Business Analyst Professional with a background degree in Computer Science. Worked on successfully implementing various systems through the complete life cycle with key emphasis on data.

* In-depth knowledge and practical experience of using Waterfall, Agile Scrum, and Business Process Reengineering.
* Ability to understand business needs and define their needs to deliver a successful solution.
* Experience in Analyzing Business and Technical specifications, Developing Process/ Work/ Data flow, use case, and Activity diagrams using UML techniques.
* Understands Business data and experience in writing custom SQL queries.
* Developed reports and dashboards using Tableau.
* Experience with working as a QA Analyst and create test cases, test scripts, and UAT coordination.
* Experience in the Software Development Life cycle (SDLC), Project Life cycle, and in Software Development Methodologies including Rational Unified Process (RUP).
* Experienced in Gathering, analyzing business needs to create Business Requirements Document (BRD), Functional Requirements Document (FRD), Use Case Document (UCD), System Requirements Specifications (SRS)) and Management of functional and non-functional requirements.
* Experience in conducting Joint Application Development (JAD) sessions and White Board Sessions with end-users, SME(S) team, and QA team for project meetings and walkthroughs.
* Ability to multi-task with strong attention to detail.
* Willing to adapt to changing requirements and new businesses with high motivation and a quick learner.

**Tools/Methods:**

* SDLC Methodologies: Agile, Waterfall Methodology
* Software Env Tools: Service Now, MS Office Suite, MS Project, MS Visio, Agile Central, TFS
* Modeling Tools: MS Visio, Rational Rose
* Databases: SQL Server, MS Access
* BI Tools: SSRS, Tableau
* Defect tracking tools: JIRA, Quality Center

**Education**: **2008 - 2012**

Jawaharlal Nehru Technological University, India

Bachelors in Information Technology

**Certification:**

Certified Scrum Master from Scrum Alliance

Tableau Analyst issued by Tableau

**Professional Experience:**

**DentaQuest Charlestown, MA Jan 2019 – Till Date**

**Business Analyst**

Working as a Technical Business Analyst to analyze business reporting needs, changes, and defects.

**Roles and Responsibilities:**

* Working as a liaison between the Business and IT teams on Reports and Data needs of various clients.
* Document requirements and conduct analysis as necessary for each request and coordinate with other IT disciplines to ensure continuity between requirement, design, and testing.
* Analysis of business data models, data flows to streamline enterprise reporting needs of the business.
* Ensuring proper planning and execution of assigned requirements activities with the different teams.
* Reviewing test and implementation plans and support testing of system enhancements and projects by the business unit.
* Interact with report owners to establish/clarify their requirements and developed reports specifications.
* Working in the Production support system and managing the ticket triage flow and responsible for connecting with business stakeholders, gathering requirements, and managing the delivery.
* Actively working in the WW upgrade and ERS 2016 upgrade Project to validate the reports.
* Worked on different requests related to Enterprise Operations such as Utilization Management, C&G, Claims operations, Vision, Clinical Management.
* Responsible for prioritization and flow of team backlog to ensure the delivery of customer satisfaction.
* Worked on 250+ requests in Enterprise/ Operations, Government, and Delta dental lines of business. My work is not only limited to requirement gathering it includes different phases of the development lifecycle which such as, analysis and testing/ deployment.
* Performed various Ad-hoc data analysis and suggest recommendations to solve business problems.
* Validate reports by verifying the data from SQL server EDR.
* Supplied technical support and established communication with the users and developers.
* Documented various reports and the changes made to the system.
* Quality check of the changes made to the reports that are deployed to production.

**TechMilage Dec 2016 - Nov 2018**

**Business Analyst**

This project is part of the Enterprise Operating Model (EOM) initiative to ensure scripts are filled in the most efficient way possible. This is an enhancement to the Pharmacy systems that are integrated with PBM which reduces the overall cost for the company and provides a better experience for customers.

The other project I worked on is ScriptSync a pharmacy service, enables patients and caregivers with multiple maintenance medications to pick up all their eligible prescriptions at the same time in a monthly Pharmacy visit.

**Roles and Responsibilities:**

* Gathered requirements by interacting with Business users, Stakeholders, and the SME”s (Subject Matter Experts) to get a better understanding of the Business Process.
* Followed a structured approach and thoroughly studied the system to have a clear understanding of business processing and associated system workflows.
* Worked on SQL queries, stored procedures, and views to check data sanity and map the requirements accordingly.
* Created dashboards and generate reports as per the Client's requirements.
* Obtained working knowledge of AS200/RxConnect systems.
* Worked with PBM teams to get information about member eligibility, benefit summary, and worked on integrating with pharmacy systems.
* Involved in the analysis and design phase of the project.
* Reviewed, analyzed, and created detailed documentation of business system and user needs, including workflows, scripts, and steps required to modify the application.
* Worked closely with the business customers and created a questioners/ survey led efforts to examine existing business models and flow of data and impacts based on new requirements and enhancements.
* Created “As is” and “To be” (Gap Analysis Documents) system documents to show the current and proposed functionalities of the system by brainstorming with developers and business users.
* Collaborated with the QA team in reviewing and validating Test plans and Test cases, ensuring that the final application catered to the user requirements.

**Siri Innovations, India Mar 2012– April 2014**

**Business Analyst**

Worked on recreating the Internal Intranet solution which caters corporate communications and multiple internal departments to manage their documents, News Articles, and collaboration tools

**Roles and Responsibilities:**

* Designed documentation deliverables depicting the flow of data within and between technology systems and business functions.
* Supplied technical support and established communication with the users
* Facilitated collection of Functional Requirements from system users, and prepared Business Requirement documents.
* Followed the UML based methods using MS Visio to create Use Case Diagrams, Activity Diagrams, and State Chart Diagrams.
* Prepared Business Process Models that include modeling of all the activities of the business from conceptual to procedural level.
* Conducted training classes for clients on the use and maintenance of the application.
* Developed prototype using Object modeling tools.

Educational ERP software application's purpose is to connect all the entities of the school, like teachers, Administrators, Parents, and students. All the school operations, namely, admissions fee collections, attendance, time table, security, library maintenance, etc. are automated and brought under a common interactive platform.

**Roles and Responsibilities:**

* Involved in creating targeted questionnaires and interviews for stakeholders and business users like teachers, administrators, parents, and students to gather requirements.
* Worked as a liaison between business users and developers to submit requirements and changes, clarify questions and issues.
* Developed a User Acceptance test plan and test case scenarios to guide a select group of key end-users in testing the user interface and functionality of the application.
* Developed a Data flow diagram, illustrating the flow of the data from in the systems into application database tables, along with the checkpoints for testing/verification.
* Used prototypes to demonstrate and verify the behavior of the system.