**Aditya J**

Sr. Business Systems Analyst

Ph: 201-877-9317

An innovative, ambitious, and goal-oriented individual adept at **Business Analysis** with 8 years of experience in **healthcare** domain. In-depth knowledge of intensive **business measures in a medical care association, Payer Systems, Health Insurance field (medical care programs)** with strong comprehension of **Business Process Management, Business Process Modeling and Business Process Re-engineering**.

**Professional Summary:**

* Strong knowledge of **Medicare**, **Medicaid**, commercial insurance plans like **Indemnity Plans**, **Managed Care** plans such as Health Maintenance Organization **(HMO)**, Preferred Provider Organization **(PPO)** and Point of Service **(POS)**.
* Apprehension of **Diagnosis Standards** like **ICD - 10**, **Health Level 7 (HL7)** international messaging standard, **Electronic Data Interchange (EDI)**, **X12 version 5010 standards** – **270**, **271**, **275**, **276**, **277**, **278**, **837**, **834**, **835**.
* Familiar with Health Insurance Portability and Accountability Act **(HIPAA)**, Logical Observation Names and Codes **(LOINC)**, Systematized Nomenclature of Medicine **(SNOMED)**, Healthcare Common Procedure Coding System **(HCPCS)**.
* Worked with **Fast Healthcare Interoperability Resources (FHIR)** for facilitating interoperability between systems.
* Familiar with **Pharmaceutical** domain compliances like **21 CFR Part 11** good practices **(GxP)** like **Good Clinical Practices (GCP)**, **Good Documentation Practices (GDP)**, **Good Manufacturing Practices (GMP)**.
* Strong experience in **Software Development Life Cycle (SDLC)** methodologies such as **Waterfall**, **Agile Methodologies** like **Scrum**, **Scaled-Agile Framework (SAFe)**, **Water-Scrum-Fall** and familiar with **Spiral**, **XP** and **Large-Scale Scrum (LeSS)**.
* Employed requirement elicitation techniques such as **Document Analysis**, **Interviews**, **Brainstorming**, **Focus Groups**, **Requirement Workshops**, **Interface Analysis**, **Observation**, **Stakeholder Analysis** and **Joint Application Design (JAD)**.
* Proficiency in **Prototyping** creating **Mockups** & **Wireframes** using **Lucid Charts**, **MS Visio** to bolster requirement elicitation.
* Adept at performing **Cost-Benefit**, **Feasibility**, **Gap (As-is To-be)**, **Risk**, **Root Cause** analyses, and **Complexity Assessment**.
* Strong experience documenting artifacts such as **Business Requirement Document (BRD)**, **Functional Requirement Document (FRD)**, **System Requirement Specification (SRS)** and **Product Vision Document.**
* Experience documenting artifacts such as **Process Definition Document (PDD)** and **Solution Design Document (SDD)**.
* Proficiency in converting business requirement into **Unified Modeling Language (UML)** diagrams such as **Use Case diagrams**, **Activity diagrams** and **Sequence diagrams** using tools like **Lucid Charts**, **Microsoft Visio** and **StarUML**.
* Experienced assisting Product Owner to identify **Minimum Viable Product (MVP)**, **Minimum Releasable Features (MRF)**.
* Effectively assisted **Product Owner** in using **Prioritization Techniques** such as **MOSCOW**, **KANO**, **Forced Ranking** and **100-point method** for efficiently and accurately prioritizing **Product Backlog Items (PBI)**.
* Strong experience slicing **Epics** and **Features** into effective **User Stories** ensuring they followed **INVEST** criteria.
* Adept at writing **User Stories** with accurate **Acceptance Criteria** following **Gherkin format (Given, When, Then)**.
* Assisted **Development team** in utilizing **Estimation Techniques** such as **Planning Poker**, **T-shirt Sizing**, **Bucket Sizing**, **Relative Mass Valuation** to accurately and effectively estimate **Product Backlog Items (PBI)** and accordingly commit.
* Adept at **Source** and **Target** **System exploration**, **Data Profiling**, **Analysis** and **Validation** for **Data Migration**.
* Proficiency creating **Data Mapping Document** capturing Source data, Target data and Transformation information.
* Strong **Data Modeling** experience creating **ER-diagrams** for **Conceptual** and **Logical** data models.
* Experienced at **Dimensional Modeling** for **Star** and **Snowflake Schema** using tools like **Erwin Data Modeler**, **ER Studio**.
* Strong grasp of **ETL** using **Informatica PowerCenter**, **Microsoft SQL Server Integration Services (MS SSIS)**, **AWS Glue.**
* Strong knowledge of **Database** and **Data Warehouse** concepts such as **Relational Database Management Systems (RDBMS)**, **Online Transactional Processing (OLTP)**, **Data Marts** and **Online Analytical Processing (OLAP)**.
* Apprehension of **OLAP cubes** (**MOLAP**, **ROLAP**, **HOLAP**) and operations like **Slice**, **Dice**, **Roll-up**, **Drill-down** and **Pivot**.
* Strong experience writing **T-SQL** queries using **Joins**, **Unions**, **Aggregations** for **data analysis**, **retrieval** and **validation** on **RDBMS** platforms like **Oracle**, **Microsoft SQL Server**, and **MySQL Server**.
* Experienced assisting test team in writing **positive** and **negative** **Test Cases**, **Test Scenarios** and developing **test reports**.
* Proficient facilitating **User Acceptance Tests (UAT)** for end user and capturing feedback through **questionnaires**.
* Experience assisting testers creating **Requirement Traceability Matrix (RTM)** and efficiently maintained it.
* Strong knowledge of API based architecture and understanding of **API** message formats like **XML** and **JSON**.
* Effectively used **SWAGGER** to document APIs and used **POSTMAN** and **SOAP UI** for API testing.
* Experienced designing customized interactive reports such as Dashboards and Stories using **Tableau** and **MS Power BI**.
* Knowledge of **Optical Character Recognition (OCR)** and **Intelligent Character Recognition (ICR)** technology on **UIPath**.

