# Rohan K

# Sr. Business Systems Analyst

# Ph: 201-877-9317

Sr. Business Systems Analyst with 8+ years of diverse expertise in **Healthcare Pharmaceutical and** domains with focus on **Business Analysis, Software Development Life Cycle (SDLC)** methodologies **and Business Process Reengineering (BPR),** **Application Development**, **Testing** and **UX/UI Design.**

# Professional Summary:

# Experienced in waterfall, Scrum and hybrid methodologies like Water-scrum-fall along with expertise in using Extreme programming (XP), Spiral, Scaled Agile Framework (SAFe), Kanban, Scrumban and RUP.

# Extensive experience and working exposure to Healthcare domain concepts such as HIPAA and FDA guidelines, Medicare and Medicaid, Electronic Health Records (EHR), HL7 FHIR, Electronic Data Capture (EDC), Health Effectiveness data and Information Set (HEDIS) measures, Remote Patient Monitoring, Internet of Healthcare Things (IoHT), Monitoring devices and KPI tracking.

# Practical experience in Health Insurance Domain such as Explanation of Benefits (EOB), Health Maintenance Organization (HMO), Preferred Provider Organization (PPO), Point of Service (POS), Electronic Data Interchange (EDI), ICD – 10 CM, Claim Payment Processing pertaining to HIPAA, EDI 5010, ANSI X12 837, 835, 834, 999 and 270/271.

# Experienced in managing RIMS activities like submission planning and tracking, Product registration, change control and Commitment management maintaining data standards and governance following IDMP, HL7 standards.

* Involved in validation of Labware LIMS and Open Lab including editing and review of protocols and post execution review for **IQ and OQ effort and** conducted operational testing of Labware **LIMS software** and involved in writing of Operational Qualification of various LIMS modules like **sampling schedules, result validation, sample storage and result archiving.**

# Acted as a liaison between Business and Technical Stakeholders to elicit various Functional and Non-functional requirements through a variety of elicitation techniques such as Stakeholder Analysis, Interview, Brainstorming, JAD & RAD sessions, Requirements Workshop, Survey/Questionnaire, Document Analysis, Focus Groups etc.

# Efficiently converted the requirements into Technical specifications and documented across all the Stakeholders.

# Conducted multiple Feasibility studies, Risk Analysis, Cost Benefit Analysis, SWOT analysis and Impact Analysis to analyze the needs of a project and its execution. Performed GAP Analysis to understand AS-IS and TO-BE business processes.

# Created multiple deliverables such as Business Requirements Document (BRD), System Requirements Specification (SRS), Functional Specification Document (FSD), Data Requirements Specification (DRS), Project Charter, Project plan, RTM and RACI matrix thereby possessing a broad knowledge of Documenting and Presenting the deliverables at every milestone.

# Experience in Project Management Methodologies by creating Work Breakdown Structures (WBS) and Critical Path Analysis (CPA).

# Managed Requirement Churn carefully and efficiently documented Change Management plan.

# Highly proficient in creating Use Case Document and Unified Modeling Language (UML) diagrams like Use Case diagrams, Activity diagrams and Sequence Diagrams using different versions of MS Visio and Lucid Chart.

# Profound knowledge of Agile (Scrum) framework including Scrum Ceremonies like Backlog Grooming, Sprint Planning meeting, Daily Scrum, Sprint Review Meeting and Sprint Retrospective. Efficiently documented various Scrum Artifacts such as Product Backlog, Sprint Backlog, Information Radiators (Burn-up – Burn-down charts).

# Carefully examined the Triple Constraints pertaining to the project to maintain a balance in the Scope, Time and Resources.

# Closely assisted the Product Owner in requirement elaboration and acted as a Proxy Product Owner as and when required.

# Experience in breaking down Epics into User stories keeping the INVEST criteria in acceptable limits. Experience in slicing the user stories using Horizontal and Vertical Slicing Techniques, Prioritizing the user stories using techniques such as MoSCoW, Kano and Estimating the user stories using techniques like Planning Poker, T-shirt Sizing and Relative Mass Valuation.

