**VINALI PATEL**

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**SUMMARY**

* Over 7 years of experience as IT **Business** **Analyst** and **Business** Systems **Analyst** in **Healthcare** and Property and Casualty insurance
* Strong understanding of **Business** Requirement Elicitation, Gathering, Analysis and Documentation
* Documented Claims processing lifecycle and got good exposure of X12 837, 270 transactions for HIPAA 4010& 5010.
* Excellent knowledge of Health Insurance Portability and Accountability Act (HIPAA) transaction, code set rules such as EDI 837, 835, 834, 270, 271, 276, 277
* Thorough experience in conducting Joint Application Development (JAD) sessions with clients and cross functional teams
* In-depth work experience in Software Development Life Cycle (SDLC) using Waterfall and Agile Scrum methodology
* Extensive knowledge of Medical Management Information Systems (MMIS), Medicaid, Medicare, Procedural and Diagnostic codes and Claims Process.
* Strong knowledge of Health Insurance Portability & Accountability Act (HIPAA) standards HL7, HMO, PPO.
* Good knowledge of Health Insurance Plans (Medicare Part A, B, C and D), managed care concepts (Medicaid and Medicare) and experienced in determining the membership eligibility, billing experience within life and disability in health plans.
* Strong knowledge of STLC (Software Test Life Cycle), Test Strategy and Defect Life Cycle
* Thorough experience in eliciting **business** needs and converting them into system specifications
* Well versed in testing Enrolment, Billing and claims processing in FACETS.
* Involved in testing Member, provider, Claims Processing and Utilization Management, Contracts and Benefits modules.
* Strong healthcare system testing experience
* Knowledge of PBM / Rx claims and associated data requirements
* Through involvement and participation in all phases to develop Requirements Management Plan, Vision, Software Requirements Specification (SRS) and **Business** Glossary documents
* Strong knowledge and experience in conducting system analysis, **business** and system process design, diagramming data and process mapping, applying Unified Modeling Language (UML)
* Performed test planning, prepare test plans and traceability matrix, perform user acceptance testing of work products and document them
* Proficient in the documentation of system and **business** requirements and specifications, design and development of use-case scenarios
* Expertise in Sprint planning using story points and reviewing burndown chart to see the progress of the scrum team
* Knowledgeable working with ETL process Extract, Transform and Load of data into a data warehouse. Excellent knowledge of Data Warehouse concepts and worked on data migration projects
* Helped QA team in creating Test Strategy, Test Plan, Test Scenarios and Test Cases from Functional Requirement Specifications
* Experience in writing SQL Queries for Data Mapping, Data Integrity and Data Validations
* Hands on experience on writing SQL codes on RDBMS-SQL Server, Oracle and DB2
* Provided support to UAT team to ensure timely deliveries
* Excellent working knowledge in Project Life Cycle and clear understanding of Project Management
* Excellent **business** communication and presentation skills. Adapt at creating, editing, and coordinating extensive communication networks to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts
* Team player, energetic, result-oriented, fast learner, excellent communication skills with strong research capabilities

**ACADEMIC QUALIFICATION**

* **Bachelor of Science- Mathematics Major**: Southern Connecticut State University – New Haven Connecticut.
* **Associates in Arts General Studies Major**: Gateway Community College- New Haven Connecticut

**WORK EXPERIENCE**

**Aetna - Ohio, Cincinnati September 2018 - Present**

**Business Analyst**

Project Details- Worked on a claims platform to identify the daily issues that occur during the claims flow. Also responsible for integrating third party vendors into our claims flow as per the **business** requests. Worked in a team of heavily involved in identifying the gaps in the process and suggesting the **business** and technical solutions to the stakeholders to make the process better.

* Assisted in creating implementation guides for various EDI X12 transactions such as 834, 835,837,270, 271, 274.
* Responsible for importing all Reports from web report studio, Stored Process, BI Dashboard and Information Map to Information
* Coordinated agile based planning/review activities and meetings, followed Iterative Software Development Life Cycle Process, Agile using Scrum
* Understood and articulated business requirements from user interviews, weekly requirement gathering sessions and then converted requirements into technical specifications
* Prepared, scheduled and lead meetings between enterprise business and technical resources and multiple vendors in preparation for demonstrations and site visits resulting in more efficient and productive meetings with fewer follow up questions and communications.
* Worked with the data governance team to ensure the data quality of compliance reports for EDI transactions.
* Assisted in closing gaps for associated Stories in each individual Sprint.
* Assisted in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application.
* Delivered Enterprise Data Governance, Data Quality, Metadata, and ETL Informatica solution
* Was part of daily Scrum work meetings and weekly project progress meetings
* Assisted the Project Manager in defining the project plan, project charter, scope, vision, and timelines. Handled requests for proposals (RFP), making presentations to customers, and negotiating project timelines and deliverables.
* Conducted complex documentation and user needs analysis. Interface with team and staff to develop HL7 integration.
* Prepared Business Process Models (BPM) and UML diagrams like workflow diagrams, activity diagrams, sequence diagrams, use case diagrams, by using MS Visio, for visual representation to explain various steps involved in business.
* Involved in creating and executing test cases, test plans and test scripts for EDI 837 Claims (I & P) Transactions.
* Performed Data mapping to validate and customize Claims daily load into FACETS for processing the transactions.
* Performed Data profiling through careful range and pattern analysis and checked for data integrity by looking for various data anomalies and doing data normalization and data verification using Informatica Data Quality Center.
* Built Data Dictionary for various designers, developers, users, and administration with information on contents, data-type, and data element in various tables, columns and rows, and data modeling through star and snowflake schema.
* Participated in Validating ETL process by creating various simple and complex SQL queries.
* Responsible for the development and implementation of HIPAA EDI Data Mapping artifacts for various claims related transactions like 270, 271, 274, 276, 277, 820, 834, 835, and 837.
* Validated HL7 messaging protocols for bi-directional case and disease report exchange, in HTML and XML formats, in accordance with HL7 specifications for electronic communication of patient health information.
* Created test cases for the premium calculations and Claims limits and deductibles (Claims calculations).
* Wrote SQL queries to match the results with the actual BI report for various analytics purposes.

