**Summary:**

* Possess 5+ years of experience as a Business Systems Analyst.
* Adhered to team Agile development practices, including BDD story writing and Continuous Integration.
* Facilitated daily Scrum Stand-Ups, sprint planning, sprint review, sprint demo.
* Designed and executed Disaster Recovery, Business Contingency/Continuity Plans
* Experienced in MS SQL Server Backup and Recovery, SSIS, MS SQL High Availability Disaster Recovery Solutions such as Mirroring, Log Shipping, Replication, Clustering, AlwaysON.
* Responsible to design, develop and test the software (Informatica, PL/SQL, UNIX shell scripts) to maintain the data marts (Load data, Analyze using OLAP tools)
* Team Foundation Services (TFS) was used to control versions of ETL packages, Stored Procedures and complex T SQL codes used in bridges.
* Worked on various version control systems such as TFS, Borland Starteam and SharePoint.
* Created approximately 45 packages including extraction from flat files, excel file, oracle, SharePoint list and load data to the SQL server.
* Reporting tools: Tableau, SAS, Alteryx Designer, Cognos, SSRS, SSAS, Business Objects.
* Extensive experience working with internal and external clients and users.
* Medical loss ratio reports, provider score cards, pay for performance, risk analysis of members for intervention, government reporting requirements for the healthcare industry. Reporting to actuarial, sales, marketing, membership, external clients. Reconciliation and auditing of Medicare Part D claims and eligibility in a Six Sigma environment. Familiar with project life cycle.
* Very good knowledge of SQL, PL/SQL especially writing queries with Joins, Sub Queries, Set Operators, Pseudo Columns, Analytical Functions and having knowledge on regular expressions
* HealthCare management experience in projects involving the customization, design, development, implementation, and testing of automated systems to support the Medical Management Information System (MMIS) as well as day-to-day business operations.
* Prepared BRD (Business Requirements Document), FRD (Functional Requirements Document) and N-FRD (Non-Functional Requirements Document)
* Effectively managed the hardware and software assets through their lifecycle using the procurement module.
* Conducted interviews, meetings and JAD sessions during the process of Requirement Gathering.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application.
* Analyzed and translated business requirements into system specifications utilizing UML and RUP methodology.
* Conducted weekly meetings for deciding the Policies and Procedures to be followed while constructing reporting portals.
* Performed the requirement analysis, impact analysis and documented the requirements.
* Tracking and maintaining release schedule to estimate efforts and aligning stakeholder expectations with the availability of time and resources for development of features and functionalities promised to business-users.
* Resolving the complex requirements into simpler fragments and conveying it to the technical team for faster and efficient development.
* Coordinated with Data Analyst, ETL and UI interface Developers and did tasks in the construct phase.
* Created the ETL exception reports and validation reports after the data is loaded into the warehouse database.
* Created dynamic reporting using MS Excel formulas, macros and Visual Basic for Applications (VBA)
* Created Batch files to execute the multi transaction data feed files into CTMS.
* Participating in the testing process and coordinating with QA team in each test cycle.
* Create and run analytical reports as needed using tools such as Reporting Workbench, Epic Cubes, BI Portal and other reporting tools.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| Business Tools: | MS Office Suite, MS Visio, MS Project, MS Access, SharePoint, UNIX, SAP CRM |
| Methodologies: | Waterfall, Agile, RUP, SDLC |
| Database Tools: | Oracle SQL Developer, SQL Server, UNIX, MS –Access, share-point |
| Test Management Tools: | Quality center, QTP, JIRA, HP ALM |
| EDI Mapping Tools | EDIFECS, xEngine, NASCO |
| Visualization Tools | Power BI, PowerPoint, Tableau |
| Analytics tool | MS –Access, MS-Excel (Macros), SSA, Minitab |