# Skillfully supported the Product Owner to define Minimum Viable Product (MVP), Rigorous Definition of Done (DoD) and narrowed down the Acceptance Criteria for the user stories to be included in the development process.

# Proficient in creating Prototypes, drafting Mockups and Wireframes to visually present the requirements to the Stakeholders for better understanding of the outcomes and to accommodate any changes, using MS Visio and Balsamiq.

# Managed Conflicts which arose during the development process by effectively negotiating with the Developers, Testers, Architects, SME’s, Business users, Enterprise level Management and all the Stakeholders of the projects.

# By identifying various Entities and their Relationships, created Entity-Relationship Diagrams (ER) and the associated Conceptual and Logical Data Model to define the required objects accurately (without any Redundancy) in the Database. Helped understand Anomalies in the database design and Normalization to address them.

# Explicit insight and knowledge of Data warehouse implementation, ETL process, Data Profiling, Data Integration, Data Mapping, Data Migration, Data Governance, Data Conversion, Data Quality and Data Modeling concepts along with experience implementing Databases, ODS, Data marts, Data Analysis, Data integration, Schemas, OLTP and OLAP operations like Drill down, Roll Up, Slicing and Dicing.

# Proficient in retrieving data and data validation using SQL queries like Joins, Views, Sub queries and Aggregate functions like max, min, sum, and average with good understanding of Stored Procedures, Functions and Triggers using MYSQL.

# Experienced in Application Program Interface (API) testing using Postman and SoapUI to check if the API response data is in JSON or XML format as required by workflow to resolve discrepancies and used Swagger for API documentation.

# Well versed with System architectures like n-tier architecture and Service Oriented Architecture (SOA).

# Actively involved in creating and documenting various Test Artifacts like Test Plan, Test Data, Test Scripts, familiar with Black Box testing and have experience in conducting Smoke and Sanity Testing.

* Understanding of **Test-Driven Development (TDD), Behavior Driven Development (BDD), and Acceptance Test Driven Development (ATDD)** used in **test-centric development** and worked closely with the QA team to conduct **functional testing, compliance testing, performance and** conducted **user acceptance test (UAT).**
* Facilitated the test processes by using life cycle (**STLC**) and bug tracking tools like **HP** **QC**, **JIRA**-**Zephyr** and the **Bugzilla**.

# Effectively utilized Project Management tools like JIRA, Collaboration tools like MS SharePoint and Confluence, Business Presentation tool like Prezi, Reporting tools like SQL Server Reporting Service (SSRS) and Tableau.

# By analyzing the requirement of the project, assisted in creating various Static, Ad-Hoc, Tabular, Dashboards and Technical Reports.

# Skills and Tools:

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| --- | --- |
| Domain | Healthcare & Insurance -Medicaid, Medicare, Patient Segmentation, HIPAA, ICD 10 CM, Claim Processing, Electronic Health Records, Apex EDI, LIMS, EHR Systems, HL7 FHIR |
| Software Development Life Cycle | Agile-Scrum, Scrum-Waterfall, Waterfall, XP, SAFe, Spiral, Kanban |
| Business Skills | Change Management, Impact Analysis, JAD Sessions, Project Planning, Project Scheduling, Issue Management, Conflict Management |
| Business Modelling Tools | MS Visio (v.14, 15, 16), Balsamiq Mockups, Lucid Chart, draw.io |
| Project Management Tools | JIRA (v.6.3, 7.0), HP ALM (v.11.5), MS Project (2010, 2013), MS SharePoint (2010, 2013), Confluence (v.6.4, 6.3, 6.2) |
| BI and Reporting tools | Tableau, MS Office Suite (Excel, Word, PowerPoint), SQL Server Reporting Service (SSRS) |
| Architecture/Framework | Service Oriented Architecture (SOA), 3-Tier Architecture, n-Tier Architecture |
| Databases and ETL Tools | Informatica PowerCenter, HADOOP HDFS, HIVE, Talend |
| Testing Tools | Software Application Testing Life Cycle, HP ALM, Selenium 3.0, JMeter, cucumber |
| Data Warehousing | Enterprise Datawarehouse, Data Marts, ETL, Red shift |

