**SWAPNITH**

**SR. BUSINESS ARCHITECT**

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**PROFESSIONAL SUMMARY:**

* **9+** years of experience as a Business Architect in web-based client-server applications, developing business processes for Healthcare, Retail, Financial & Ecommerce Domain.
* Coordinating communications for Supply Chain platform enhancements, changes, and issue management.
* Conducted the initial study of **Health Care Management** to collect customer’s information like data about existing systems at customer site and specific customer requirements.
* Closely worked with **product owners** to ensure understanding of user stories and keeping the **backlog groomed**.
* Expertise in design and review of various documents including the Software Requirement Specifications (SRS**),** Business requirements document (**BRD**), Use Case Specifications, Functional Specifications (**FSD**), System Design Specification (**SDS**), Requirement Traceability Matrix (**RTM**) and testing documents.
* Experience in business analysis, operations management and development, design, documentation, and testing.
* Mastery in **Gap Analysis**, **SWOT analysis** and **Risk Analysis**.
* Proficient in analyzing and creating Activity, Sequence, Data flow and Business flow diagrams.
* Monitor and track project progress, prepare status reports, coordinate tasks and activities to achieve project goals.
* Close working experience with **Agile** team on tracking user stories through **Agile accelerator**.
* Experience in creating Unified Modelling Language **UML** diagrams such as Use Case, Activity, Class, and Sequence.
* Proven track record of utilizing JIRA for capturing, managing, and documenting requirements, user stories, and acceptance criteria. Skilled in tracking project progress, managing backlogs, and facilitating effective communication, resulting in streamlined project execution and successful delivery.
* Demonstrated ability to effectively apply **Agile** methodologies, such as **Scrum** or **Kanban**, using **JIRA**. Skilled in conducting sprint planning, managing sprint backlogs, and facilitating daily stand-up meetings through **JIRA**, fostering collaboration, transparency, and timely delivery of project milestones.
* Robust knowledge of customizing JIRA workflows, issue types, and dashboards to align with project requirements. Skilled in generating reports and metrics using JIRA's reporting capabilities, providing valuable insights for project progress, performance trends, risk mitigation, supporting informed decision-making.
* Skilled in utilizing **data cleaning** tools and methods to transform raw data into a structured format suitable for analysis in the healthcare and retail sectors.
* Demonstrating expertise in diverse **machine learning** algorithms and techniques, applied for predictive modeling, and extracting insights from data-driven approaches.
* Skilled in effectively communicating data insights and findings to non-technical stakeholders through **storytelling**.
* Experience in utilizing statistical techniques, such as regression analysis and hypothesis testing, to extract meaningful insights and support evidence-based decision-making.
* Proficient in **statistical analysis**, including a strong understanding of statistical concepts, hypothesis testing, **regression analysis**, and predictive modeling.
* In touch with User Manuals, and Training Manuals as per Project Specifications and timelines.
* Skilled in data cleaning and preprocessing, adept at transforming raw data into a well-structured format suitable for analysis purposes.
* Experience in reviewing Test Procedures, defining Test Scenario, Test Cases, and support User Acceptance Testing.
* Good knowledge of improvement strategies, Competitive & **Profitability Analysis**.
* Comprehensive experience with SDLC methodology (Waterfall) and **Agile** methodology (**SCRUM**).
* Experience in all **Scrum ceremonies**, Sprint Planning, Daily **Scrum**s, Sprint review and Retrospective meetings.
* Having Exposure to Medicare and Medicaid domains of the healthcare systems an industry for inpatients, outpatients, and reimbursement Methodology.
* Proven track record of leveraging Azure DevOps for agile project management, streamline development processes, and effective cross-functional team collaboration. Skilled in backlog management, sprint planning, release management, and CI/CD pipeline implementation, resulting in improved project outcomes and stakeholder satisfaction.
* Demonstrated ability to establish and maintain traceability between business requirements, user stories, and development tasks using Azure DevOps. Leveraging the platform for clear visibility, alignment, and effective communication throughout the project lifecycle, resulting in successful execution.
* Deep understanding of implementing and maintaining **CI/CD** pipelines within **Azure DevOps**, automating build, testing, and deployment processes. Skilled in optimizing release cycles, minimizing downtime, and achieving faster time-to-market through efficient **CI/CD** practices, resulting in improved quality, productivity, and customer satisfaction.
* Comprehensive experience in **translating business requirements** into **functional requirements** to assist developers.
* Functional Knowledge in RMS (Oracle Retail Merchandising system), RPM (Oracle Retail Price Management), and expertise in implementation of **Oracle** EB-Tax in Oracle E-Business.
* Thorough knowledge of **Medicaid**, Health Choice Programs and **HIPAA** regulations.
* Strong knowledge of health insurance regulations and compliance requirements, including HIPAA and Affordable Care Act (ACA), ensuring adherence to legal and regulatory standards.
* Excellent Training skills, facilitation, PowerPoint presentations, maintaining performance metrics, develop training manuals, documentation & communicating to users.
* Handled Project tools such as MS Project, MS Visio, **JIRA,** and MS Office Suite. Strong experience in conducting User Acceptance Testing (**UAT**) and documentation of Test Cases.
* Experienced in documenting controls and BCP, policies, procedures, and business continuity plans.
* Extensive use of MS Office tools like MS Access, MS Word, MS Excel, MS PowerPoint, MS Project for data migration into the CI System. Knowledge Data Base in Microsoft SharePoint Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, OOD using UML.
* Having Knowledge in configuration of claims adjudication systems, i.e., Amisys, **Facets**, QNXT.

