**ANUJ M anujmathur9728@gmail.com**

**Sr. Business Systems Analyst 201-426-4242**

**Professional Summary:**

* Highly seasoned, detail-oriented, and result-driven **Sr. Business Systems Analyst with around 10 years of diverse experience** in **Pharmaceutical, Healthcare, and Healthcare Insurance domains.**
* Strong understanding of **Medicare, Medicaid**, commercial insurance plans like **Indemnity Plans**, Managed Care Plans such as **Health Maintenance Organization (HMO), Preferred Provider Organization(PPO), Point of Service(POS)** Diagnosis Coding Standards like **ICD-9, ICD-10, Diagnosis Related Group (DRG) Payments, 5010 standards, Billing, Membership, Claims Payment Processing** following **HIPAA, Encounter Data, Health Level 7 (HL7) International Messaging Standard, Electronic Data Interchange** **(EDI) 5010 X12, EDI Transactions viz.270,271, 275, 276,277,278 837,834, 835**.
* Well versed with **HL7 standards**, **Patient Protection & Affordable Care Act (PPACA), Logical Observation Identifier Names and Codes (LOINC), Systematized Nomenclature of Medicine (SNOMED), TriZetto FACETS Implementation, FACETS Data Dictionary, Health Information Technology for Economic and Clinical Health Act (HITECH), Healthcare Common Procedure Coding System (HCPCS), Current Procedural Terminology (CPT), functioning of Electronic Health Record (EHR), Electronic Medical Records (EMR), Laboratory Information Management System (LIMS).**
* Good understanding of **FDA** regulations: **21 CFR Part 11, Part 820, Part 211, and NX11**, and the various compliances and regulations such as **Good Clinical Practices (GCP), Good Documentation Practices (GDP), Good Manufacturing Practices (GMP),** **Clinical Laboratory Improvement Amendments (CLIA), Certification Commission for Health Information Technology (CCHIT), Healthcare Information Technology Standards Panel (HITSP), GxP for working in Pharmaceutical R&D, R& D Regulatory Affairs Software Systems, Pharmacy Benefit Management (PBM).**
* Worked with **Fast Healthcare Interoperability Resources (FHIR)** for facilitating interoperability between systems.
* Detailed understanding of working with different **Software Development Life Cycle (SDLC) methodologies** such as **Waterfall, Agile project methodologies (SCRUM, Large Scale Scrum Framework (LeSS), Kanban, and Scaled Agile Framework (SaFE)), and Water-Scrum-Fall hybrid model. Also,** familiar **with Rational Unified Process(RUP), Spiral, and XP.**
* Efficiently engaged with **business stakeholders, subject matter experts (SMEs), senior executives, developers, architects, and quality assurance** **team** by utilizing business, analytical, and communication skills throughout the entire project lifecycle.
* Facilitated **requirement elicitation** using techniques such as **surveys/questionnaires, interviews, JAD (Joint Application Development), document analysis, laddering, brainstorming,** and **focus groups, etc**.
* Identified the various **as-is and to-be process systems** and appropriately conducted **GAP, SWOT, impact, cost-benefit, return on investment (ROI), risk analyses**, and **feasibility study**, to supplement decision making.
* Proficient at creating artifacts such as **Business Requirements Document (BRD), Functional Specification Document (FSD), Software Requirements Specifications (SRS), Software Design Specification (SDS), Requirement Traceability Matrix (RTM), Data Mapping Documents, Data Modeling (Conceptual, Logical) Models, and E-R Diagrams.**
* Proficient in creating **Business Process Modelling Notation (BPMN),** **UML diagrams**, **wireframes, mockups, and prototypes** using tools such as **MS Visio, Star UML, Lucid Charts, AXURE RP, and Balsamiq.**
* Skillful in SCRUM ceremonies such as **backlog grooming, sprint planning, daily standups, sprint reviews, and retrospective.**
* Aided Product Owner in taking decisions regarding **Minimum Viable Product (MVP),** and in creating the **product backlog** by assisting in the prioritization of epics or **PBIs (Product Backlog Items)** using various techniques such as **MOSCOW Analysis, KANO Model, Value Stream Mapping (VSM), 100 Dollar Method,** etc.
* Experienced in breaking down **epics** into **user stories** that satisfy the criteria of **3C's, INVEST,** and in **estimating the user stories** using **agile poker planning, t-shirt sizing, bucket system, dot voting, Fibonacci series,** etc.
* Experienced in writing precise, achievable, and accurate **acceptance criteria** and assisting the **Product Owner (PO)** and the **development team** in establishing a proper **definition of ready (dor) and** **definition of done (dod)** for the user stories.
* Assisting the **Product Owner (PO)** and the **ScrumMaster in planning** for project releases by using team **capacity** and **velocity Models** to forecast delivery estimates. Supporting the Scrum Master in preparing **information radiators** for the team, such as **sprint burndown chart, product/release burndown chart, and burnup charts.**
* Profound knowledge of **Conceptual** and **Logical Data Modeling, Data Integration, Data Migration, Operational Data Stores (ODS), Data Warehouse, Facts, Dimensional Modeling, Data Marts, and Schemas.** Involved in **Online Analytical Processing (OLAP) operations such as Roll-up, Drill-Down, Slicing, Dicing, Pivot, and Online Transactional Processing (OLTP) operations.**
* Experience with **source** **data exploration, target data definition, data validation, data mapping, data profiling, and data extraction,** andin performing **Extract Transform Load (ETL)** process **using tools** such as **Informatica PowerCenter, SSIS,** and in development of various types of reports such as **Ad Hoc, Custom, Interactive MOLAP reports using Power BI, IBM Cognos, Tableau and Microsoft SQL Server Reporting Services(SSRS).**
* Executed various **data retrieving** and **data validation** tasks using SQL queries like **SELECT, ORDER BY, GROUP BY, JOINS,** and **Aggregate functions** like **MAX, MIN, SUM, and AVERAGE** with a good understanding of **Functions, Triggers, and Stored Procedures**. Have used tools like MS SQL Server Management Studio and MySQL Workbench to write queries.
* Actively involved in documenting, validating & testing different **Application Programming Interface (API) such as SOAP, REST using software like Apigee, POSTMAN, SWAGGER, etc.**
* Assisted the QA team in developing **test plans and test cases.** have extensive working knowledgein **black-box testing, functional testing, non-functional testing like usability, security testing, load/stress testing, and performance testing.**
* Performed **User acceptance testing,** participated in **defect tracking, defect analysis,** **documented defects, and tracked changes.**
* Expertise in **project management** such as **Jira, Confluence, and SharePoint**, and haveextensive knowledge in understanding **Business Intelligence tools** and create **interactive dashboards** with **heat maps, bar graphs, pie charts, and pivot tables**.