**TECHNICAL SKILLS:**

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| --- | --- |
| Modeling tools | MS Visio, Lucid Chart, Balsamiq, StarUML, Umbrello |
| Methodologies | Waterfall, Spiral, XP, Scrum, Water-Scrum-Fall, SAFe |
| Project Management skills/ Tools | Rational Requisite Pro, MS Project, Rally, JIRA, Confluence, SharePoint, Trello |
| Cloud Technologies | Amazon Web Services (AWS), EC2, S3, Redshift, Lambda |
| Databases | MS SQL Server, Oracle, MySQL Server |
| Operating systems | Windows XP, 10, Linux Ubuntu |
| Testing tools | Selenium, Postman, SOAP UI, Cucumber, Swagger |
| Languages | Python, MATLAB |
| BI and Reporting tools | MS Power BI, Tableau, Cognos, SSRS, Qlikview |
| Automation Tools | UiPath RPA |
| Healthcare Domain tools | TriZetto Facets, LabVantage LIMS |

**PROJECTS**:

**Cardinal Health**, *Dublin, OH* **February 2020 – Present**

**Sr. Business Systems Analyst**

***Description:***

The project was pertaining to implementation of Claims Processing Automation using UiPath, which was able to read text from CMS-1500 and UB-04 documents, that extracts data from the claims forms and performs validation checks in TriZetto Facets before claims can be forwarded to the payment processing department. This greatly reduced the expensive manual data extraction and entry costs incurred by the organization.

