Annie M Bupe
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Immigration Status: **USA Permanent Resident (Green Card)**

Objective: Senior Business Analyst/Architect or Systems Analyst or Project Manager or PMO Manager

Work Experience Summary

- Over 20 years of extensive professional experience in **Project Management, Business Analysis, Data Analysis, System Analysis, Quality Assurance, Software Design , Business Intelligence and Reporting, Sales and Marketing, Customer Service, Broker Commission, Claims, Membership and Billing, Pharmacy, Testing, Finance, Mortgages, Health Care, Vendor Management and Contracts, Forecasting and Planning, Research Monitoring and Evaluation**.
- Strong experience in **Software Development Lifecycle (SDLC), Rational Unified Process (RUP), Business Modeling process and Unified Modeling Language (UML).**
- Highly experienced in managing projects, delivering results before and within set timelines and within **budgets using Critical Path Analysis techniques**. Deep knowledge of PMP/PMI principles. Extensive knowledge and experience in PMBOK **and BABOK.**
- Extensive experience in customizing requirements as per **HIPAA** regulations and Documenting Security System Requirements. Extensive experience with projects involving **claims**. Extensive exposure to **SOX**.
- Excellent interpersonal and customer relational Skills. Proven communication, presentation skills and Leadership Qualities. Strong analytical, organizational, problem solving and diagnostic skills.
- Worked extensively on **FACETS, Mainframe, NASCO, PEGA, STAR Membership Projects**.
- Extensive experience and knowledge of **FACETS Data Models (Billing, Member Subscriber, Claims, Data Model**s, **ETL**.
- Extensive working experience with various **Blue Cross Blue Shield** companies, **Kaiser Permanente and United Healthcare Group** in the areas of **Medicare Part A, B, C**, **D**, **Medicaid, Claims** Processing/Payer, Group, membership, Pharmacy enrollment and billing. Extensive work experience on **CMS** mandated projects.
- Extensive experience in **BPM** (Business Process Modelling), Process Mapping both for as-is (Current State) and To Be (Future State), **SIPOCS** both for As-is (Current State) and To Be, RACI, Mini Risk Assessment and Working Knowledge of **Journey Mapping**.
- Extensive experience in **Rational Requisite Pro, Blueprint, Planview, ClearQuest, MS project** and Working Knowledge of **DOORS, Rational Team Concert, Rational Requirements Composer** and other Business Requirement and Project Management Tools.

Education:

- **Master of Business Administration** (Marketing), **UNVA Manassas VA 2005-2007**
- **Bachelor of Arts** (Public Administration and Sociology with one year course work in **Project Management**), **UNZA Zambia. 1991-1995**

<u>Certifications:</u>
Six Sigma White Belt - Horizon BCBSNJ

<u>Clearances</u>
Public Trust

Technical Skills:

Operating Systems	Windows (2000, NT/XP, 2003 Server) UNIX
Workflow Tools	MS Visio2000, Excel, Word, PowerPoint, MS Project
CASE Tools	UML 2.0, Rational Rose 4.0, Rational Software Modeler, Share Point, SQL, MS Access, AQT, Clear Quest, HP Quality Center, Blueprint, Clarity, Siebel Analytics, Team Track, Rational Requisite Pro
Methodologies	SEI-CMM, CMMI, RUP, SDLC, Agile (SCRUM), Waterfall, Six Sigma, PMBOK, BABOK
Applications	PeopleSoft AR/Purchasing, MEDISYS, RDS, FACETS, Primavera, Lotus Notes, ACS SIR, Client Letter, SMART, SAS, Web Trends, Mainframe, FLEXX, FCS, FIS, WMDS, NASCO, Citrix, SYBASE, STAR, SAAS, Mainframe, MMIS
Technologies	PEGA, SIEBEL, JAVA, DB2

Professional Experience:

Inspire Corporate Solutions February 2016 to Till Date
Clients: *FEPOC, Whereoware, Euclid, City of Alexandria (Temporary Solutions), Department of Health and Human Services*

