**NITYA K**

**Business analyst/Requirements manager/Scrum master**

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| **PROFESSIONAL SUMMARY** |

* Over 8+ years of professional experience working in various comprehensive projects in Health Care, Finance, domains as a Business Analyst, Sr. Business Analyst, Requirements Manager and a Scrum Master.
* Experienced and in-depth knowledge of different phases of System Development Life Cycle (SDLC) and methodologies such as Waterfall, Agile-Scrum, SAFe, and Waterfall-Scrum Hybrid.
* Conducted various analysis like GAP Analysis, Feasibility Analysis, Impact Analysis, Cost Benefit Analysis, Risk Analysis, Root cause Analysis and SWOT Analysis.
* Used different Elicitation Techniques for the Requirements Gathering like Brainstorming Sessions, Joint Application Development (JAD), Interview Sessions, Workshops, Focus Group, Surveys, Questionnaires, Document Analysis, and Observations with Subject Matter Expert (SME's), Business users and Business Owners.
* Proficient in gathering and analyzing the Business Requirements and documenting them into Business Requirement Document (BRD), Functional Specification Document (FSD), Functional Requirement Document (FRD) and System Requirement specification (SRS), and created Requirements Traceability Matrix (RTM).
* Participated in Change Approval Board (CAB), experienced in handling Change Management and implemented the change effectively by using change management process.
* Acted as a critical link or bridge between Domain SME and Development Team for smooth work. Worked closely with project managers, SMEs and Core Solutions team to understand and brief the requirements and specifications for new applications along with re-engineering the existing applications, evaluate the cost/benefit analysis on requirement requests and change requests.
* Managed the requirements and prioritized user stories with the help of management tools like CA-Agile (Rally), JIRA and used HP ALM for defect management.
* Good knowledge in process modeling and created UML Diagrams (Use Cases, Sequence Diagrams, and Activity Diagrams, state chart Diagrams) Workflow diagrams with the help of MS Visio, and Blueprint tool.
* Designed Prototype, Mock-up screen, and Wireframes using MS Visio and Blueprint tool while developing Graphical User Interface based application.
* Expertise in developing Test Cases, Test Plans including Defect Logs.
* Performed UAT testing, Regression testing, Smoke testing, and SIT testing.
* Experienced in writing Epic, Features and User Stories with the help of Product owner and Scrum development team.
* Involved in prioritizing the user stories with the help of product owner using prioritizing techniques and assisted in estimating the efforts needed to complete the user stories with the help of Scrum development team by using estimating techniques.
* Recorded and maintained the artifacts like Sprint Burn down charts, Product Burn down charts, product backlog and impediments list.
* Results oriented individual with a diversified experience in Business Analysis, Quality Assurance and Software testing in Health Industry; analysis, problem solving, critical thinking, solution proposal and decision making along with a customer focus, results orientation and business sense.
* Developed and maintained all project related documentation needed for implementation of application.
* Knowledge in Data warehousing concepts- Data modeling, Data mapping, Data Mining, Data Analysis, Conceptual, Logical & Physical Data Model, Star schema, Snowflake schema, and Normalization.
* Good Knowledge of SOA, Web services, Client and Server-Side Validations and knowledge on ETL process.
* Experienced on HIPAA Standard Transactions X12-837 for Equivalent Encounter Information, X-12-835 Claims Payment and Remittance Advice, X12- 276/277 Health Care Claim status request and response, X12-270/271 Eligibility inquiry and response for a Health Plan, HL7 standards.
* Good Knowledge in Medical Management Information Systems (MMIS), Eligibility and Managed Care concepts (Medicaid and Medicare), Procedural and Diagnostic codes and Claims Process, Electronic Medical Records and Electronic Health Records which used EPIC systems.
* Working experience in Peoplesoft upgrades, Change Management, Release Management Process, ITIL/ ITSM Process.
* Assisted in converting ICD-9 codes to ICD-10 codes by General Equivalence Mapping (GEM).
* Strong Analytical and Problem-Solving skills, Multi-Tasking abilities. Self-motivated, flexible, knowledgeable, hardworking, and detail-oriented person. Good communicator, coordinator and organizer.
* Ability to adapt to new technology and learn quickly in order to deliver quality product on time.

