**IMAGINE NAYAK**

**732-769-8272**

**SUMMARY:**

* Highly motivated and result oriented Business Systems Analyst with 8 years of experience in business analysis with a solid understanding of **Business Requirement Gathering, Business Process flow and Business Process modeling in Healthcare** domain.
* Extensive experience, knowledge of all the phases in SDLC working in methodologies such as **Waterfall, Waterfall-Scrum Hybrid,** **Agile-Scrum**, Rational Unified Process and other standard methodologies like **Extreme Programming, Spiral, Kanban and SAFe.**
* Knowledgeable in **Medicaid, Medicare (Part A, B, C and D), PPO, HMO, and POS,** **Procedural** and **Diagnostic codes, Claims Process**.
* Good knowledge **of HL7, EMR/EHR, and Health Care Reform.**
* Extensively worked on analysis & compliance of **ICD 9 to ICD 10** and **HIPAA (Health Insurance Portability and Accountability Act) 4010** and **5010 EDI transactions.**
* **Good working knowledge in Enrollment, Billing, Eligibility, claims, CMS regulation, HIPAA regulations, ACA regulations, EDI 834 enrollment and 837 claims transactions for health care industries.**
* Experience with Medicare, Medicaid, and commercial insurances in **HIPAA ANSI X12** formats including **270/271,276/277, 834, 820, 835, 837, 997** and Comprehensive knowledge in **Conversion of 4010 codes to 5010 codes** and **ICD 9 codes to ICD 10 codes**.
* Highly proficient in working with diverse users and stakeholders to elicit, analyze, communicate and gather requirements using elicitation techniques such as **Brainstorming sessions, workshops like JAD,** **Document Analysis, Interviewing, Prototyping, Requirements Workshops, Questionnaires and Interface Analysis, Job Shadowing, Focus Groups.**
* Worked with **FACETS** Team for **HIPAA X12 837** Claims Validation and Verification Process (**Pre-Adjudication**), Conducted claims validation and pending/denied Claims Analysis for the Health plans Medicaid programs.
* Assisted in loading data in**FACETS**manually and have good knowledge of **Facets Business rules**.
* Expertise in **GAP Analysis**, **SWOT Analysis,** **Cost Benefit Analysis and Impact Analysis (Business** and **Technical)** on various projects.
* Experienced in **Change Management process** and proficient in using tools like **Clear Case and Clear Quest** for monitored changes related to the projects and documenting them.
* Design and review of various documents including the **Software Requirement Specifications (SRS), Business Requirements Document (BRD), Use Case Specifications, Functional Specifications (FSD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM)** and testing documents.
* Expertise in managing requirements from project inception through release phase, tracing requirements using **Requirements Traceability Matrix (RTM)** and delivering projects on time and within budget.
* Expertise in **SQL** and executed queries using **joins, unions, WHERE, group by, order by** and **aggregate** functions to extract data from different databases (**Oracle DB, MS SQL Server**) for timely reporting and validation.
* **Worked on dashboards in Tableau Desktop using various data sources such as Microsoft SQL, MS Access, MS Excel, SQL and SAP.**
* Good Knowledge on **Web services** like **REST/SOAP** using **XML, WSDL** and **UDDI** using internet protocol suite like **HTTP** and **HTTPS** under the **Three-Tier, Service Oriented Architecture (SOA).**
* Experience in creation of **API Documentation** containing all information required to work with API, with details about the **functions, classes, return types** and **arguments** using **Open API and Swagger Tools**.
* Sound experience in using Reporting tools such as Tableau, IBMCOGNOS and Microsoft Business Intelligence **Reporting tools** such as Power BI, SSRS and integrating those reports into CRM applications such as Salesforce**.**
* **Managed, assigned and triaged** defects from Unit and UAT testing. Reviewed **Test Plan and Test Cases/Test Scripts** and managed **defect tracking and triaging process**.
* Solid Business, Communications, and Presentation Skills adept at written correspondence, presentations, project status reports to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.