**PROFESSIONAL SKILL SET**

**Project Metrics:** Reporting, Communication, Scope, Schedule, Cost, Risk, Resource Management, Invoicing and Procurement, Contract Management.

**Modelling Tools:** Visio, UML, Snag-it, Balsamic, Jira, Confluence, SharePoint, rational, Postman, GitHub, CMS, Wireframe, Azure DevOps, MS Planner, ANDI, NVDA, Salesforce, OneDrive, Microsoft Dynamics 365.

**Visualization Tools:** Matplotlib, Tableau, Power BI and Altruix.

**Tools:** HP ALM & QC, HP Load Runner, Salesforce, Toad, Joomla, WordPress, Tumblr, Drupal, Amisys.

**Programming Languages:** Python, R, SQL, NoSQL

**Operations and Maintenance:** Contract development, stakeholder negotiation with Service Level agreements

**Methodologies:** Champion of Agile principles, Kanban, Waterfall

**Quick document productions:** BRD, Design, Workflows, UAT, Persona, System reference guides, Status reports, meeting minutes, Release plans, deployment plans, 508 Compliance document /testing

## Areas of Expertise

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| --- | --- | --- |
| Business Development | Budget Management | Team Leadership |
| Vendor Management | Financial Management | Change Management |
| Process Improvements | Cost Control | Strategic Planning |
| Relationship building | Problem solving | Critical thinking |
| Visual Modelling | Business Analysis | Facilitation/Elicitation |
| Use cases & Activity Diagrams | Requirement Gathering | Workflows |
| Perform & Coordinate UAT | Risk Management | Project Execution |

