**Raksha Sreenath Vashishta (828)-549-8864**

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**SUMMARY**

* Over 6+ years as a Business Analyst working with a various healthcare IT projects. Specifically, the planning, design, development, User Acceptance Testing (UAT), and implementation focusing on liaison skills between the internal/external business community and the IT development team.
* Experienced and well versed in the field of Business Requirement gathering, Business Process flow, Business Process Modeling and Analysis, creating UML diagrams.
* Excellent knowledge on various terminologies like Software Developmental Life Cycle (SDLC)
* Experienced in all phases of the Software Development Life Cycle (SDLC), Rational unified process (RUP), PPO, CMS, EMTALA and HMO.
* Extensive Forms/Reports, PL/SQL and API development, as well as SQL tuning and database design.
* Proficient in implementing HIPAA 4010 and HIPAA 5010 changes in the claims processing system.
* Worked on multiple Web development/enhancement projects at the same time in agile software development environment using Agile/Scrum Methodology.
* Good knowledge of Electronic Health Record (EHR) and Electronic Medical Record (EMR)
* Extensive experience in claims processing and billing, Medicare/Medicaid billing and claims management including Medicare (Part A, B, C, D), /Medicaid, Trizetto Facets, MMIS (Medicaid Management Information System), Medicaid Information Technology Architecture (MITA), HL7, HIX (Health Insurance Exchange).
* Performed Gap analysis to check if the existing system is compatible with what is required by the business.
* Expertise in cloud-based testing using AWS (Amazon web services)
* Expertise with ISO, Six Sigma, SWOT analysis, creating UML diagrams like Use Case Diagrams, Activity Diagrams, Sequence Flow Diagrams and CMM standards.
* Excellent in writing SQL/ MS Access ultimately assisting in UAT, data validations and data analysis.
* Experience in Rational Unified Process (RUP) and Microsoft Project.
* Experienced in using MS Visio for business process modeling.
* Expertise in creating Use Case diagrams, Activity diagrams, Data Flow Diagrams (DFD), Sequence diagrams, State diagrams based on UML Methodology and business process flow diagrams using MS Visio/Enterprise Architect/Rational Rose.
* Knowledge of HIPAA and various transaction codes like 270/271 (inquiry/health care benefits), 276/277 (Claim Status), 834 (Benefit Enrollment), 837 (Health Care Claim), 835 (Payment/Explanation of benefits) PPACA (Health Care Reform and patient Protection and Affordable Care act).
* Experienced in conducting JAD Sessions to provide a solution that could resolve any open issues change any claim requests and provide solutions to the business requirements.
* Implementation of ICD 10 codes in United States system transferring from ICD 9 codes system.
* Good communication skills both verbal and written.

**Technical Overview**

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| **Business Analysis/****Quality Analysis** | MS Visio, ALM/Quality Center, Win Runner, Rational Rose |
| **Project Management** | MS Project (Server), Creative Pro Office, JIRA |
| **Operating System** | Windows XP, Windows 7, UNIX, Linux, Mac OS |
| **Languages** | C++, Java, VB, HTML, XML, SQL, PLSQL, C#, JavaScript |
| **Application** | Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Access ,Visual Studio, Eclipse, Share Point  |
| **Database** | MS SQL Server, Oracle, MS Access |
| **Other Tools** | SQL\*Plus, Apache Tomcat, Business Objects, Net beans |

**PROFESSIONAL PROFILE:**

**State of New York, New York, NY Oct 2018 to Present**

**Business Analyst**

**Roles and Responsibilities:**

* Facilitated Joint Application Design (JAD) sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Understand client business requirements and provide recommendations and best practices for solutions in Salesforce Marketing Cloud.
* Working in the analysis phase of developing shared web service platforms, including SOAP and Restful API's.
* Participated in the review, creation and updating of HIPAA compliant security policies, procedures and controls.
* Gathered demographic information about users such as age, disability, and income level from EDI 834(Enrolment and Benefits) to determine eligibility for Medicare and Medicaid benefits and conducted validation tests.
* Design, analyze and performed Integration and wrote System requirements on different leading healthcare software such as Facets 4.71 or later.
* Involved in loading data from XML files to Database.
* Maintained, troubleshot and processed daily client EDI transactions - ANSI X12 837, 834.
* Knowledge and understanding on API protocol / routine and tools.
* Documented all the aspects of Systems validation lifecycle in accordance with the FDA regulations, including Validation Plan and Protocol, Installation Qualification (IQ) Specifications, Operation Qualification (OQ) Specifications, Performance Qualification (PQ) Specification.
* Involved in HIPPA assessment and HIPAA X12 EDI transaction (835, 837, 270/271) mapping and identified changes that needed to be done to comply with HIPAA regulations.
* Involved in requirement gathering phase (Provider, Claim components and HIPAA)
* Met with report users and stakeholders to understand the problem domain, gathered customer requirements through surveys, interviews (group and one-on-one) along with JAD sessions.
* Followed Unified Modeling Language (UML) methodology using and Rational Rose to create/maintain: Use Cases, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams.
* Experience with TriZetto FACETS System implementation, Claims and Benefits configuration set-up testing, Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA 837 and proprietary format files and Reports development.
* Worked on Data mapping, logical data modeling used SQL queries to filter data within the Oracle database tables.
* Work with cross functional teams to define the standard response for the API development
* Made sure that the systems complied with the rules of HIPAA and CFR Part 11.
* Documented the dimensional models of ETL system.
* Developing and executing SQL queries against data warehouses to support data mapping and ad-hoc analysis.
* Led the testing efforts of the data marts in development, coordinated moving/setting up of processes in Dev/QA/production. Worked with QA team and UAT team to go over the various test scenarios for different types of loads in the data marts.
* Used SQL to test various reports and ETL load jobs in development, QA and production environment.

