**MEHEBUB AHMED**

Q 174, 1st Floor, South City 1 , Gurgaon 122002

**T** + 91 9911480203 **E** [mehebub\_ahmed@rediffmail.com](mailto:mehebub_ahmed@rediffmail.com)

**BUSINESS ANALYST PROFESSIONAL IN HEALTHCARE AND IT INDUSTRY**

A team player with strong work ethics, interpersonal and communication skills seeking a fast paced dynamic environment to share my in-depth knowledge and skills in implementing clients’ need into software applications development.

Keen to have a challenging and performance oriented career with an organization of distinction which recognizes my true potential and provides me sufficient avenues for professional growth.

**PROFILE SUMMARY**

Competent, diligent and result oriented professional offering around **9 years** in **Business Analysis**  in Healthcare & IT industry, currently working with Medocity Inc., **Gurgaon** and previously worked with **United Health Group,** **iN Technologies** and iGate Patni.

Solid understanding of phases of SDLC methodology and Agile Project Management.

**Expertise**

* Experience of implementations in Healthcare Payer Applications, designing ERP Systems and Web/Mobile Applications.
* Experience in gathering requirements through interviews, brian stroming, documenty analysis, reverse engineering etc. and creating Business Requirements Documents (BRD) and Software Requirement Specifications (SRS).
* Skills in developing User Stories, Design Documents (Data Specifications), Project Charter, Project Plan, Test Plan, Release Plan, Requirement Traceability Matrix, Status Report etc.
* Experience in interacting with the developers on resolving the reported bugs and various technical issues.
* Extensive experience in Functional Testing, Integration Testing, Regression Testing and User Acceptance Testing (UAT).
* Rich healthcare experience in implementing health plan products in Benefit Applicatons for different processes like Enrollment, Contract Issuance, Benefit Summary, Pre-authorizatiion and Claims Adjudication.
* In-depth knowledge of health plans and health plan products and policies, healthcare reform changes (Obama Care), ACA and ACO, Health Exchanges, provider networks, State Mandates, DOI guidelines, COBRA and HIPPA.
* Knowledge in Healthcare Industry updates, HL7, EMR, ICD-10, familiar with technologies including e-business and EDI.

**Skills**

**Modeling Methodologies** Agile , Waterfall

**Process/ Modeling Tools** MS Visio, Balsamiq, Lucid chart, Violet

**Databases**  SQL, Mongo DB

**Office/ PM Tools**  Microsoft Office, Gantter, MS Project

**Certifications**

* *PMP (PMBOK 4) Training Certification from PMI R.E.P. in 2014*
* *CBAP (BABOK) Training Certification from Mindtree in 2013*
* *Six Sigma (Yellow Belt) Training Certification from United Health Group in 2012*

**CAREER GLIMPSE**

**MEDOCITY INC. (iCancerHelp India), GURGAON Since Dec’15 (1 year)**

**Sr. Business Analyst**

* Accomplish responsibility of understanding clients’ needs for Web and Mobile (Android and iOS) Applications.
* Analyze requirements, prepare BRD, Use Cases, SRS, HLD and LLD and release specific documents.
* Attending daily status call and log issues on JIRA application and associated with sprints.
* Effectively estimate and plan for muliple deliverables simultaneously like Creating and updating System Documents; Creating ongoing Project/Release Documents, Work with Design team for Mockups, Call Status Tracking, Creating & managing JIRA Tickets, Knowledge Transfer session with Testing Team and Developer.
* Set up process to identify requirements/changes and implement the same in Design so that exact requirement will be matarialized. Also do interactive discussion with developers and testers while implementing the requirements as well as testing the developed works.
* KT session for new joinees and prepare training material like System documents and Product PPTs. Also guiding the all especially the QA team on upcoming challenges and opportunities discussed in status call.
* Following PMI guidelines (PMBOK5) with documentations from Project Charter, Business Case, Project Plan with close monitoring of the breakdown of timelines in gantter / JIRA. Closely monitoring the status of the project in every sprint with burn down chart and closing the bug tickets within predefined time.
* Due to Agile environment where frequent requirement changes are happened, I have gained good leadership across the team to capture all the changes togather in the repository and deligate the things to persons who so ever needed at any point of time.

**Project Name : iCancerHealth Application (Web, Android, iOS) - 1.6 Release, 1.7 Release**

**Client : Medocity Integrated / Pfizer / Optum / Mayo Clinic**

**Duration :** January 2016 - Till Date

**Description:** Modifying existing iCancerHealth Application and designing new features.

**Responsibility :** Creating and updating requirement documents; work with Design team for Mockups, Call Status Tracking, Creating & managing JIRA Tickets, Knowledge Transfer session with Testing Team and Developers etc.

