**PRIYANKA PATEL**

**IT Business Analyst**

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**SUMMARY**

* An experienced Information Technology professional with over 5 years’ of experience in the Business Analysis, Business System Analysis and Project management
* Proficient in managing end-to-end project delivery, system & business analysis, operations & support for various projects
* Comprehensive knowledge and experience in working with various Software Development Life Cycle (SDLC) methodologies including Waterfall model, Modified Waterfall model and Agile (SCRUM) model
* Good knowledge and experience in SDLC and its phases like Requirements Gathering and Analysis, Design, Implementing, Testing, Deployment, and Maintenance
* Experienced & proficient in conducting meetings, discussion for requirement gathering and analysis with key participants of the projects using brainstorming sessions, survey's, questionnaire, interview and Joint Application Development (JAD) sessions
* Acted as a Single Point of Contact between the development team, Business SMEs, management team and outside vendors to resolve any conflicts for requirements
* Proficient in performing project analysis which entails Requirements Analysis, SWOT Analysis, Data Analysis, Gap Analysis, Process analysis and documentation
* Expertise in creating artifacts such as Business Requirement Document (BRD), Functional and Non-Functional Requirements Document (FRD and NFRD), Use Cases, User Stories, Requirement Traceability Matrix (RTM), User Manuals and Guides
* Strong understanding of business process flows, Business Process Reengineering (BPR)
* Created Functional Specification Documents and Data Mapping Analysis for System Integrations
* Assisted in Interfaces, Screen mockups, Data conversion and Data mapping
* Well versed in Business Process Modeling with expertise in creating, Sequence Diagrams, Activity Diagrams
* Verified and validated data using SQL Queries
* Extensive experience in performing and coordinating testing at various stages of a project including functionality testing including System Integration Testing (SIT), User Acceptance Testing (UAT), Smoke Testing, Regression Testing, functional testing.
* Coordinated, prioritized and managed outstanding defects and system requests based on business requirements
* Daily duties include working on current issues, removing road blocks, mitigating risks, developing timely reports to avoid scope creep
* Good knowledge of new federal healthcare initiatives including HIPAA, HIE, EMR, EHR, HL7.
* Created process flows for insurance billing, health benefits, claims submission to Pharmacy Benefits Manager (PBM) and for e-prescription
* Worked with eligibility verification, enrollment and claims for members and providers complying with HIPAA regulations and EDI X12 Format and HL7 formats
* Expertise in EDI fie processing including transactions 209, 210, 270, 271, 834, 835, 837
* Proficient and self-motivated team player can work independently with effective communication and coordination skills to ensure quality project is delivered on a timely fashion.
* Having an excellent communication, interpersonal and presentation skills who can work with cross functional teams. Also, have strong analytical and problem-solving skills, capable of addressing relevant facts and recommending end to end solutions with can-do attitude

**WORK EXPERIENCE**

**Tenet Healthcare - Dallas TX Business Analyst Feb 19 to Present**

My role in the project was to elicit and manage business requirements from with the SMEs, stake holders and end-users, engineering and re-engineering of business processes including policy changes including keeping the communication between business and technical team.

**Responsibilities:**

* Designed strategy for up-gradation of system and implementing user interfaces to be 5010 compliant
* Ensured that Business Rules are followed during the entire project and it was compliant with HIPAA rules to display minimum benefit information
* Conducting meetings to gather requirements from stakeholders to gain knowledge about needs of the system & perform GAP and IMPACT analysis to design the TO BE system.
* Facilitating JAD Sessions, user meetings, interviews and requirement elicitation sessions to extract business requirements and to confirm that the requirements are in alignment with up gradation of existing system to 5010 following Agile methodology
* Responsible for preparing Business Requirement Document (BRD) and then translating into Functional Specifications Document (FSD)
* Developing Use Cases, Activity Diagrams & Sequence Diagrams using MS Visio to communicate clearly with business users as well as development team
* Involving in Data mapping and Data Migration
* From the Business requirements in JIRA, user stories are created with well defined end criteria.
* Sprints are created using and prioritized and Agile methodology – Scrum ceremony is followed with daily Stand Up, Review and Retrospective meetings to deliver Shippable product
* Worked with testing team to create and implement Test strategies and Test scripts. Facilitated UAT. Maintained Traceability matrix.
* Developing end-user documentation and User manuals
* Worked on HIPAA EDI transaction series such as 276/277, 834, 835, 837 with version 5010 to automate and update the business processes
* Worked on member eligibility and enrollment for a new business with Medicaid’s HealthCheck program for members under 21 years of age
* Working with our business partners identify process and resolving errors
* Worked with Pharmacy Claims and Pharmacy Benefits Manager

