**Kanwaljit**

**Professional Summary:**

* 7 years of experience as a Business Analyst across Healthcare & Banking domain.
* Certified Scrum Master with experience in sprint planning, sprint review, sprint retrospective and other meetings as required by the team.
* Extensive experience in Software Development Life Cycle (SDLC) methodologies like Waterfall and

Agile Models (SCRUM).

* Strong background in Business Process Analysis, Requirements Elicitation, Requirement Design & Documentation, User Stories creation and UAT validation.
* Experience in coordinating with Project Manager in preparing Project Scope, Release Schedule and Status Report.
* Experience in creating Test Plans and Test Cases per requirements gathered.
* Expertise with MS Excel including the interpretation, extraction, and manipulation of raw data into a spreadsheet format using graphs, pivot tables, formulas, and VLOOKUP.
* Generated statistical reports with dashboards and charts in MS Excel for business reporting and assistance in data drive decision process.
* Excellent interpersonal skills in listening, conflict resolution and strong communication, written and presentation skills.
* A professional, detail-oriented and motivating team player with excellent analytical, communication, leadership, and problem-solving skills who enjoys complex and challenging projects.

**Technical Skills:**

|  |  |
| --- | --- |
| Health Care Products | FACETS, EDIFECS |
| Databases Tool | SQL |
| Requirement Management Tool | JIRA, Rally, Rational Requisite Pro |
| Prototyping Tool | JustinMind, Mockup Screens, Balsamiq |
| UML Tools | Rational Rose, MS Visio |
| Defect Tracking Tools | Bugzilla, JIRA, ALM |
| Other Tools/Applications | Toad, MS Project, MS Excel, SharePoint, Tableau |

**Professional Experience:**

**Business Analyst**

**Blue Shield of California, CA July 2018-Present**

BSC acquired Care1st as a wholly owned subsidiary in 2015. Scope of program is migration of Care1st data and on-going operational processes to Blue Shield of California platform.

**Responsibilities:**

* Part of a Claims & Encounters Business Readiness team as Business Analyst.
* Partnered with IT team to ensure development & QA timelines and its impact on Business readiness.
* Engaging with the right SME’s per specific components of Claim/ Encounter processing for UAT signoffs.
* Responsible for obtaining sign off on all deliverables and tradeoffs / workarounds for specific workstream.
* Log, manage and monitor decisions, risks and assumptions associated with Claims/ Encounters Business readiness.
* Coordinating with IT & testing PM to bring escalations to the Business Readiness driver.
* Publish on going weekly Business Readiness status for claims workstream.
* Supported the E2E / UAT Claim and Encounter testing.

**Business Analyst Oct 2016 – July 2018**

**Alliance Health, Oklahoma, OK**

The project involved enhancement of custom inbound and out bound interfaces that are used with TriZetto Facets application.

**Responsibilities:**

* Engaged with the stakeholders, identified the Business SME’s and facilitated JAD sessions to gather Business Requirements
* Worked on Medicaid claim processes
* Decomposed high level user requirements into functional requirements
* Performed the impact analysis of the changes
* Created the Business Requirement Documents, Business Process workflows and Wireframes
* Captured new business rules and updated existing rules to accommodate the changes in the existing processed
* Conducted BRD review sessions to get the business sign off
* Coordinated with Development & QA team for any clarification & resolutions
* Worked with the Business team to support the UAT testing

**First Cal Mortgage Company, Petaluma, CA March 2015 - Oct 2016 Business System Analyst**

The First Cal project included revamping existing mortgage application and origination system. The system was modified to incorporate changes in the loan processing system aimed to improve overall customer experience and reduction of loan closing time.

**Responsibilities:**

* Engaged with business teams and stakeholders to gather, document and manage requirements effectively following Agile (scrum) SDLC Methodology.
* Conducted regular meetings with Scrum Masters and Product Owners to discuss any technical and operational issues and updates on the current project status.
* Created and updated Weekly status reports, burndown charts and closure reports; performed sprint planning and retrospective meetings.
* Performed extensive requirement analysis / decomposition including risk and gap analysis.
* Assisted in creating relevant use cases and associated activity diagrams.
* Involved in triaging Defect and Change Management issues.

**Providence Little Company of Mary Medical Center, Torrance,CA Aug 2013 – Feb 2015**

**Business Analyst**

The project was to enhance Little Company of Mary Medical Center’s revenue-cycle- management software (Meditech) system to update information about the client’s denied claims and ensure appropriate linking to the same.

**Responsibilities:**

* Gathered Business Requirements, interacted with the Stakeholders, Developers, Project Manager and SME’s and facilitated JAD sessions.
* Assisted with creating Wireframes using IRise for client claims.
* Involved in implementing and testing of the developed application data standards.
* Tracked change management and updated defects in Bugzilla

**Huntington National Bank - Columbus, OH Dec 2012 – Aug 2013**

**Business Analyst**

The project was to configure and implement Anti-Money Laundering Act (AML) based solution. Developed the investigation processes and workflows for the high-risk customers and the unusual activities pertaining to the customer’s account.

**Responsibilities:**

* Involved in requirement gathering, analysis and solutions for Anti-Money Laundering related activities including multiple relationship accounts and multi-faceted transactions.
* Conducted GAP Analysis and Risk Assessment during the project, and maintained traceability.
* Identified and analyzed all the possible use cases and assisted in developing functional specification document based on high-level requirements provided by the end users and SMEs.
* Gained the client and IT team sign-off of requirements documents and specifications by conducting walkthroughs, presentations, and formal reviews.

**Target, Minneapolis, MN October 2011 - November 2012**

**Business Analyst**

The project was an upgradation of Target’s POS **to** Oracle POSto delivers a superior shopping experience with cross channel, increases productivity and speeds employee training with an intuitive, easy to use graphical user interface

**Responsibilities:**

* Worked on requirement gathering phase using Agile (SCRUM) SDLC methodology.
* Facilitated JAD sessions with the business team and technology team.
* Involved in In-Depth Research to gathered requirements from Target.com users and SMEs to improve the Online Shopping experience.
* Generate daily, weekly and summary reporting.

**Education & Certificates**

* Bachelor of Business Science, Accounting & Finance, California State University East Bay
* Certified Scrum Master