Business Analyst with Project Management Responsibilities

- Facilitated SIPOC Current and Future State sessions and modeled Current and Future State SIPOCS and Process Flows
- Performed Business Analysis and facilitated Requirements sessions with different Government Agencies
- Documented User Stories, Requirements Traceability Matrix, User Acceptance Test Cases.
- Created and updated/managed Project Schedule/Plan.
- Proactively managed the Project timelines.
- Performed User Acceptance Testing
- Trained Project Team Members

Environment, Methodology*:* *Process Maps, Agile, Stakeholder communications,OARS, MS Project, Visio,, Training, HHS 520 and HHS 521, OGC Ethics, ONC, HRSA, IHS, ACF, ASPE, ASPR, SAMHSA, OASH, FDA*

Project Manager

- Successfully managed multiple Projects with quality deliverables
- Performed Business Analysis and facilitated Requirements sessions
- Facilitated SIPOC Current and Future State sessions and introduced new concepts of process modeling.
- Reported back weekly to Senior Management with Status Reports and monthly in Steering Committee Meetings.
- and proactively managed the Project timeline, budget and worked on Project cost estimations.
- Created project artifacts and reviewed them with Stakeholders and SME/s.

***Environment, Methodology**: Clarizen, Process Maps, Waterfall, Agile, SalesForce, Stakeholder communications, EnerGov, CSS, MS Project, Visio, NeoGov, Laserfiche, Cityworks, eReview, Security, IAM, RBAC, Training, External and Internal Communications, Mobile Devices, Experian, Selectron IVR, Portal, Bluebeam, Records Management, Finance, Cashiering, Permitting System, Munis, Cost Estimation*

Sr Digital Project Manager

- Worked with external clients to understand their business needs.
- Performed Business Analysis on existing documentation to extract the initial Business Requirements.
- Facilitated SIPOC Current and Future State sessions.
- Reviewed the Current and Future State flows with the Business SME's.
- Captured and documented Meeting Minutes.
- Modeled the Current State Process flow.
- Managed the Project timeline, budget and worked on Project cost estimations.
- Created project artifacts and stored them on the central repository.

***Environment, Methodology**: Clarizen, Process Maps, Waterfall, Agile, SalesForce, Stakeholder communications, Sales and Marketing, Cost Estimation, Content Management System, B2B, B2C, Jira*

PMO Head/Project Manager

Responsibilities

- Managed the Organizations's Project Portfolio.
- Provided guidance in structuring the IT Department to achieve maximum efficiency. Provided guidance related to SDLC methodology to the IT Team.
- Managed multiple Projects from inception to deployment.
- Worked with Business Owners to ensure that IT was delivering services that met the needs of the Business Functional areas.

***Environment, Methodology**: SharePoint, MS Office, Process Maps, Waterfall, Agile, SalesForce, Epicor, VISIO, MSProject, Sales and Marketing,Microsoft Teams, Stakeholder communications, Cost Estimation, Regulatory Submission Process, Jira*

Sr Project /Business Development Manager

Responsibilities

- Improved Organization's market position and achieved financial growth. Defined long-term organizational strategic goals, built key customer relationships, identified business opportunities, negotiated and closed business deals and maintained extensive knowledge of current market conditions.
- Increased sales opportunities in order to maximize revenue for the Organization.

FEPOC - Washington DC March 2016 to August 2016
Senior Requirements Analyst (Claims)

Responsibilities

- Created Current and Future State Process Flows, documented Business requirements based on analysis of systems and Policy documents, and reviewed the artifacts with SME's and Business Owners. Entered requirements in ALM.
- Obtained Sign off on the reviewed artifacts. Captured and Documented Meeting Minutes and Action Items.
- Worked with the Project Managers to ensure Timelines were being met, issues and risks were being managed and mitigated.

