP, Rational Clear Quest 7.0, .Net, Toad, MS SQL Server, MS Access, MS SharePoint Server, QuickBooks 2003 MS Visual Studio, XML.