### Bhagavathi Kaza

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**Objective**

 Goal-oriented, dedicated, focused and organized individual possessing excellent communication skills. I am an excellent team player and fit well in diverse groups. I have good problem solving, Analytical skills and multi-tasking abilities that helps me to adapt to demanding situations. I am a fast learner and have a high level of self-motivation.

**Summary**

* **9+** years of experience as a Business Systems Analyst in various domains **like HealthCare, E-Commerce and Health Insurance** using various Software development methodologies.
* Strong knowledge of Software Development Life Cycle (**SDLC**) models like **Agile, SCRUM, Waterfall, Rapid Prototyping and Spiral Model**.
* Interacted with multiple stakeholders from Business, IT and Operations to document Business, System and Functional requirements adhering to best practices.
* Execute and control all production system enhancements & maintenance: Develop the plans by collaborating with the relevant stakeholders, communicate and gain approvals from IT leadership & clients, team up with technical teams to implement the change and validate the changes by pulling together internal & client testing teams.
* Developed and prepared EDI documentation, as well as provided content and format testing for internal and external use.
* Successfully completed over 2000 maps per year and created templates for different types with multiple Practice Management Systems.
* Provided internal 2nd level support, troubleshooting, and assistance for the system and mapping related issues for EDI documents.
* Worked with external vendors (Trading Partners) to resolve X12 mapping issues
* Involved in design sessions for 834, 835 and 837 X12 documents for 5010 version.
* Worked with FACETS team for HIPAA Claims validation and verification process.
* Have working knowledge with Boomi tool to process EDI documents.
* Good knowledge on cyber security concepts.
* Involved in design sessions to prepare mapping documents with multiple vendors for X12 documents
* Extensive knowledge of relational databases, entity relationships, SQL data types and Database constraints.
* Extensive experience in using Complex SQL queries using techniques like Sub queries, Correlated Sub queries, Views, Functions and Stored Procedures for speedy and effective data analysis and system analysis.
* Strong skills in SQL Objects testing with oracle and SQL server databases.
* Strong experience in coordinating Joint Application Development (**JAD**) sessions and interviews.
* Extensive experience in documenting Vision and Scope Document (**VSD**), Business Requirement Documents (**BRD**), Functional Requirement Specifications (**FRS**), User Manuals, and Unified Modeling Language (**UML**) diagrams (**Use Case, User Stories, and Diagrams, Activity Diagrams, and Sequence Diagrams**), and **validation** of requirements.
* Exceptional **Analytical** skills to understand the business process and functionality, requirements and translate them to system requirement specifications.
* Expert in using **Microsoft Office** applications for day-to-day activities - Microsoft Word for documentation, Microsoft PowerPoint for presentation, Microsoft Visio for drawing flow diagrams, Microsoft Excel for data presentation and Microsoft Project for prioritizing and managing individual tasks.
* Excellent experience in performing **RTM** Test Matrix, **GAP** analysis and **SWOT** analysis to check the compatibility of the existing system infrastructure with new business requirements.
* Worked closely as a liaison between the Business stakeholders and the Development team through the different stages of the Software Development Life Cycle.
* Worked closely with the QA team on Test Case development, Data validation, Test reporting of web based and ETL implementation which are sources from various data sources.
* Prepared Test data preparation strategy and data masking strategy for the test environment.
* Performed GUI testing, Functional testing, Integration testing, Regression testing, Ad -hoc testing, Negative testing, End to End testing, User Acceptance testing on multiple projects.
* An enthusiastic and self-motivated team player with the ability to manage multiple projects simultaneously, meet stringent deadlines and achieve project objectives.
* Excellent knowledge in HP ALM/Quality Center to track issues until resolution and to produce reports on defects by their status.
* Possess the level of communication and interpersonal skills together with the resourcefulness required to adapt to new environments, challenges and increasing amount of responsibilities.
* Successful as a team player to work in conjunction with other DBA’s, Tester’s, Developer’s and other team members in validation and testing complex scenarios and projects and in the maintenance of Quality Standards in Projects.
* Highly motivated, willing to work independently, and in a team environment. Proficient in meeting tight deadlines and adopting new technologies.

