**SINGH AISHWARYA**

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**EDUCATION**

**Tarleton State University, Stephenville May 2016**

Bachelor of Business Administration

Minor in International Business

**Relevant Coursework:** Business Statistics, International Marketing, Business Law, Business Communications, Finance and Accounting.

**Indiana Wesleyan University, Marion, IN**

**2019-Present**

Masters in Information Technology Management

Relevant Coursework: Ethical Legal Aspects of business, Management Information system, Cyber security management, Decision Making in Business, Marketing Management.

**CORE COMPETENCIES**

* Served as a successful liaison among diverse group of people, excellent interpersonal skills.
* Self-motivated, result driven and prioritization skills that optimize resources to achieve outstanding results from concurrent tasks with or without supervision.
* Attention to details while performing a task and documentations lack ambiguity.
* Experience working with several lines of business including but not limited to EPO, HMO, PPO, BlueCard ITS, Medical, Dental, Vision, Pharmacy, Medicaid, Commercial Health, Original Medicare, Medigap and Medicare Replacement Plans (Medicare Advantage - Medicare Part C).
* Experienced in software testing which involved development of test cases and test scripts and User Acceptance Testing (UAT).
* Experienced and good understanding of three tier, mainframe and client server technologies.
* Collaborative team player/leader with extensive customer relations, experience and proven ability to communicate with peers.
* Overall, in charge of Fund Management including fixed income, mortgage, brokerage, equity and mutual fund. Managed data warehouse management, SQL code reviews, and processes reviews, technical document reviews.
* Requirement Analysis with Use case diagrams, Class Diagrams, State diagrams, Sequence and collaboration diagrams for application diagram.
* Experience in gathering requirements, GAP analysis, SWOT analysis and documentation for front users.
* Advanced analytical and project management skills with excellent problem-solving capacity, throughout SDLC.
* Conducting Joint application development (JAD) sessions for gathering requirements, and Rapid application development (RAD) sessions to converge early toward a design acceptable to customer and Request for Proposal (RFP), Request for Information (RFI).

**PROFESSIONAL EXPERIENCE**

**Anthem Healthcare 02/2019-10/2020**

**Norfolk, VA**

**Business Systems Analyst**

* Worked on the Sydney Mobile app for the Commercial line of Business along with an app for Medicaid.
* Acted as Scrum Master along with being a business analyst: conducted daily stand up meetings, developed burn down chart, product backlogs and release backlog.
* Customized and incorporated grasshopper with the existing JIRA in the project for better communication and clarity. Raised bugs and issues throughout the project.
* Coordinated activities between the business house and technical staff, in developing new methods, policies, and procedures to meet the business needs, and has acted as a Subject Matter Expert.
* Creating user flow diagrams, wire frames for developing the prototype of a mobile phone application. Followed agile methodology and SCRUM meetings to track, optimize and tailor features to customer needs.
* Worked on React and react-native platforms with swaggers and api documentation.
* Performed EDI Analysis, Mapping, Testing and Administration on **Facets.**
* Documented “Lessons Learned Document” after every sprint and proposed new plan of actions for these sprints.
* Coordinate between client and offshore team to enable system support from offshore, Develop production support (24X7) guidelines describing mechanism for production call reporting, resolution, escalation etc.
* Created Technical Documents for Clinical nurses.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Verify Beneficiaries Medicare Advantage Eligibility and Entitlement details.
* Assist providers with the reason why their payments for Original Medicare Advantage claims were denied.
* Knowledge transition and Responsibility transition to offshore team, responsibility to establish a strong working relationship with the client.
* Wrote data definitions (Glossary of Terms) for IT and software development teams
* Elicited requirements by analyzing the blueprints already available to document business and functional requirements documents.
* Acted as a liaison between system users, client managers and software development team to gather requirements and document workflows and results of Business Analysis into the Business Requirement Document BRD.
* Creating service request documents developing project documentation. Training offshore team members and developing mirror resource.
* 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