***Environment, Methodology**: SharePoint, MS Office, HIPAA, Process Maps, Waterfall, SRTS, VISIO, FEP Direct, FAM Vol II, ALM. WBS, Benefits*

USDA (NRCS) - Reston VA/Washington DC May 2015 to February 2016
Pega Release Manager/Business Architect

Responsibilities

- Designed Process Flows for Release Management, Pega Packaging Process , Zip File Harshing Process, Release Notes Reporting Process, Deployment Folder Structure Process, Security, Deployment Readiness Testing Process
- Managed the Deployment Process from Development to Deployment
- Updated Release Information Document
- Created and enforced Pega COE standards from Planning Phase to the Deployment Phase
- Facilitated JAR sessions, created BRD's and reviewed them with stakeholders and obtained Approval.

***Environment, Methodology**: Pega, Client Gateway, CoLab, SharePoint, MS Office, Process Maps, Agile SDLC, Security, JAVA, UI Design and Wireframes, HTML, Web Services, JSP, SOA, Stakeholder communications, XML*

FEPOC - Washington DC October 2014 to January 2015
Senior Reporting Business Analyst (Contracts)

Automation of SLR (Service Level Requirements) Reports

Responsibilities

- Created Current and Future State Process Flows, documented Business rules for SLR's and Summary Reports and reviewed the artifacts with SME's and Business Owners.
- Obtained Signed off on the reviewed artifacts.Captured and Documented Meeting

Minutes and Action Items.
- Worked with the Project Managers to ensure Timelines was being met, issues and risks were being managed and mitigated.

Environment, Methodology: *SharePoint, MS Office, HIPAA, Process Maps, Agile, SRTS, CCTI, VISIO, FEP Direct, IAM (Identity Access Management), Security,Stakeholder communications*

BCBSA - Washington DC March 2013 to September 2014
Senior Business Analyst with Project Management Responsibilities - Claims, Data Analysis & Reporting, Vendor Management and Finance

PCMH FEP Project
SPI's to CCTI
FEP Overseas Project
PACER Project

Responsibilities
- Effectively facilitated JAR sessions with SME's, Business Owners, Trading Partners (CareFirst BCBS and AXA Assistance) and captured requirements.
- Documented requirements in BRD's and reviewed them with SME's and the Business Owners' to ensure accuracy. Obtained Approvals for the BRD's, loaded and tagged the Requirements in Rational Requisite Pro.
- Created Current and Future State Flows based upon input from SME's and Business owners.
- Captured and Documented Meeting Minutes. Worked with the Project Managers to ensure Timelines were being met, issues and risks were being managed and mitigated. Uploaded and managed Business Analysis artifacts on SharePoint. Created and updated RWP's and obtained approvals. Uploaded and Tagged requirements in Rational Requisite Pro.

Environment, Methodology: *SharePoint, MS Office, HIPAA, Process Maps, Agile, Rational Requisite Pro, CCTI, MCSource, IDEA, FEP Direct, ClearCase, ClearQuest, RWP, IAM, Security, People Soft, Loyalty Marketing, Financial, Incentives, Stakeholder communications, Cost Estimation, Clinical Research*

XLHealth/UHG Baltimore MD – May 2012 - November 2012
Senior BSA with Project Management Responsibilities - Reporting and Data Analysis

Fulfillment Project
5010 Project
HCE Project
Connolly Project
UHC Medco PAL Lay out
CIP MEDCO PAL Conversion
Essential Hospitals

Responsibilities
- Created BRD's for the Connolly and Fulfillment phase 3, IV and Phase V Projects and had them signed off.

- Facilitated Walkthrough sessions with SME’s from the Enrollment, Reporting and Outcomes and Payment and Integrity Teams.
- Created the Current State Standard Operation Procedures (SOP) for the HCE Project.
- Facilitated Current State and Future State Process Flow meetings for letter generation and Fulfillment Reporting process.
- Worked closely with the Technical team including Off Shore teams to ensure Business Requirements were translated into Technical Specifications.
- Analyzed and reviewed Data Mapping Documents and updated them where applicable.
- Applied Project Management principles to ensure Projects were delivered on time and issues were mitigated.

