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| **PrashantH**  **M Edge**  SR.Product Owner  Chicago, IL  Dineshm6610@gmail.com  (469) 498-8499  Profile  Cross-functional expertise in business analysis, technology consultation and team leadership. Proven track record in Application Modernization, Risk Reduction, Healthcare and ITSM projects. Skilled at building positive work environments with devoted team players, and motivation to provide the utmost level of service.  Areas of Expertise  Lean & Agile Techniques  Business Analysis  Functional Analysis  Customer Interfacing  Technical Consultation  Negotiation Techniques  Technology Analysis  Project Scheduling  Design & Reviews  Knowledge Management  Change Management  Technical Communication  Conflict Management  Quality Assurance | Highlights   * 8 + years of experience as a Sr. Business Analyst/Technical Product Owner with solid understanding of Business Requirements Gathering, Business Process Mapping Evaluating Data Sources, Data Mapping, Translating Requirements into Specifications, Application Design. * Experience in Mortgage and Insurance industry with solid understanding of Business Process Flows, Case Tools, and Business Analysis. * Expertise in Adobe Photo Shops with creation of design layouts, presentations for pictorial view of the data. * Interacted with Product Owners and scrum team to define the scope of the project and set the expectations * Analysed the existing claims process and specific business rules logic applied in the ACP model. * Expertise in Project Management i.e., Project Scoping, Planning, Estimating, Scheduling, Organizing, Directing, Controlling, Budgeting and Drafting Remedy Procedures. * Participate in establishing and improving metrics and Key Performance Indicators (KPIs) across the program * Expereince working on OLAP cubes for reporting services for multiple projects * In depth knowledge Rational Unified Process (RUP) methodology, Use Cases, Software Development Life Cycle (SDLC) processes, Object Oriented Analysis and Design (OOA/D). * Competent in Creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams and Sequence Diagrams. * Worked with Business Analysis team to prepare a detailed Business Requirement document (BRD) and System Requirement Document (SRS * Expertise in broad range of technologies, including business process tools such as Microsoft Project, MS Excel, MS Access, MS Visio, technical assessment tools, Micro Strategy Data Warehouse Data Modeling and Design. * Experience working on IAM and connection with existing web applcations for various projects * Strong knowledge on the Systems Development Life Cycle (SDLC), Rational Unified Process Methodology (RUP), RAD, SWOT, and CRM. * Responsible to Track, Document, Capture, Manage and Communicate the Requirements using Requirement Traceability Matrix (RTM) which helped in controlling numerous artifacts produced by the teams across the deliverables for a project |

# Experience

SR. Product Owner SEPIRE, LLC

(03/20 – Present) Burridge, IL

Sepire is a marketing services and communications distribution company specializing in complex, compliance driven solutions. We are a technology forward company focused on delivering automation solutions in a highly secure environment. Our multi-channel communications services include contact management, printing, mailing, fulfillment, and electronic delivery. Sepire is a certified Women’s Business Enterprise.

# Roles and Responsibilities:

* Analyzed and generated reports/dashboards with information on key performance indicators for decision-making by top management and executives
* Analyzed customer business requirements and processes for change management through document analysis, interviews, workshops, and workflow analysis
* Subject matter expert on advising and coordinating plans for reduced planned/unplanned outage times by adopting Oracle Maximum Availability Architecture (MAA) guidelines
* Tracked and managed schedules for implementing on-premises Oracle Exadata-based implementation of MAA, including bi-directional data replication across data centers
* Knowledge of strategies for attaining maximum availability of mission critical systems, including failure tolerant architecture and bi-directional replication across data centers and cloud platforms
* Performed GAP analysis by creating AS-IS and TO-BE documents for proposed systems
* Facilitated requirements gathering, design, architecture and system build documents and organized review sessions with all stakeholders of the Application Modernization Initiative
* Coordinated Scrum/Standup meetings, root-cause analysis and retrospective/lessons learnt sessions; advised teams on Agile best practices
* Created high quality Use Cases, Business Requirements Documents (BRD), Functional Requirements Specifications, and clarified questions from Development/QA team members
* Domain knowledge in upgrading to high availability Oracle databases on Exadata systems
* Lead effort to migrate critical APIs to OpenShift PaaS, proxied through Apigee gateway and GTM-based data center site-affinity routing.
* Experience working on Identity access management (IAM) for integration with existing and new applications
* Worked on OLAP cubes for reporting with intergration with telrik reporting services for creating cleitns reports and email them as required
* Organized resources and schedule with all required stakeholders, including CoE teams, infrastructure system administrators, network, security, App CI/CD portfolio and change management
* Analyzed business processes and engaged in Business Process Modelling using Balsamiq wireframes and MS Visio process flow charts and diagrams
* Recommended improved business processes, utilizing methodologies such as GAP analysis, SWOT analysis, Cost-benefit analysis and ROI analysis
* Assisted Project Management in maintaining Project Plans and Release Management Plans, updating resources, schedules, and risk register/mitigation sections on a regular basis
* Created and maintained Product Backlogs, Change/Service requests, Requirements Traceability Matrix (RTM) and Defect reports
* Coordinated with Quality Assurance leads/analysts to ensure that System/Integration/UAT Test Plans and Test Cases accurately reflected business requirements, and were in sync with the RTM
* Managed defect tracking, assigned tasks to QA/Dev, tracked status and ensured CI/CD based defect fix releases confirming to SLAs (Service-level agreements)