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| **TECHNICAL SKILLS** |

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| Requirements Management | JIRA, Team Foundation Server (TFS), HP ALM, CA Agile (Rally), Blueprint. |
| Methodologies | Waterfall, Agile-Scrum, Agile-Waterfall. |
| Database | MS Access, MS SQL, SQL Server, Oracle 11g. |
| MS Office Tools | Word, Excel, PowerPoint, Visio, Project, SharePoint. |
| Business Modeling tools | Visio, Blueprint |
| Reporting tools | Tableau, MicroStrategy |
| Testing Tools | HP ALM, JIRA. |
| Operating Systems | Microsoft Windows /Xp/ vista/7/8/10. |
| Integration Tool | Tasktop |
| Testing Tools | HP ALM, JIRA |
| Cloud Data Management | Actifio |
| Cloud Service Management | Service Now (ITIL/ISM) |
| Healthcare | Facets Tool, HIPAA compliance; Claims (EDI 837-Remittance, 834- Benefit Enrollment, 276,277, 835-Electronic Remittance Advise), Medicare, Medicaid, MMIS, HL7, ICD 9, ICD-10. |

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| **PROFESSIONAL EXPERIENCE** |

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| **DDD, Trenton NJ**  **Role: Sr. Business Analyst** | Aug 17 - Present |

**Project Description:** iRecord is an Electric Health Record (EHR) system that enables the Support Program and Community Care Waiver. The application currently supports the Interim program and is expected to support the planned implementation of the free-for-service system. The web application delivers a secure enhanced user interface and a consistent experience applicable across any device. It categorizes and records the participant information displayed according to the role of the user. Also, there are many additional enhancements to the different user roles of the application.

**Responsibilities:**

* As a Business Analyst coordinated with the Other Stake Holders, Scrum Masters and Scrum teams for the successful execution of the project as per the client’s needs.
* Responsible for maintaining agile best practices for Scrum team, product owner and stakeholders within the organization.
* Worked on the entire life cycle for requirements management – identifying, defining and delivering the requirements.
* Conducted informal Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests.
* Wrote the documents to describe the technical and functional aspects of PBM (Pharmacy Benefits Manager) application.
* Performed Regression and User Acceptance Testing and peer review on claims tested by QA team.
* Analyze current and historical data to discover patterns and trends which are utilized to deploy more successful release
* Prepared Projects plan and defined the schedule of the project. Negotiated schedules adhered to the project deliverable and made sure the delivery dates were met.
* Prioritize change requests identified and make sure to adhere to the timelines promised.
* Managed project risks, issues/problems, and activity progress to ensure project goals are achieved. Assist with problem resolution or risk mitigation as needed.
* Conducted effective JAD sessions, interviews and surveys with the clients, project stakeholders, users, SME’s, development and testing team to better understand the requirements, functionalities and Scope of the product and accordingly created user stories on JIRA and assigned to the sprints based on the priority.
* Managed risk and resolved issues that affect release scope, schedule and quality
* Manage change process and orchestrate Production deployment resources and activities
* Organized the post production testing activities and sent the signoff mail to all stakeholders
* Managed Agile schedule of release activities and deliver metrics, provide agile trainings
* Understand the scope of automation, co-ordinate UAT Activities
* Deployed builds on TEST environment Prepared Test Plan, published Test Summary Report.

**Environment:** Rational Requisite Pro (7.1.3.0), HP ALM (11), MS Visio (2010), MS Power Point, MS Share Point, MS Excel, JIRA, UAT, HP Quality Center ALM.

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| **UH Hospitals, Cleveland Ohio**  **Role: Sr. Business Analyst** | Sept.15-Aug.17 |

**Project Description:** UHNow app is the mobile app which is available on both iOS and Android devices which features SMN 1.0 and SMN 2.0. This interactive tool gives you immediate access to the healthcare information you need. With UHNow, you can find a doctor, find a location, login to your UH Personal Health Record, and schedule appointments with UH specialists. UHNow also lets you explore health topics that are important to you and your family. Take charge of your health by downloading UHNow today, and get health information delivered right to your fingertips – at the time and place you need it most.