Environment, Methodology*: SharePoint, SSIS Packages, SQL Server, MS Office, EAM, FACETS, Onbase, Unified Letters Process, Agile SDLC, Data Warehouse (DW), HIPAA 837 Professional & Institutional, HIPAA 835, EDI, PBM, Vendor Management, BPM, Process Maps, Six Sigma, IAM (Identity Access Management) , Security, Stakeholder communications*

Kaiser Permanente, Silverspring MD - January 2012 – May 2012
Business Reporting and Data Consultant with Project Management Responsibilities - Customer Care Contact and Pharmacy

VA MEDICAID Program

Responsibilities

- Created Reporting Requirements document for Appeals and Grievances handling, Call Wait Hold Abandonment based upon the **FAMIS and 2011 Medallion II Medicaid** contracts.
- Reviewed the Requirements with the Business SME's.
- Performed data mapping between Sybase **Pharmacy** data and NCPDP D.O for the file extract that will be sent to the state of Virginia.
- Facilitated internal peer review meetings with team members on the Project
- Maintained Reporting Issues and Action log and ensured that open items were closed out with the business. Submitted weekly status Reports.
- Created **Quality Center** reference guides for uploading Business, User and non-Functional Requirements in Quality Center.
- Provided Project Management oversight.

Environment, Methodology*: Clarity, SharePoint, SYBASE, Oracle, Quality Center, MS Office, KP Health Connect, Diamond, Xcelys, MACESS, CHATS, MMIS, Data Warehouse (DW), SDLC, Waterfall, Customer Contact Center, PBM, Fomularies, IAM, Security, Transportation, Benefits, Regulatory Submission Process*

CareFirst BCBS, Owings Mills MD May 2011 – November 2011
Senior FACETS and NASCO Requirements Manager - Group and Individual Membership & Billing

Recapture and Retention Project
Definition of Blueprint PMO Procedures and Processes
Definition of Requirements Development & Requirements Management Procedures and Processes

Responsibilities

- Created AS IS and TO Be Process flows in the Blueprint Business Process Module for the Recapture and Retention Project specifically for Consumer Direct on FACETS, Small & Medium Groups on FACETS, Large Groups on NASCO, and Termination Process in EDW/EDM. Created and Documented Current and future State SIPOC's.
- Gathered Business Requirements for Identifying Terminated members for Consumer Direct and Small and Medium Groups and entered them in the Blueprint Requirements module.
- Spearheaded the documentation of Blueprint Procedures for Business Process Modeling, Creation of Textual Requirements, Generation of Customized Blueprint Reports, Creation of UI Mockups, Importing of Textual Requirements from Excel, Tracing of Requirements in Blueprint, and Adding Comments to Artifacts in Blueprint.
- Managed the documentation of Requirements Development and Requirements Management Procedures for the Requirements Planning, Requirements Elicitation, Design & QA Process.
- Trained other Requirements Managers in Blueprint Requirements and Business Process Modules.

Environment, Methodology: *Clarity, Blueprint, SharePoint, NASCO, NPS, ITS, FACETS, Quality Center, MS Office, Data Mining, Business intelligence,SDLC, Waterfall, PBM, Vendor Management, BPM, Commercial, Process Maps, Networks, SIPOCS, Six Sigma, RACI, UI Design and Wireframes, Stakeholder communications*

Horizon BCBS, Newark NJ July 2010 – May 2011
IT Solutions Manager/ Senior Project Business Process Analyst with PM Responsibilities - Claims

Termination of Thomas Love Settlement Logic on NASCO and QBlue
IVR VXML Redesign Project
MCR Physician Outlier Prepayment Audit
M097 Open Connect Project
Chiropractic Scope of Practice Mandate of NJ
Responsibilities

- Successfully managed the states in Clear Quest for the M097 Open Connect Project and successfully implemented the Project to satisfy a major customer of Horizon(Wyeth)
- Successfully Managed the Project team and deliverables for the Thomas Love settlement Project to ensure Operational Readiness
- Successfully gathered Business Requirements from IVR, Claims Processing (NASCO and QBlue) , OSC Team, Special Investigative , Customer Service, Provider Network and Credentialing Teams and had the requirements approved by the Stakeholders and the

EPMO Review Team.