# Tools and Technologies:

MS Office, Project, Visio, SharePoint, Dynamics, Windows, UNIX/Solaris, HP QC/ALM, Oracle DB, PL/SQL, JIRA, VersionOne

Product Owner

NETZOOM, INC

(06/19 – 03/20) Lisle, IL

NetZoom (DCIM) software enables data center professionals around the world to effectively discover, document, diagram, manage and control Physical**,** Virtual and Cloud IT Infrastructure, along with Facility Infrastructure to create the source of truth with an emphasis on capacity analysis and optimizing power, space and cooling to achieve increased server utilization, virtualization, and power density to attain desired power.

# Roles and Responsibilities:

* Followed approved SDLC and project management methodology, ensuring that all required steps are followed, all required deliverables are produced, and all approvals are obtained.
* I was Accountable for directing work effort of resources assigned to the project or program.
* Lead the day-to-day project management activities from inception to project delivery.
* Expertise on Business Central and Dynamics 365
* Managed critical relationships with IT, consultants and vendors, internal end users, and business customers/leadership.
* Followed approved SDLC and project management methodology, ensuring that all required steps are followed, all required deliverables are produced, and all approvals are obtained.
* was Accountable for directing work effort of resources assigned to the project or program.
* Responsible for project management execution including but not limited to estimating and managing projects’ costs and resources; identified and managed projects’ risks and issues; monitored progress of all key project work streams, deliverables, and outcomes; creation and maintenance of detailed work plans, schedules, project estimates, resource plans, and status reports.
* Worked with OLAP cubes for reporting with SSIS and SSR for reporting services
* Worked with Adobe Photoshops to create stencil images and deployed into production.
* Assist in the identification, development, and evolution of KPIs
* Effectively communicated project scope, schedule, and budget with both customers and contractors.
* Plan and manage deployment of physical and financial resources to meet project milestones
* Proficient in gathering requirements and developing Business and Functional Requirement Documents (BRD and FRD).
* Experience working with IMA with integration from legacy systems to manage the web applications accordingly
* Involved in scanning instruction sheet provided by Membership/Sales department for our record and was also responsible in doing Post Implementation for contracts
* Optimized stored procedures in to extract, transform and load (ETL) data to ensure reporting infrastructure was maintained according to current service level agreements.
* Consults with management/teams and reviews project proposals to determine goals, time frame, funding limitations, and procedures for accomplishing project, staffing requirements, and allotment of resources.
* Designed, implemented, and monitored the progress of initiatives, milestones, and budgets to ensure timelines and deliverables are met.
* Highly Efficient in tracking team’s progress, including burn down chart, velocity, and release
* forecasting for the product.
* Coordinated resources, partnering with peers and with team members to build work plans; directing and prioritizing activity as needed.
* Partnered with Business and IT/AD Teams to create and verify technical specifications to meet business requirements; lead Proofs of Concept if needed

# Tools and Technologies:

MS Office, Project, Visio, SharePoint, Dynamics, Windows, UNIX/Solaris, HP QC/ALM, Rational ClearCase, ClearQuest, Oracle DB, PL/SQL, JIRA, IBM Cognos, Balsamiq, Lucidchart, Eclipse IDE

Assocaite Product Owner

METLIFE

(12/18 - 05/19) Cary, NC

MetLife, Inc. is a leading global provider of insurance, annuities, employee benefits and asset management, serving approximately 100 million customers and more than 90 of the top one hundred FORTUNE 500® companies. Through its subsidiaries and affiliates, MetLife has operations in more than 40 countries and holds leading market positions in the United States, Japan, Latin America, Asia, Europe and the Middle East.

