**PROFESSIONAL EXPERIENCE:**

* A dedicated and result oriented **Business Analyst** with **8+ years** of hands on **IT experience** with solid understanding of Business Process Flows and Business Analysis pertaining to **Banking**, **Healthcare** & **Life sciences**.
* Possess excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
* Expertise in **Business Analysis**, **Data Analysis**, **Business Rules**, Business Process Modeling and Data Mapping, **GAP Analysis** and creating Business Process Documents.
* Excellent writing skills in creating Business Requirement Documents (**BRD**), Use Case Specifications, Functional specification and System Requirement Specification(**SRS**).
* Good in developing **UML** use case diagrams, Work Flow Diagram using **MS Visio** and Rational Rose.
* Frequently conducted JAD sessions with management, vendors, users and stakeholders for open and pending issues. Great facilitation skills in conducting walkthroughs, surveys, questionnaires, interviews, brainstorming and **JAD** / **JAR** sessions.
* Comprehensive knowledge about all stages of Software Development Life Cycle **(SDLC).**
* Experience in working with QA testing teams while interacting with Business users and gathering user requirements to develop necessary Test Plans, Test Cases and necessary Test Script.
* Knowledgeable in preparing RTM documents.
* Good understanding of **HIPAA EDI 4010, 5010 with ICD-10, HMO, PPO, ICD-9, NPI**
* Worked on **HIPPA ANSIX12** Transaction **270, 271, 276,277,834,835** and 997
* Experience working with **HIPPA Transaction 835- claim payment/ advice**
* Excellent Knowledge of **MS Office**, **Excel**, **Power Point** and **Visio**.
* In Depth understanding of the **AS-IS** and **TO-BE** business processes and experience in converting these requirements into technical specifications for preparing test plans.
* Excellent Analytical skills to understand the business process and Functionality, Requirements and to translate them to system requirement specifications.
* Experience in conducting Joint Application Development **(JAD)** sessions for requirements gathering, analysis, design and Rapid Application Development **(RAD)** sessions to converge early toward a design acceptable to the customer and feasible for the developers and to limit a projects exposure to the forces of change
* Proficient in customizing already existing business practices, **workflows**, activities and deliverables.
* Preparing graphical depictions of use cases including Sequence diagrams, **activity diagrams**, **use case diagrams** including the business workflow.
* Experience in conducting **GAP analysis**, **User Acceptance Testing** (UAT), **SWOT analysis**, **Cost benefit analysis** and **ROI analysis**.
* Experience in **Creating Test Plan**, **Test Case**, **Test Procedures** and **Test Metrics**.
* Exceptional Documentation skills for writing **User stories** and Functional requirement documents **FRD**.
* Worked as a team to finalize use cases for functional and design specifications for the project.
* Proficient in using **MS Visio** and **UML** for generating **Use Cases**, **Class Diagrams**, **Sequence Diagrams**, **Activity Diagrams** and **Collaboration Diagrams**.
* Expertise in creating Business Rules, User Stories required for documenting Business Requirements Document **(BRD)**, Functional Requirements Document **(FRD)** and system requirement specification **(SRS)**
* Experience in conducting **JAD sessions** with **end-users**, **SMEs’** and development team for project meetings, walkthroughs and customer interviews.

**TECHNICAL EXPERIENCE:**

|  |  |
| --- | --- |
| Database | SQL Server, Oracle 10g ,MS Access and RDBMS |
| Software Development Methodologies |  Waterfall, Agile |
| Business Modelling Tools | MS Visio, Rational Rose  |
| Testing Tools | Quality Center(Requirement &Defect tools), |
| Project Management tools | MS Word, MS Project, MS Excel |
| BI Tools | Crystal Reports, ITSM, lotus Notes(PTA),Rally ,Jira, Doc space |
| Standards | HIPPA |
| Languages | SQL |
| Operating system | Windows 10 |

**PROJECT EXPERIENCE:**

**JP Morgan New York, NY Apr 2019 to till date
Business System Analyst**

**Scope:** The scope of the project was to enhance the existing application which runs both **FICO Scores** and our own application. The application offers board range of analytical and user control. This enhanced platform helps Business users to better understand the borrower’s ability to pay.