**Skill Set**

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| --- | --- |
| **Operating System** | Unix, Linux, MS Windows |
| **Languages** | Java, C, C++, SQL, PL/SQL, Semantic Database, D2RQ |
| **RDBMS** | MS Access, Oracle 9i/10g/11g, SQL Server  |
| **Testing Tools** | WEB service Tester, Soap UI 5.0, Eggplant and WCF Client, Postman 4.10.7  |
| **Defect Tracking Tools** | HP Quality Center 10.0, Clear Quest |
| **Tools** | TOAD, Visual Studio, TFS, WinSCP, PUTTY, Oracle Developer, Visual Basic 5.0/6.1/7.0, UltraEdit, Notepad++, Sql Navigator, Service Manager, Boomi  |
| **Web Servers** | Web Logic, Apache |
| **Version Control** | SVN, Clear Case |
| **Scripting Languages** | HTML, XML, CSS, OWL |
| **IDE** | Eclipse, Visual Studio, Net Beans |
| **Design** | OOAD, UML, RDF  |

**Education**

**Master of Science, Computing and Information Sciences-Software Engineering**

University of North Florida-School of Computing, Jacksonville, FL (GPA: 3.71/4)

**Bachelor of Engineering – Electrical and Electronics Engineering**

Jawaharlal Nehru Technological University, Hyderabad, India, (GPA: 3.62/4)

**Professional Experience**

Florida Blue, Jacksonville, FL Nov’19– Dec’20

**Project: Web & Mobile-AZ tenant**

**Role: Product Owner/ Systems Analyst**

 BCBSFL is a leading provider of Medical and Medicare Insurance. Web & Mobile branch of Florida Blue deals with selling the medical Insurance for Under 65 (U65) people across various tenants. Florida, Washington, Kansas, Tennessee, Arizona are some of the states where the BCBS Insurance products are available and are sold.

U65-Arizona tenant deals with selling the Insurance products like Health and Dental in both Marketplace and Off Marketplace areas. As part of Phase1, AZ tenant has only Health products available through Marketplace (ONX). In the later phases both Health and Dental products are sold through Off Marketplace. The new phase for AZ tenant mainly deals with the SEP document collection & upload functionality for the qualifying SEP events, Smarty Streets Address validation and Add on cart rules to name a few.

* Acted as a point of contact person and communicated with the stakeholders, Business Managers and the IT team to make sure the goals are clear and the vision is aligned with the objectives.
* Proven expertise at understanding and anticipating the client’s needs to effectively manage the development process.
* Actively involved in the SDLC phases of Requirements gathering and Software testing using Agile methodology.
* Involved in the complete Software Development Life Cycle phases.
* Participated in different **agile ceremonies** like Release planning, Sprint planning, Daily Scrums, Backlog Grooming, Demos and Retrospectives and help define priorities.
* Developed and prepared 834 X12 5010 version EDI documentation, as well as provided content and format testing for internal and external use.
* Good working knowledge on HL7 and FHIR standards.
* Worked on the enrollment, benefits for Health and Dental providers for In-network and Out of network systems for AZ tenant.
* Involved as the central conduit between the business and the IT development team to ensure a common understanding of requirements, priorities and solutions.
* Worked closely with the business and gathered the requirements for new products that are implemented as part of current release and also discussed the requirements for base enhancement work for other tenants like NJ.
* Actively involved in working with Consumer side requirements and tested different scenarios for Consumer and Agent channels.
* Highly involved in gap analysis for the Consumer and Agent requirements and compared to existing tenants using the RFP, RFI and RFQ process.
* Worked extensively on Mulesoft Integration tool.
* Good working experience on data analytics using Clickstream to collect and analyze the data for webpages.
* Collaborated with developers and subject matter experts to establish the technical vision and analyze trade-offs between usability and performance needs.
* Worked with Technical Leads on discussing the design issues and any backend limitations considering the compatibility with the existing systems.
* Ability to produce Agile stories adhering to **INVEST** principles in a clear and concise manner, including the definition and agreement of clear acceptance criteria.
* Analyzed the current process flows and functionality of AZ tenant and compared with existing tenants and identified any gaps for future enhancements.
* Extensively worked on IBM BPM tools to manage business process.
* Extensively worked on creating 834 mapping documents and crosswalks for Agent & Consumer channels in both English and Spanish languages.
* Maintained product backlog and prioritized based on business objectives.
* Actively involved in requirements elicitation to the UI team for front end work and defining priorities.
* Extensively worked on creating user stories in Rally tool with clear acceptance criteria and involved in discussing the requirements and the technical details with the Development team.
* Worked closely with the Product Owner and the Project Managers on defining the timelines for the project and identifying issues and risks.
* Worked closely with the QA team on discussing the test case scenarios, negative scenarios and identified the functional gaps when compared to other tenants.
* Provided Release night support and identified the issues in Prod and actively involved in fixing the issues/defects identified.
* Well versed with providing the requirements and testing the different scenarios on web, Mobile and different digital devices to meet GxP standards.
* Actively worked with Guidewell Clients in finalizing the scope items for the releases and worked on the content templates for ONX, OFFX Health and Dental products templates.
* Worked with GWC Clients and the Filing team to identify any gaps in the content provided for English and Spanish languages and communicated the impacts with the end client.

