

Rupali Singh

Agile Senior Business System Analyst/Advance Certified Scrum Product Owner & CSPO / Certified Scrum Master

Cleveland, OH

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Pragmatic analyst with 9+ years of experience in Business Optimizations and Management. Extensive knowledge of workflow analysis, formulating technical and business specifications, requirements to ensure higher efficiency and greater end user satisfaction. Hands-on experience with coordinating design, development and testing of business analysis applications across teams. Solid grounding in the fundamentals of Healthcare IT and Finance.

Willing to relocate: Anywhere

Sponsorship required to work in the US

Work Experience

IT Senior/Lead Business System Analyst /Scrum Product Owner

Life Line Screening

October 2015 to Present

- Responsible for working with cross department and cross functional Teams (Marketing, Finance, Operations, Software development) to perform business solution planning, business case development, documentation and managing customer requirements throughout the system development life cycle using use cases and UI prototypes.
- Utilized Agile Software Methodology using Scrum framework. Actively participated in creating the user stories and prioritizing user stories along with tracking of burn up, burn down charts to estimate sprint delivery.
- Performed GAP analysis by performing the system analysis between the scheduling systems and documented the gap items.
- Conducted JAD sessions, meetings, workshops to gather requirements from various stakeholders and SMEs.
- Created data mappings to transform the data according to business rules. Acting as stakeholder of specific product backlog items, work closely with development teams to ensure the output to be aligned with expectations
- Support an Agile Software Development process, working in conjunction with end users / stakeholders and technical delivery team
- Being the voice of the customer and providing a business perspective on value during day-to-day development
- Develop detailed product requirements that define the user capabilities, specific functional specifications, data and analytics and additional details that show how the user stories are to be satisfied; partner with IT to ensure alignment and realization of business requirements during the development process
- Product planning eliciting requirements using interviews, document analysis, workshops, business process descriptions, user stories, and scenarios

- Prioritizes work within an agile team and maintain a backlog of future work for consideration/prioritization
- Take responsibility for the development of ongoing enhancements, create and prioritize user stories with the agile teams
- Own and drive backlog grooming and management, prioritize user stories, create acceptance criteria and drive testing and delivery
- Work with Program Management and Battelle leadership to support new business
- Defining the road map and prioritizing the backlog of work to meet the vision in a timely manner to meet market and customer demands
- Drive and own backlog grooming and management, prioritize the iteration and drive acceptance testing and delivery of iteration
- Developed Test Cases for unit testing, prepared spreadsheet for testing criteria, including regression, positive and negative testing, process flow testing and screenshot for test results to complete expected and actual results.
- Worked closely with QA and Developers to clarify/understand functionality, resolve issues and provided feedback to nail down the bugs.
- Work directly with end users to capture and analyze challenges to their workflow
- Provide key performance metrics to the Head of IT on the deliveries and benefits realization of change implementations
- Conducted project related Presentations periodically to the management and end users during various phases of Software Development Life Cycle SDLC.
- Utilize technologies, healthcare domain knowledge, Visual Analytics, Excel and other applications to develop reports, business plans and other deliverables. All deliveries based on agreed upon/negotiated timelines.
- Proven expertise and acted as subject-matter expertise in Medicare Advantage, Medicaid Managed Care, CRM, Salesforce.
- Analyzing data and creating reports with spreadsheets using SQL languages. Participate in Root Cause Analysis (RCA) and continuous Improvement activities.
- Ad hoc reports (using POWER BI) and provide analysis to business users. Modify SQL report from SQL database. Work with capital Project Budget tracking & reporting

Senior Business Analyst /System Analyst

MDLIVE - Sunrise, FL

October 2014 to October 2015

- Responsible for scoping the business requirements and developing technical solutions and Participates in the scoping and developing of resource plans for assigned projects/initiatives
- Responsible for all aspects of the project from business analysis to plan management, stakeholder engagement and risk management
- Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop. Documented User Stories and facilitated Story Point discussions to analyze the level of effort on project specifications
- Experience in working in virtual teams and command of modern communication tools (telephone and video conferencing) for gathering business requirements. Understanding service objectives and capturing business requirements through active listening & questioning techniques.
- Expert assessing medium to high complexity solutions and participating in solution selections through RFI/RFP
- Develops estimates for business analysis tasks; Elicits and translates business requirements into relevant documentation/deliverables