- Worked on Planning Approximations and Cost Estimations for the Chiro Scope of Practice, MCR Physician Outlier Prepayment Audit, Thomas Love Settlement project, documented the estimates and presented them before the SDG Reviewing Committee
- Created the UAT Test plans and Test cases and had them approved by the Stakeholders and EPMO Review Team
- Created SIPOCS (Future State and Current State), SOP's, Process maps (Future State and Current State, FMEA, Operations and support Plan, RTM for the MCR Physician Outlier Prepayment Audit Project.
- Attended Project Business Analyst Trainings conducted by the EPMO office
- Conducted BRD walkthroughs for the Chiro Scope of Practice Project with the Business and Technical Teams.
- Updated the cost estimates and uploaded the BRD in Clear Quest, Planview and SharePoint
- Performed Weekly Status Reporting

Environment, Methodology: *Plan View, Clear Quest, SharePoint, NASCO, NPS, ITS, QBlue, CDH/Loyalty Marketing, Incentives, MS Office,SDLC, EAV, RUP, EDI, HIPAA 837 HIPAA 834, 276/277, Commercial, Vendor Management, Specialty, Customer Contact Center,networks, BPM, Process Maps, SIPOCS, Six Sigma, Benefits, Credentialing, IAM(Identity Access Management), Security, Stakeholder communications, Cost Estimation, Clinical Research*

Healthcare Business Analysis Training, Ingenuous Consulting, May – June 2010

<u>WellPoint Blue Cross Blue Shield CA, Newbury Park CA (September 2008 – April 2010)</u>
Technical STAR Enrollment with Project Management Responsibilities - Membership and Billing BSA

2010 Medicare Supplement:

Responsibilities

- Actively supported the Project Lead in coordinating and managing the Star Membership activities for the 2010 Medicare Supplement Project. Assisted with Quality Project Management, Time Project Management, Communication Project Management and Risk Project Management. Created, updated and managed the IT Project Plan in MS Project to reflect the current status and timelines for the various IT tasks on a weekly basis.
- Facilitated Design Meetings with the Technical Team and other impacted areas. Helped in consolidating and updating some sections of the Technical Design Document.
- Managed the IT team's shared drive to ensure proper organization of documentation.
- Created, managed and tracked the IT Risk, Issue, Action, Question and Decision Log.
- Involved with creating the Test plan and Test Cases/scenarios to ensure that each functionality being built and updated was tested accurately. Tested all new Enrollments Billing and Maintenance Transactions with COB indicators, Batch transactions such as letters, bills and reports on the Star Membership System for Over 65 and Pre 65. Performed data validation of files using the file data sets and copy books. Supported UAT Testers during testing.
- Created and managed the Requirements Traceability matrix, Test Evaluation and Summary

Document to ensure that every requirement was accounted for.
- Loaded new Contract Codes and Group Stats for CO and NV in the Product Management and Group Stat Tables on the WellPoint CA Mainframe for the Star Membership and billing System.
- Created and logged defects in the defect log.

Environment, Methodology: *MS Project, Mainframe, STAR, Clear Quest, SharePoint, Plan View, Waterfall, CDH, HIPAA, Progata, EAV, Field Glass, MS Office, Reporting, DB2, Claims Accumulators, SDLC, Waterfall, PBM,Financial, Mail order, Vendor Management, Security, JAVA, Cost Estimation, Stakeholder communications*

WellPoint Blue Cross Blue Shield, St Louis MO
Technical FACETS BSA with Project Management Responsibilities – Group Membership and Billing

Projects:
- **Bent Type Code Audit Improvement Project**
- **Small System Change Request 6289 - Provider Termination Letters**
- **Small System Change Request 6189 - Specialty Pharmacy Monthly Membership to AIM**
- **SSCR 3452 State of Wisconsin CSS Changes**
- **Product Launch 2010 Project**
- **Group Style Cafeteria Benefits Project**
- **Employee Group Retiree Benefits Project**
- **Medicare Member Migration Migratable Platform Architecture Wave Pre 2010 AEP Release**