**Environment**: MS Office Suite, Agile, Windows 2010, SharePoint, Rally, EDI-X12 formats, HL7, FHIR, Mulesoft, IBM BPM, UltraEdit, Oracle, Medicare.

Florida Blue, Jacksonville, FL June’18– Sep’19

**Project: Sapphire Enrollment & Billing**

**Role: Systems Analyst**

 BCBSFL is a leading provider of Medical and Medicare Insurance. BCBS has two major systems RBMS and Sapphire to facilitate and maintain subscribers Health Insurance. RBMS is dedicated for enrolling and maintaining Commercial Members and Sapphire (has replaced a legacy system MHS) for facilitating the enrollment and maintenance of MEDICARE members over 65 years. Sapphire performs a predefined set of validations that are received as an input from Post Sales Process (PSP).

The scope of the program is creating a one combined enrollment and Billing application for Consumer, Group and Medicare markets. As part of this scope; Health On and Off exchange, Dental standalone qualified and non-qualified and Life products are covered for each market and are received from Federal Market to Florida Blue in 834 formats after performing HIPPA compliance edits and processed through into NASCO which the enrollment and billing system.

This is an Integrated and automated solution that includes Product and benefit code support, Enrollment, Maintenance, Billing, Payment Management, Cash Management, Receivables Management, Audit Controls, Regulatory/Compliance, and Fulfillment. The application built has the capability to also perform maintenance transactions which include renewals and reinstatements.

* Actively involved in different software methodologies like Waterfall, Agile/Scrum methodology.
* Involved in the complete Software Development Life Cycle phases.
* Participated in different **agile ceremonies** like Release planning, Sprint planning, Daily Scrums, Backlog Grooming, Demos and Retrospectives and help define priorities.
* Developed and prepared 834 X12 5010 version EDI documentation, as well as provided content and format testing for internal and external use.
* Good working knowledge on Healthcare provider Membership, Benefit and Payments.
* Communicated and interacted with outside vendors and payers (Trading Partners) to fix the mapping issues.
* Successfully completed over 2000 maps per year and created templates for different types with multiple Practice Management Systems.
* Involved as the central conduit between the business and the IT development team to ensure a common understanding of requirements, priorities and solutions.
* Worked closely with the business and supported the software development team to document, design and deliver cost effective and high-quality systems with in the required timescales.
* Analyzed and gathered requirements for Facets components for Enrollments.
* Collaborated with developers and subject matter experts to establish the technical vision and analyze trade-offs between usability and performance needs.
* Ability to produce Agile stories adhering to **INVEST** principles in a clear and concise manner, including the definition and agreement of clear acceptance criteria.
* Analyzed the current State of system to document 'AS IS' and 'TO BE' process flows.
* Provided comprehensive support to all end users and stakeholders through training and documentation.
* Ensured effective implementation of agile process.
* Actively involved in working on the production tickets and efficiently resolved the tickets with in-depth research and analysis and provided necessary documentation.
* Extensively worked on **SQL** queries for writing system requirements, resolving production tickets and to write Data patch requirements.
* Created daily reports for downstream channels using Oracle & SQL queries.
* Worked on Data analysis using the SQL & PL/SQL queries.
* Extensively worked on writing use cases, user stories, Supplementary Specifications and Data Patch requirements.
* Extensively worked on creating mapping documents and crosswalks for different systems.
* Efficiently documented the project flow steps from end to end perspective for Internal Auditing.
* Extensively worked on Defects, R-tickets and monthly maintenance tasks using SQL queries and created issue logs for the R-tickets.
* Validated History data for source data from EDW to EDM for Medical claims.
* Good knowledge on medical claims processing and Care management domains.
* Actively involved in reviewing data for Healthcare Billing systems using FACETS, Provider Information Management Systems (PIMS) in order to identify the PHI.
* Actively worked with the Project Manager’s on the creation of Business case, Development case and Data analysis Reports.
* Worked closely with the Production Support Team on prioritizing the severity of the tickets and their timelines.
* Knowledge of Health insurance, HMO, PPO, SNP plans.
* Very good experience on **Healthcare Enrollment, Billing, Finance and Claims.**
* Strong knowledge on EDI interfaces related to healthcare business platform including but not limited to **834, 837, 820, 835, 999, 277, 270**.