**Professional Experience:**

**Client: Missouri Department of Health & Senior services, St Louis, Missouri May 2021 to Present**

**Role: Sr. Business Architect / Lead**

**Responsibilities**:

* Worked extensively in **healthcare sector**, which includes various **Claims, Provider, Member Eligibility**, and demographics of members.
* Responsible for creating user stories and backlog refinement for the **health benefits scrum team**.
* Collaborated with teams and Project Managers to get **UAT** test criteria and test cases bug-fixing in case of defects.
* Coordinates **BCP** disaster recovery (**DR**) testing and test issues follow-up, as lifecycle activities.
* Coordinate **Scrum Ceremonies** including Daily Standups, Sprint retrospectives, Story Grooming, Sprint, and Release Planning.
* Experience working with **Medicaid and Health Choice** billing, provider, member, and claims data.
* Generate reports using CPT, ICD-9, ICD-10, Revenue, and NDC codes from medical and pharmacy records.
* Engage in full HIPAA compliance lifecycle, including gap analysis, mapping, implementation, and testing for Medicaid claim processing.
* Deep understanding of HIPAA (Health Insurance Portability and Accountability Act) regulations and its implications on data privacy and security in the healthcare industry.
* Proficient in **health insurance** processes, including claims management and reimbursement models, allowing for effective navigation and efficient management within the industry.
* Identifying and resolving **HIPAA** compliance issues through comprehensive audits and continuous monitoring processes.
* Utilized **JIRA** to gather, analyze, and document business requirements, user stories, and acceptance criteria, ensuring comprehensive coverage and clarity for development teams.
* Collaborated with stakeholders and development teams to refine user stories, ensuring they were well-defined, estimated, and properly prioritized within **JIRA**'s backlog.
* Actively participated in **Agile** methodologies such as **Scrum** or **Kanban**, leveraging **JIRA** to plan and manage sprints, facilitate stand-up meetings, and track progress towards project goals.
* Engaged with stakeholders to understand their needs, facilitate requirement workshops, and communicate project progress and updates through **JIRA**, ensuring transparency and alignment.
* Worked closely with cross-functional teams, including developers, testers, and product owners, to ensure effective collaboration, resolve issues, and promote synergy using **JIRA** as a central communication hub.
* Proficient in performing in-depth data analysis on extensive datasets, employing statistical and data mining techniques to uncover trends, patterns, and valuable insights.
* Evaluate Health Information Exchange (**HIE**) performance metrics, such as data latency, data quality, and system uptime, to identify bottlenecks and implement measures for optimization.
* Analyze **HIE** data for reporting and analytics purposes, providing insights on population health, care coordination, and quality improvement initiatives.
* Translating statistical findings into clear and concise reports, presentations, and visualizations for stakeholders, enabling effective communication of complex concepts and insights.
* Scheduled meetings with internal (e.g., Legal; Process Improvement; Finance; senior management) and/or external customers to gather report requirements and data analysis needs.
* Assign tasks among development team, work with clients to better understand their needs and present solutions using structured **SDLC** approach.
* Analyze and interpret Electronic Health Records (**EHR)** data to extract valuable insights, identify trends, and support data-driven decision-making processes.
* Proficient in utilizing healthcare IT systems, including Electronic Medical Records (**EMR**) and practice management software, to streamline operations and improve healthcare delivery.
* Ability to conduct **EMR** audits and quality assessments to identify areas for improvement and implement best practices for data integrity and documentation.
* Involved in Requirements Gathering from SMEs and Business Users like **Healthcare** professionals.
* Analyze healthcare data sets, such as electronic health records (EHRs), claims data, and clinical trial data, to identify trends, patterns, and anomalies.
* Conduct thorough assessments of existing **clinical workflows**, identifying gaps, and proposing targeted solutions for workflow enhancements.