**Responsibilities:**

* Involved in **SDLC Phases** of the project. Conducted GAP Analysis to understand the **AS-IS and TO-BE** state of the project. Facilitated **JAD sessions** for precisely capturing the user’s vision of the product
* Involved in Requirement gathering and created business requirements document (BRD), functional specification document (FSD), which includes **UI flows** screen mockups, process flows, business logic, configuration requirements and traceability matrix. Analyzed the risk assessment of the application
* Facilitated the estimation of efforts required using **Planning poker** along with the Scrum team.
* Facilitated Sprint Ceremonies like **sprint planning meeting, daily scrum meeting, and sprint review meeting, sprint retrospective meeting and backlog grooming** for each sprint. Supported and educated the product owner, especially with respect to grooming and maintaining the product backlog
* Maintained and updated **sprint burn down charts and release burn down charts** to keep track of sprints and the project against the planned work. Facilitated the team to maintain optimal velocity and worked on completing story points with a consistent schedule on each sprint
* Resolved impediments affecting the scrum development team by performing **safety check** to overcome invisible gun effect, through silent writing and timeline retrospective
* Dealt with distractions of the scrum team during the sprint like **ad hoc requests** from external teams and the product owner to keep the sprint on track.
* Guiding the team and organization on how to use **Agile/Scrum practices** and values to delight customers. Improved collaboration in cross functional and self-organizing scrum team and helped people to understand the work dynamics within scrum.
* Managed team to perform **SQL queries** to access customer profiles stored in the system.
* Assisted in data profiling to extracted data from source system and loaded into the target system.

**Environment:** Agile -Scrum, JIRA, SQL, MS Office, SharePoint (2010), UML, MS Project, MS Visio, HPALM, web services, XML,ASP.Net, C#.NET.

**Johnson & Johnson, New Jersey Jul 2017 to Apr 2019**

**Business system Analyst**

**Scope:** This project involved about creating a new portal called “Global field Maintenance” for the EMS system. The new portal is built on SAP MDM technology and would be accessible only for the technical support users, who can create a request and map the various brands and global brands along with their brand strengths for report generation purpose.

**Responsibilities:**

* Gathered **Business Requirements**, interacted with the **Users**, **Developers**, **Project Managers** and **SME’S** to get better understanding of the Business Process and analyzed it and optimized the process.
* Translate stakeholder requirements into over different deliverables such as functional specifications, **user case**, **user stories**, and work flows/process diagrams.
* Creating and maintaining requirements traceability matrix.
* Prepare screen description for each wireframes
* Identify any **scope creep** in the project and communicate to business.
* Review the test cases and perform a sanity testing before the launch of **UAT.**
* Responsible for preparing the **UAT** test scripts and conduct **UAT**.
* I used **Jira** to track the issues/tickets and status updates.
* Involved in conducting **backlog grooming**, stakeholders’ interviews, facilitating team’s weekly meeting, story acceptance and daily Scrum meeting
* Documented process flows and developed requirements for functional improvements and enhancements using the **UML (Unified Modeling Language) methodologies**
* Interviewing skills, work with customers about their needs and ask the right questions to surface essential requirement information and document project functional specification
* Helped in breaking down the **BRD** into user stories by conducting workshops with the team and defined the acceptance criteria for the user stories and creation of the product backlog on issue tracking tool **JIRA**.
* Performed **Data mapping** between source systems to Target systems, logical data modeling, created class diagrams and **ER diagrams**.
* **Planned and defined Use Cases**, created Use Case diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Conducted **JAD sessions** with management, **SME**, vendors, users and other stakeholders for open and pending issues.
* Implemented **SOA** concepts (search-oriented architecture) for the application and implemented search engine-based techniques.