# Roles and Responsibilities:

* Participated in software development and maintenance projects for the integration of healthcare tools and solutions in hospitals and wellness centers in the state of North Carolina
* Successfully conducted JAD/ATDD sessions to synchronize the different objectives of stakeholders and help developers comprehend user requirements
* Analyzed technologies, business processes and healthcare data standards to enhance administrative services, data analytics and data sharing between hospitals, physicians, and wellness centers
* Performed Impact Analysis for implementing ICD 9 to 10 conversion, and coordinated with management, IT development and QA teams on solutions, data security and project schedules
* Domain experience with Claims, Encounters, Payments, Medicaid, Medicare, Providers, Portals, Billing, Benefits and BI reporting
* Domain knowledge in implemented projects include PPACA, EMR/EHR, Medicare, Medicaid, MITA, EDI X12, EDIFACT, MMIS, HIPAA, HIX, HL7, HEDIS and ICDs
* Implemented industry best practices for managing IT projects with onsite – offshore team resources
* Ensured IT security, SOX compliance and controls for healthcare data for HIPAA and HL7 standards
* Headed scoping and estimation sessions with Work Breakdown Structure (WBS) techniques
* Analyzed EDI X12 transaction codes such as 270/271 (Benefit Inquiry/Response), 276/277 (Claim Inquiry/Response), 834 (Enrollment), 835 (Remittance advice) and 837 (Claims)
* Participated in analysis workshops for ICD-9 procedures/diagnosis codes in accordance with ICD-10-CM and ICD-10-PCS conversion compliances to validate forward and backward mapping
* Conducted different levels of testing, including functional, regression, user acceptance, integration and performance, to verify customer needs are met
* Created high quality Use Cases, Business Requirements Documents (BRD), Functional Requirements Specifications, and clarified questions from Development/QA team members
* Analyzed business processes and created Business Process Models with flow charts and diagrams
* Recommended improved business processes, utilizing methodologies such as GAP analysis, SWOT analysis, Cost-benefit analysis, and ROI analysis
* Assisted Project Management in maintaining Project Plans and Release Management Plans, updating resources, schedules, and risk register/mitigation sections on a regular basis
* Created and maintained Product Backlogs, Change/Service requests, Requirements Traceability Matrix (RTM) and Defect reports.
* Worked with IAM for identifying the web applciations key factors and involved in management of ROI as required from the client end
* Implemented change request management system for post-production issues and amendments to business processes / business validation rules
* Worked with EDW team and provided details of data specifications with appropriate standards, facilitate a consistent approach for the acquisition of data sources to generate reports.
* Created business requirements and Use Case document using MS Word, MS Visio and used SharePoint for requirements repository, project space for shared data, requirements review and task assignments.
* Used Tableau Desktop to connect to external data sources, performed data slicing, data aggregation, data normalization, data profiling, use of filters to sort data for data correctness and integrity.

# Tools and Technologies:

MS Office, Project, Visio, SharePoint, Rational ClearCase, ClearQuest, TriZetto Facets, Oracle DB, PL/SQL, SQL Developer, JIRA, HP QC/ALM, UFT/QTP, MS SQL Server DB, SSIS, IBM Cognos, Balsamiq, Lucidchart

SR. BUSINESS ANALYST/Product owner REDFLEX TRAFFIC SYSTEMS

(07/17 - 11/18) Phoenix, AZ

The project was dedicated to completing production, ad hoc analyses and reports in support of Medical Management and Dental. These analyses and reports were used to identify clinical outcomes and quality measurement tool, and Access to manipulate the data.

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# Roles and Responsibilities:

* Organized and facilitated Agile and Scrum meetings, which included Sprint Planning, Daily Scrums / Standups, Sprint Check-in, Sprint review and Retrospective
* Coordinated all aspects of the Software Development & Maintenance project life cycle and harmonized customer, business, technology partner relations
* Mentored junior business analysts, software engineers and trained new team members on Agile/Scrum methodologies
* Lead engagement with product owners, customers, and technology teams to analyze and model the current/future state of Enterprise IT service management projects
* Implemented agile techniques to improve efficiency and productivity, and recommended solutions utilizing methodologies such as GAP analysis, SWOT analysis, Cost-benefit analysis and ROI analysis
* Experienced in using Unified Modeling Language (UML) to create Use Case Diagrams, Business Process Model, Class Diagrams, Activity Diagrams, Sequence Diagrams, and Workflow Diagrams
* Conducted estimation, staffing analysis, budgeting, scheduling, and solutions for new projects
* Skilled in requirements elicitation to identify gaps and issues (functional and non-functional) and preparation of requirements specification documents
* Routinely created use cases, user stories, wireframe models, requirements traceability matrix, flow charts and diagrams to communicate business, user and technical requirements to stakeholders
* Performed quality assurance, including functional, regression, integration and user acceptance testing for successful implementation of critical enterprise software
* Lead initiatives to improve process efficiency and reduce process-related bottlenecks
* Furnished technology analysis to the architecture team for producing high-level design specifications
* Implemented SOAP as part of Web Services and worked extensively on documentation using WSDL
* Developed prototypes and performed architecture, design and solution reviews
* Managed resolution of support tickets through assignment, tracking, escalation, verification of fixes and SLA’s, and process improvement initiatives for defect elimination
* Designed and implemented training plans for end users transitioning to the new system
* Handled Oracle database migration projects and associated backend programs (stored procedures, triggers, functions)