**Work Experience:**

**La Crosse, Portland, OR Jan 2020 – Present**

**Role: Business Systems Analyst**

**Responsibilities:**

* Working on Lifecycle, Create and follow up on JIRA tickets for the change requests received from various business partners. Test them in prestige and test env to validate and bring them to closure.
* Gathered requirements from stakeholders, planning, finance, Asset protection, Legal, Business Manage Content team, Customer contact center and Wa rehouse operations teams and creation of scope and deliverables, implementing change control, time and cost management.
* Documented the functional specification for each operational report and secured approval from business stakeholders.
* Working as a part of scrum team, in an agile methodology with sprint cycles, daily stand ups and story implementation. large cross functional project and support teams.
* Experience collaborating and working with various IT teams and businesses.
* Create story board of back log items in Agile and develop item according to business needs.
* Updates Master Program project plan for assigned projects according to cadence defined by Program
* Developed As-Is flow diagrams and To-Be process flow diagrams then, assessed the changes from current state to identify and deliver the training needs of business users
* Grooming the user stories and defining the user acceptance criteria for Base Data management project
* Walk through process changes with business stakeholders and gain agreement on the process changes
* Wrote SQL queries to perform Data Validation and Data Integrity testing to ensure data quality.
* Assisted QA team by reviewing test cases and clarifying requirements to ensure complete coverage of requirements, worked in Agile environment and was able to bring projects to completion.
* Creating Test script for UAT and coordinating UAT with Business

**McDowell Healthcare (Maricopa Integrated Health System), Phoenix, AZ Mar 2017 – Dec 2019**

**Role: Business Systems Analyst**

**Responsibilities:**

* Performed UAT and participated in writing test plans, and developed different testing strategies like black box testing and load testing.
* Extensively involved in implementation of effective requirements practices, including gathering User Requirements, and analyzing User Requirement Document (URD), and functional specification document (FSD), use and continuous improvement of a requirement gathering processes.
* Applied RUP methodology with its various work flows, artifacts and activities to manage life cycle from inspection to transition phase.
* Acted as a liaison between external clients and SMEs to generate and standardize product requirements specification documents such as URS/FRS/Use Cases.
* Employed UML methodology in creating UML Diagrams such as Use Cases, Sequence. Diagrams, State Diagrams, Activity Diagrams and business process and workflows.
* Involved in implementing Six Sigma practices to systematically improve processes and standards and by eliminating defects. Involved in HIPAA 5010 gap analysis of ANSI X12 4010 and ICD 10 initiatives.
* Coordinated JAD sessions with all the stakeholders to understand the impact of HIPAA 5010 on the existing system.
* Developed and updated HL7 interfaces for HIS and ancillary apps and involved in source mappings and translation tables.
* Supported EPIC message processing with Record Viewer functions.
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA.
* Involved in GAP analysis, mapping, implementation, and testing for the processing of Medicaid Claims.
* Worked on EDI transactions: 270, 271, 835, and 837 to identify key data set elements for designated record set.

**MVP HealthCare, Schenectady, NY Jan 2015 – Mar 2017**

**Role: Business Systems Analyst**

**Responsibilities:**

* Involved in testing the HL7 Version 2.5.1 to receive messages from HL7 version 2.3.
* Gathered requirements for "Front End" and for "Core Adjudication System" by conducting meetings and brainstorming sessions with end users and Subject Matter Experts (SMEs) and documented them using Requirement Traceability Matrix and later exporting them to HP Quality Center.
* Involved in designing & determined 3-tier architecture for the claim processing system.
* Assisted team lead in developing Requirements Traceability Matrix (RTM) to trace the relationship between business and functional requirements to test cases.
* Prepared and executed different Test Cases and Test Scripts.
* Involved in conducting Functionality testing, Integration testing, Regression testing and User Acceptance testing (UAT).
* Provided analysis and insight to QA Team in defects and bugs tracking.
* Gathered requirements for ICD 10 transition. Create and run analytical reports as needed using tools such as Reporting Workbench, Epic Cubes, BI Portal and other reporting tools.
* Assist in the co-ordination and management of various activities associated with clinical trial planning and initiation including clinical trial budget and agreement review, third-party vendors identification, and site/study feasibility assessment; among other responsibilities.
* Involved in Project co-ordination, Onshore/Offshore Co-ordination, optimal service delivery and Knowledge management.
* Streamlined Claims (837 EDI X12) Migration project by gathering functional specifications in Edifecs Tracked the change requests.
* Involved in Agile methodologies to do requirements gathering, analysis and planning, development & testing.

**Education:**

Bachelors in Technology (IT) from Hamdard University - 2014