* Collaborate with healthcare providers, IT teams, and stakeholders to streamline **EHR** workflows, enhance data accuracy, and improve overall operational efficiency.
* Develop high level project plans for implementation projects and provides continuous updates to **RPA** stakeholders and Project Manager during project delivery.
* Experience working with **Salesforce** sandbox and production environments.
* Involved in **TriZetto’s Facets** System implementation, Electronic Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA 835 and proprietary format files and Reports development.
* Extensive experience with claims processing concepts, member enrolment and care management concepts.
* Experience working with **Salesforce** sandbox and production environments.
* Consistently remain informed about the latest trends and best practices in healthcare **data visualization**, ensuring the continuous improvement of visual representations to maximize their quality and impact.
* Experience in generating visually captivating and insightful data visualizations utilizing tools such as **Tableau**, **Power BI**, or **Excel**.
* Migrated Data from **MS Excel** to **SQL** Server Reporting Service Using DTS and **SQL** loader utilities.
* Proficient in using Business Analysis tools such as **MS Visio, Word, Excel** including Pivot tables, Macros and VLOOKUP, Rational Requisite Pro, ReqTrace Web, Caliber RM, Optimal Trace, ClearCase and ClearQuest.
* Strong experience in **data Extraction, Transformation** and Loading **ETL** using various tools such as **SQL,** Server Integration Services SSIS, DTS, Bulk Insert and Bulk Copy Program utility, **SQL** Replication and Log Shipping.
* Proficiency in crafting **complex queries** to extract, manipulate, and analyze data from relational databases in **SQL**.
* Create and manage **Traceability Matrix** (TM) documents to ensure end-to-end alignment between business requirements, functional specifications, and test cases within the healthcare domain.
* Utilize **Traceability Matrix** (TM) tools and methodologies to track and manage the traceability of healthcare system functionalities, enabling effective impact analysis and change management.
* Designed and delivered corporate training on **Medicare Part D** claims by reengineering processes, revamping coverage determinations, grievances, and developed presentations using Visio, PowerPoint.
* Use MS **SharePoint** for managing and sharing **Epics** and other project documents with **stakeholders**. Based on business stakeholder’s perspective, Created User Stories in **JIRA** with technical and non-technical requirements.
* Troubleshoot technical issues (bugs, data integration/migration) and drive **issue escalation**/ **resolution** within QA and DEV.
* Collect user and business requirements through **open-ended discussions**, brainstorming sessions, and role-playing.
* Define Use Cases created **Use Case** diagrams, Scenarios and Use Case Narratives using the UML methodologies.
* Skilled in implementation of data governance, master data management, ETL, data warehouse, data marts, reporting, dashboard, analytics, segmentation, and predictive modelling.
* Comprehensive knowledge of **data warehousing** principles, dimensional modeling, and the **ETL** (Extract, Transform, Load) processes.
* Created **Mock-up forms** in MS word for better visualization and understanding of the software solution.
* Facilitate **JAD** sessions with management, development team, other stakeholders to refine functional requirements.
* Used **MS Visio** for Process modelling, Process mapping and **Business Process flow diagram.**
* Data mapping, logical data modelling, created class and ER diagrams and used **SQL queries** to filter data within the database.
* Created, managed project templates, use case templates, requirement types and **tractability matrix** in Requisite Pro.
* Assign tasks in **Agile**, **manage workload** and schedules, coordinated status review meetings with project and business managers. Conduct **GAP analysis** by reviewing BRD and data contracts.
* Produce **performance reports** and implement changes for improved reporting. Interface with internal customers.
* Author and submitted weekly progress and completion reports to project management using MS Project.
* Able to read and write XML, **Agile** environment, understanding overall concepts of **AWS** and Angular because they are designing the UI, write some **SQL**.