**Professional Experience:**

**Enable Healthcare, Inc| Richmond, VA Duration: Jan 2020 to Present Sr. Business Systems Analyst**

**Web-based Implementation of Electronic Data Capture system.**

The objective of the project was to reduce effective time spent by providers in EHR system updating patient data and focus more on attending patient for efficient treatment. It includes migration of SOAP (Subjective Objective Assessment Plan) format to tabular based OODA (Observation Orientations Decisions Act) for quick data capture, customization of various templates per healthcare provider, seamless integration of PDMP (Prescription Drug Monitoring Program) with proposed system. It also includes KPI based dashboards for various stakeholders such as pediatrician, cardiologist, etc. and highlights process improvement, if any, in line with Protected Health Insurance (PHI) stated by HIPPA.

**Roles and Responsibilities:**

* Facilitated **Focus Group discussion sessions, questionnaires** for requirement elicitation for initial product backlog creation to understand boundaries of proposed solution. Also, analyzed **documents available for existing system for re-engineering.**
* Ensured system enhancements are **HIPAA PHI compliant and EMR/EHR is EDI (FHIR HL7)** compliant**.** Analyze medical and claim data from various **EMR/ EHR, PDS (Practical Data Solutions) and PMS (practice management software) systems.**
* Involved in **product visioning, market research, initial scoping and utilization matrix.**
* Performed **GAP and SWOT analysis** to understand system inefficiencies and implement enhancements.
* Performed GAP analysis of existing **SOAP** format limitations and enhancements expected using **OODA** format.
* Designed and documented **customized workflow and Dashboard KPI’s** for EHR systems based on the provider type.
* Conceptualized integration process for **PDMP (Prescription Drug /monitoring Program**) into EHR systems.
* Identified **Minimum Viable Product (MVP) and Minimum Releasable Feature (MRF).**
* Ongoing **backlog grooming** in collaboration with Product Owner.
* Created/ Modified **User Stories** as per requirement clarification/changes. Also, created **UML Diagrams** such **as Activity Diagrams, Use Case Diagrams, Entity Relationship (ER) Diagrams** using **MS Visio** for ready reference for development team.
* Used **MoSCoW** to prioritize EPIC’s and **Bucket Sizing** for story points estimation.
* Performed **vertical** **slicing of user stories** with reference to workflow steps, complexity and business rules.
* ,Created **Mock-Ups, High Fidelity, and Low Fidelity Wireframes** using **Balsamiq** and **MS Visio** to facilitate requirement finalization and to be on the same page with product owner.
* Active participation in other **Scrum Ceremonies** such as **Sprint Planning meeting**, query resolution, **Daily Stand-up Meeting**, **Sprint review Meeting** and **Sprint Retrospective.** Closely collaborated with the Product Owner to create **User Stories** and **Acceptance Criteria** using **JIRA**.
* Assisted in black box testing methods **like smoke and regression testing**
* Assisted in **ETL process** by Identifying relevant **data sources, finalizing extraction and load strategy for EHR’s and data de-duplication/ profiling and mapping** in few business scenarios.
* Assisted in creation of **customized workflows, dashboards and reporting platform with relevant KPI’s for various stakeholders in collaboration with UX/ UI team.**
* Helped testing team to perform Backend testing using **SQL stored procedures, functions, and views**.
* Performed **XML** and **JSON RESTful API** documentation, and specification for request and response messages using **POSTMAN.**
* Facilitated pre-UAT activities such as **training of UAT team, UAT support and query resolution, training artifacts**. Also, guided documentation team for user manual of the system.