# Tools and Technologies:

BMC Remedy, Rational ClearCase, ClearQuest, Oracle DB, PL/SQL, SQL Developer, TOAD, HPE UFT / QTP, Quality Center, Apache Tomcat, VPN, MS SQL Server DB, SSIS, Office, Project, SharePoint, Visio and Adobe ColdFusion

SR. BUSINESS ANALYST UNIVERSITY OF ILLINOIS AT SPRINGFIELD

(01/16 - 05/17) Springfield, IL

Boeing Enterprise software for IT Asset Management handled acquisition of computing assets. Change Management system handled IT services related to relocation, upgrades and disposition of items. Online cataloging system hosted the list of computing items available for employee purchase. Service-desk and help-desk software systems were used by desktop and tech-support staff.

# Roles and Responsibilities:

* Engaged in intricate requirement analysis with customers, product owners, SMEs and business managers for ITSM projects
* Performed GAP analysis by creating AS-IS and TO-BE documents to identify the potentials of the improved system
* Performed requirements elicitation, created use cases, user stories, requirements traceability matrix and test plans, and coordinated project lifecycle with customer, business and IT teams
* Ensured measurable and sustained process optimizations by building improved operating processes with the application of lean techniques
* Established improved quality control processes to reduce defects in software through root-cause analysis and joint application development
* Performed impact analysis, high-level designs, created test plans, and coordinated reviews and validation tests
* Developed and reviewed software artifacts (Code, Documentation, Unit test scripts), facilitated peer testing, and documented the results
* Performed SQL scripting, including PL/SQL, for requirements/data analysis and quality assurance
* Performed validation activities (Functional, Integration, System and User experience tests) based on the plans, identification, and validation of defects found
* Coordinated with Quality Assurance leads/analysts to ensure that Test Plans and Test Cases accurately reflected business requirements
* Handled production system issues and defects, performed Root-Cause Analysis and devised plans to eliminate the issues with input from stakeholders
* Involved in preparing the Test Scenarios for Health Care Claim Payment/Advice.
* Responsible for attaining HIPAA EDI validation from Medicare, Medicaid and other payers of government carriers.
* Interacted with developers and users to analyze the user requirements and functional specifications.
* Utilized RUP to configure and develop process, standards, and procedures.

# Tools and Technologies:

BMC Remedy Action Request System, MS Office, Visio, Project, IBM Primavera, Rational UCM, ClearCase, ClearQuest, Eclipse, Java, JSP, JavaScript, JDBC, HTML, XML, Oracle DB, PL/SQL, SQL\*Plus, Toad, HPE UFT / QTP, UNIX/Solaris Shell Programming, VPN and Apache Tomcat.

**business analyst**  Accenture, citi Bank

(06/13 - 12/15) BANGALORE, KA, India

CITI Bank, one of the largest bankcard providers in the nation, offers broad range of lending, deposit and membership-based products. CITI Bank offers online services such as 24hour online account access to credit card accounts, instant online account opening for deposit accounts, instant decisions for Aria visa, CITI (Visa and Master) credit cards and loan comparisons through GetSmart.com

# Roles and Responsibilities:

* Extensively involved in every phase of the RUP process starting from Inception to Transition
* Interviewed Business Users to gather Requirements and analyzed the feasibility of their needs by coordinating with the project manager and technical lead.
* Prepared Business Requirement Documents (BRD’s) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.
* Interacted with Architects, business and other stakeholders and created the Back-End Use Cases for Online Payments project.
* Interacted with users for verifying User Requirements, managing Change Control Process, updating existing Documentation

Education

**MASTER OF SCIENCE IN COMPUTER SCIENCE (2017)**

**UNIVERSITY OF ILLINOIS AT SPRINGFIELD SPRINGFIELD, IL**

**BACHELOR OF TECHNOLOGY IN COMPUTER SCIENCE (2013)**

**VTU BELGAUM, KA, INDIA**