

Sheetal Patel

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Summary

- 5+ years of experience as a Business Analyst.
- Excellent communication skills, writing skills as well as presentation skills. Experience working with business users as well as senior management.
- Frequently conducted JAD sessions with management, vendors, users, and stakeholders for open and pending issues. Great facilitation skills in conducting walkthroughs, surveys, questionnaires, interviews, brainstorming and JAD / JAR sessions
- Worked with Agile scrum methodologies.
- Has extensive experience on design, development, and architecting enterprise solutions and products based on SOA and Oracle based products.
- Extensive experience of SOA frameworks, and web services integration via SOAP, REST, XML, XSLT, XPATH, XQuery, WSDL, Java
- Experience working on cashless, real time inventory and sales update, digital wallet, refunds, card payment authorization
- Worked with different methodologies such as RUP and Agile
- Experience of Project coordination and communicating with multiple stakeholders
- Solid understanding of all phases of Software Development Life Cycle (SDLC) methodology (such as requirement, analysis, design, data modeling, business process modeling, implementation and deployment).
- Broad knowledge of Test plans, Test cases and test scripts from the Requirements Document.
- In-depth knowledge of Rational Unified Process (RUP); risk engineering, data modeling and mapping, and design using UML (Unified Modeling Language), Rational Rose and Visio.
- Good knowledge of Oracle and SQL.
- Excellent communication and interpersonal skills, capable of communicating with highly technical engineering teams. Exceptional mediator between external and internal customers, capable of interpreting needs and positions to ensure the success of the projects. Ability to coordinate between onsite/offshore teams.
- Ability to work both independently and as a teammate. Quick learner and apt at prioritizing multiple projects.
- Proficient in creating Business Requirements Document (BRD), Use Case Specifications, Traceability Matrix, Functional Requirement Document (FRD), Customer Requirement Documents and Workflows.
- Experience of working in middleware projects
- Excellent knowledge of HIPAA (Health Insurance Portability and Accountability Act) transaction codes such as 270/271 (inquire/response health care benefits), 276/277 (claim status), 470

(benefit codes), 835 (payment or remittance advice), 837 (health care claim) and 834 (benefit enrollment).

- Capable of managing multiple projects simultaneously.
- Exceptional problem solving and sound decision-making capabilities. Strong expertise in Health Insurance Claim process, social services, Medicaid and banking.
- Belief in team work, dedication, and professional ethics within the working environment.
- Extensive experience in conducting Joint Application Development (JAD) sessions for project definition involving analyzing requirements, creating prototypes, user interface, database schema and system design.
- 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.

Education

Master of science in environmental and occupational health and safety management
University of Findlay, Ohio

Skills

Office Tools	MS Word, MS Excel, MS Outlook, MS PowerPoint
Databases	SQL, MS Access, Oracle, DB2
Web Authoring Tools	HTML, XML, SOAP
Languages and tools	Oracle SQL, PL/SQL, Java, C, C++, Oracle Clinical 4.5,4.6
Other Tools	Rational Clear Quest, Quality Center, SoapUI 4.0.0, SQL Navigator, TOAD, DB Query tool, SQL Developer, Oracle Data Pump Export/Import, SQL Loader
Application Server	Web Logic, Web Sphere
Repository Tools	Panagon, Filenet, Live link
Operating systems	Windows, NT, Windows 7, 8, 10, MS-DOS, Unix, Linux