**Project Name : Medocity MD Application (Web, Android, iOS) - 1.4 Release, 1.5 Release, 1.6 Release**

**Client : Medocity Integrated / Pfizer / Optum / Mayo Clinic**

**Duration :** January 2016 - Till Date

**Description:** Modifying existing Medocity MD Application and designing new features as per the Client.

**Responsibility :** Creating and updating requirement documents; work with Design team for Mockups, Call Status Tracking, Creating & managing JIRA Tickets, Knowledge Transfer session with Testing Team and Developers etc.

**IN TECHNOLOGIES, GURGAON Jan’15 - Dec’15 (1 year)**

**Business Analyst (Project Coordinator)**

* Accomplish responsibility of understanding clients’ needs for designing CRM/ERP Applications.
* Analyze requirements, prepare BRD, Use Cases, SRS, HLD and LLD.
* Involve in project management activities, preparing user manuals and business proposals (RFP/RFQ).
* Preparing Requirement Traceability Matrix, Project Management Tool and Issue logs.

**Project Name : Live PC Expert CRM Development Project**

**Duration :** January 2015-July 2015 (6 Months)

**Description:** Modifying existing CRM application and designing new version CRM Application formanaging Live PC Expert product of iN Technologies.

**Responsibility :** Accomplish responsibility of understanding clients’ needs for designing CRM Applications. Analyze requirements, prepare BRD, Use Cases, SRS, HLD and LLD. Preparing Requirement Traceability Matrix, Project Management Tool and Issue logs.

**Project Name : HRIS Development Project**

**Duration :** August 2015 - December 2015 (5 months)

**Description:** Designing HRIS Application formanaging Human Resource functions of iN Technologies.

**Responsibility :** Accomplish responsibility of understanding clients’ needs for designing CRM Applications. Analyze requirements, prepare BRD, Use Cases, SRS, HLD and LLD. Preparing Requirement Traceability Matrix, Project Management Tool and Issue logs.

**Project Name : EazeChat & Eazedesk Web Application Development Project**

**Duration :** April 2015-September 2015 (6 Months)

**Description:** Designing Chat Application & Ticket Management Application forEnterprises.

**Responsibility :** Analyze requirements, prepare BRD, Use Cases and SRS. Involve in project management activities, preparing user manuals and business proposals (RFP/RFQ).

**UNITED HEALTH GROUP, GURGAON Aug’08 – May’14 (5.9 years)**

**Implementation Business Analyst (Sr. Associate – Benefits)**

**Project Name : SCI Coding Project**

**Duration :** August 2008-April 2014 (5.9 years)

**Description:** Configuration Management for SCI (single case installation) Benefit Application for Healthcare payer and setup PHR on myuhc.com. SCI is a platform created by United Helth Group for managing Payer Benefits for United Health care.

**Responsibility :**

* Accomplish responsibility of understanding clients’ (Account Manager and Product Manager) needs for implementing Health Plan Products in Payer Applicatons.
* Analyze requirements from sample/product documents,prepare functional requirement documents, setting up business rules and variables including FEQs, liaise with stakeholders to input into projects.
* Work with coding team to ensure products are configured correctly and interact with them for resolving the reported bugs.
* Execute integration and user acceptance testing (UAT) to verify accurate product implementation.
* Support the Implementation Manager/UHC legal team in balancing project goals and business needs, implementing health plan products.
* Payer Applications are used for different processes like Enrollment, Contract Issuance, Internet Benefit Summary, Care Coordination Management and Claims Adjudication.
* Health Plan Products are Medicare Advantage, HMO, PPO, POS, CDHPs (HSA & HRA) and Ancillary plans as well as ASO non standard plans.
* Implementing health plan products and policies adhering to healthcare reform changes (Obama Care/ACA), State Mandates, DOI guidelines, COBRA and HIPPA.

**PATNI COMPUTER SYSTEMS, NOIDA (Universal American Financial Corp.) May’07 – Aug’08 (1.3 years)**

**QA Analyst (Executive – Research Team)**

* Perform data analysis to provide technical direction on pending Medicare and Medicaid claims and provider appeal issues.
* Perform functional testing (FACETS) to identify root causes, gap analysis and prepare reports accordingly.
* Monitor the status of all identified issues, identify any new issues, take corrective actions.

**ACADEMIA**

**PGDBM, Marketing & Information Technology, 2005**, Master School Of Management, Meerut (AICTE)

**B.Sc (Hons), 2002**, Tinsukia Collage (Dibrugarh University)

**Class XII, 1999**, Tinsukia Collage (A.H.S.E.C)

**Class X, 1996,** DDBV,Tinsukia (S.E.B.A)

**Date of Birth:** 30th March 1981

**References:** Available on Request