**Pujitha Raya**

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551-272-8475

**9 years** of work experience as **Business Analyst** in industries like healthcare, insurance which include experience in requirements definition, business process modeling, fit-gap analysis, data analysis and modeling, user acceptance testing, project management and software development.

* 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).
* Extensive experience in interacting with stakeholders, gathering Requirements, and creating Business Requirement Documents **(BRD)**, **User Requirement Specifications**, **Functional Requirement Specifications**, System Requirement Specification **(SRS)**.
* Analyzing and Creating **User Stories**, **Use Case Diagrams**, **System Workflow Diagrams**, **Data Flow Diagrams**, and Requirement Traceability Matrix **(RTM).**
* Experience in business processes, identifying risks, **GAP** analysis, **Root Cause** analysis, Cost Benefit analysis and **UML modeling**.
* Experience in facilitating Joint Application Development (JAD) sessions, Rapid application development (RAD) sessions , conducting user interviews and acting as a liaison between the customers, development, and QA team.
* Proficient in developing **Business Process model, Behavior Diagrams** (Sequence Diagrams, Collaboration Diagrams, and Activity Diagrams) based on **UML** Methodology using **MS Visio** and **Rational Rose.**
* Excellent with **MS word, PowerPoint, MS Visio** (Workflows/Process Flows), **MS Excel**, **Outlook,** and **MS project**.
* Dataflow analysis using **use cases**, **data flow diagrams, E-R Diagram,** and **activity diagrams**.
* Knowledge of **Software Testing Life Cycle (STLC)**, defining and working with end-users for User Acceptance Test **(UAT)** providing step-by step user manuals with illustrations.
* Proficient in diagramming system flows, documenting systems and querying database using SQL.
* Self-starter, quick learner and a team player with good communication, project planning, organizational and interpersonal skills.

TECHNICAL SKILLS/ EXPERIENCE:

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| **Methodologies** | : SDLC, STLC, Agile-RUP, Scrum, Iterative process, Waterfall. |
| **Project /Workflows Management Tools** | : MS Office suite, MS Visio, MS Outlook, Rational Requisite Pro, MS Project |
| **Requirement Management Tools** | : Rational Requisite Pro, MS Visio, MS Excel, MS word |
| **GUI/ Tools** | : MS Visio, , HP Quality Center, Version One, Rally, Power Point, Excel, Share point |
| **Database** | : Microsoft SQL, Oracle 9/10g |
| **Platforms** | : Windows 2003/2007/ XP/ Vista/2010 |

**Blue cross Blue shield of Florida,** Jul 17- Current

**Jacksonville, FL**

**Role:** Lead Business system Analyst

**Project: Sales connect U65 Client Onboarding**

**Description:**

Onboarding new clients into the Under65 Sphere of Florida Blue’s enrollment system and implementing changes into the existing system for a more customer and agent centric Healthcare application process

**Responsibilities:**

* Projects involved onboarding new clients into the Under65 Sphere of Florida Blue’s enrollment system and implementing changes into the existing system for a more customer and agent centric Healthcare application process.
* Worked on HealthCare Enrollment Applications - 834 Transactions and implemented changes to the 834 model along with ensuring all Agile Artifacts and policies were adhered to.
* Use Florida Blue’s existing systems and functions to serve as a Base for new client onboarding requirements and determine the gap between intended processes to develop feasible IT Solutions.
* Identified and documented the Business Requirement Document from Functional Requirements collected from System Users that helped scope out technical specifications for development and helped in system design and prototyping.
* Analyzed high level Business Requirements to determine their specific technical requirements and access impacted areas or processes and provide feasible alternative solutions to Scope.
* Accountable for linking IT solution with given business requirements and preparing relevant system requirement documentation to serve as IT Guideline.
* Prepared detailed project timeline, scope and technical documentation for each requirement and scope item to assist with ongoing project deliverables and future maintenance of those solutions.
* Used MS Visio to create Use Case, Activity Diagrams, Process Flows and high-level system design layouts.
* Worked with Senior Architects/Developers to develop high level design documents for complicated flows such as payment integrations and healthcare provider integrations into system.
* Analyzed SQL Data derived from queries for data analysis and validations for determining requirement solutions.
* Lead the IT team in implementing new processes and functionalities while assisting with creation of User Stories, Deliverables and Test Case documentations.

