**Faraz Meghani**

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Experienced and knowledgeable Business Analyst and Project Manager that consistently meet customer expectations and deadlines in the life insurance (USAA, Liberty Mutual, State Farm, and New York Life to mention a few), healthcare, financial services, transportation (airlines and railroad), and mortgage industries. Managed large strategy development projects both as a business analyst and project manager involving multiple stakeholders. Decisive and straightforward with a proven track record of identifying and documenting cutting-edge process improvements, with the ability to translate complex concepts for audiences of all level and technical understanding. Strong knowledge across all phases of Software Development Life Cycle (SDLC) including technical implementations and upgrades, QA and UAT processes, data mapping and migration, Business and Functional Requirement Documents, data analysis, and reporting.

**SKILLS AND AREAS OF EXPERTISE**

* Professional Scrum Master I from Scrum.org – Issued July 2020
* Project Management: Traditional Waterfall, Iterative, Agile (SCRUM) Methodologies
* Business Analysis: Business Process Modeling and design, Flow Charts, Vision Document, Requirement Traceability Matrix, Quality Assurance, User Acceptance Testing, User Stories, Use Cases, Business and Functional Requirement Document
* Working knowledge in following Microsoft Suite products: MS Visio, MS Project, MS SharePoint, MS Dynamics 365, MS Team Foundation Server, MS Word, MS Excel, SQL Server Management Studio, SSRS, Access, Excel, Word, PowerPoint
* Working knowledge in following Data Visualization tools: Tableau, Business Objects
* Proactive in problem analysis to understand pain points and customer expectation gaps
* Strong interpersonal skills and written communication and verbal communication skills
* High quality and sufficiently detailed requirements and design documentation with emphasis on simplicity, efficiency, innovative, and lean development solution
* Workflow improvement designs with analytical skills
* Quality Assurance Testing, including test plan development and regression testing
* Advanced SQL statement construction
* Mentoring and coaching team members
* Relationship builder with business stakeholders and customers
* Effective management of external vendor relationships and policies
* Project portfolio management using LogicManager risk management software
* End-to-end SDLC management using TFS CMMI template and JIRA (project plans, requirements, development tasks, test plans, defect tracking)
* Work breakdown structures and project timelines including development sprints
* Workplace drug and alcohol testing systems and operational processes
* Mobile applications supporting services for clinical trials, pharmacovigilance projects, wellness events, underwriting, ICD10 medical coding and life insurance exams
* Medical record retrieval systems and processes for the insurance industry

**WORK EXPERIENCE**

**EMSI (Examination Management Services, Inc.)**, Irving, TX

*Senior Business Analyst and Project Manager,* 04/2014-07/2020

Major projects successfully completed and implemented in project management, business analysis, and quality assurance roles:

* Worked as a lead Business Analyst on an Annuity, Life Insurance, and group insurance application utilized by agents to auto select the appropriate insurance products based on a series of questions, a simplistic eSignature solution of medical examiner and applicant, and a user friendly interface to allow for personal health information collection including lab results.
* New TouchPoints application designed to replace aging legacy scheduling application for mobile exams with enhanced call center workflow designs for the call center and the introduction of iPad-based examiner workflows used in the field. The application exceeded our customer, Genzyme’s expectations for a multi-year routine lab-monitoring project for patients infused with a drug called Lemtrada that carried strict FDA compliance requirements. Scheduling and visit completion cycle times improved dramatically with TouchPoints, meeting customer SLAs.
* Scheduling integration with Formfox, a third-party electronic custody and control form for workplace drug testing for airline customers.
* New medical record retrieval application for life insurance companies that automated the completion of unique special authorization forms required by medical facilities to release patient health records using touch screen and drag and drop functionality to populate the form. The new application decreased cycle times to obtain insurance applicant authorizations by more than 50%.
* Managed a large scale custom insurance underwriting application (SaaS) that was utilized by various Life Insurance companies for summarizing medical records.

Project Management Tasks:

* Effective implementation and management of roadmap projects working in PMO as a whole with a high degree of quality, while ensuring projects are completed on time and within budget.
* Accomplished project objectives and timelines, while ensuring all project stakeholders stay committed to project scope when necessary.
* Identified and resolved project issues, managed project risks, and change management requests.
* Expert in the use of a range of project management tools to schedule, track, resource capacity, and communicate project status to senior leadership.
* Develop regular project reports for IT PMO Director focusing on project deliverables as they relate to corporate priorities and project health.

Business Analyst Tasks:

* Elicit business requirements from a list of product backlog items and translate those to workable solutions.
* Managed all project documentation inclusive of use cases, user stories, functional specifications, technical documentation, and test cases.
* Formulated test strategies and quality assurance processes, collaborating with software development teams to drive high standards of product quality.
* Lead Quality Assurance and User Acceptance Testing sessions including data validation to help resolve issues/application bugs that arise.
* Optimized data collection procedures and presented data and conclusions to teams to improve strategies.
* Analyzed data in legacy applications to determine data migration and mapping/integration complexity, to identify data gaps against new requirements or conflicts across multiple legacy applications

**Vendor Resource Management**, Carrollton, TX

*Senior Business Analyst,* (10/2009)-(04/2014)

* Helped resolve critical control and operational weaknesses, identified problems, recommended improvements, and worked in collaboration with Operations, Finance, and HR to implement issue resolutions.
* Reduced operational risks and automated production workflows for Vendor Scorecard Project that measured Vendor Performance to ensure monthly, quarterly, and yearly KPI’s are met. Successfully implemented the project within allotted budget and estimated time as well as created training manual and led webinars for external Vendors.
* Achieved or exceeded all position objectives applying attention to detail and methodical approach to fulfill goals including gathering, writing, and documenting business and functional requirements.
* Brought fresh insight and leveraged talent for deriving simple solutions to complex problems to solve various operational problems and process inefficiencies.
* Led Joint Application Development (JAD) sessions with business users, Developers, UAT, and Quality Assurance Team to ensure successful software implementation.
* Created requirement traceability matrix to track the life cycle of each requirement to trace it back to design, development, testing, and software release.
* Developed test plans as well as execute test cases and facilitate defect resolution.

**Insight Enterprises, Inc.**, Plano, TX

*Data and Reporting Analyst II,* (08/2007)-(10/2009)

* Responsible for managing data quality, consistency, security, and usability.
* Liaison between developers and end users to provide data related solutions.
* Project Lead for Global Client Solution Interim Project. Project was completed within scope and budget.
* Managed end-user data requests extracting data from SQL Server, Access, and SAP data warehouses.
* Analyzed custom reporting needs and developed reports utilizing Crystal Reports and SQL Server for scheduled and ad-hoc reporting.
* Managed 5 remote team members in India.

**Ericsson**, Plano, TX

*Data Analyst,* (06/2006)-(08/2007)

* Designed and developed Microsoft Access database for Customer Order Management Team.
* Responsible for working with Account Managers, analyzing database requirements and developing solutions and procedures.
* Generated “on-the-fly” inquiries in Excel and Access utilizing SQL queries.
* Responsible for defining Data quality practices, ensuring Data Integrity and cleansing of inaccurate Data.

**EDUCATION**

The University of Texas at Austin, 2000, McCombs School of Business, Austin, TX

Bachelors of Business Administration, Management Information Systems

University of Dallas, 2011, Irving, TX

Masters of Business Administration, Information Technology