**EDUCATION DETAILS:**

* Bachelor of Engineering – Electrical Instrumentation & Control, Institute of Technical Education & Research, S’O’A University, Bhubaneswar, India. 2013
* Master of Science – Management Information System, GSU, Chicago, IL. 2018

**TECHNICAL SKILLS:**

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| **SDLC Methodologies** | Waterfall, Hybrid (Waterfall – Scrum), Agile – Scrum, Kanban, XP, Spiral, SAFe |
| **ProjectManagement/Requirement Management tools** | Rally, JIRA, Confluence, HP ALM and Microsoft Office Suite- MS Word, MS Excel, MS Project, MS PowerPoint, MS SharePoint server. |
| **Languages** | HTML5, CSS3, SQL, XML, JSON, C, C++, SOAP, REST, JAVA |
| **Database/ETL** | Oracle DB, MS SQL Server, MS Access, TOAD, Informatica power center, IBM DB2 |
| **Data Warehousing** | Data Mapping, Data Analysis, Data Modelling, Data Marts, OLTP, OLAP, Star, Snowflake Schema |
| **Business Modelling Tools** | MS Visio, Balsamiq, Lucid Chart, Mockup Screens, Unified Modelling Language (UML), PEGA |
| **Reporting/BI** | Tableau, Microsoft Power BI, MS Excel, Amalga UIS, SAP Business objects |
| **Defect Tracking/Testing Tools** | HP QC, JIRA, HP ALM, Load Runner, Postman, Rational Clear Quest, SOAP UI |
| **Office Tools** | MS Word, MS Excel, MS PowerPoint, MS Project, MS Visio, Outlook, MS SharePoint |

**PROFESSIONAL EXPERIENCE:**

**Florida Blue, Jacksonville FL April 2020- Present**

**Role: IT Business Systems Analyst**

**Project 1: Cost Quality Transparency and State Transparency**

**Description:** These projects were based on providing cost transparency to the users (inpatient and outpatient) when they choose a specific health service such as office visits, laboratory services, physical therapy, Pediatric care etc.

**Project 2: Online Provider Directory**

**Description:** These projects were based on retrieving Provider / Facility based on the caller’s request which also includes some UI enhancements.

**Project 3: Online Provider Directory Rebuild**

**Description:** These projects were based on migrating the legacy system by replacing all the back-end work to convert them to API’s.

**Responsibilities:**

• Elicit requirements and create user stories. Update the user stories in Rally.

• Grooming the stories to the agile scrum team for development and clarifying the team’s questions and all the dependencies and risks.

• Perform Impact analysis, RCA, GAP analysis, AS-IS TO-BE analysis, Costbenefit analysis, Regression analysis, Document analysis, etc. on the gathered requirements.

• Develop and prepare documents for the general design of solutions that meet system and security requirements, including the selection of alternative approaches.

• Develop operational and installation procedures for communication systems, hardware, network, security, storage and software.

• Create API requirements for different web services which will be used to develop new services.

• Perform the testing of API’s in POSTMAN. Validate the end points, method of operations (GET, PUT, POST, etc.).

• Validate the XML Schema and the elements received in the web services. Verify the format of the data i.e. XML or JSON.

• Write SQL queries using different operations and functions such as JOINS, LIKE, UNION, etc. and analyze the data or result set from DB2 database.

• Create Mock-ups, high fidelity and low fidelity wire frames of the front-end changes.

• Troubleshoot and recreate the production issues and perform the root cause analysis. Find best possible solution using brainstorming sessions.

• Review test cases, test plans, test scenarios and suggest the missing areas to the QA team. Finalize the test cases and assist in testing if required. Perform and facilitate UAT of the releases.

• Create ER diagrams, use case diagrams, activity diagrams, etc. which would show a visual representation of the communication between the systems and data flow between them.