Responsibilities
- Assisted the Project Managers for various Projects in ensuring that the Projects were on schedule by making sure that the deliverables were completed on time.
- Organized and facilitated the Functional Design Document and Report Design Document Walkthroughs.
- Reviewed Test cases, Test Plans and Technical Design Documents to ensure that the requirements were accurately captured for the Testing Process.
- Created a SharePoint Team site for Group Membership and Billing Technical BSA Team to facilitate collaboration and management of Team Documents.
- Updated the Report Design Document, worked with the Lead Report Developer to define the criteria for extracting data using SQL Logic from **FACETS** to **Hyperion** to be used for generating Monthly and Ad hoc reports.
- Performed **Data Mapping** and Data Manipulation for the new Tables created in FACETS and performed data validation for the fields to be used in the Report Layout as per the Business Specifications based upon **Medicare Part D** benefits quality check.
- Ran queries on the data in Sybase for FACETS in the Test and Production using the Advanced Query Tools to validate that the tables were housing the right data.
- Updated the FDD with a new field in FACETS which was required for SSCR 6289 in order to meet the CMS mandated changes to Provider Termination Letters, future Member Delinquency Letters and other Medicare Letter Changes.
- Addressed defects in FACETS resulting from the automated email sending wrong messages for Preprocessor by updating the FDD with the specific requirement needed to make design

changes to the code.

- Performed Technical analysis on FACETS Membership eligibility feed to WMDS which had an interface with NASCO, WMDS authorization to FACETS) which depended on a lot of codes Service, Behavioral, CPT, Modifiers to determine the updates needed to the FACETS tables to accommodate additional Client Id's so that letters and appeals can be matched. Mapped Product, State, and Division codes to the Client Codes in FACETS. Updated the BTRD with Technical Requirements to satisfy the Business Requirements. Updated the Functional Design and Mapping Documents with the Logic needed to populate the Parent Group and Client ID's in FACETS.
- Performed Analysis on the interface between FACETS and the pharmacy feed based upon the **Medicare Part D** requirements in the Product Launch BTRD to determine if there were any impacts.
- Created the Functional Design Document for Bent Audit History, worked with the Data Architect to design new Look up tables in FACETS.

Environment: *FACETS 4.4.1, Hyperion,, AQT, Lotus Notes, APM, FIS, FCS,WMDS, Clear Quest, Visio, SharePoint, CITRIX, PBM, Waterfall, Financial, HIPAA, EAV,Sybase, SQL, Microsoft Access, Claims Accumulators, SDLC, Waterfall, PBM,Stakeholder communications*

Well Point Anthem BCBS Denver, CO

FACETS Business Analyst with Project Management Responsibilities - Finance, Claims, Broker Commission, Data Analysis and Reporting

Projects:

- **Medicare Advantage Part C Reporting Requirements Project**
- **NEJE CT Continuation Project**

Responsibilities

- Managed the project on behalf of the Project Manager to ensure that the **Medicare Part D** requirements pertaining to the NEJE CT continuation Project were gathered and passed on to the technical team.
- Gathered Business and System Requirements for Finance, Actuarial and Broker Commission, Membership based on the business need and prepared the Maintenance Document (Summarized BTRD).
- Worked with the Finance Business User to define the requirements around Billing, Benefits, Accounting AR and GL Reconciliation in relation to Pharmacy **Medicare Part D** Claims processing/Payer that were going to be impacted by the transitioning of the NEJE CT business to CVS Caremark and worked with the Technical team to define the System interfaces to be developed for People Soft AR, FACETS, Medisys, MEDS.
- Worked with the Business Resources to define Data Elements needed for the interfaces for such as for MMR, TRR and PDE files and other related data.
- Framed a detailed agenda for JAR Sessions. Facilitated the JAR sessions. Took aggressive efforts towards completion and finalization of documentation towards the end of JAR sessions.