**Project: Enhanced Direct Enrollment**

**Description**

This project was to develop single site enrollment application for users to create an on-exchange application through Florida Blue website using API services developed by CMS. This application is developed to reduce the traffic on CMS sites (healthcare.gov) during open enrollment and reduces the need of creating two logins and minimizes redirects to external websites.

**Responsibilities:**

* Conducting user interviews, gathering requirements, analyzing the requirements given by business partners and CMS
* Designed and developed Use Cases, Activity Diagrams, application flow diagrams using UML and Visio.
* Identify, research, investigate, analyze, define, and document business processes.
* Conduct workflow, process diagram and GAP analyses to derive requirements for existing systems enhancements.
* Assist with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Responsible for identifying and documenting business rules and creating detailed Use Case.
* Responsible for creating test cases and test scenarios for the application.
* Conduct User Acceptance Testing (UAT).
* Developed timelines for project delivery, and managed projects and resources to successful completion.
* Used Data mapping for utilizing CMS provided attributes to the application.
* Assist in development of training materials for new technology and process improvements.
* Responsible for all project documentations.
* Ability to interact effectively to internal and external parties.

**State of Wisconsin,** Jan 15- Jul 17

**Madison, WI**

**Role:** Sr Business Analyst

**Description**

This project was to develop Medicaid Management Information System (MMIS) for State of Wisconsin following HIPAA standards. The web-based Health Care Management System is developed using HIPAA guidelines and regulations which keeps track of Healthcare transactions like Eligibility Request/ Response, Request and Response for Claims Status, Prior Authorization, Claims Vision and Claims Payment. This application also keeps record of all transactions, subscriber's medical history and provides data to other State agencies as required.

**Responsibilities:**

* Reviewing project documentation for clarity/ completeness and potential domain or function impact.
* Working with functional BA’s creating Use Cases Inventory by process/project and assign owners for completion.
* Participated in Stakeholder Management to communicate effectively with the right stakeholders.
* Creating Use Case scenarios and workflow diagrams after requirements gathering.
* Creating business flow diagrams using MS-Visio.
* Gathered and documented business requirements by conducting sessions with clients/users with all lines of businesses like Investment Bank, Private Bank, Commercial Bank, Treasury and Securities
* Conducted workflow, process diagram and gap analyses to derive requirements for existing systems enhancements using UML.
* Documented Requirements for Activity management, Fixed Income, Asset Management Services, Client portfolio management, Order management system, Performance, Equities, Reconciliation, Transaction capture/Execution and reporting requirements for the user interface.
* Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data.
* Used PowerPoint to provide updates on the business processes.
* Prepared recommendations for implementation new systems, procedures, and organizational changes.
* Used Test Director and Mercury Quality Center for updating the status of all the Test Cases & Test Scripts that are executed during testing process.
* Executed Regression and IST sceneries in the Quality Center.
* Interacted with developers and discussed technical problems, reported bugs, and supported development team.
* Used IBM Clear Quest to track the defects.
* Identified and involved all key stakeholders, contributors, business, operations, and technical resources that must participate in a project and ensure that contributors are motivated to complete assigned tasks within the parameters of the project plan.
* Created Use Case project templates, requirement types and trace-ability relationships in MS- Excel and Share point

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|  | **Wipro Technologies**  **Hyderabad, India**  **Client:** Anthem Blue Cross Blue Shield Dec 12 – Jan 15  **Role:** Business Analyst     * Used Agile environment effectively to gather and share information and derive maximum benefit to produce high quality output. * Created and participated in JAD sessions to analyze and prioritize competing business needs and defining the scope of final delivery. * Understood and articulated business requirements and rules from user interviews and then converted requirements into technical specifications. * Extensively worked with Project Manager to determine the current best practices for requirement gathering. * Attending walkthroughs with the Project Manager, Business Personnel, and VMware experts to decide the Scope of technical documentation. * Analyzing the audience for their experience and expertise in using the software product, and knowledge of the software product. * Organizing the content, preparing templates, and presenting the content in a simple and easy to understand language. * Interviewing and gathering detailed information from VMware developers, testers, and business analysts for creating technical documentation. * Writing test cases for all the VMware features and executing the test cases. * Using Agile environment effectively to gather and share information and derive maximum benefit to produce high quality output. |

**Certifications:**

* **Scrum Alliance - CSPO**