**Wardah Sultan**

IT Business Analyst

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**PROFFESIONAL SUMMARY**

* Over 9 years of IT experience as a Senior Business Analyst with good understanding of business requirements elicitation, analysis and quality assurance.
* Experience in all phases of the Software Development Life Cycle (SDLC) including requirements gathering, analysis, design, implementation, testing and deployment as well as software engineering methods like Waterfall, and Agile.
* Excellent Knowledge in Electronic Medical Record (EMR)/Electronic Health Records (EHR) modules and process flow and Business Processes - Claims, Care management, Utilization Management, Provider network, Membership and Eligibility.
* Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop.
* Working closely with the scrum teams and larger organization on how to get the most out of Agile/Scrum practices
* Documented Claims processing lifecycle and got good exposure of X12 837, 270 transactions for HIPAA.
* Excellent knowledge of Health Insurance Portability and Accountability Act (HIPAA) transaction, code set rules such as EDI 837, 835, 834, 270, 271, 276, 277.
* Used Agile-testing methodology for achieving deadlines in UAT.
* Extensive experience in the Medical Claim Management, care management.
* Knowledge of SDLC (Software Development Life Cycle) including Agile, Waterfall.
* Extensive knowledge of Medical Claims Management System, Medicaid, Medicare, Procedural and Diagnostic codes and Claims Process.
* Strong knowledge of Health Insurance Portability & Accountability Act (HIPAA) standards HMO, PPO.
* Good knowledge of Health Insurance Plans (Medicare Part A, B, C and D), managed care concepts (Medicaid and Medicare) and experienced in determining the membership eligibility, claims experience within life and disability in health plans.
* Expert in tuning the performance of SQL queries and ETL process.
* Well versed in testing Enrolment, Billing and claims processing in QNXT.
* Involved in testing Member, provider, Claims Processing and Utilization Management, Contracts and Benefits modules.
* Experience in data mining, mapping and manipulation of healthcare data
* Extensive experience in creating Business Requirement Documents (BRD), Use Cases, Software Requirements Specifications (SRS), Functional Requirements Specification (FRS), Project Plans, Requirements Traceability Matrix (RTM) throughout the Life Cycle of the project.
* Expertise in requirements gathering using Water fall and agile methodology, root cause analysis, creating workflows, process map, activity flows.
* Complete understanding of the AS-IS and TO-BE business processes and experience in converting these requirements into technical specifications for preparing test plans
* Participate in the full lifecycle for multiple Data Mapping data project analysis, design, documentation, development and testing.
* Managed meeting sessions with the SMEs to review business requirements.
* Developed Use Case UML modelling using modelling tools like MS Visio
* Experience and skilled in creating and analyzing Data flow diagrams and Logical Data Flow Diagrams

**EDUCATION**

* Bachelors in Management (University of Karachi - 2010)

**PROFESSIONAL EXPERIENCE**

**Optima Health Plan, Virginia Beach, VA November 2019 – Present**

**Business Analyst**

The project involved the enhancement of the regular claims process for auto adjudication. The project’s goal was to improve the entire claim adjudication process from receiving the claims to processing the payment process and updating accounts receivable. It also eliminated the complex, inefficient and labour - intensive aspects of payment processing; including customizable workflow, compliance, document preparation management, and customer relationship management.

**Responsibilities**

* Worked with Utilization Management, Care Management work stream to help Development, and Quality Assurance team to produce business efficient product by providing Product design and business understanding.
* Facilitated Joint Application Development (JAD) sessions to focus on defining Care Management and Utilization Management Requirements of the portal.
* Worked with configuring the Business rules to automate many tasks associated with the care management, Utilization Management including auto referrals and auto generating education materials.
* Identified actors and use cases for Care management and utilization management from the requirements and prepared Use Cases Diagrams, Business Process Flow, Activity Diagrams and Work Flow Diagrams to understand the interaction between actor and the system using MS Visio.
* Created User Stories, UML Diagrams and Data Flow Diagrams to determine the data flow via various Systems.
* Actively participated in Product Backlog/Refinement meeting, Sprint planning, Daily Scrum, Sprint review and Sprint retrospective meetings.
* Elicited requirements, created As-Is and To-Be process, Cost Benefit analysis, Risk assessment and SWOT analysis for the project.
* Worked on adding functionalities for payment processing system which allowed users to process payments to selected payees
* Accomplished projects and design documents on HIPAA 835 and 837 calculations and EDI transactions, Health Statements and Explanation of Benefits, Healthcare Reform and 5010 CMS occurrence and field expansion for 835 and 837 EDI formats
* Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set.
* Involved in testing Member, Provider, Claims Processing and Utilization Management, Contracts and Benefits modules.
* Coordinated the upgrade of EDI Transaction Sets 837, 835 and 834 to HIPAA compliance.
* Work on EDI 834-file load in QNXT through MMS (Membership maintenance sub-system).
* Experienced in software development life cycle such as Waterfall, Agile-SCRUM methodologies, Business Analysis and Modelling.
* Updated Current internal systems to integrate New data and functionalities of the payment arrangement system.
* Worked on securing all patient data that was exchanged within systems and made sure the exchanges fell within HIPAA guidelines and mandates.
* Assisted QA team by reviewing Test plan and Test cases and clarifying requirements to ensure complete coverage of requirements