**Environment:** Waterfall, BRD, FRD, UML, JIRA, UAT, ER Diagram, Windows, MS office, SQL, MS Visio, Q.C, and Doc Space.

**Discover Financial Services, Chicago, IL Sep 2015 to Jun 2017**

**Business Analyst & Project Co-ordinate**

**Card Inventory - Activate Now:**

**Scope:** Discover financial services are a business division of Morgan Stanley. Discover brand credit cards are used by approximately 50 million members at more than 4 million outlets. The project involved about changing the key parameters inside Card Inventory and Card Inventory Rest Application, so that CMs can have better experience when activating their accounts and cards online.

**Card Inventory: Responsive Design**

The Project involved about designing any new webpage called “Responsive” so that CM’s would have a better experience when they access the site from any device (Big Browser, Mobile and Tablets).

**Responsibilities:**

* Gathered Business Requirements, interacted with the Users, **Developers**, **Project Managers** and **SME’S** to get better understanding of the Business Process and analyzed it and optimized the process.
* Prepared the **RDT** document and written User Stories
* This project is integrated with various other applications inside **CI** and as a **BA** cum **PM** I had to co-ordinate with the other teams and ensure that the development, testing and **UAT** are on track.
* Worked with the Remediation team to identify and analyze the **ISA** Information Security Administration functions to check for compliance and open **CAP** Corrective Action Plan, **RA** **Risk** **Acceptance** or **RE Risk** **Exception** for **AML** Anti Money Laundering, **M T** Bond trading and Fraud prevention applications.
* Selected and implemented agile development practices according to the application requirements for every project
* Analyze the new regulatory requirements of Dodd Frank and Basel Accord III for Pillar 1, 2 and 3 phases on **Market Risk calculation**, **monitoring** and **reporting**, and new implementation of Comprehensive Stress Testing.
* Administered Identity and Access Management **IAM**, including password management controls for staff and vendors assigned to department-level projects.
* Design detailed **FRD** according to **BRD** and Basel regulatory requirements using Power Designer.
* Interacted with the Subject Matter Experts **SME's** and stakeholders to get a better understanding of client business processes and gathered business requirements.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements
* Created detailed Process Control Manuals **PCM** and documentation for various **M T** third party applications during the initial discovery phase of the project.
* Defined and updated **PCM** process control manuals for various applications by interacting with the application owners and Subject Matter Experts **SME’s**.
* Performed extensive requirement analysis including **data analysis** and **GAP**
* Interacted with the business to identify any scope creep in the project.
* **POC** for issue/risk handling within the project.
* Send daily/ weekly status report to the client.

**Environment:** Waterfall, Agile, FRD, BRD, IAM, Risk Calculation, PCM, Gap Analysis, Windows, MS office, SQL, MS Visio, Q.C, Rally

**Intermountain HealthCare, Salt Lake, UT  Dec 2013 to Aug 2015**

**Business Analyst**

**Scope:** The project was to improve the claims reimbursement user interface of Coventry One for a better user experience and incorporate changes as per HIPAA guidelines. The main objective of the system was to secure the health information entered by the user at the time of submitting the claim, and to also ensure the veracity and privacy of the user information