**AmeriHealth Caritas, Philadelphia, PA**  **July 2015- May 2018**

**Business System Analyst**

**Roles and Responsibilities:**

* Conducted formal interviews, Live Meetings and JAD sessions with business users and matter experts.
* Involved in functional testing, regression testing, smoke testing, API Testing, User Acceptance Testing, Non-functional testing, stress testing, performance testing, Web Application testing.
* Conceptualize and operationalize the factory model to deliver API based integration services that promotes reusability, reliability, and agility
* Worked closely with API development teams to enforce adherence to SQL best practices.
* Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams using UML.
* Involved in Backend Testing to verify data integrity by using SQL.
* Thorough knowledge of Eligibility and Membership Affairs. Also knowledge of HIPAA, X12, and HL7 standards and Medicaid provider best practices.
* Created Data Flow Diagrams (DFDs), ER diagrams for data modeling and Web-page mock-ups using MS Visio for acceptance from end users.
* Implemented API gateway policies to expose RESTful facade for XML/SOAP services to enable consumption of SOA backends by mobile and web applications.
* Defined project milestones, schedules, and monitored progress using MS-Project, creative pro office and modified, updated the project scheduled plans as required.
* Analyzed and tested Data Interface needs.
* Created relationships in Requirement Traceability Matrix linking Business Requirements to Functional requirements and Functional Requirements to Systems Requirements.
* Conducted Asset Management, Risk Analysis of the Requirements and Traceability focus areas of the various projects and worked with the project team to help them identify the high-risk areas.
* Worked extensively on both inbound and outbound transactions, creating test cases for multiple transaction types including 837, 835, 276, 277, 270 271
* Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* Worked on new Pharmacy Benefit Management System Medical Claim Data feed, Data Dictionary layout and definition, Eligibility files and various File Transfer Specifications
* Maintained Requirement Traceability Matrix (RTM) and Utilized ClearQuest for change requests and defect tracking.
* Created UAT Test Plans in Microsoft Project, generated Test cases and Test Data and coordinated User Acceptance Testing with the business to get release sign-offs.
* Assessed current operational procedures, input and output variable and security requirements.
* Claim validation and Pend/Denied Claims Analysis for the Health plans Medicaid programs.
* Updating, transferring, and sharing Files using FTP between Windows and UNIX machines.

**Florida Health Care Plans, Holly Hill, FL                                                                          Dec 2014-June 2015**

**Business Analyst**

**Roles and Responsibilities:**

* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals.  This includes HIPAA 4010; 837, 835.
* Identified and establish communication with all key stakeholders, contributors, business, operations and Applied Unified Modeling Language (UML) methodologies to design Use Case Diagrams, Activity Diagrams and Sequence Diagrams in Rational Rose.
* Extensively used the advanced features of PL/SQL like Records, Tables, Object Types and Dynamic SQL.
* Obtained Data requirements, identified data sources, determined the content of data fields and created Data Mapping Documents and performed Data Extraction and Data Compilation using SQL queries.
* Involved in creating mappings for the conversion of EDI X12 transactions code sets version 4010 to 5010 for EDI 820, 834, and 837 and Performed User Acceptance Testing (UAT) with the Business.
* Migrated Data from MS Excel to SQL Server Reporting Service Using DTS and SQL loader utilities.
* Tested claims adjudication and group and enrollment in Amisys for New Medicare advantage members
* HIPAA EDI transactions such as 835, 834, 837 (P, D, I) 276, 277, 278.
* Created an issue log document and documented all User Acceptance Testing (UAT) issues using HP Quality Center.
* Established RUP (Rational Unified Process) methodology and provided assistance in developing Use cases and project plans.
* Changed Business rules, Implement new ISO Forms and Revision of Loss Costs for all the states of the USA
* Created Use-case scenarios and storyboards in MS Word and MS PowerPoint for better visualization of the application and managed them using Rational Requisite Pro.
* Used MS Visio for Process modeling and Business Process flow diagrams.
* Used UML notations for Object Oriented Design and Documentation.
* Developed Use Case diagrams, business flow diagrams, Activity/State diagrams and Sequence diagrams so that developers and other stakeholders can understand the business process.
* Validated business rules and all artifacts with users, approval and sign off.
* Analyzed data, logical data modeling, created class diagrams and ER diagrams in Rose for designing databases.
* Created test plans and scripts, facilitated user acceptance testing and tested strategies with development and testing team.