**Carenet Health - San Antonio, TX March 2016 to October 2019**

**Business Analyst**

* Involved in the meeting with Business process owners, SME (subject matter experts) and Marketing Team for Requirements gathering in Definition Stage.
* Created user stories, activity, class diagrams and workflow process diagrams.
* Validated the Business Requirements, attended and facilitated JAD sessions.
* Analyzed and worked with HIPAA specific EDI transactions for claims, billing transactions. Worked specifically with 837, 835, 834, 270/271, and 276/277. member enrollment
* Assisted project manager for planning and organizing the project activities, and in communicating with other business center managers and stakeholders of the project.
* Wrote numerous test cases based on test strategies.
* Monitored Functionality and Regression testing during the various Phases of the development.
* Validated the system End-to-End Testing to meet the Approved Functional Requirements.
* Worked on creating technical documents and led Power Point/Visio presentations for the development of financial and technical applications for the departmental user base and for audit purposes.
* Provided test team status reports on a weekly basis to the project manager.
* Developed Test Plan to test the screens and workflows for Quality Assurance.
* Participated in the team for User Acceptance Testing.
* Worked with the auditing team and content management system.
* Analyzed team performance with the manager and implemented the changes if any in order to raise the efficiency of the entire team.
* Increased process efficiencies across departments by spearheading the implementation of the full lifecycle software development methodology.
* Participated in weekly meetings and discussed modification requests with the management team.

Environment: QNXT, Agile, Windows, MS Office, WebEx, MS SharePoint, MS Visio, SQL Server

**InnovaCare Health - White Plains, NY October 2014 to February 2016**

**Business Analyst II**

* Analyze and document business requirements with the appropriate business leaders/stakeholders and work with developers and team leads to translate user needs into functional specifications
* Participate in Software Development Life Cycle (SDLC) by creating epics and user stories using JIRA
* Contributed to project update meetings, and document project status and issues
* Maintained product backlog; assist product owner with backlog grooming
* Provided and assisted with end-user training as assigned to provide knowledge transfer of technical solutions implemented by the company
* Interact with system testers and developers to ensure business system features are properly implemented
* Created and verified user stories and use case specifications with activity diagrams
* Wrote SQL queries to extract data from the database for Backend Testing
* Involved proactively to communicate with development team regarding the status and potential impacts on the delivery date and/or expected quality of the tasks and/or the projects
* Facilitated resolution and communication of cross-functional team on issues and decisions
* Participated in Integration Testing and User Acceptance Testing (UAT) and Functionality Testing
* Used JIRA for bug tracking and reporting
* Assist in overseeing User Acceptance Testing to execute and track defects
* Prepared Daily and Weekly status reports by summarizing activities on the project

**Equifax - Alpharetta, GA January 2011 – September 2014**

**IT Business Analyst**

* Responsible for maintaining key relationships with our internal and external customers on projects
* Identified customer requirements and issues by interviewing them; analysing operations; documenting and verifying results.
* Worked along with the project manager and responsible for communicating project goals and timelines to customers.
* Active participation in problem analysis, resolution and triage migration issues.
* Prepared documentation for the Support resources on new functionality and supporting material for analysis of customer issues.
* Provide clients support throughout migration (including running ad hoc queries on clients’ behalf)
* Interacted with customers and internal stakeholders as part of requirements elicitation and analysed business requirements and share with development team.
* Created UML, process flow diagrams and workflow process
* Performed Dev planning, analysis, design and execution in Agile methodology by understanding the product backlog, sprint iterations, scrum session, stand up and defect triage.
* Implemented Gap analysis for finding out the required number of customizations needed to meet the client requirements.
* Worked with management to develop policy, workflow and technology best practices, identify issues and develop creative solutions.
* Assisted Senior BA in providing subject matter expertise and priorities work for the development team.