***Responsibilities:***

* The project achieved automation of data extraction from **CMS-1500** and **UB-04** paper format forms and validation checks.
* Utilized **Optical Character Recognition (OCR)/Intelligent Character Recognition (ICR)** from **UIPath** for data extraction.
* Performed **Document Analysis** to understand the AS-IS process and conducted **Interviews** to bolster feasibility analysis.
* Involved in identifying opportunities to automate manual tasks using **Robotic Process Automation (RPA)** technology.
* Performed feasibility study for **Robotic Process Automation (RPA)** implementation by developing **Proof of Concept (POC)**.
* Utilized techniques such as **Interviews**, **Requirement Workshops** and **Joint Application Development (JAD)** to elicit requirements and accurately document them into **Business Requirement Document (BRD)** and **Product Backlog**.
* Created **Business Process Model** to capture the end to end process and for performing further analyses.
* Performed **Process Analysis** and used the outcome to carry out a thorough **Complexity Assessment** and **Feasibility Analysis**.
* Worked with business & technical team to create **Process Definition Document (PDD)** & **Solution Design Document (SDD)**.
* Identified all the primary and secondary actors like claims analyst, TriZetto Facets, etc., and their interactions with in the existing and the new system by creating **Unified Modeling Language (UML)** like **Use Case**, **Activity** & **Sequence diagrams**.
* Created **Low and High-fidelity Mockups** and **Wireframes** to **prototype** the process flow using **Microsoft Visio** **(MS Visio)**.
* Assisted the Product Owner in **prioritizing** the **Product Backlog Items (PBI)** using **MOSCOW** prioritization technique.
* Sliced Epics into User Stories with detailed **Definition of Ready (DoR)** and tracked them on **JIRA**.
* Worked with the Scrum Master in assisting the team during **estimation** of **Product Backlog Items (PBI)**.
* Assisted the team with Technical and Functional **Spikes** by providing clarity on existing **User Stories**.
* Ensured that the team understands requirements and assisted them to accurately define **Acceptance Criteria** for **User Stories**.
* Proactively involved in **Backlog Grooming** session and ensured that the **User Stories** were compliant with **INVEST** criteria.
* Engaged in **Scrum Ceremonies** like **Sprint Planning**, **Daily Scrum**, **Sprint Review** and **Sprint Retrospective**.
* Analyzed and documented APIs **(REST API)** using **SWAGGER** to capture input image formats (pdf, jpeg, etc.) and endpoints of target data store for successful storage of digital copies of paper forms (**CMS-1500** and **UB-04**).
* Performed data analysis writing **T-SQL** queries on **MS SQL Server** using **MS SQL Server Management Studio (MS SSMS)**.
* Created reports using **Tableau** capturing claims received per week/month based on subscriber/member demographics.
* Provided **Business Intelligence** by creating **dashboards** depicting pre- and post-implementation efficiency of the process, including visualizations like **Line Plots**, **Bar Charts** for discrete data, **Pie Charts** for segmented data, etc.
* Assisted testers to write **test cases**, **test scenarios** by clarifying any requirements related questions.
* Maintained and reviewed **Requirement Traceability Matrix (RTM)** and suggested necessary changes if any.
* Efficiently facilitated **User Acceptance testing (UAT)** for the end users and external stakeholders for their feedback.

***Environment:*** *Agile-Scrum, Confluence, MS Visio, UiPath, MS Office, JIRA, Swagger, Postman, MS SQL Server, TriZetto Facets, Tableau, Python, HTML, JSON, REST API, Apache Tomcat.*

**DaVita**, *Denver, CO* **March 2019 – January 2020**

**Sr. Business Systems Analyst**

***Description:***

The client provides kidney dialysis services in United States and 10 other countries. The company was going through a massive business expansion, hence, wanted to minimize operational and maintenance costs. Company’s ERP was on-premise, utilized by their laboratories and patients. Scaling applications, database storage and maintenance costs were significant challenges. Hence, migrating the ERP to cloud was the solution to those challenges.

***Responsibilities:***

* Participated in **PI Planning Meetings** with Product Owner and team to understand end user needs and scope of the project.
* Performed **Document Analysis** to understand the existing system and its dependencies on other systems and applications.
* Carried out **Risk analysis** to recognize potential risks and impact around the solution and developed **Risk Mitigation** strategy.
* Ensured that the patient data stays protected from any expected breach by creating access clearance for users, based on requirements, in accordance with **HIPAA**.
* Visually represented elicited requirements using **Unified Modeling Language (UML)** diagrams, such as **Use Case diagrams**, **Activity diagrams** and **Sequence diagrams**, on **Lucid Charts**.
* Participated in **Scrum of Scrum (SoS) Meetings** to discuss interdependencies and find appropriate solutions to resolve issues.
* Employed **MOSCOW** technique to assist PO in prioritizing **Product Backlog Items (PBI)** to provide high value early.
* Assisted development team for **estimating User Stories** by providing clarity on requirements during estimation sessions.
* Used **Cloud Adoption Readiness Tool** to assess the readiness for successful cloud migration and generate cloud adoption plan.
* Sliced **Features** procured from PI Planning Meetings into **User Stories** and ensures they were compliant with **INVEST** criteria.
* Effectively maintained **Product Backlog** and ensured that it followed DEEP and DIVE criteria.
* Performed source system **(Oracle database 19c)** exploration to understand the source data to be migrated, following which assessed the target system (**AWS Redshift** and **AWS S3)**.
* Employed **Gap Analysis** with Solution Architects which included capabilities, requirements and needs against technology.
* Performed thorough Risk Analysis of the Features and produced **Backup Recovery Solutions** with DevOps and cloud engineers to make sure that there is no application downtime throughout migration process.
* Worked with Architects for creating **Conceptual** and **Logical Data Models** using **ER Studio**.
* Utilized T-SQL to perform data **profiling**, **analysis** and **validation** to understand health of the source data.
* Worked with DBA to generate **Data Mapping Document** to capture source data, target data and transformation information.
* Reviewed ETL jobs created by ETL developers and suggested transformation logic using **AWS Glue**.
* Kept track of tasks of the project using **JIRA** and document management using **SharePoint**.
* Assisted in testing of various APIs involved within various AWS services and documented them using **SWAGGER**.
* Facilitated **User Acceptance Testing (UAT)** and participated in other **black box testing** and **system testing**.
* Assisted cloud team in setting up instance on AWS EC2 and tested source system connectivity and user login functionality.
* Ensured that ERP on cloud is working in sync with the on-premise **Laboratory Information Management System (LIMS)**.
* Performed **Parallel Testing** on legacy and new system for performance and generated reports for presenting to stakeholders.
* Created visualizations of health of migrated data such as number of rows migrated, null values, etc. using **Tableau**.