**Environment**: HP ALM, MS Office Suite, Agile, Windows 2010, TOAD, SQL Navigator, ReqPro/ReqWeb, SharePoint, Rally, EDI-X12 formats, HL7, QDQ, Service Manager, Boomi, UltraEdit, Claims, Medicare/Medicaid.

Vistakon, Jacksonville, FL April’14 – May'18

**Project: Knowledge Engineering**

**Role: Business Systems Analyst**

 Vistakon is a leading Lens Manufacturing company in Jacksonville, FL. Research and Development(R&D) is a primary division of Vistakon where different aspects of lens manufacturing are tested and promoted. Knowledge Engineering project mainly deals with the aggregation of data from various input sources like Clinical, Manufacturing, Research, IT and Lab resources and works on different data cleansing aspects which is fed as an input to the Qlikview tool as an input.

* Knowledge of **Health insurance**, HMO, PPO, SNP plans.
* Actively involved in Agile/Scrum methodology.
* Involved in the complete Software Development Life Cycle phases.
* Participated in different agile ceremonies like Release planning, Sprint planning, Daily Scrums, Backlog Grooming, Demos and Retrospectives and help define priorities.
* Involved as the central conduit between the business and the IT development team to ensure a common understanding of requirements, priorities and solutions.
* Worked closely with the business and supported the software development team to document, design and deliver cost effective and high-quality systems with in the required timescales.
* Collaborated with developers and subject matter experts to establish the technical vision and analyze trade-offs between usability and performance needs.
* Actively involved in Clinical measurements and gathering the clinical data.
* Good working knowledge on LIMS with Clinical research data.
* Ability to produce Agile stories adhering to INVEST principles in a clear and concise manner, including the definition and agreement of clear acceptance criteria.
* Provided comprehensive support to all end users and stakeholders through training and documentation.
* Ensured effective implementation of agile process.
* Extensively worked on creating Views, resolving Data issues and to build reports using **SQL** queries.
* Actively involved in various types of testing like Unit Testing, System Testing, Compatibility Testing, Adhoc Testing, White box testing, Functionality testing, User Acceptance Testing.

**Environment:**HP Quality Center, MS Office Suite, Agile, Windows 2003, Java, SQL server 2000, SVN, TOAD, Putty, X12 formats, FHIR, Claims.

iHealth Technologies, Atlanta, GA Jun’13-Mar’14

 iHealth Technologies is a Healthcare analytics company that derives meaningful insight and delivers solutions to help clients optimize performance. iHT is a leader in payment integrity solutions and leverages business intelligence, technology and operational excellence to improve the effectiveness of healthcare. iHealth focuses on reducing medical costs, administrative costs and strives in the improvement of operating effectiveness and compliance.