**Environment: Scrum** JAD, Traceability Matrix, UAT, Bug fixing, BCP, DRT, CPT, ICD-9, ICD-10, HIPAA, GAP Analysis, JIRA, EMR, EHR, SDLC, Statistical Analysis, Tableau, Power BI, MS Visio, AWS, MS Word, MS Excel, MS SharePoint, SQL, UML, Data Governance, ETL, Predictive Modeling, XML, SWOT Analysis.

**Client: Tailored Brands, Houston, Texas Mar 2020 – Apr 2021**

**Role: Senior Business Analyst / Functional Analyst**

**Responsibilities:**

* Analyzed inventory requirements from **B2B** & **B2C** clients and based on sales developed a process to optimize orders that needed to be fulfilled based on SKU dimensions, customer requirements and delivery requirements.
* Gathered and wrote functional & business requirements for multiple applications as well as collaborated with User Experience designers to develop wireframes that support such requirements.
* Analyzed inventory requirements from **B2B** &**B2C** clients and based on sales developed a process to optimize orders that needed to be fulfilled based on SKU dimensions, customer requirements and delivery requirements.
* Conducted Customer Service Operations and Supply Chain with the guidance of Product Manager.
* Identify various frequently used modules within the application as well as peak user volume for load testing purposes.
* Translate Business needs into Requirements, communicate with Business on a broader scale & with in-depth view.
* Participated in joint application development (**JAD**) sessions with stakeholders to capture business rules, business processes, and system requirements. Worked with key Business **Stakeholders** on developing system enhancement.
* Gather and decompose business requirements through documentation, review meetings and workshops.
* Lead the documentation of requirements, testing of the various interfaces as applicable and maintain other project management documentation such as **fit/gap analysis.**
* utilized statistical software, such as R or Python, to perform regression analysis, time series analysis, and clustering algorithms on retail datasets, uncovering patterns, customer preferences, and market trends.
* Involved in a Life Cycle process improvement which includes **Agile**-**Scrum**, **Scrum**, **Kanban**, Helped the team to transition to the Scaled **agile** framework. (**SAFe**)
* Trained in Finance Modules like General Ledger, Accounts Receivable, Accounts Payable, Fixed Assets, Cash Management and Expense Management in **Oracle** E Business Suite R12.
* Established and maintained traceability between business requirements, user stories, test cases, and project deliverables within **JIRA**, ensuring end-to-end visibility and compliance with project scope.
* Utilized **JIRA** to track, prioritize, and manage defects, issues, and change requests, collaborating with development and testing teams to ensure timely resolution and maintain product quality.
* Generated reports, metrics, and dashboards using **JIRA**'s reporting features to provide stakeholders with insights on project progress, velocity, and performance, supporting data-driven decision-making.
* Identified areas for process enhancement and efficiency gains within **JIRA**, recommending and implementing improvements to streamline workflows, enhance collaboration, and optimize project outcomes.
* Provided training and support to team members on **JIRA** usage, best practices, and **Agile** methodologies, promoting adoption and ensuring efficient utilization of **JIRA**'s features and capabilities.
* Expertise in Performance Management, Asset Management, Cash Management, Portfolio Management, Credit Management, Client Reporting and implementing its benefits.
* Performed as a Supply Chain Analyst in the automobile industry to analyze shortcomings between supply and demand and developed an automated tool that made immediate process improvements.
* Data setup Oracle Order Management (OM), General Ledger (GL), Oracle Receivables (AR) and Oracle Payables (AP), Absence Management.
* Created Power BI dashboards for windows 10 migration assisting Info-spec when the feature update fails.
* Develop High-level, Logical and Physical design for Database, Data warehousing and many Distributed IT systems.
* Involved in **Salesforce** setup activities and customized the apps to match the functional needs of the organization and performed extensive data modelling to differentiate between the OLTP and Data Warehouse data models.
* Created PowerPoint presentations incorporating **MS Office** Suite, Excel, Word, and Access.
* Created ad-hoc reports using Cognos Report Studio, MS Excelincluding Pivot tables, VLOOKUP, and Macros.
* Worked with Enterprise information architecture and data components of a Systems Development Lifecycle (ER diagrams, Data flow diagrams). Partnered with continuous product engineering teams on investigating systemic issues.
* Documented external interfaces (**Wireframe**), Business process and enterprise modelling/mapping artifacts including writing User stories, acceptance criteria, Functional requirement documents (**FRD**), System Requirement Specification Documentation (**SRS**). Worked with Quality Control Teams to develop Test Plan and Test Cases.
* Created High Level Class structure, Workflows and Rule sets in **PEGA** PRPC.
* Partner with business stakeholders to manage requirements reprioritization processes throughout the delivery lifecycle.
* Performed **GUI** testing and analyzed end-to-end functionality by testing the application manually.
* Partnered with the Technical Areas in the research and resolution of System and User Acceptance Testing.
* Analyzed the test results from QA teams using **Performance** Studio Analysis to create various scenarios.
* Demonstrate ability to optimize data cleaning processes, resulting in improved data accuracy and efficiency in healthcare and retail analytics.
* Created business requirement documents and integrated the requirements and underlying platform functionality.
* Produced metrics which provide management insight into the requirements process, to include, status, size, volatility, quality, effort, etc. - Visio, Rational Tools, **Traceability Matrixes**.
* Proficiently leveraged **data visualization** tools such as **Tableau** and **Power BI** to transform complex retail data into visually compelling and actionable formats, empowering stakeholders to make well-informed decisions.
* Created and executed **SQL queries** to find clues on what may be causing the opportunity.
* Participated in the **Logical** and **Physical Design sessions** and developed Design Documents.
* Worked on User Manuals, and Training Manuals as per Project Specifications and timelines.
* Worked with Data Warehousing & Business Intelligence (BI) tools (business analytics, data mining, data visualization)
* Used **Agile** methodology, utilized Software Development Life Cycle (SDLC) to develop process, standards procedures.