***Environment:*** *Scaled-Agile Framework (SAFe), AWS Cloud Readiness Adoption Tool (AWS CART), AppDynamics, SAP ECC, Oracle database 19c, AWS EC2, AWS S3, AWS Redshift, AWS Cloud Trail, AWS Elastic Load Balancer, AWS Glue, AWS Lambda, MS Office, Tableau, LabVantage LIMS, Lucid Charts.*

**Sanofi**, *Bridgewater Township, NJ* **November 2017 – February 2019**

**Business Systems Analyst**

***Description:***

The project’s objective was to determine factors for Lung Cancer based on Socio-Economic factors like Region, Ethnicity, Education, Income, and Carcinogens. Historical data for the pas 50 years was taken into consideration. A Data Warehousing initiative was put into implementation to migrate data from multiple sources, perform transformations and load onto a Federated storage area to generate various reports. An automated system was also developed to extract data every month for data analysis.

***Responsibilities:***

* Participated in **Product Vision Meeting** with Product Owner to understand the end user needs and scope of the project.
* Assisted the Product Owner in determining the **cadence of sprints** and contributed in **Release Planning Meeting**.
* Documented elicited high-level requirements in **Business Requirement Document (BRD)** and shared on **Confluence**.
* Elicited requirements conducting **Interviews**, **Requirement Workshops** and **Joint Application Development (JAD)** sessions.
* Performed **AS-IS** and **TO-BE** Analyses to identify the current system and the gap to be filled to implement the desired system.
* Decomposed requirements into User Stories and interacted with stakeholders to define rigorous **Definition of Done (DoD)**.
* Actively participated in **Scrum Ceremonies (Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective)**.
* Involved in gaining knowledge of **HIPAA** and **Electronic Data Interchange (EDI)** guidelines and regulations.
* Assisted Scrum Master in creating **JIRA** dashboard and Scrum board for improved clarity and visualizations.
* Interacted with Database Architects for **Source System Exploration** and understand the data that need to be extracted.
* Performed source data **profiling**, **analysis** and **validation** by writing **T-SQL** queries and generated source data health reports.
* Collaborated with DBAs for **Dimension Modeling** of target data mart by employing **Star Schema** for faster data retrieval.
* Collaboratively formulated the initial **Full Extraction plan** and **Automated Partial Extraction** every month.
* Developed a **Data Mapping Document** capturing the source data, target data and transformation information.
* Assisted ETL developers in creation of **ETL** job on **Microsoft SQL Server Integration Server (MS SSIS)**.
* Reviewed test cases, test scenarios and effectively maintained **Requirement Traceability Matrix (RTM)**.
* Facilitated **User Acceptance Testing (UAT)** sessions for end users and documented feedbacks.
* Worked with development team to create **OLAP cubes** using **Microsoft SQL Server Reporting Services (MS SSRS)**.
* Involved in design of **reports prototypes** for early feedback from end users and external stakeholders.
* Assisted Scrum Master in developing information indicators such as sprint/release **Burnup and Burn-down** charts.
* Created ad-hoc reports, dashboards, stories using **Microsoft Power BI (MS Power BI)**.
* Created dashboards for **BI reporting** which included visualizations like **Bar charts**, **Line plots**, **Geo Maps**, **Pie Charts**.

***Environment:*** *Agile-Scrum, Data Mart, JIRA, Confluence, MS SQL Server, Microsoft SQL Server Integration Services (MS SSIS), Microsoft SQL Server Reporting Service (MS SSRS), Microsoft Power BI (MS Power BI), MS Office.*

**FitPass**, *New Delhi, India* **January 2016 – August 2017**

**Business Analyst**

***Description:***

The client is a fitness company who wants to provide its customers a personalized experience via a mobile application which would allow them to manage membership, workouts, diets and other multiple activities. The company wanted the mobile app to be compatible with both iOS and Android.

