

Mamta Jeason

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Authorized to work in the US for any employer

Work Experience

Senior Business Analyst

MadDog Technology (Contractor for State of Michigan - Department of Labor and Economic Opportunity) - Okemos, MI
December 2018 to Present

Okemos, MI | Dec. 2018 - Present

Senior Business Analyst 5

Manage, coordinate, and analyze current business requirements and processes to support the upgrade of the current system.

- Analyze business requirements and user needs in the current Mainframe Worker's Compensation system and translate them into system requirement specifications for the new system.
- Work with the Product Owner to streamline current processes to improve efficiency in the new system.
- Create and Track Epics, Features, and User stories in Azure DevOps system for the project.
- Host and Lead design meetings with the Product owner and development team.
- Create Acceptance criteria and Storyboards based on the business requirements and track them with the User Stories.
- Work with the Managers of each parts of the system to identify and track business activities that need to be completed prior to the new system go live.
- Host and Lead daily Scrum Stand ups, Sprint Retrospectives, Sprint Planning and Sprint Backlog Grooming meetings.
- Attend the Leadership meetings to update stakeholders on the status of the project.
- Work with the development team to clarify User Stories and Acceptance Criteria's to ensure the requirement is understood and implemented correctly.
- Work with the Product Owner and Technical Architect on the creation of the System Security Plan to receive the accreditation to go live with the new WORCS 2.0 system in Risk Management system (KeyLight Software).
- Work with the end users for Training and Testing of the new system.

Senior Business Analyst

CNSI (Contractor for the State of Michigan Department of Health and Human Services (MDHHS) - Lansing, MI

January 2013 to November 2018

Lansing, MI | Jan. 2013 - Nov. 2018

Senior Business Analyst 3 / Subject Matter Expert / Product Owner

Manage, coordinate, and analyze business projects and processes related to operations and initiatives, including system design, documentation, website application development and more. For each project:

- Analyze business and user needs and translate them into system requirement specifications. Write Business Requirements Documents (BRD), Functional Specification Documents (FSD), and additional related documentation.
- Facilitate client meetings to gather business requirements, review expectations / project scope, and lay out project deliverables and milestones. Prepare agendas, take and distribute notes, and schedule follow-up meetings.
- Lead Operational meetings to identify, prioritize and address enhancements and defects per each release cycle.
- Prepare and deliver presentations, spreadsheets, and matrices for clients in order to visually illustrate business processes. Create Unified Modeling Language (UML) diagrams, including Use Case and Sequence diagrams, to define and streamline business processes.
- Perform fit/gap, risk, and impact analysis defining process workflow tools and techniques.
- Oversee and troubleshoot projects by reviewing status of action items and updates. Follow up with software developers to resolve outstanding issues, to ensure they are on-task, and to update documentation.
- Assist developers with design and analysis and help quality assurance in developing User Acceptance Testing (UAT) scenarios, software verification and validation.

Other Notables:

- Created, reviewed and standardized templates for Project Management to increase efficiency and effectiveness.
- Worked with auditors to ensure team met Capability Maturity Model Integration (CMMI) Level 3 standards.

Key Project Responsibilities:

- IMPACT Provider Enrollment Project (Michigan-Illinois Alliance): Liaison between clients and developers regarding all phases of development for Provider Enrollment subsystem, including business processes, requirements gathering, Service Implementation Assessment, fit/gap analysis, and overall site functionality. Propose feasible site development options, assessment results, and solutions. Of Note:

- Company received the National Association of State Chief Information Officers (NASCIO) Award for this high-profile project.
- Effectively served as Functional Team Lead, and received internal CNSI award for Team of the Month in 2015.
- Took initiative to create template of action items, gaps, and attendance for tracking purposes. This template was so effective it was adopted for use across the project.

Professional Experience - Cont.

Key Project Responsibilities .:

- Prior Authorization Subsystem Project: Manage production releases by creating change requests processes. Initiate design and solution sessions with developers for enhancements and defects.
- System Design Documentation Project: Re-standardize the system design documentation for three subsystems, validate and re-standardize use cases and components, and follow up by peer reviewing documents.
- Of Note: Play leadership role in developing and completely reformatting new document standards so that they could be better understood by clients and address their complaints.

- Provider Site Visit Project: Lead requirements and design sessions, including writing and validating use cases, testing the web-enabled application. Assisted in creating project schedule and work plan.
- New User Interface (UI) Upgrade: Meet with clients to gather requirements and discuss new UI related issues.
- iCRL Application Project: Manage development of iCRL application that would allow providers to more easily access Medicaid reference information.
 - Conduct sessions to gather requirements, enhancements and change control processes.
 - Work with Cognos team to develop public reports for the Michigan Dept. of Community Health website.
 - Oversee business logic and user requirements to develop test plans for development and post production.
- As-One Document Repository Project: Create use cases for proprietary document repository system for training purposes.

Software Trainer / Medical Assistant / Medical Receptionist

Rochester Medical Center - Rochester, MI

May 2006 to August 2012

Interviewed patients to gather and note medical histories. Communicated concerns with physicians as necessary.

- Communicated with patients to explain procedures, address expectations, and clarifying any questions.
- Used E-Clinical Software to update and enter data to maintain patients' scheduling.
- Provided Functional Training to users on how to use the new E-Clinical Software.

Nurse Assistant (part-time)

St. Josephs Mercy Hospital of Macomb - Clinton, MI

2002 to 2006

Education

Bachelor of Business Management in Business Management

Rochester College - Rochester Hills, MI

2012

Skills

- Project Management
- Project Planning
- Process Improvements
- Requirements Gathering
- Client Communications
- Requirements Traceability
- Team Lead / Mentor
- Project Scheduling
- Project Scope Development
- Fit/Gap / Risk / Impact Analysis
- Use Case Diagrams & Matrices

- Operations Management
- Business Process Analysis, Design & Documentation
- Problem Solving & Tracking
- Waterfall and Agile (Scrum)
- Quality Control / Testing
- Use Case Writing
- Software:
- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Microsoft Project
- Microsoft Visio
- Microsoft SharePoint
- Microsoft TFS
- Siebel Customer Relationship Management (CRM)
- Cognos Reporting
- Rational ClearQuest (Defect and Enhancement Tracking Software)
- Azure DevOps
- KeyLight (Risk Management Software)
- Skype (Enterprise Instant Messaging Software).
- Languages & Database:
- HTML
- SQL (SQL Server, and TOAD)
- Methodologies:
- Software Development Lifecycle (SDLC)
- Waterfall
- Agile
- SCRUM
- UML