**Environment:** Agile-SCRUM, JIRA, HIPAA, QNEXT, EDI, Medicaid, MMIS, MS Office Suite (Word, Excel, PowerPoint, SharePoint, Visio, Project, Access)

**MedPoint Management, Woodland Hills, CA Business Analyst Nov 17 - Jan19**

Project was to reprocess and develop documentation module of Benefit & Enrollment and Maintenance for client processing the 834 transaction

**Responsibilities**:

* Responsible for documentation of enhanced manual for Benefit & Enrollment and Maintenance module for 834 transaction in EDI files following X12 format complying with HIPAA guidelines
* Worked with the management for improving and giving new ideas for designing future processes of HIPPA compliant transactions dealing with EDI'S 270 and 271, 834,835, 837 in 5010 version HL7 and ANSI X12 Format to comply with all members’ PHI – Protected Health information
* Using HL7 guidelines defined business rules associated with pre-defined workflows according to business requirements
* Wrote SQL queries to extract and validate the data from the Facets database
* Assisted in integration with Facets, Designing test scripts for Claims in Development, Integration and production environment
* Perform system testing on all EDI transactions both inbound and outbound
* Developed Use case diagrams, Business flow diagrams, Activity and Sequence diagrams using tools like MS Visio
* For 837 Perform Analysis, Design, Development and Implementation of X12 EDI map
* Working on the complete end-to-end processing of the 837 claims testing also helping debug and recommend change in guidelines claims processing
* Conducted and performed analysis of EDS (Encounter Data System) for 837 claim submission to CMS, document and produced test files and involved in validating EDS files
* Design EDI Dashboard for encounter data to identify and report errors in terms of graphical representation for accepted and rejected claims.
* Configure benefit properties at a group and plan level in Facets
* Worked on end to end processing for Medicare and State Government’s Medicaid - **Alien Emergency Medical Assistance Program – From Member’s Eligibility to payment and compliant reporting to CMS**
* Setting up new trading partners and maintain existing TPA in submitter profile.
* Worked with Trading Partners and clients to facilitate error correction and identify process improvement opportunities for accuracy and reporting statistical metrics
* Worked on enhanced EOB (Explanation of benefits) statement and its process flow keeping up with state guidelines

**Environment:** Agile-SCRUM, JIRA, HIPAA, EDI, Facets, Medicare, Medicaid, MMIS, MS Office Suite (Word, Excel, PowerPoint, SharePoint, Visio, Project, Access)

**FedEx Services, Dallas, TX Business System Analyst July 15 – Oct17**

As a Business Analyst Involved in Providing business solutions and strategies for small to medium businesses that utilized FedEx Services, also supported short and long term operational/strategic business activities by developing, enhancing and maintaining operational information and models.

**Responsibilities:**

* Assisted the Project Manager in setting realistic Project expectations and in evaluating the impact of changes on the organization and conducted Project related presentations
* Identified internal and external system Requirements, design and configuration set-up.
* Developed strategic partnerships with the Business units to develop a solid knowledge base of the Business line, including the Business Plan, Products, and Process.
* Conducted and managed outcomes of various studies that include analyzing, reviewing, forecasting, trending and presenting information for operational and business planning.
* Developed and implemented effective and strategic business solutions through research and analysis of data and business processes.
* Tested and maintained functional reports based on user requirements. Mastered the ability to develop innovative reports
* Translated the Business needs into system Requirements, communicating with the Business on a broader scale and with an in-depth view
* Analyzed and validated quality and accuracy of the production data
* Analyzed and validated business rules and processes in above data warehouses programs
* Functioned as the primary liaison between the Business line, operations, and the technical areas throughout the Project Cycle
* Worked closely with Business users. Interacted with Developers, Project Managers, and members of the QA teams  as a primary contact person throughout the project
* Lead large-scale projects and initiatives, delegated analysis work and provided direction, guidance and support to fellow business analyst
* Helped businesses utilize artificial technologies to generate more revenue by the use of business analytics and social media marketing.
* Tracked the progress of implementation plans and made changes as needed.
* Collaborated with local and regional hubs with in FedEx for correct client distribution

**Environment**: Oracle, Excel, Project, Visio, MS PowerPoint, SQL, Reporting, HP ALM, Sales Force

**EDUCATION:**

* Bachelor in Computer Science   
  CMJ University