***Responsibilities:***

* Attended meetings with the stakeholders to comprehend the project’s vision.
* Performed **Document Analysis**, **Interviews**, **Joint Application Development (JAD)** and document in requirement artifacts.
* Researched the core requirements, features, constraints and developed the **Vision** and **Scope document** as well as conducted **Feasibility Analysis** and **Cost-Benefit Analysis**.
* Analyzed the existing business processes, identified the future state and conducted **Gap Analysis**.
* Created **Business Requirement Document (BRD)**, **Functional Requirement Document (FRD)**, **System Requirement Specification (SRS)** and shared across teams using **SharePoint**.
* Assisted Product Owner in breaking down **Epics** and user stories with well-defined **Acceptance Criteria** and developing **Product Backlog**.
* Developed prototypes to get early feedback from customers as well as created various **UML** diagrams such as **User Case**, **Sequence** and **Activity diagrams** using **Lucid Charts**.
* Created **Review Artifact** after every **Sprint Review** to obtain clear feedback from customers.
* Assisted testers in developing **Test plans**, **Test cases**, **Test scenarios** and developed **Requirements Traceability Matrix (RTM)** to keep track of all requirements.
* Facilitated **User Acceptance Testing (UAT)** to ensure proper functioning of application.

***Environment:*** *Water-Scrum-Fall, React JS, Firebase, Flux Architecture, MS Office, SharePoint, MS Power BI.*

**Apollo Hospitals**, *Mumbai, India* **March 2014 – December 2015**

**Jr. Business Analyst**

***Description:***

The client needed a secure online website that would give its patients convenient, 24-hour access to personal health information from anywhere with an internet connection. Using their authentication details such as username and password, patients can view their health information such as recent doctor visits, discharge summary, medication, lab results, requests for prescription refill.

***Responsibilities:***

* Employed **Interviews**, **Surveys**, **Requirement Workshops** to gather end-user requirements.
* Facilitated Joint Application Development (JAD) session to get confirmation on requirements and acted as a scribe.
* Documented elicited requirements into artifacts such as Business **Requirement Document (BRD)**, **Functional Requirement Document (FRD)** and **System Requirement Specification (SRS)**.
* Supported requirements elicitation by creating **low** and **high-fidelity** **Mockups** and **Wireframes** using **MS Visio**.
* Converted elicited requirements into **UML** visualizations such as **Use Case**, **Activity** and **Sequence diagrams**.
* Assisted development team during development phase by clarifying questions regarding requirements.
* Reviewed positive and negative test cases and suggested any changes to be made.
* Assisted testers in creating **RTM** and maintained it for effective traceability of test cases to requirements.
* Created **REST API** documentation and specification for request and response using **POSTMAN**.
* User **MS Power BI** for visualization and reporting of necessary data in the form of dashboards and stories.

***Environment:*** *Waterfall, Confluence, Balsamiq, POSTMAN, MS Power BI, MS SQL Server.*

**Hector Beverages**, *Bangalore, India* **September 2012 – January 2014**

**Quality Assurance Analyst**

***Description:***

A manufacturing company wanted to optimize its traditional way of reporting order confirmation by implementing a web application, static and ad-hoc report generating interface and further by integrating Point-of-Sale (POS) system, provide the status of the ordered product. This project allows a responsive and efficient Graphical User Interface (GUI), marketing tactics and electronic access to critical information.

***Responsibilities:***

* Worked in a Waterfall Methodology environment being involved in **Software Testing Life Cycle (STLC)** phases.
* Worked with Business Analysts and other stakeholders to understand **testable requirements**.
* Prepared Requirements Traceability Matrix (RTM) and was extensively involved in defining the Entry and Exit criteria for all the phases in Software Testing Life Cycle (STLC).
* 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 codes.
* Executed and evaluated **GUI testing**, **User Acceptance Testing** and **Manual Testing**.
* Monitored the STLC process and logged any issue in the **Issue Log** and assisted in prioritizing these issues.

***Environment:*** *Waterfall, SharePoint, MS SQL Server, MS Excel, HP Quality Center (HP QC)*

**EDUCATION:**

Bachelor of Technology, Narsee Monjee Institute of Management Studies, Mumbai, India