**Environment**: **Agile-Scrum, Java, MS Visio, MS Office, JIRA 8.0.2, Confluence, SQL Server 2017, POSTMAN, SQL server Reporting System (SSRS), Informatica PowerCenter.**

**Roles and Responsibilities:**

**Centene Corporation| St Louis, Mo Duration: Nov 2018 to Dec 2019**

**Sr. Business Systems Analyst**

**Enhancement of current pre-adjudication system**

The scope of the project was to enhance claims pre-adjudication process by implementing WEDI (Workgroup for Electronic Data Exchange) SNIP (Strategic National Implementation Process) Transaction Compliances from existing level 3 onwards i.e. to achieve level 4 to 7 to minimize manual interventions and errors associated with it, streamlining of workflows and achieving automation while being HIPPA compliant.

* Worked in a **Scaled Agile Framework (SAFe 4.0)** environment that functioned as a **Lean Enterprise** by implementing agile principles across the organization through**DevOps & Release on Demand, and Team & Technical Agility**.
* Worked with the **Release Manager/Release Train Engineers (RTEs)** in defining scope and planning releases. Defined validations to be built into application in line with the functional requirements.
* Worked in a **DevOps** environment to set up **Continuous Integration** and **Continuous Deployment pipelines (ART).**
* At the Team level, assisted team in implementing **Team & Technical Agility** through **Built-In Quality, Lean UX feature development, TDD agile modeling.**
* Worked on **4010-5010 Transactions (837I, 837P, 837D, 835, 834,270, 271**) in **X12 format** through which claims being processed including Co-ordination of Benefits (COB) payments and analyzed related business processes to ensure compliance.
* Meticulously documented various **elements of claims** processing which includes**ICD, Procedure Codes, CPT, HCPC’s, Diagnosis Codes, Taxonomy Codes** and **categories of Claims such as** **Professional Claims or Institutional Claims** and ensuring all Claims are Compliant to **Medicare Access and CHIP Reauthorization Act (MACRA).**
* Responsible for **Business** **Analysis**, collaborated with **product manager and product owner** to understand assigned features through brainstorming and questionnaires and based on them created appropriate user stories.
* Involved in **proof of concept** activities like **wireframes, mockups, system diagrams and Process Flow diagrams using Visio and Balsamiq tool**
* Used **JIRA** for finalization of features, User stories, Tasks, Sprint wise scrum planning & monitoring with help of **Kanban boards**; and reporting. Integrated **Confluence** to create a **collaborative workspace** for the scrum development team.
* Assisted the **Product owner** in defining the **Definition of Done (DOD)** in the **sprint review meeting** for the respective demos.
* Performed **Data profiling** and **cleansing** activities to enhance data quality and eliminate redundancies and loss of data.
* Assisted in **mapping**, **validation** and **normalization** to maintain accuracy and effectiveness of the data using Informatica.
* Develop, document and maintain functional **test cases** and other **test artifacts** like the **test data, data validation,** harness **scripts** and **automated scripts** using **HP ALM** and actively involved in **Defect Life Cycle Management** and assisted in creating **Issue logs.**
* Responsible for Data Extraction, Data Compilation, Data Analysis, Data Manipulation, and Data Validation using **SQL queries** in SQL server 2014**.**
* Assisted in the User Acceptance Testing and coordinated with the **UAT** team to schedule and assist the business users in understanding the features and capabilities and assisted in **Testing.**

**Environment: Agile SAFe, JIRA, Lucid Charts, Ruby, Informatica PowerCenter, Tableau, SQL Server 2014**

**Gilead Sciences | Foster City, CA Duration: Oct 2017 to Aug 2018**

**Business Systems Analyst**

**Laboratory data tracking system**

The scope of the project was to understand AS-IS situation of sample testing being followed in the laboratory, identify manual inefficiencies and implement LIMS to mitigate errors reduce time required for documentation and tracking of samples. This enabled the management of laboratory to track tests based on clinical trials, samples, test types, repository, analyst and issuer to improved efficiency in the system along with electronic document management system (EDMS).