**Anthem Health Insurance, 09/2018-01/2019**

**Atlanta, GA**

**Business Systems Analyst**

**Responsibilities:**

* + Designed Context Diagrams, Use Case Diagrams, Data Flow Diagrams, Activity Diagrams for the client.
  + Conducting Joint application development (JAD) sessions for gathering requirements, and Rapid application development (RAD) sessions to converge early toward a design acceptable to customer and Request for Proposal (RFP), Request for Information (RFI).
  + Provide technical, business, management expertise, and support the Department of Health and Human Services and Centers for Medicare Advantage and Medicaid Services \(CMS\) in building and maintaining a comprehensive enterprise architecture program.
  + Provide technical, business, management expertise, and support the Department of Health and Human Services and Centers for Medicare Advantage and Medicaid Services (CMS) in building and maintaining a comprehensive enterprise architecture program.
  + Work with CMS business owners to define their target goals and propose alternative business solutions
  + Lead and trained 10 process analysts from the defect triaging team on stream lining the process.
  + Effectively translated high-level business requirements into detailed functional Specifications and made changes to the specifications accordingly.
  + Performing UAT requirements analysis, write and execute UAT scenarios for Web Auto Policy Internet Auto Express conversion to J2EE testing across multiple states and other related Agent applications.
  + Worked with various teams to identify right source to pull the data points, conducting JAD, Sprint retrospective, story grooming.
  + Emphasis was to help reduce the quantity of defects not being detected in phases prior to UAT and help to establish regression automation. This was an Agile project for both local and offshore team members.
  + Developed and conducted a two-day accelerated business process modeling training session for the local business analysis team
* Giving training to the new members about insurance domain skills and applications.
* Conducted the system integration testing of the application for different modules.
* Develop regular and ad-hoc reports / dashboards as requested by user groups or stakeholders, perform analysis on data as required.
* Assisted in creation of a project plan with timelines, tasks, and resources. Worked on identification of constraints and dependencies.
* Demonstrated expertise in the area of Alpharetta Medicaid claims and benefit plan policy and system functionality
* Heavily involved in doing regression testing for the entire product and reporting bugs into bug tracking system. Follow-up with bug and working with developer to resolve and verification
* Identified the organizational needs and provided suitable Agile system-based solutions.
* Analyzed Business Rules and translated it into Decision Table Models.
* Worked with the provider portal and member portal.
* Manage the Requirements (Business as well as System requirements), performed requirements analysis along with the creation of Use Case Scenarios.
* Involved in Functional testing of the system using both manual testing
* Developing project plans, testing plans, production deployment plans, costing and budgeting plans.
* Liaison between all required Users and Departments to ensure a complete understanding of system requirements, Business Impacts and Time lines
* Creation of Process Flows, Product Documentation including online help, printed user manual, and training materials.
* Interacted with the Business Users to convert requirements document into Business System Design documents and Technical Specification for the Development Team
* Responsible for functional, regression, system, integration, back end and end-to-end testing.
* Assisted in project management activities planning, developments, task allocation, project execution, including tracking using the MS Project/ Excel-and presented various analysis to the top managements
* Experience in preparing and documenting the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units.
* Documented the provisioning of various CMS and Wiki infrastructure components including Liferay, Magnolia, Sitecore, Drupal, and AEM.
* Created, Reviewed and Executed test cases and test scripts for System, Integration testing.
* Expert in Tracking and Managing the Requirements using Requirement Traceability Matrix (RTM) that controls numerous artifacts produced by the teams across the deliverables for a project.

**Utah Department of Health and Human Services, Salt Lake City, UT 04/2018 - 09/2018**

**Sr Business Systems Analyst**

**Responsibilities**

* Involved in defining the source to target data mappings, business rules, business and data definitions for EDI 837.
* Have in-depth knowledge of Software Development Life Cycle (SDLC) methodologies, assisting and working as Scrum Master on several projects, vast experience working in Agile, Waterfall, RUP methodologies. Primarily in Agile methodology. Handling Scrum team offshore and onsite.
* Create various Data Mapping Repository documents as part of Metadata services (EMR).
* Well versed with HIPAA, Facets, claim adjustments, claim processing from point of entry to finalizing, claim review, identifying claims processing problems, their source and providing corresponding solutions.
* Work closely with points of contact assigned to the external dependencies and facilitate intergroup communication and dependency resolution.
* Participated in System, Regression and Acceptance Testing.
* Worked as a part of scrum team, in an agile methodology with sprint cycles, daily stand ups.
* Reviewed the business rules with the developing team and modified based on Technical Specification and software requirements specifications (SRS) using Pega Rules Process Commander.
* Identified and documented business needs and created detailed Use Cases using UML, and collaborated with production team to identify system gaps and developed functional requirements documentation (FRD).
* Derived functional specifications using UML models including user case diagram, activity diagram, and sequence diagram, and collaborated with software architects and developers to ensure that the applications conform to the requirements and helped to understand the business flow.
* Conducted statistical analysts, Gap analysis and Go-No-Go Analysis for enhancements projects.
* Strong experience in preparing User Acceptance Testing UAT, and documenting of test cases.
* Country wide/ State specific analysis reports based on real time fired rules for various LOB & products for National / state product owners
* Monitored, tracked and documented the progress of the project by use requirement traceability matrix.
* Developed process decomposition diagrams, data models, data flowcharts, entity relationship diagrams, screen mockups and state diagrams.
* Lead the process modeling effort of three work stream teams for Clinical Edits.
* Responsible for User Acceptance Testing.
* Lead implementation of ecommerce customer facing CMS-based websites including planning, development and deployment of Hybris eCommerce AEM and Demandware Drupal/Acquia integration solutions.
* Gathered requirements for Medicare and/or Medicare Advantage processes
* Created additional documentation to communicate planned system functionality and implementation processes to the business and development teams consists of the following: Use Cases & Process Flows.
* Identified and documented business needs and created detailed Use Cases using UML and collaborated with production team to identify system gaps and developed functional requirements documentation (FRD).
* Analyzed, coordinated, documented and managed project processes and quickly responded to requirement changes.
* Created test plans, scenarios, test cases and test execution using ALM platform
* Synthesized User Interface and Business Process Requirements and translated it into the Business Requirement Document (BRD), to be used as input to the functional design specifications.
* Used MS SharePoint to management requirement document and track requirement.
* Created client facing User Manuals and detailed Easy to Use guide.
* Wrote SQL Queries, Functions and Triggers to validate all possible business rules.
* Imparted training to the end business users on the new enhancements/application.
* Experience in developing Work Flows and Activities, Rule based Business Process Management using Decision tables, Decision maps, Declarative expressions, Constraints, and Indexes.
* Developed process modeling training presentations for the client's modeling team
* Lead the configuration of the client's business process workflow repository utilizing the process modeling software Cognos based upon my recommendations