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Environment, Methodology: *People Soft AR, FACETS, Medisys, MEDS, SharePoint, CITRIX, Agile, HIPAA, Scope Documents, PMBOK, SDLC, Waterfall, PBM, Stakeholder communications, Vendor Management, Financial, IAM (Identity Access Management)*

<u>Blue Cross Blue Shield Jacksonville (May 2008 to September 2008)</u>
Web Trends Business Analyst
Project(s):

- **Consumer Web Experience**
- **Member Education Content Management**
- **Actionable Customer Understanding**

Responsibilities

- Gathered Business and System Requirements based on business need and prepared Process Flows AS-IS and TO-BE flows for Print and Media Creation, Phone and Internet leads, Auditing Vendor Files. Documented the requirements in the SRS, Business Use Cases and System Use Cases using Visio, IBM Rational Rose for modeling Activity and Use Case Diagrams. Worked closely with Parallel Team members who managed the requirements through IBM Rational Requisite PRO.
- Generated business models, developed the ACU Project using the RUP methodology. Gathered Business Requirements from the Marketing Team, Pharmacy Team and Communications team.
- Worked with the Business Users to define the data for the GUI Pharmacy Tool to allow members to shop on line for drugs for which BCBS FL would use in targeting behavior change in regards to Generic versus Brand.
- Used questionnaire, surveys, JAD sessions and Brainstorming sessions as requirement elicitation techniques. Took aggressive efforts towards completion and finalization of documentation towards the end of JAD sessions.
- Worked with Business Leads to define metrics such as number of website visits per month, number of Registered Members, Lead Conversion Rate to assess performance of the Hispanic Website, My Blue Service, Consumer Web Sales, Power of the Human Voice Go Blue Websites and analyzed the metrics to ensure that there were no gaps for the Consumer Web Experience Projects.
- Helped to measure and analyze the monthly metrics for the various Consumer Web Experience Projects by pulling multiple metric numbers such as number of visits, webpage's visited from WEB TRENDS on a weekly and monthly basis.

Environment: *Rational Rose, Visio, CDH/Loyalty Marketing, Incentives, Web Trends, SAS, Siebel, RUP, Six Sigma, HIPAA, Microsoft PowerPoint, IVR,SIEBEL Analytics, Business Intelligence,SDLC, Sales and Marketing, Waterfall, PBM,BPM, Fomularies, Process Maps, Mail order, SIPOCS, Six Sigma, Regulatory Submission Process.*

<u>Care First Blue Cross Blue Shield Owings Mills, MD (April 2007 –May 2008)</u>
PEGA Technical BSA

Project:

- **Workflow/PEGA**

Responsibilities:

- Designed System Integration Strategies and developed System Use Cases for Group and Member Enrollments in FACETS, Claims Processing/Claims Payer in FLEXX and NASCO, Enrollment of Individual Members in Individual Express (Web Portal), Printing of ID cards in Personix, Generating Print Requests in Client Letter, Registering of Individual and Group members in SMARTS, Scanning of Images in ACS/SIR, SID updates in ACS, Electronic Enrollment Error tracking in EES, Task Information Status in USS , Notification Requests in Lotus Notes for the PEGA Workflow.
- Reviewed Custom Programs, Forms, Processes, Reports including metrics, Business use cases, Supplementary Specification, Business Rules.
- Helped in documenting the Solution Architectural Packages, Traceability matrices to ensure that the requirements have been captured adequately and correctly relating to Workflow/PEGA.
- Identified risks and issues for the project and communicated with Management so that appropriate steps were taken to manage those risks and issues. Provided support to Management for decision making and plan formulation.
- Performed research (Gap Analysis) to analyze potential technical or operational problems or issues resulting in the implementation of the PEGA Process.
- Performed detailed mapping of data from NASCO to FLEXX including mapping of Modifiers and CPT codes in order to pass on the Claims History Data to PEGA.
- Acted as a liaison between Business Analyst who represent a business problem from the Business Users and technology people who know how to create automated solutions.
- Documented Security Requirements related to Workflow/PEGA based on input from the Security Integration Designer.