**Roles and Responsibilities:**

* Led product implementations and business requirements sessions with clients to understand available instruments, tests, test procedures, and associated standard codes and regulations.
* Analyzed the GAP between **standard operating procedure (SOP)** and actual procedure followed for routine and batch lab testing from work order through sample tracking to loading reports.
* Elicited requirements by conducting one-on-one interviews with stakeholders, conducted shadowing and document analysis.
* Represented the system to **stakeholders** using a **use case diagram** and **activity diagram** using **Lucid Charts**.
* Defined, assessed and prioritized the **key requirements** to develop the LIMS online worksheet platform.
* Developed **low-fidelity mockups** and **wireframes** with the **UI designer** and lab analysts using **Balsamiq**.
* Maintained **quality procedures** to ensure documentation is in place with **Good Documentation Practices (GDP).**
* Configured and developed SharePoint UI sites and sub-sites for PPD Quality Assurance and CGMP Laboratory.
* Validation of Lab Ware **Laboratory Information Management System (LIMS)** to be used by Quality Management group to store project-related regulatory and non-regulatory documents in a controlled manner.
* Designed, implemented and validated **21 CFR Part 11** compliance strategies for Lab Ware LIMS.
* Performed **Requirements** P**rioritization** by utilizing **Lean Six Sigma** tools such as**SIPOC**and**DMAIC Methodology.**
* Performed Data mapping, **logical data modeling, created activity, sequence, class and Entity Relationship diagrams,** used SQL queries to filter data and produced data mapping and data definition documentation.
* Assisted to develop the test plan, test cases and test scenarios for testing based on business requirements, technical specifications, and product knowledge and performed user acceptance testing **(UAT).**

**Environment: Agile-Scrum Environment, JIRA, Confluence, AWS Redshift, Talend, Microsoft Performance Point server, MS Office.  
Roles and Responsibilities:**

**Bajaj Allianz Life Insurance| Pune, India Duration: Jul 2016 to Aug 2017**

**Business Systems Analyst**

**Manage Health Benefits of Individuals and provide automated statements**

The scope of the project was to implement a centralized application for managing the health benefits of individuals by accumulating data from multiple regional data marts to a central data warehouse. In addition, a website was created which could be accessed only by insurers to view information regarding their health plans and benefits and the cost associated with it. The system created automated statements and emailed the individuals appropriately timed. The system was extensively documented as the organization was bound by compliance and governance rules.

* Actively involved in upfront planning and designing phase.
* Interacted with the client and the Technical Team for requirement gathering and translation of **Business Requirements** to **Technical specifications** using **Requirement Workshop Sessions.**
* Created the **business requirement document (BRD), system requirement specification (SRS)** document and develop timelines for project delivery, and managed projects and resources to successful completion.
* Held regular Joint Application Design (**JAD sessions**) with the Business Leads, SMEs, system architects.
* Reviewed technical recommendations related to software and hardware proposals.
* Created a **Release Planning Document** consisting of a high-level overview of all the requirements to be released in the upcoming sprint and assisted in creating a **pre-defined release schedule.**
* Assisted the Project Manager in creating a **Product backlog** which is a detailed requirements document formatted according to the **IEEE 830** standards for requirements specifications.
* Acknowledged the **Iterative** and **Incremental** development process to understand **Hybrid Agile framework.**
* Actively took part in determining the **cadence** for the sprint based on the **Capacity of the team** and participated in **Scrum Ceremonies.**
* Assisted the Technical team to identify the **source** and the **target** of the data for an efficient **data migration** through **ETL process** using **Informatica PowerCenter.**
* Helped in creating **Conceptual and Logical Data** model and created a **Data Mapping document.**
* Assisted in integrating data from regional storage to a single data mart by **conformed dimensions.**
* Based on the **Release Planning Document**, assisted the Project Manager to set a limit on the **release frequency** and helped the testers to conduct **System testing** and **User Acceptance Testing** before creating a solution for Deployment.
* Created a **Deployment plan** by closely analyzing the characteristics of the **Production environment** and saw the project to **“Go-Live”.**

**Environment:** **Waterfall-Scrum Hybrid model, Data Warehouse, SharePoint 2010, SWOT, MS Office, Confluence, Prezi, MS Visio, Informatica PowerCenter.**

**Roles and Responsibilities:**

**Herbalife India| Mumbai, India Duration: Jan 2015 – Jun 2016**

**Business Systems Analyst**

**E-commerce Business Process Reengineering by data fusion and integration**

A system platform optimization project for a nutrition product retailer with a goal of monitoring and adjusting the marketing budget by tracking ROI, but the data was scattered between web analytics, CRM, and campaign management tools. The goal was to collect data in a common data warehouse and transform it to be queried and joinable across different sources.