Professional experience

Anthem BCBS, VA
Current

July 2019 -

Health analyst

- Collect, organize and analyze claims and care gap data to identify trends and opportunities for improvement.
- Presentation of clinical data to external keyholders.
- Translated basic business needs into application software requirements.
- Lead all aspects of HEDIS, up to and including budget, Roadmap preparations/collections; onsite/telephonic visit arrangements between auditors and internal departments/external vendors; managing timelines and resources; completions and submissions of approved HEDIS related documents to auditors; IDSS/NCQA data submission process.
- Worked with other department in order to fulfill all required documents and information.
- Performed Gap Analysis by identifying current technology, policies, and procedures, documenting the enhancements for the requirements, and analyzing.
- Clarifying requirements which are not clear with Business Analyst.
- Adding scenarios, test data and screen shots used for testing to Test Ready User Stories in JIRA.
- Creating and executing test cases for GUI, Sanity, Smoke, Functional and Regression testing.
- Interacted with offshore team to share & provide required information on planned work items for the sprint.
- Involved in Sprint retrospective meetings scheduled at the end of each sprint.

Cardinal Health, OH

March

2018- Jun 2019

Business analyst

- Assisting in writing efficient and effective Test Plans, Test Strategy, System testing, End-to-End Testing and User Acceptance testing.
- Participating in the planning, development, coordination and presentation of specific testing needs as appropriate to the quality assurance needs of the end user.
- Assisting business users in defining UAT test cases and plans; Established and maintained test cases and test data in Quality Center.
- Coordinated with the QA Team for testing activities across multiple systems and managed Conversion test execution.
- Helps in conducting Gap Analysis (GAP), User Acceptance Testing (UAT), and System Integration testing (SIT) and SWOT analysis.
- Involved in implementation of HIPAA EDI Transactions (835,837)
- Facilitated Electronic Data Interchange.
- Performed GAP Analysis for HIPAA 4010 and 5010 transactions.
- Used EDI tools to verify mapping to X12 format.

- Recommend changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA/ EDI formats and accredited standards ANSI.
- Analyze HIPAA EDI transactions in X12 responses and of 837, 835, 277CA and 999 and looked for defects.
- Do data analysis for various version changes of EDI messages on different sub-systems.

Humana, OH

Aug

2016- Feb 2018

Business analyst

- Fully responsible for understanding business logic and designing requirements, assisting other business analysts in generating Functional Requirement specifications (FRS) and User Requirements Specifications (URS) and communication with the developers.
- Developed use cases, workflow, screen mock-ups and conversion requirements.
- Coordinated work plans between project manager and client using MS Project.
- Helped in reviewing and editing of the test scripts.
- Followed UML based methods using Rational Rose to develop use cases and activity diagrams; assisted developers in creating sequence diagrams and collaboration diagrams.
- Reviewed business process, URS, and functional requirements.
- Assisted in process modeling; conducted and participated in JAD sessions with system users; helped with design walkthroughs with stakeholders for base lining architecture.
- Involved in detailing project mission, data process flow diagrams, and timelines.
- Developed Test plans and Test cases according to business requirements with the help of Mercury Test Director.
- Used Rational Clear Quest for handling change requests.
- Participated in automated regression and Non-functional test plans.

India Money Guru, India

Sept 2013-April

2015

Business analyst System

- Prepared Business Requirements Documents, Functional Requirement Documents.
- Worked extensively with developing business rules engine enabling the business rules such as referral, prior authorization, eligibility, claims processing and billing essential.
- Utilized Agile Software Methodology using Scrum framework. Actively participated in creating the user stories and prioritizing user stories along with tracking of burn up, burn down charts to estimate sprint delivery

- Performed GAP analysis by performing the system analysis between the scheduling systems and documented the gap items.
 - Conducted JAD sessions, meetings, workshops to gather requirements from various stakeholders and SMEs.
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- Facilitated all Aspects of scrum framework, including product backlog, release backlog, sprint planning session, daily scrum meeting, sprint reviews and sprint retrospectives.
 - As scrum master communicated dependencies and potential risk to the completion of the sprints including resources, costs and systems.
 - Created data mappings to transform the data according to business rules.
 - Developed Test Cases for unit testing, prepared spreadsheet for testing criteria, including regression, positive and negative testing, process flow testing and screenshot for test results to complete expected and actual results.
 - Prepared various diagrams by using MS Visio.