**Business Analyst,**

**Blue Cross Blue Shield of Tennessee**  **10/2016- 04/ 2018**

**Responsibilities:**

* Participate in interviewing, developing and gathering business and stakeholder requirements through JAD sessions, emails and surveys.
* Developing, analyzing and documenting the Business requirements in Blueprint
* Break down the business requirements into functional and non-functional requirements and maintain traceability among the requirements and rules.
* Conduct meeting for compliance touch points with the business.
* Write user stories in RTC and validate feasibility for testing.
* Documented all the gathered information and prepared AS\_IS and TO\_BE process.
* Converted requirements in different slots of documents; Business Requirement Documents, Functional Requirements Documents, Non-functional Documents.
* Develop regular and ad-hoc reports / dashboards as requested by user groups or stakeholders, perform analysis on data as required.
* Supported managers to facilitate monthly forecasting activities and conducted Gap analyst, root cause analysis, and lessons learnt workshop.
* Supporting in planning, designing, and development of business processes and provided recommendations in enhancing and expediting business activities
* Assisted in the development of market research analysis.
* Served as a liaison and conducted the project meetings successfully by coordinating all users, technical staff and support personnel.

**Business Analyst Trainee, Global Systems LLC July2016 -September 2016**

* Supporting in planning, designing, and development of business processes
* Providing recommendations in enhancing and expediting business activities
* Collecting, compiling, and interpreting business data and drafting reports
* Performed research and provided valuable inputs in data management process
* Assisted in the development of market research analysis
* Handled responsibilities of master data integration effectively
* Conducting clients' meetings, understanding and integrating their business needs into technology
* Developing test procedures, test plans, and test cases for clients

**Office Assistant, Tarleton State University Feb 2014-May 2016**

* Helped organize special events and festivals for residential students.
* Worked in the office assisting residents with their day-to-day concerns. Answered calls, replied to email, assisted visitors and fixed appointments.
* Logged and reported the defects and maintenance requests of the dorms and made sure issues get fixed in 48 hours.
* Regularly acknowledged by leadership for timeliness and attention to detail.
* Demonstrated flexibility and superb work ethic in enthusiastically taking on responsibilities in addition to primary office administration work.

**Tour Guide, Tarleton State University Aug 2014-Nov 2015**

* Greet visitors and provide detailed information about any specific concerns about the school and its functions including housing, financial aid, scholarships.
* Conduct in-depth specialized walking tours of the campus weekly for groups of 14.
* Assist at the Information Desk as assigned by addressing any additional questions by prospective students and parents about school services.
* Provide directions to other local destinations in the city for options and restaurants.
* Compiled and mailed University packages to prospective students.

**ACADEMIC PROJECTS**

**Stocktrack Market Simulation, TSU Aug 2015-Dec 2015**

* Managed a portfolio worth 2 million dollars with a virtual brokerage account with 3 team members.
* Traded stocks, options, futures, bonds, and mutual funds from 50 global exchanges, at real-time bid/ask prices.
* Targeted an aggressive return of 9% resulting in a negative return due to the high-risk tolerance strategy.
* Fortified knowledge on how markets operate and to spread the investment more safely.

**Business Strategy Simulation Capstone, TSU Jan 2016 – May2016**

* Invested a total of $240,000 for 2040 shares of Nike and monitored the price fluctuations for 12 weeks.
* Identified a negative return through a P/L tool, due to the release of new shows on its competitor service.
* Performed asset analysis, revenue and net income graphs, calculated earnings per share of 0.72% that exceeded forecasts by 64%.

**TECHNICAL SKILLS**

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) Rational RequisitePro, Visio, Jira, UML; Blueprint Approvals, Rational Tool Concert, Agile Methodology, Scrum Training, Lean Six Sigma Training.