**Technical Skills:**

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| Modeling tools | MS-Visio, Lucid Chart, Balsamiq, AXURE RP |
| Methodologies | Waterfall, RUP, Spiral, XP, Scrum, Water-Scrum-Fall, Essential SAFe |
| Project Management skills/Tools | Rational Requisite Pro, MS Project, Rally, JIRA, Confluence, SharePoint, Trello |
| Cloud Technologies | Amazon AWS, EC2, S3, Lambda, WAF, Cloud Front  |
| Databases | Microsoft SQL Server, Oracle, DB2, Apache Spark, Kafka, Spark SQL |
| Operating systems  | Windows XP, Vista, 7,10 |
| Testing tools & Defect Management | Selenium, HP QC/ALM, Cucumber, FitNesse, JUnit, Appium, Rational Clear Quest |
| BI and Reporting tools | Microsoft Power BI, Tableau, Cognos, SSRS |

**Professional Summary:**

**Senior Business System Analyst**

***Geisinger,******Danville, Pennsylvania* Feb 2020 - Till Date**

The project aimed in developing an end-to-end EHR system to EDC systems standards-based technology solution for the capture and transmission of regulated clinical research data by leveraging the Health Level Seven (HL7), Continuity of Care Document (CCD), HL7 Fast Healthcare Interoperability Resources (FHIR), and Clinical Data Interchange Standards Consortium (CDISC) standards.