**Anthem Inc, Norfolk VA December 2018 – March 2020**

**Role: Pega Sr Business Systems Analyst**

**Project: GBD Healthcare Projects**

**Description:** These projects were based on providing better ability for the Associate to search and select a Provider / Facility based on the caller’s request and implementing smart search for the users to search for all the health plans and benefits faster than ever.

**Responsibilities:**

* Worked as a lead for multiple projects such as Dual Markets Implementation, FL Medicare and Medicaid implementation involving scrum teams.
* Involved in Cross Functional Application which serves Government Business Division Projects and Claims teams in order to complete new Claim Adjudication flow process for Multiple markets.
* Lead the team in Upgrading **Pega version** from 7.1 to 7.4 involving Architecture Division Projects and Commercial Healthcare lines in giving solutions.
* Worked as a lead for the business teams & development teams in gathering requirements and implementing requirements leveraging the **Pega** system software.
* Gathered requirements from business owner and relevant stakeholders from Underwriting and Claims department by conducting **story writing workshops and story mapping sessions** with scrum team and conducted **Interviews, Document Analysis, JAD Sessions** to gather the Business requirements and Technical specifications and created the **Business Requirements Document (BRD).**
* Used and created SQL queries to get test data from different sources and requesting new APIs from different scrum teams.
* Data mapping, logical data modeling, used **SQL** queries to filter data within the Oracle.
* Wrote **SQL queries** to extract and analyze data from **FACETS** Database and produce weekly and monthly reports.
* Worked on SOAP UI and Postman to test multiple APIs before it’s been implemented.
* Worked as a technical SME for multiple State projects and Implementations of Medicaid and Medicare in meetings with larger audiences from business and IT.
* Worked on Documentation of new changes made for the application using Confluence and SharePoint.
* Assisted Product Owner to get requirements from Business and breaking them in to User Stories for the team to work in Agile methodology.
* Participated in sprint panning, JAD sessions, Risk analysis, ROI, cost benefit analysis and swot analysis and Designing.
* Participated in Multiple meetings as required in Agile methodology such as Sprint Planning sessions, Sprint Demos and Refinement sessions with whole scrum team and Beyond.
* Practice SAFE Agile methodology which is the latest SDLC methodology followed at enterprise level.
* Used to test the stories manually once the code is pushed to the test environment.
* Worked with different testing teams such as manual testers, Automation testers and Performance testers to explain the Business Scenarios of new requirements and Business Statistics for successful performance testing.
* Worked with Release Management teams and scrum master to send the build code to Production environments and did business validation once the code is sent to Production environments.
* Facilitate meetings and communicate with the business, stakeholders, leadership and the users.
* Involved in multiple levels of Background testing using tools such as Swagger, Postman, Oracle SQL and Sequel Studio.

**Environment:** Agile (scrum), MS Excel, MS Word, MS Visio, Lucid Chart, MOCKUP Screens, Balsamiq, MMIS, MS Project, HPQC, JIRA, Tableau, Amalga UIS, Pega DCO PRPC, REST API, XML, SOAP UI, confluence, Postman, SharePoint, UML diagrams.

**UHG, Minnetonka, MN May 2016- December 2018**

**Role: IT Business Analyst**

**Project Description:** It was an **ECIR (Enterprise Constituent Identification and Registration)** project which was based on **Registering users** into **Blue Cross Blue Shield** website. The goal of the project was **to Identify users based on their role ((Health Members/ Dental Members/ Rx members) / Agents / Benefit Administrator’s)** and to provide capability for them to get login credentials to their respective portals and manage their claims and other information.