**Responsibilities:**

* Worked with the business Stakeholders and SMEs to define business requirements and analyze the functional requirements
* Responsible for Requirement gathering, Business Process Flow, Business Process Modeling and Business Analysis with Document and Records Management
* Facilitated JAD sessions with management, users, and other stakeholders to define the project and reduce the turn-around time of deliverables
* Prepared and presented Business Requirement Document (BRD) and Functional Requirement Document (FRD)
* Experience with end-to-end loan origination process, Liquidity Deposit, Fixed Term Deposit, Pooling and CMS
* Managed day-to-day project activities and coordinated tasks with other teams
* Defined requirements for all workflow activities including analysis, design, testing, and implementation of mortgage lending and loan origination systems.
* Worked closely with the UI team to model the screens for android, iPad and iPhone applications.
* Worked with Brand Management team on developing content and UI for Mobile Application
* Lead research project “Banking with social media and smartphone technology.”
* Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements
* Reviewed prototypes, solution blueprints, and project scope to ensure that the needs of the business are being met
* Used Waterfall, Agile (SCRUM) & combination of the two Methodology on the projects
* Translated the requirements to the IT and web production teams to facilitate their HTML builds for the projects
* Analyzed business requirements and segregated them into Use Cases. Created Use case diagrams using Rational Rose following the UML methodology
* Enhancements to website/portal
* Expertise in leveraging wireframes or prototypes during the requirements process
* Created Screen mockups/prototype/wireframes to illustrate new requirements and alignment around project scope using MS Visio
* Defined testing objectives and verified the requirements to be testable
* Responsible for managing the documented System Requirements and Requirements Traceability Matrix using Rational Requisite Pro
* Responsibilities also included Quality Assurance Test Planning, Test Case development and test script execution for Integration, Regression, Performance, Functional and System Testing
* Involved in creating detailed test plans and testing strategies and ensure these are executed extensively, which includes executing SQL queries to retrieve data and test
* Provided support for User Acceptance Testing with UAT cases and resolved issues with the users

**Environment:** MS Visio, Share point, SQL, UML, Waterfall, Test Director, MS Paint, HP Quality Centre, MS Word, MS PowerPoint, Wireframes.

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| **E-TRADE FINANCIAL, Boston, Massachusetts**  **Role: Sr. Business Analyst** | Nov.13-Sept.15 |

**Project Description:** E-Trade Financial is a financial services company. It is a holding company, the major business of which is an online stock brokerage service for self-directed investors.  Investors can trade securities such as stocks, bonds, options, mutual funds, and exchange-traded funds via electronic trading platforms or by phone via E-trade Mobile Pro.

**Responsibilities:**

* Served as Communication Bridge between non-technical users and technical solution developers.
* Performed GAP analysis and prepared workflow diagrams. Designed new process flows and documented the existing business process and various other business scenarios.
* Conducted Requirement Workshop to gather requirements from various departments. Conducted Focus Groups and Interviews with physicians to understand additional functionalities deemed critical on top of mandated functionalities in Hospital's physician support system.
* Segregated business requirements by analyzing them into low level and high level. Converted Business Requirements into Functional Requirements Document.
* Worked with UI team to create the User Interface screenshots and presented to the business for their approval.
* Developed wireframes to fully define the customer needs and requirements in brainstorming and review sessions.
* Used MS VISIO to create Use Case diagrams and Sequence diagrams so that the development team and other stake holders can understand the business process.
* Created and maintained Sprint burn down chart and release/product burn down charts.
* Performed duties of agile coach by educating the team on prioritization techniques and estimation techniques.
* Worked on challenges like team issues where the team is supposed to be self-organizing, but the cultural background of the team members made hard for everyone to share responsibility without being authoritative.
* Helped team to maintain optimal Velocity, and complete story points in each sprint consistently.
* Managed Requirement Churn carefully to minimize the influence on the current/next sprints that developers would implement.
* Managed Product Backlog with the help of Product owner and Scrum development team by using JIRA also generated reports to analyze the performance of the project.
* Owned and managed the Product Backlog, Sprint Backlog.
* Tracked defects using JIRA and assisted QA teams to resolve defects.
* Demonstrated Knowledge of HIPAA, HL7 compliance while handling patient data. Worked on HL7 for the exchange, integration, sharing and retrieval of electronic health information.
* Work with Change Management team to facilitate change management activities into the overall Client’s project plan.
* Performed analysis for making system compliant with HIPAA. Managed the patient profile transfer (PPT) reports created by data team by verifying the associated data.
* Participated in the analysis of the existing workflow, worked with fellow business analysts for defining ICD-10 mapping processes and documenting business requirements.
* Worked with the Business Team to review UAT validation scenarios and execute the UAT test cases.
* Assisted in creating training materials for hospital employees to get them familiarized with the new technological advancements that are incorporated.