- Produce comprehensive reports detailing and communicating the results of your analysis to various constituents within the company
- Able to prepare written proposals, requirements specifications and solution specifications. Created Business Required Document, Use cases to capture the current state of functionalities for multiple projects.
- Experience in managing third party service providers, Nurse practitioners understanding and enforcing contractual obligations, and managing both operational and financial aspects of a third-party agreement.
- Experience analyzing data and creating reports with spreadsheets using SQL languages. Participate in Root Cause Analysis (RCA) and Continuous Improvement activities.
- Facilitated team meetings and participated in Joint Application Development (JAD) sessions to gather Business/User requirements.
- Worked intensively with Medicare & Medicaid claims and claims processing for 5010 X12 EDI transactions 834, 270/271 and 837
- Coordinated with offshore team for creating comprehensive system, regression and user acceptance test plans.
- Performed GAP analysis by understanding the AS-IS system and the TO-BE system with the Subject Matter Experts
- Develop Requirement Models (Use Cases, Business Process Flow, and Activity Diagrams etc.
- Maintain relationships with practice, clinical support service, and patient accounts leaders to ensure thorough understanding of operational issues for the Revenue Cycle.
- Responsible for working with business and product owners to define business and system level requirements that will be used by developers for creating or enhancing products and applications.
- Perform requirements gap analysis to other phases of the project; documents and identifies gaps in requirements as well as design documents. Additionally, document resolutions and communicate to the project team when gaps are closed.

Business System Analyst Specialty Connect Project (Inventory Management and Merchandising)

CVS Health - Woonsocket, RI

May 2014 to October 2014

This project facilitates the transferring of Cold Chain drugs from CVS stores to Specialty Connect Caremark stores.

- Interacted with clients to gather all requirements to formulate business specifications and translate those into application functionality, decide when to advocate and when to compromise to arrive at a mutually acceptable solution.
- Created Business Requirement document and Use Case cases to formalize current state functionalities for Specialty Connect.
- Reviewed logical designs and use cases on Prescriptive Authority and proposed enhancements to the business team.
- Clearly articulate the system solution to all business partners and application Business Analysts
- Analyzed characteristics, frequency, distribution and flow of reports to design and develop a robust, prompt and efficient reporting system.
- Gathered, categorized and studied requirements and formulated business specifications for Cold Chain Drugs transfer and daily reporting.
- Interfaced between clients and technical team, ensuring clear understanding of end user expectations.

- Proposed optimizations for report distribution network after studying prevalent practices and procedures in managing reports.
- Formalized and documented procedures for operational support and consistency within the reporting team.
- Retrieved and analyzed vendors' data utilizing SQL Toad and made recommendations for ad hoc requests.
- Added value to reporting tools and applications by developing specifications for report analysis using BI tools (Crystal reports).
- Act as project manager and business analyst for small-to-medium projects to determine and manage scope, cost benefit, success measures, work breakdown, issues, resource assignments, milestones and timelines to ensure successful project completion.
- Experience with technology and using requirement management tools and traceability of requirements throughout the SDLC process.
- Develop UAT test scripts according to the Business Requirements; facilitate UAT and provide expertise and technical knowledge to the business users.
- Experience with data models and their impact to the business. Ability to interpret data models and data requirements into business requirements.
- Working knowledge of database tables & query tools and skills in statistics, data analysis, and measurement
- Design, write and execute test plans and detailed test cases for all system solutions, enhancements and fixes; assist in defect tracking, status reporting, and auditing;
- Provide support and training assistance to end users; and help ensure SOX guidelines are followed by the software projects team members.

Business System Analyst RxConnect Application (Prescriptive Authority Enhancements)

CVS Health - Woonsocket, RI

October 2013 to April 2014

This project ensured consistency in handling of prescription of a patient across all CVS pharmacies (~7400).

- Facilitated JAD sessions and meetings with business users to gather requirements.
- Created Business Requirement document, UML and Use Case model to formalize current state functionalities for existing Prescriptive Authority in RxConnect system and transition project from ICD 9 to ICD 10
- Reviewed logical designs and use cases on Prescriptive Authority and proposed enhancements to the business team.
- Create interface specification documents for Enterprise Application Integration (EAI) projects. From complex data models/Entity Relationship diagrams identify (reverse engineer) business rules, constraints and limitations for data transformation projects.
- Experience with Business Intelligence/ Data Warehouse technologies. Create data conversion - Extract, Transform, Load (ETL) tool mapping documents and create post conversion validation/ reconciliation process. Using Quality Assurance (QA) tools create test cases/scripts. Scientifically analyze system errors/defects, prioritize and recommend fixes.
- Guided testing team to come up with comprehensive test plan and created Requirement Traceability Matrix to track test coverage.
- Guided technical team in translating application architecture to functionality specifications.