**Environment:** SKU Dimensions, Inventory Optimization, Wireframes, JAD, FRD, SRS, Fit/Gap Analysis, Python, R, Regression Analysis, Clustering Analysis, Agile-Scrum, Scrum, Kanban, SAFe, Jira, Reporting and Metrics, Supply Chain Analysis, OM, AR, AP, Power BI, Data Warehousing, OLTP, Data Modeling, SQL Queries, SDLC, Agile Methodology.

**Client: UBS, Mumbai, India Sept 2017 – Nov 2019**

**Role: Business Analyst**

**Responsibilities:**

* Interacted with Business Owners, Users, and Stakeholders to identify Business System Needs, evaluated solutions for business problems, and prepared Business Requirements Document (BRD) and later translated them into Functional Requirements Document (**FRD**).
* Represented business requirements through analysis models, process flow diagrams and user stories.
* Used prototypes for users to explain the intended systems Interface design and sign off documents.
* Conducted **JAD** sessions with management, **SME**, vendors, users, and other stakeholders and gathered user and business requirements for the B2C and B2B web-based application.
* Analyzed the Data Entity Relationships and worked on Functional Requirements Document (FRD).
* Traced requirements and ensured adherence using Requirements Traceability Matrix (RTM) throughout development.
* Responsible for conducting JAD Sessions with different IT Group department managers & refined the requirements.
* Complete ownership of data management, reporting activities for various clients using **SQL Server** and MSBI tools.
* Worked on custom reports and deployed them on server using **SQL** Server Reporting Services.
* Involved in performance modelling for E-commerce portal.
* Utilized **Azure DevOps** to facilitate **agile** project management practices, including backlog management, sprint planning, and task tracking, ensuring efficient collaboration and timely delivery of project milestones.
* Established and maintained traceability between business requirements, user stories, and development tasks within **Azure DevOps**, ensuring clear visibility and alignment throughout the project lifecycle.
* Collaborated with development and operations teams to manage release pipelines and coordinate deployments using **Azure DevOps**, ensuring smooth and reliable release cycles with minimal downtime and disruptions.
* Implemented and maintained CI/CD pipelines within **Azure DevOps**, automating build, testing, and deployment processes, resulting in improved efficiency, quality, and faster time-to-market.
* Leveraged **Azure DevOps** to facilitate communication and collaboration among cross-functional teams, including developers, testers, and stakeholders, fostering a transparent and efficient work environment.
* Involved in the entire **Data science** project life cycle and actively involved in all the phases including data extraction, data cleaning, statistical modeling, and data visualization with large data sets of structured and unstructured data, created ER diagrams and schema.
* Manage full life cycle implementations, designed, developed & tested Robots and Implemented End to End **RPA** robot using UI Path.
* Used **VB Script** and PowerShell cmdlet to add deployment task sequences, boundaries, Collections, deployment points and distribution points as well.
* Extensive experience in Investment Banking, Retail/Commercial Banking, Financial Services, Portfolio Management, and Cash Management.
* Worked closely with UI/UX teams providing suggestions flows based on as and when the UI was being developed.
* Conducted **Gap Analysis** to define the impact of the new requirements on the existing GUI and further prepared Business **Impact Analysis** Reports.
* Updated reports, queries, stored procedures using **SQL Server Reporting Services**.
* Gathering business cases/rules and data mapping documents, workflows, **wireframes**, and **mock-ups** for trading strategies, enhancements to trading systems platform, and high-level requirements gathering for product development research.
* Extensively used tools such as Rational Requisite Pro, UML, MS Visio, MS Project, MS Office, and MS Access.
* Involved in implementation of **data governance**, master data management, ETL, data warehouse, data marts, reporting, dashboard, analytics, segmentation, and predictive modelling.
* Experienced in **data governance** frameworks, proficient in data quality assessment, and skilled in finance-specific data validation, ensuring robust data governance and high-quality financial data.
* Worked on restructuring the Listed Options front-to-back-office trading model. Listed options mainly involved equities as the underliers. Underlying assets (equity) are captured in Fidessa and settled in ADP.
* **Collaborated** with in-house and off-site teams, and vendors to successfully develop and manage user stories, sprints, design, development, and testing.
* Conducted Joint Application Development (JAD) sessions to allow different stakeholders to communicate with each other, resolve problems at an early stage.
* Responsible for Interacting with the Developers to explain the proposed changes and ensure understanding of the system requirements to handle these changes.