Environment, Methodology: *Rational Software Modeler, Visio, Informatica, SQL, Java, FACETS, NASCO, NPS, ITS, FLEXX, ACS/SIR, SharePoint, Lotus Notes, SMART, Workflow, PEGA, SOX, PRIMAVERA, EAV, CITRIX, Client Letter, Business Objects, SDLC, Waterfall, HIPAA 834, 835, 837, Commercial, HP Quality Center, Claims Accumulators, Vendor Management, UML, RACI, RBAC, IAM (Identity Access Management), Security, HTML, Web Services, XML, SOA*

Business Analyst Training (October 2006 – April 2007)

Chevy Chase Bank now Capital One Bank Dale City, VA - (April 2005 – April 2007)

Sales and Service Associate with Business Analyst Responsibilities - Retail, Commercial, Mortgages, Home Equity Loans , Credit Cards, Financial Services

Responsibilities:

- Recognized Marketing opportunities and facilitated quality interviews to identify **customer's requirements** and recommended appropriate products, services and referred customers to **Mortgage and Financial Service** Specialists for products such as **Annuities, Trust Funds, 529 Plans, and Mutual Funds**.
- Efficiently and accurately opened and processed **New Checking, Savings , IRA's and CD accounts**, **Home Equity loans and Lines of credit, Credit Cards** , **Auto Loans** and related services using the **RDS**(Retail Delivery System) for **DDA**'s (Demand Deposit Accounts) **CDA** Certificated Deposit accounts following the laid down **business process**

and standard procedures.

- Provided maintenance on existing **DDA, CDA, IRA, Financial Service Accounts** based upon the **business process** and standard laid out procedures.
- Consistently achieved and strove to exceed individual qualified sales referral goals including Mortgage sales while promoting a team concept that accomplished branch sales and service goals/ objectives.
- Maintained up to date working knowledge of all bank products, services such as **Electronic Payment Processing**, branch policies and procedures.
- Provided back up teller support in processing withdrawals and Deposits to the **DDA,CDA,IRA accounts**
- Carried out **Business Analysis** on a branch level to meet **Branch Product goals**.

Toropong Engineering and General Contractors Gaborone, Botswana (April 2002- Dec 2004)
Manager with Project Management responsibilities

- Carried out **Project Planning, Forecasting** and Feasibility studies for multiple Construction Projects.
- Managed Building Construction project streamlines to successful completion from **Planning Phase** to **Deployment phase**.
- Monitored and evaluated various Project Teams performances based on set **Project benchmarks**.
- Ensured projects were completed within specified timeframe according to budget allocations.
- Designed effective activity reporting forms. Assisted in the management of 40 personnel.
- Carried out **Business Analysis** work to identify **Project requirements** and maximize on business opportunities.

CETZAM /NOZAMED PROJECT Ndola, Zambia (2000-2002)
Branch Manager with Project Management responsibilities

- Successfully opened and established a new branch in line with the performance target I was given as a Branch Manager whilst maintaining **brand imaging**. **Recruited branch personnel** continually supervised and appraised the staff.
- Successfully managed the Loan Project from the **Planning Phase** to the **Deployment phase.**
- Carried out effective and efficient **Project Planning, Forecasting** loan **portfolio, project, delinquency** and **operational management** .Developed a marketing strategy for the branch using various communication approaches.
- Ensured quality customer related services were provided to our target group at minimum cost while ensuring maximum self-sustainability and outreach. **Managed and supervised branch operations**, supervised loan disbursements and repayments, ensured 100% compliance to banking regulations.
- Ensured good **operational and credit risk management**, internal controls and regulatory policies, procedures and system compliance, recorded results as designed by the Chief Internal Auditor. Participated fully in establishing branch infrastructure, accounting, **branch MIS, Business and Marketing Analysis** and other support services.

Prepared and submitted multiple reports.

CETZAM Kitwe, Zambia (1999-2000)
Loan Officer

Copperbelt Health Education Project Kitwe, Zambia (1996 - 1999)
Assistant Monitoring Research and Evaluation Coordinator

IFAD Lusaka, Zambia (Sep 1995-Dec 1996)
Research Assistant Analyst