- Responsible for implementing, modifying, testing and administering more complex business systems and applications
- Serves as a senior subject matter expert with content, processes and procedures associated with the enterprise
- Supported the Solution Architect in defining the solution and communicating it with the application team.
- Analyzed and documented data flow and data processes making extensive use of SQL queries/joins.
- Coordinated with offshore team for creating comprehensive system, regression and user acceptance test plans.
- Performed GAP analysis by understanding the AS-IS system and the TO-BE system with the Subject Matter Experts.
- Studied trends in the market and prepared detailed business plan and coordinated with multiple teams in the project to resolve all queries related to business requirements.
- Created and maintained subversion (SVN) repository for business requirement documents (BRD) and Use cases document to ensure ready availability for decision making, planning and reviews.
- Experienced with Clarity for project management, capturing business requirement, resource task allocation management, time reporting for multiple projects and Serena for tracking the tickets and issues.
- Experienced working in creating low-level design for the RxC System, developing unit test cases, and providing IT/UAT support to end users and business users.

Business Analyst Intern, MIS PMO Department

Southcoast Health System and Hospitals Group - Fairhaven, MA
June 2012 to September 2012

- Coordinated research efforts to evaluate current strategies, programs, projects, health plans and services.
- Identifying opportunities for improvement and determining future program direction.
- Implemented and analyzed customer satisfaction metrics and other health care related data points.
- Participated in procurement of new vendors, programs, products, and services.

Business Finance Analyst

Aqua Welfare Society - Kolkata, West Bengal
May 2009 to June 2011

Interviewed SMEs and Stakeholders to get better understanding of client business processes and gather business requirements.

- Documented high level requirements by writing BRD and use cases.
- Worked mainly formatting the layout of the webpage in different subjects such as objective and history of organization, information on arsenic and its severity to public health.
- Worked on design and development of the web page for Aqua Welfare Society.
- Created Test cases and participated in UAT with business owners.

Business Finance Analyst

Cholamandalam DBS Finance - New Delhi, Delhi
February 2008 to May 2009

- Interviewed SMEs and Stakeholders to get a better understanding of client business processes and gather business requirements.
- Conducted controlled brainstorming sessions with project focus groups for collecting high level business requirements.

- Documented high level requirements by writing migration BRD and creating use cases.
- Solid understanding/knowledge and practical experience using RUP Proven experience with the ability to collaborate effectively with project team.
- Worked closely with institutional clientele to assess requirements, examine strategies and proposed solutions for raising capital.
- Create business cases for key initiatives applying valuation models including NPV, IRR, ROI.
- Assessed business development opportunities and suggested course of action to senior management.
- Managed back office operations of Loans against Demat Shares, Loans against Mutual Funds, Corporate and Retail Funding.
- Assisted in approval for final disbursement of loans as per regulatory norms and guidelines and monitored post loan disbursement activities including recovery of bad debts and preparing of compromise proposals.
- Handled concept of Application Funding; following for Lien Letters and putting redemption request and various credit operations including appraising proposals, conducting risk analysis & scrutinizing relevant documents before sanctioning loans.

Business Operations Analyst

IL&FS Securities Limited - New Delhi, Delhi

March 2006 to January 2008

- Conducted controlled brainstorming sessions with project focus groups for collecting business requirements through JAD sessions.
- Worked at different stages of the Software Development Life Cycle (SDLC) with business users, developers, and stakeholders.
- Solid knowledge of financial services and Online Banking Proven ability eliciting and gathering requirements
- Assisted the technical team in translating application functionality into application architecture and the production of a System Functionality document.
- Managed Loan operations, ESOP funding processes for WIPRO, FTL, MOSERBAER and HDFC.
- Managed approval of loan proposals and sanctioning credits after appraising solvency status & verifying documents as well as post sanction follow-up and disbursal of loan.
- Handled various credit operations including appraising proposals, conducting risk analysis & scrutinizing relevant documents before sanctioning loans

Education

Master of Business Administration in Finance

University of Massachusetts - North Dartmouth, MA

May 2013

Post Graduate Diploma in Business Management in Business Management

NIILM School of Business - New Delhi, Delhi

July 2006

Bachelors of Commerce in Business Accounting

University Of Calcutta - Kolkata, West Bengal

May 2003

Skills

- Business Analysis Tools: Clarity, Req Pro/Web, MS Project, Sharepoint, Serena Team Tracker, Smartsheet Operating Systems: Windows (all), HP-UNIX, Linux, MVS/ESA, OS/390, XP RDBMS: SQL Server 2000 & 2005, ORACLE 11i, MySQL, DB2 Tools: HP Quality Center, MS Visio, MS Excel(Advanced) , MS Word, MS PowerPoint, MS Access, MS Share point, MS Outlook, SQL- Toad, Lotus Notes-Citrix client, JIRA, Confluence, BI Tools (Crystal Reports, Power BI), JAVA, MS project, BPMN Tools, Affordable Care Act, Project Management
- Tools (MS Project and Smart sheet), Statistical Process Control., Agile, Waterfall, HTML, Web services, Quality Assurance, Tableau, Have knowledge in SAP tool and Datawarehouse tools, Smartsheets.
- Excel
- SQL
- Microsoft Office
- Powerpoint
- MS Office
- access
- testing
- Business Intelligence