**Environment:** BRD, FRD, Analysis Models, Prototyping, JAD, RTM, SQL Server, MSBI, Agile Project Management, ER Diagrams, PowerShell, Cash Management, UML, Azure DevOps, Data Visualization, GAP Analysis, MS Visio, Data Governance, ETL, Data Warehouse, Fidessa, ADP, Impact Analysis, MS Project, SSRS

**Client: Micron, Hyderabad, India Jun 2014–Aug 2017**

**Role: Business Analyst**

**Responsibilities:**

* Accomplished whole System Development Life Cycle from requirement analysis till deployment, using highly efficient RUP process of software development.
* Liaising between **Supply Chain**, Marketing, Sales, Finance, and IT teams, providing analysis to Confidential.
* Worked with different business users to develop scope and vision document and Business requirement specification.
* Proficient in managing entire **Data science** project life cycle and actively involved in all the phases of project life cycle including data acquisition, data cleaning, data engineering, features scaling, features engineering, statistical modeling, testing and validation and data visualization.
* Worked with the Integration of **Oracle** Time and Labor (OTL) and Human Resources Management System (HRMS)
* Responsible for defining the scope of the business, gathering business requirements, and documenting them in Business Required Document (**BRD**) and Functional Required Document (FRD).
* Modeled the information and came up with the requirements prioritization.
* Participated in business modeling, understanding needs and documenting business and system use cases.
* Assisted the team in eliciting, organizing, and documenting required functionality and constraints.
* Worked on RUP's development cycle through four phases - Inception, Elaboration, Construction, and Transition.
* Contributed to test plan/strategy and supported Test Engineering team in testing and defect tracking.
* Helped to create new **Salesforce** applications for a variety of sales projects.
* Tested **B2B** and **B2C** websites, including creating test plans and test cases, executing test cases and **defect management**.
* Responsible for gathering requirements from users in operations group and performing **data mapping** for the application, confirming, and vacillating the requirement at time of BA testing.
* **Agile** and **Scrum** methodology used to execute the **Pega** automation implementation.
* Obtained Data requirements, identified data sources, determined the content of data fields, and created Data Mapping Documents and performed Data Extraction and Data Compilation using **SQL queries**.
* Documented the user requirements by Analyzing and prioritizing them and converted them as system requirements that must be included while developing the software.
* Created Process Flow, Use Case, Class Diagrams, and Interaction Diagrams using Microsoft Visio and Rational Rose.
* Maintained **project plans**, **task**, **defect,** and issues lists, team meetings to discuss all aspects of the **project's execution**, developed test scripts, participated in the QA process, and developed training materials and system documentation.
* Facilitating workshops, JAD sessions, during inception of the new web-based application for Portfolio Information.
* Scripting language(s) Auto IT, **VB Script** or Visual Basic and PowerShell.
* Strong Exposure and working Knowledge in **NASCO**, NPS system (benefit Enrolment &Claims).
* Worked with Claims **NASCO**, provider, enrollment, finance, benefits, and Vendor Management Business Areas

**Environment:** RUP, Supply Chain Analysis, OTL, HRMS, BRD, FRD, Business Modelling, Test plan/Strategy development, salesforce, Data Mapping, Kanban, Jira, SQL, System documentation, JAD, Claims Processing