**Responsibilities:**

* Analyzed existing **business application** and **processes**, **current source system**, collected end user requirements by using elicitation techniques such as **interviews, JAD sessions, brainstorming sessions** and suggested the improvised business process model.
* Performed **Document analysis, and GAP analysis** to analyze **As-Is** business process and the **To-Be** system and assisted in fixing the scope of the project and to check the compatibility of the existing system infrastructure.
* Involved in all the scrum ceremonies like **sprint planning, daily scrum, sprint review and sprint retrospectives**.
* Created and defined the **Business Requirement Document (BRD)** to incorporate the high-level requirements and **System Requirements Specification (SRS)** for functional, non-functional, data and GUI requirements.
* Designed UI Mock-up of the reports using **Balsamiq** tool as part of Proof of Concept and documented the feedback and used Jira and Confluence to maintain the project artifacts and kept the information radiators updated.
* Conducted thorough analysis of the Business Requirements and **created design specification** to accomplish and achieve business needs related to Healthcare **EDI X12** transactions such as **835** and **837**.
* Worked with **FACETS** Team for **HIPAA X12 837** Claims Validation and Verification Process (**Pre-Adjudication**), Conducted claims validation and pending/denied Claims Analysis for the Health plans Medicaid programs.
* Liaised and Coordinated in resolving **EDI 834** mapping (Data mapping) issues arising from data transfer process.
* Captured process flows by preparing **Use Cases, Activity Diagrams** and **Sequence Diagrams** and other UML diagrams for a clear understanding of the project vision by using **MS VISIO** and **Lucid charts.**
* Involved in creation of **Mock-Ups** and **Wireframes** of user interface using **Balsamiq** for client verification.
* Functioned as the primary **liaison** between the business line and the technical areas throughout the project cycle.
* Splunk indexes involved on searchable data from any **app, server** or network device in real time including **logs, config files, messages, alerts, scripts and metrics**.
* Responsible for identifying and documenting business rules and creating detailed **Use Case** and requirement document.
* Involved in cross-functional teams, developing new ways to boost efficiency, and delivering results in a fast-changing environment to achieve company goals, Review client business requirements to identify the gaps.
* Test Web services according to the implementation, the companion guides and reported the claims statues using **Tableau and Splunk Enterprise**.
* Used **SOAP UI** for testing **REST** and Web services calls also performed **manual testing** to test the functionality.
* Tested **Web services** like **SOAP** and **REST** using **SOAPUI** to test the complete business process flow of the enhanced system.
* Assisted the testing team to successfully conduct **User Acceptance Testing (UAT)**, based on the **Design Document** and **User Requirement Document** for the Functional and Performance Testing.
* Used **JIRA** for **issue tracking, user story management** and **requirement traceability**.
* Assisted in analyzing, gathering the machine generated data for insights into operational intelligence.

**Environment:** Agile (scrum), MS Excel, Microsoft Azure, MS Word, MS Visio, Lucid Chart, MOCKUP Screens, Balsamiq, MS Project, HPQC, JIRA, Tableau, Splunk Enterprise Software, MySQL, Oracle, Informatica, React JS, JSON, XML, REST API, SOAP API, Postman, SOAP UI.

**United India Insurance Company, Bangalore, India August 2013-December 2015**

**Role: Data Analyst / Business Analyst**

**Project Description:** The insurance carrier's commercial property business unit uses a policy underwriting & administration system that is operated by account executives to monitor & manage the entire policy underwriting & billing life cycle and involves processes such as risk exposure definition, premium & risk analysis, reinsurance analysis, limit-deductible-coverage definition, policy quoting.

**Responsibilities:**

* Driving requirements elicitation & brainstorming sessions with business (Underwriting, Operations & Actuary teams) & IT functions and third-party vendors for new system/ product implementations, strategic business initiatives & regulatory compliance requirements.
* Designed Process Flow diagrams, **Use Case Diagrams, Sequence, Business process Modeling Notations** (**BPMN**) using **Rational Rose** UML tool.
* Documented the **Change requests, Performed Impact Analysis and Facilitated the Change Request meetings**.
* Created **Tableau** visualizations of CRM Data to visualize the most profitable customers and segment the risk based customers.
* Created Test Plans and detailed Test Cases & testing of required system functionality and assisting business with user acceptance testing (UAT) using **FitNesse** Tool.

**Environment:** Waterfall, My SQL, Tableau, Oracle Web Logic, MS Project, And IBM Rational Rose.