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* Worked in **Waterfall Methodology** and extensively involved in **Software Testing Life Cycle (STLC) phases**, **Requirement Analysis, Test Planning, Test Case Development, Environment setup, Test Execution and Test cycle closure.**
* Performed **Interviews** and **document analysis** along with facilitating **Requirement workshops** to gather the required data and furnish requirements.
* Assisted in **identifying best practices** to maintain data integrity in Healthcare and systems information management.
* Worked with business users to create **UML diagrams** like **Use cases, Activity** and **Sequence diagrams** using **MS Visio.**
* Created the **Requirement Traceability Matrix (RTM)** and assisted in defining **Entry** and **Exit Criteria.**
* Identified, Integrated and analyzed various data sources like Flat files, RDBS to the **OLAP** using Informatica and performed **Data Verification, Validity and Normalization** in the process of maintaining the **accuracy** and **effectiveness** of data.
* Helped the team in implementing **OLAP** operations such as **Slice, Dice, Rollup, Drill Down, Pivot** and gained experience on different schemas like Star, Snowflake, Constellation and their respective favorable situations to use.
* **Data cleansing** and **data mapping** were done for validating the database structures and perform **OLAP** operations accordingly.
* Coordinated with **UAT** team and provided technical assistance in planning and implementing Test Schedules. Worked with Application Development Team on Test Issues and conducted daily status meetings with Development and User Team during **UAT**.
* Created various Reports & Dashboards with **Tableau** to create reports according to user requirements.

**Environment: Waterfall, MS Office, MS Visio, Informatica Power center, HP ALM, Tableau**

**IndiaMART |** **Banglore, India**  **Duration: July 2013- Dec 2014**

**Jr. Quality Assurance Analyst**

**Implementing Order confirmation and Order Status platform for a manufacturing organizations’ website**

A manufacturing company wanted to optimize its traditional way of reporting order confirmation by implementing a web application, static and Ad-hoc report generating interface and further by integrating Point-of-Sale (POS) system, provide the status of the ordered product. This project allows a responsive and efficient Graphical user interface (GUI), marketing tactics and electronic access to critical information

**Roles and Responsibilities:**

* Worked in a **Waterfall Methodology** environment and was involved in **Software Testing Lifecycle (STLC)** phases.
* Studied the requirements to understand **testable requirements** by interacting with various stakeholders.
* Prepared **Requirements Traceability Matrix (RTM)** and was extensively involved in defining the **Entry** and the **Exit criteria** for all the phases in Software Testing Lifecycle.
* Assisted Sr. Quality Assurance Analyst to **prioritize** testing objects, to document **test environment** details and to carry out **Automation Feasibility Analysis.**
* Participated in determining **efforts** and **cost estimates** and **baselined** the **Test Plan document** after reviewing **Test Strategy.**
* Developed, documented and maintained functional **test cases** and other test deliverables like **Test Data**, **Data Validation** and **Test Scripts** using **HP Quality Center** and actively was involved in **Defect Lifecycle management**.
* Actively involved in **Smoke** & **Sanity testing** to analyze the working of critical functionalities before and after updating the code
* Executed and evaluated **GUI Testing**, **User Acceptance Testing** and **Manual testing**.
* Monitored the STLC process and logged any issue in the **Issue Log document** and assisted in prioritizing these issues.

**Environment: Waterfall, HTML, CSS, , SQL, SWOT, MS Excel, MS PowerPoint, HP QC, Confluence**

**Education:** **Bachelors of Engineering:** Mumbai University, Mumbai, India.