**Environment:** Waterfall-Scrum/Agile, UML, SQL, MS Word, MS EXCEL, MS PowerPoint, JIRA.

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| **Flipkart, India**  **Role: Business Analyst** | Feb 12 – July.13 |

**Project Description:** Flip kart is one of the India’s leading eCommerce marketplace with over 30 million products across 70+ categories. The project was to implement seller management and gift card application.

**Responsibilities:**

* Created and explained the User Stories to the Scrum Team and helped them design the Tasks.
* Participated in Business Demonstrations and Decisions for the Release of the Sprint Output to Production
* Interacted with business users for better understanding of individual subject areas and modified specifications to reflect accurate user needs
* Gathered user requirements by interviewing focused groups and brainstorming with SMEs, business users and product owners
* Created targeted questionnaires for SMEs to refine requirements and translated into business rules
* Involved in a team in the process of standardizing job parameters, job flows, audit process and rollback strategies for successful implementation of each required feature
* Designed acceptance criteria for validating the output of each Sprint Backlogs and Verifying the Sprint outputs respectively
* Worked on preparing the test plans and test scenarios for testing functionality part of the application
* Performed UAT and addressed the issues to ensure proper action was taken accordingly based on priority and requirement.
* Involved in interactions with Subject Matter Expert, Project Manager, Developers, and the end-users in more than one JAD ceremonies. MS Project proved useful in coordinating activities with project manager and various other teams.
* Designed and developed UML Use Cases, Activity Diagrams, and Sequence Diagrams.
* Created UML use cases and use case diagrams using Rational Rose.
* Created traceability matrix for maintaining/updating system requirements using MS Excel.
* Gathered product requirements in order to describe the business needs in terms of the main deliverables or products that are created.
* Talked to the end users to create the process requirements and to properly explain the flow of future data modules to the design and development team.
* Provided clear and concise documentation regarding requirements management plans, functional requirements, supplemental requirements, test plans and test cases.

**Environment:** MS Visio, SQL server, MS Access, Java, RUP, MS Power Point, MS Share Point, MS Excel, HP Quality Center ALM

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| **SBI-Tiny, India**  **Role: Business Analyst** | Nov.10 – Feb.12 |

**Project Description:** Cashless payments to the ZERO financial inclusion platform is designed as an application service provider (ASP) model to be used by banks, utility service providers including government departments. The platform is based on open systems at both back-end and front-end devices communicating with an array of back-end applications managing banking and telecom systems using various modes of communication.

**Responsibilities:**

* Implemented the agile methodology of software development to develop user stories and dashboard for the system.
* Facilitated in daily stand-up meetings to gather team’s progress on the project.
* Facilitated in release planning (backlog grooming) sprint review meeting and sprint retrospective meeting.
* Wrote use case diagrams to facilitate requirement gathering process and ensuring documentation compliance process.
* Participated in team meetings to improve overall implementation process
* Facilitated JAD sessions for the requirement analysis.
* Conducted meeting with business users and SMEs to identify and gather various functional and non-functional requirements.
* Functioned as the primary liaison between the business stakeholders, operations and the development team throughout the project cycle.
* Involved in the creation and maintenance of the workflow plans and artifacts.
* Played a pivotal role in planning, testing and implementing system enhancement requests