**Job Responsibilities:**

* Reviewed and Analyzed the **Health Level Seven (HL7) Continuity of Care Document (CCD), HL7 Fast Healthcare Interoperability Resources (FHIR), Clinical Data Interchange Standards Consortium (CDISC) standards, Part 11 of Title 21 of the Code of Federal Regulations (21 CFR Part 11)** compliances and guidelines.
* Investigated **HIPAA compliances** and guidelines about **Protected Health Information (PHI)** to ensure secure data transmission.
* Elicited **business requirements** through **Interviews, Joint Application Development(JAD),** and **Requirements Workshops.**
* Developed Unified Modelling Language (UML) diagrams such as **Use Case Diagram**, **Activity Diagram,** and **Sequence Diagram** using **Axure RP** to communicate the flow of the project to all the business stakeholders.
* **Performed Document Analysis and GAP Analysis** between EDC clinical research data and the EHR system data to understand the discrepancies between the data elements. This also helped design and documentthe **As-IS EDC business flow** and **To-Be EDC-EHR Integrated System's requirements.**
* Assisted the **Product Owner (PO)** to conduct and document **SWOT analysis** to be prepared for any business risks.
* Proactively involved in breaking down **Epics** into **User stories** keeping the **INVEST** criteria within acceptable limits.
* Assisted the **Product Owner (PO)** in prioritizing the **User stories** and keeping the **Product Backlog** healthy.
* Participated in slicing the user stories using **Vertical Slicing** Techniques, estimating the user stories by **Planning Poker** method, and defining the **Definition of Ready (DoR)** to include these items into **Sprint Backlog.**
* Actively participated in the Scrum Ceremonies such as **Backlog Grooming/Refinement, Sprint Planning meeting, Daily Scrum, Sprint Review Meeting, and Sprint Retrospective**.
* Actively involved in maintaining the **agility board** to track the different issues and bugs using **JIRA.**
* Assisted the Architects in creating **Data Flow Diagrams** and communicated across all the Stakeholders.
* Performed **RESTful API documentation and specification** for **request and response messages** using **POSTMAN.**
* Collaborated with the Quality Assurance team to plan and define testing approach-**Test Strategy and Test Plans**, prioritizing testing activities in light of the risks identified in the project schedule and test scenarios.
* Assisted in **User Acceptance Testing (UAT)** and **Smoke Testing, and Black Box Testing.**
* Built and published **solution-driven views**, **ad-hoc reports**, and **interactive dashboards** by developing various chart types, including **Line and Bar Charts**, **Scatter Plots**, and **Bullet Graphs** in **Tableau.**

**Environment**: Agile-Scrum environment, MS-Office Suite, HTML, CSS, JIRA, Confluence, Tableau, Python, AXURE RP, Python, MuleSoft, RESTful API, MS SQL Server.

**Business Systems Analyst**

***DaVita Inc., Denvor, Colorado* Jan 2019- Feb 2020**

The project aimed to create a secure HIPPA-compliant web-based interface platform for entering and storing patient PHI data. The website would allow patients to access personal health information anytime, anywhere with an Internet connection using a protected username and password. The information includes recent doctor appointments, discharge summaries, and lab reports.

**Job Responsibilities:**

* Accumulated information on **HIPAA, HITECH Act, and Electronic Data Interchange (EDI) data standards** and regulationsto understand the viability and risks related to executing standards for patients having Medicare and Medicaid Services**.**
* Conducted **Interviews, JAD sessions** with **Business owners, Stakeholders, and SME's** ((Director, Sr. Scientists, Lab Managers, Supervisors, and Technician) to understand project scope, business process workflows, and requirements.
* Performed **GAP Analysis** to understand the **As-IS System** and **To-BE System.** Documented the captured the **As-Is a**nd **To-be workflow process diagrams.**
* Created mockups of patient pages and related screens using **Lucid Charts** and utilized skills in **MS Visio** to model **UML diagrams,** e.g., **Data Flow Diagrams**, **Workflow/Sequence Diagrams**, and **Use Cases**.
* Assisted the **Product Owner** in prioritizing the **Product Backlog Items(PBI's**) using **MOSCOW Techniques, Slicing the User Stories, defining Acceptance Criteria, and Definition on Ready (DOR)** utilizing **JIRA.**
* Worked with the **Scrum Master** in assisting the team during **estimation of Product Backlog Item (PBI).**
* Participated in **Backlog Grooming sessions** and ensured **User Stories** were compliant with the **3C's** and the **INVEST Criteria.**
* Participated in the **Scrum Ceremonies: Backlog Grooming/Refinement, Sprint Planning meeting, Daily Scrum, Sprint review meeting, and Sprint Retrospective.**
* Worked with the Data Team to create a **Data Mapping document** to capture the Source EHR Patient Data, target LIMS.
* Writing SQL queries using various functions (**JOINS, UNIONS, GROUP BY, ORDER BY, Aggregate Functions**) to understand test LIMS and EHR data stored in **MS SQL Server.**
* Assisted in the **API testing** to check for the response format of data using **Postman** and performed **RESTful API** documentation with **Validations, assumptions, and specifications** for request and response messages using **Swagger.**
* Created visualizations **reports, graphs, interactive dashboards** using the **Power BI tool** to understand patients demographics, Lab and test results, and Medical histories and **measure KPIs.** Reported the results to the **key stakeholders** from time to time.
* Involved in managing **bug tracking and defect prevention** activity using **defect management life cycle in JIRA** to improve issue/bug fixes and maintained the issue log. Assisted in **UAT (User Acceptance Testing).**