**Responsibilities:**

* Analyze client’s business requirements and processes through document analysis, interviews, workshops and workflow analysis.
* Liaise between Business and technical personnel to ensure a mutual understanding of processes and applications.
* Engage client to gather software requirements/business rules and ensure alignment with development teams.
* Developed and prepared 834 X12 5010 version EDI documentation, as well as provided content and format testing for internal and external use.
* Worked extensively on HL7 formats and FHIR standards.
* Communicated and interacted with outside vendors and payers (Trading Partners) to fix the mapping issues.
* Extensively worked on claims issues related to data mapping.
* Good working knowledge on Utilization management, Case management and Care Management.
* Actively worked on IBM BPM tools.
* Actively worked on Medicare/Medicaid and U65 groups.
* Worked extensively on requirements to meet GxP compliance.
* Translate stakeholder requirements into different tangible deliverables such as functional specifications, Use cases, User stories, Workflow diagrams.
* Draft and maintain business requirements and align them with functional and technical requirements.
* Provide mentoring and leadership to System Analysts as needed.
* Tested Web Services, Validated Request and Response XML, SOAP Calls and WSDL using Postman tool. Added data related assertions to validate response XML in Web Services and walked the development team through the requirements/specs. Assisted in retrieving information from application data sources for end users.
* Provide early notification of issues potentially affecting work flow efficiency, end user functionality, system interoperability etc.,
* Assist the Quality Assurance staff in developing and executing the test plans and test scripts.

**Environment:** MS Office Suite, Agile, Windows 2003, Java, Oracle 11g, SVN, IBM BPM, HL7,TOAD, Putty, UltraEdit, Notepad++, Medicare/Medicaid, Claims.

 UNIVERSITY OF NORTH FLORIDA, Jacksonville, FL Aug’12-May’13

 Graduate Thesis - Performance Evaluation of Data-Intensive Computing in The Cloud

 Big Data is a topic of active research in the Cloud community. With the increasing demand for data storage in the cloud, study of data-intensive applications is becoming the primary focus. Data-intensive applications involve high CPU usage for processing large volumes of data on the scale of Terabytes or Petabytes.

 Amazon Elastic Compute Cloud (EC2) and Google Compute Engine (GCE) are two primary Public clouds that are used for the performance evaluation. Various loads of data like 1GB, 10GB, 100GB and 1TB of data are loaded on both the clouds. Apache Hadoop and Sector are two open source frameworks used to process big data to produce useful information. Both the qualitative and the quantitative aspects of the cloud being studied. TeraSort, CreditStone and MalStone are the three benchmarks which are used to benchmark the clouds.

 GCE, a perfect alternative for Amazon EC2 in IaaS layer of cloud showed better performance compared to Amazon EC2. Sector showed significant performance compared to Hadoop for all the data sizes with the three benchmarks.

**Environment:** SVN, JavaScript, CSS, HTML5, Amazon Web Services (EC2, S3), GCE, Teradata, Linux, Oracle.

Mission House Clinic, Jacksonville, FL Aug’10 –Jul’11

 Mission House Clinic is a small-scale clinic located on the beaches in Jacksonville, FL. Prescription Assistance Program (PAP) is a project designed to automate the details of the patients and prescriptions. PAP program involves gathering the patient information, validating the patient eligibility for the free medical treatment and providing health care facilities including medicines and drugs.

* Involved in all the phases of Software Development Life Cycle.
* Knowledge of Health Care and Health Care insurance.
* Good Knowledge on Medicare/Medicaid concepts.
* Actively worked on Enrollment, Billing and Claims processing.
* Worked on apps dealing with cyber security and threats.
* Worked on gathering requirements and analyzing the data for web page clicks using multiple analytic tools like Zoho, Oracle and Clickstream analytics tools.
* Involved in writing use cases, test cases and user stories.
* Involved in creating Reports, Charts and Data Flow diagrams to elucidate the project goals and objectives.
* Maintain continuous communication with the end users and Developers throughout the SDLC to ensure the final product meets the requirements and expected outcomes of the customer, with respect to application, reporting and/or integration functionality and presentation.
* Provide subject matter expertise in the development of system enhancements.
* Involved in cost and budget management of the project.
* Assist in retrieving information from application data sources for end users.
* Involved in deploying the project on site and troubleshooting steps.
* Lead the development and maintenance of Prescription Assistance Program end-user manuals and system documentation.

**ACADEMIC HONORS**:

* Thesis selected and printed in The International Journal of Cloud Applications and Computing (IJCAC).
* Member of Florida Epsilon Chapter of the Upsilon Pi Epsilon (International Honor Society for the Computing Information Disciplines)-University of North Florida, Jacksonville, FL.
* Executive member of National Society of Leadership-University of North Florida, Jacksonville, FL.