**Responsibilities:**

* Responsible for Initial Study and Understanding of the Functional Specs.
* Supported the extraction, transformation and load process **(ETL)** for a Data Warehouse from their legacy systems using Informatica.
* Involved in **ETL** process testing using Informatica ETL tool.
* Utilized **RUP** to configure and develop process, standards and procedures.
* Interfaced with business users to prepare and update Business Process Requirements for the new release of Healthcare tools.
* Prioritized outstanding defects and systems problems, ensuring accuracy and deadlines were met.
* Worked with the management for improving and giving new ideas for designing future processes of the **HIPPA** transactions dealing out with **EDIS** 271, 276 and 270, 470, 835, 837, 834, **HIPAA** 4010, 5010, claim adjustments, claim processing from point of entry to finalizing, claim review, identifying claims processing problems, their source and providing alternative solutions using best practice model and principles and also well versed with ICD10, Facets.
* In depth knowledge of **Medicare/Medicaid** Claims processes from Admin/Provider/Payer side which were later part of the training program to vendors.
* Performed GAP analysis of business rules, business and system flows, user administration and requirements.
* Tracked and maintained Stakeholder requested enhancements and changes using Requirement Traceability Matrix **(RTM).**
* Used the Rational Unified Process **(RUP)** to develop the different phases of Software Development Life Cycle **(SDLC).**
* Prepared Business process models; used Visio to create use case diagrams.
* Designed mockup and wireframes to communicate visual data flow to the end users.
* Administered and coordinated User Acceptance Testing and obtain final system acceptance sign-off with the help of Program Manager.
* Analyze **HIPAA** **EDI** transactions in **X12** responses and of 837, 835, 277CA and 999 and looked for defects.
* Do data analysis for various version changes of **EDI** messages on different sub-systems.
* Providing the required test data for the developers in order to fix the defects.
* Participating in **QA** team meeting and bug tracking meetings.
* Conducted Risk Engineering to derive and execute action plans on time.
* Conducted Joint Application Development **(JAD)** sessions with stakeholders throughout **SDLC** to resolve open issues.
* Wrote **SQL** Queries in MS Access to sort data and analyze the large set of data during project life cycle.
* Used Rational Clear Quest for defects and bug testing.

**Environment:** User Acceptance Testing (UAT), Rational Clear Quest, Joint Application Development (JAD), MS Access, Windows, Rational Test Manager, MS Office, Requirement Traceability Matrix (RTM).

**First Bank, Lakewood, CO Mar 2012 to Nov 2013**

**Business Analyst**

**Scope:** The project involved developing a core web-based Online banking application that provides customers safe and easy access to features such as an electronic bill payment for services such as credit card, fund transfer between accounts, manage their transactions online, view transaction history etc. The service-oriented architecture-based framework was used that enabled the bank to be more strategic in offering the services to the customers.

**Responsibilities:**

* Conducted brainstorming and interviews with business heads to finalize the business requirements.
* Documented requirements and created Project artifacts such as **FSD, SRS and RTM**.
* Prepared Data Mapping Documents for the reporting documents generated by the system.
* Led requirement elicitation & management, competently upheld business requirements on **HP QC**.
* Created the mocks and **UML diagrams** such as **Use Cases**, **Activity**, and Sequence using **MS Visio**.
* Performed extensive business process analysis including data analysis and **GAP analysis**
* Assisted development team in creating prototypes based on requirements specifications.
* Prepared **Data Mapping** Documents for the reporting documents generated by the system.
* Integrated various **OLTP** to the **OLAP** by using Informatica as an **ETL tool**.
* Schema design in Erwin and implement in database and preparing the technical design document for **ETL**.
* Gathered requirements for Client-Side Validation, and Server-Side Validation. Gained understanding of three tire and n tire architecture, understanding of request and response flow.
* Prepared **UAT** test document and developed Test Scenarios for validating the Business requirements and Uploaded Test scenarios, mapped Business requirements to Test scenarios and updated defects and defect tracking in **HP Quality Center**.
* Worked extensively with the **QA** team for designing Test Plan and Test Cases for the User Acceptance testing.

**Environment**: Waterfall, MS Office suit, Informatica PowerCenter, MS Project, MS Visio, UML2.2, SOA, SOAP UI Apache Tomcat, Oracle 10g, HP QC, Java/J2EE, XML 1.0.

**EDUCATION**

Bachelor’s in Physiology from Dayalbagh Education Institute from India – 2001.