**Environment:** Agile-Scrum environment, HTML, RESTful API, CSS, JIRA, Python, JIRA, Confluence, Lucid charts, Power BI, MS PowerPoint, MS Excel, Postman, Oracle Database.

**Business System Analyst**

***Blue Cross Blue Shield, Chicago, Illinois*  Nov 2017- Dec 2018**

The project aimed at the automation of the existing claims management process by automating the data extraction from CMS-1500 (formerly HCFA 1500) and UB-04 paper documents, Billing, Configuration, Customer Service, and Utilization Management using TriZetto Facets. This project initiated to reduce or eliminate manual interventions and decrease contract configuration time.

**Job Responsibilities:**

* **Insured HIPPA and EDI validations and transactions like 270/271, 276/277, 278, 837P/I/D, 835, 834**, and **820.**
* Involved in identifying opportunities to automate manual tasks of data extraction from forms CMS-1500 (formerly HCFA 1500) and UB-04 using **Robotic Automation Process(RPA) technology.**
* Facilitated **Joint Application Development (JAD)** sessions to focus on requirements gathering by conducting **Questionnaires**, **Requirement workshops,** and **Interface analysis** along with other techniques like **Interviews** and **Observations**.
* Analyzed the current system by **performing Document Analysis & comprehended the business workflow.**
* Identified the business and technical requirements to understand up and downstream processing of the **claims data.**
* Created multifarious UML diagrams like **Use Case, Activity, Sequence diagrams using Lucid Chart for the FACETS process modules.**
* Created different types of Issues such as **Epics, User Stories, Bugs, Tasks** and managed them in **JIRA.** Used **Confluence for sharing vital information** and allowing collaboration across the team.
* Worked on implementation of **Trizetto Facets Core Administration** for enhancement of claims processing.
* Involved in analyzing inbound, outbound interfaces, extensions to **FACETS claims processing system** & captured all **EDI data** in the repository, also participated in testing different functionalities with **FACETS.**
* Performed analysis & design of **FACETS data model** to ensure flawless system performance and optimal tuning.
* Used **SQL queries** to verify **client details** and **records** related to the **claims reimbursement process.**

**Environment**: Agile-Scrum environment, JIRA, Confluence, Balsamiq, Spark SQL, MS-Office, POSTMAN, SWAGGER, TriZetto Facets, Tableau, Python, JSON, RESTful API, Microsoft Azure SQL Database.

**Business System Analyst**

***Bharti AXA Health Insurance, Mumbai, India* June 2015 - Aug 2017** The client is a health insurance company and wanted to develop a robust Android based application for the insurance company which would allow customers to perform the same features of the website such as to register on the company portal, view various services and insurance plans offered by the insurance company, purchase policies, renew policies, connect with existing policies, payment for insurance premium and file a claim on mobile.