**Anthem Healthcare, Norfolk, VA Feb 2015 – Aug 2018**

**Business Analyst**

Worked on Member Liability Estimate (MLE) project and Real-Time Claim Adjudication (EDI 837). Project was to build a provider facing capability to allow the providers to look up cost share information (Member Liability Estimate (MLE)) for the service to be rendered to an Anthem member, based on the coverage a member has with Anthem. In order to generate the cost share information, we are “pseudo” adjudicating a claim in real-time using the information supplied by the provider across all claims systems and later on leveraging same to do real time claim adjudication.

* Worked with Scrum Master in helping team to transition from Waterfall to Agile Methodology
* Led daily stand-up meetings in the absence of scrum master
* Worked with Product owners on prioritizing Product Backlog, creating Sprint Backlog and managed User stories
* Participated in sprint planning, daily scrums, testing, retrospectives and sprint reviews.
* Worked with outside organizations and business partners to coordinate cross-team dependencies to meet project objectives
* Captured and Traced Project requirements using JIRA
* Created Business requirement document (BRD) and Technical requirement document (TRD) as it relates to receiving data, data quality and data profiling
* Defined the scope of the project, wrote user stories, designed documents and business requirements in support of requirements
* Guided the development teams to break down large and complex user stories into simplified versions for execution
* Entered and updated Issues (Epics, Stories, and Tasks) onto JIRA Agile application
* Identified and worked with Scrum Master to remove obstacles that will keep the team from achieving their goal
* Served as a liaison between Clients and Technical Staff to resolve any conflicts
* Wrote SQL queries on SQL Server data base to evaluate inbound data
* Created SQL queries to pull data for testing and data validation for presenting it to downstream and upstream users
* Analyzed Production Claims Issues and Claims Impact Ability to document current Configuration Build
* Provided data analysis of data as requested by the business prior to Audit
* Reviewed data to ensure data integrity, accuracy and validity
* Performed ad hoc reporting functions for special needs and requests
* Reporting and dashboarding analytical results to client through Tableau

**Grange Insurance, Columbus, OH Aug 2013 – Jan 2015**

**Business Analyst/Business Systems Analyst**

The System implemented Guidewire Claims Center, Policy Center and Billing Center which exclusively serves the P&C insurance on which insurance carriers run their **business**. The project was to replace the Claims Legacy system by Guidewire Center application to increase operational efficiency and reduce claims costs.

* Worked as Business Analyst for the project to gather and document verification requirements for Policy, claim center and billing center
* Researched and Analysed Business needs and ways to improve property and casualty specifically policy contracts and processes administration
* Gathered requirements for the Guidewire Worker's Compensation, Personal Auto and Commercial property in Claims Center
* Collaborated with the business team in the creation and completion of project charters and project scope for Guidewire Policy Center and Claim Center
* Captured business requirements in form of user stories using JAD sessions, brain storming sessions, focus groups and personal interviews to understand current policy administration system and ensured coverage on business values, story points and acceptance criteria
* Identified gaps in existing Policy Administrating Systems and Guidewire Policy Center and diligently designed “As-is” and “To-be” process, in scope and out of scope documents
* Did Troubleshoot overlap and data quality issues by looking through the office of existing policy administration's data lineage, systems, and triggers for signs of bugs and malfunction
* Involved in project to configure claims system to incorporate worker's comp claims data from various legacy systems as the responsibility for the administration of the state's Worker's Compensation Security Fund was transferred to the organization
* Performed data integration and data mapping and data extraction management along with data cleansing while migrating data from legacy system to Guidewire Policy Center with Guidewire Data Hub
* Elicited, documented, modelled, validated and prioritized functional and non-functional requirements using interviews & data analysis for insurance policy lifecycle i.e. right from policy creation to policy renewal
* Helped the product owner in creating product backlogs and Sprint Backlogs
* Collaborated with the Scrum Master and Scrum teams in Estimation and Velocity planning. Also, participated in conducting Sprint Planning, Daily Stand Up, and Sprint Review & Retrospective meeting
* Managed sprints i.e. burn down charts, project velocity, sprint backlogs and product backlogs using JIRA
* Created detailed diagrams such as Use Case Diagrams, Data Flow Diagrams (DFD's), Activity Diagrams, Sequence Diagrams, Entity Relationship (ER) Diagrams and Workflow Diagrams for integrating Policy Center and Claim Center data
* Set up definitions and process for scoping, document test cases, test phases included integration testing, end to end testing and user acceptance test (UAT) and documenting the results for policy underwriting rules, rewriting rules, policy rate making and pricing
* Analyzed and ensured efficient transition of all technical design documents and developed various SQL packages to provided support to application developers
* Extensively involved with the ETL team for ETL process and worked in the SSIS environment