**Job Responsibilities:**

* Gathered Business requirements by performing various elicitation techniques such as **Brainstorming, document analysis, and Joint Application Design (JAD) sessions.**
* Conducted Interviews with **Business owners, Stakeholders, and SMEs** to understand **project scope, business process workflows**, **Requirements workshop** for functional and non-functional requirements.
* Assisted **Project Manager** in creating **Project Charter, Work Breakdown Structure, Critical Path Analysis.**
* Analyzed the existing business processes, identified the future state, and conducted **GAP Analysis.**
* Performed **impact analysis** both on the technical and business side.
* Developed **Business Requirement Document (BRD), Functional Specifications Document (FSD), System Requirement Specification (SRS),** conducted **Feasibility and Cost-Benefit Analysis.**
* Created, updated, and eliminated different types of tasks using **MS Project.**
* Continuous communication with **stakeholders, project manager, developer, and testers** to make sure that they are clear with requirements.
* Handled the **Change Management process** and convinced the **Change Control Board (CCB). Conducted Business and Technical impact analysis** and rebase lined the artifacts.
* Developed various **UML diagram**s like **Activity, Use Case, Sequence diagram using MS Visio.**
* Observed the working of the software in the **development and testing environment.**
* Reviewed **Test plans, Test scenarios, Test cases** to ensure the functionality of software meets the requirements, performed defect management and tracking through **HP ALM.**
* Coordinated with **testers to solve defects** that arose during testing and **ensured the software** is ready to go in a production environment.

**Environment:** Waterfall, NativeScript, JavaScript, Deployd, Redux Architecture, Appium, HP ALM, Rally, MS Office Suite, Windows 7, MS-Project, MS-Visio

**Business System Analyst**

***Apollo Hospitals Enterprise Ltd,*** ***Chennai, India* Jan 2014 - May 2015**

Apollo Hospitals is one of the fastest-growing hospital chains in the country that is engaged in providing primary as well as tertiary healthcare services. The Project involved redefining and rebuilding a financial application to make it easier for employees to complete expense reports for reimbursements. This included gathering and documenting the user requirements, analyzing the existing system, performing a gap analysis, and coming up with the target system.

**Job Responsibilities:**

* Gathered **Business requirements** by performing various elicitation techniques such as **Brainstorming, document analysis, and Joint Application Design (JAD) session**s.
* Interacted with the client to assess needs, **identify key challenges, and define project scope and deliverables**.
* Worked closely with both the Business and IT Departments along with the SMEs to amend, create and update process flow charts from **AS-IS to TO-BE system.**
* Acted as **Proxy Scrum Master** as required and facilitated Scrum Ceremonies like **Sprint Planning, Daily Stand-Ups, Sprint Review, and Sprint Retrospective Meetings.**
* Conducted **Interviews and Brainstorming sessions** with various stakeholders to elicit requirements as well as **conducted group JAD sessions** with business units and stakeholders to define project scope and deliverables.
* Created UML diagrams like **activity, sequence, use case diagrams, and Wireframes using MS Visio and Balsamiq** respectively.
* Responsible for creating artifacts - **use cases, system architecture document, supplemental requirements document, and architecture diagrams** as well as was involved with updating and maintaining the RAID Log.
* Assisted the Testing team in **Functional, Regression, and Smoke Testing. Documented Test Plans, Test Cases & Test Scenarios**

**Environment:** Agile-Scrum Framework, MS Office, JIRA-Confluence, DB/SQL, MS Project, MS Visio, XML, J2EE, Microsoft SQL

**Junior Quality Assurance Analyst**

***Cipla Limited, Mumbai, India* July 2011 - Dec 2013** The project's goal was to create an online web portal for a pharmaceutical manufacturing company for monitoring the supply of drugs to healthcare providers. Each product was assigned a unique machine-readable code making each record unique and easy for tracking anytime.

**Job Responsibilities:**

* Worked **in Waterfall Methodology** and extensively involved in S**oftware Testing Life Cycle (STLC) phases, Requirement Analysis**, **Test Planning, Test Case Development, Environment setup, Test Execution, and Test cycle closure.**
* Participated in **the JAD session** with **developers, business analysts,** and **other stakeholders** to get a detailed understanding of the **requirements.**
* Updated **Requirements Traceability Matrix (RTM)** and was 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**, document **test environment** details, and 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 an issue in the **Issue Log** document, and assisted in **prioritizing these issues.**

**Environment**: Waterfall, MS word, MS Access, SQL Server, Informatica PowerCenter, MS Office Suite, MS Visio, Power BI, MS SQL Server.

**Education:**

Bachelor of Technology in Electronics & Communications, Rajasthan Technical University, India

**Certifications:**

Scrum Master Accredited Certification issued by International Scrum Institute.