**Professional Summary**

* A competent professional with 3+ years of experience in business analysis, IT service management in Investment and Banking & Health Care industry with a significant understanding of all three configurations like Essential solution, Large solutions and Portfolio.
* Strong experience in all phases of Software Development Lifecycle (SDLC) including requirements gathering, analysis and design, development tools and technologies, release and version control, contemporary testing using Waterfall, Agile/Scrum, Kanban, RUP (Rational Unified Process)/AUP (Agile Unified Process) and Software Testing Life Cycle (STLC).
* Well-versed with Product backlog, Sprint backlog, epic, user stories, and acceptance criteria.
* In-depth understanding of Project Management Practices and Principles including Time Management, Budget Management, Resource Management, Risk Management and Change Management
* Professional Domain knowledge in Banking & Health Care with an aptitude to learn new domains and in-depth knowledge about sub domains such as Mortgage, Retail Banking, Claims.
* Process Knowledge of AR/AP/GL, Credit management, Fixed income analysis, Risk management, Mortgage Banking basics (Mortgage cycle), Mortgage Underwriting and (Unsecured Loans) Personal Loans Operations.
* Excellent analytical skills to understand the business process functionality and to translate them to Business Requirement Specification and System Requirement Specifications
* Experience in testing backend applications using SQL for Data Validation, analysis, mapping and maintenance of databases like MS-SQL Server and MS Access.
* Experience in implementing Rational Unified Process Methodology using Rational tools, working with Agile Development methodology by implementing and delivering Business Processes in iterations
* Proficient in using Agile Scrum methodologies, performed roles of Scrum Master following sprint/standup sessions and used Excel extensively to write user stories, analyzed the Iteration Burn Down charts and reviewed defects.
* Experience in reviewing Test plans, Test cases and Test case execution using Test Director.
* Experience in conducting GAP analysis, User Acceptance Testing (UAT), Cost benefit analysis and ROI analysis.
* Responsible for SQL query transcripts for data governance, optimization and data definition standardization
* Extensive knowledge on E-Commerce, Credit Card Application Process, Electronic Payment Processing, Stocks, Investment Banking, Inventory Management, Accounting, and Mortgage Industry.
* Experience in leading successful JAD session for deriving functional/non-functional requirements and document decisions on the future state of the systems and processes
* Hands-on experience with process modeling using Unified Modeling Language (UML) including use case, sequence, activity diagram, Mockups.
* Experience working with business users, SME, offshore team and senior management
* Experience in assisting Project Manager with the following activities – SOP, RFP, Planning and Budgeting.
* Experience in developing business and functional Requirements, including requirements traceability, categorization, and prioritization following SCRUM methods.
* Able to effectively converse, relate and liaise with multifunctional teams, including business owner, stake holders, mangers, architects, developers and testers at all levels.

SKILL SET:

* **Methodologies** : RUP, UML, Agile, Waterfall
* **Project Management Tools** : Microsoft Project, MS-Office, Excel, Power Point
* **Content Management Tools** : Rally, JIRA, Microsoft SharePoint
* **Document Design Tools** : Zeplin, Invision
* **Testing tools** : Rational Suite, Test Director, HP ALM
* **Database**  : Excel (spreadsheets), MS Access, RDBMS, SQL, DB2
* **Languages:**  : SQL
* **Business modeling tools**  : Microsoft Visio 2007, Rational Rose
* **Business Skills**  : Business Definition Requirements, Use case Modeling,

JAD Sessions, Requirement Gathering, Use case development, Solution design, Process flow design, Prototyping, Data Analysis

* **Version control tools** : Rational Clear Case, JIRA

**Education Details:**

* **Bachelor’s in Pharmacy from Osmania University in 2017**

PROFESSIONAL EXPERIENCE:

**Tenet Healthcare, Plano, TX**

**Healthcare Business Analyst Mar 2019 – Till Date**

Tenet Healthcare Corporation is a multinational investor-owned healthcare services company based in [Dallas](https://en.wikipedia.org/wiki/Dallas), Texas. Through its brands, subsidiaries, joint ventures, and partnerships, as of June 2015 Tenet operates nine facilities in the [United Kingdom](https://en.wikipedia.org/wiki/United_Kingdom) and over 400 [outpatient centers](https://en.wikipedia.org/wiki/Outpatient_clinic) in 16 American states.  The focus of the project was the replacement of the old Medicaid Management information System (MMIS). It included technical and professional services related to analysis and assessment of the current MMIS and EDI claims, documentation of business and technical requirements, preparation of cost analysis and implementation of new MMIS automation system. The project is to implement a web based claims processing and management application health insurance claims automatically.

**Responsibilities:**

* Worked with stakeholders to elicit, analyze, communicate and validate non-functional requirements as related to business processes, policies and information systems.
* Defined and documented business, and non-functional requirements using appropriate documentation techniques to describe statements of the goals, objectives, or needs of a particular stakeholder or group of stakeholders
* Translated high-level business requirements into specifications for the IT organization and manage changes to such specifications
* Responsible for the full HIPAA compliance lifecycle from gap analysis, mapping, implementation and testing for Medicaid Claims.
* Obtained consensus by facilitating communication between business unit(s) and IT from initial requirements to final implementation.
* Responsible for gap analysis in changing old MMIS and Involved in testing new MMIS. Also, accountable for Medicaid Claims Resolution/Reimbursement for peach state health plan using MMIS.
* Provided clinical documentation outsourcing services, software technology and SaaS technology platforms to interface with hospitals' Electronic Health Records (EHR) Systems.
* Provided input to estimates for project management and change management activities through analysis of requirements effort, resources, and technology.
* Served as a liaison between the internal and external business community (Claims, Billing, Membership, Capitation, Customer service, membership management, provider management, advanced Healthcare management, provider agreement management) and the project team.
* Actively analyzed current business processes (Claims, Recipient eligibility and enrollment etc.) and worked with management to improve and implement enterprise solutions to ensure compliance
* Actively involved in updating internal processes (submit claims, check eligibility), updating data collection and data reporting
* Captured current and future state processes as well as document requirements to support them
* Worked on ICD 10 Claims and involved in requirement gathering, documenting the requirements and sending the CRS documents for review and sign off.
* Conducted structured walkthrough sessions with project team and project sponsor to obtain approval on presented artifacts before sending them to sign off.
* Worked on Code Group Management (CGM) and conducted requirement gathering sessions to create Business Requirement Documents (BRDs), Functional Requirement documents and Data element documents.
* Validated requirements in the Rally tool and prepared UAT Test cases based on the user defined acceptance criteria.
* Responsible for testing Medicaid Claims for peach state health plan using MMIS.
* Conducted Requirements walk thru sessions and sent the requirements, Logical and Physical Designs for review and sign off to SMEs and IT leads
* Lead Joint Application Development (JAD) session to capture and elicit the requirement to prepare Business Requirement Document and Function requirements document and obtain sign off on final documents
* Facilitated daily stand ups and managed task board with user stories and board.
* Documented Requirements Traceability Matrix (RTM)
* Created workflow diagrams, UML diagrams, process models, activity diagrams, use cases, for incorporating business process modeling & design changes in the order creation/ management system.
* Gap analysis between ICD 9 and ICD 10.
* Planned, coordinated, and monitored project levels for performance and activities to ensure project completion using Work Breakdown Structure (WBS) in MS Project.
* Acted as a liaison between business staff and technical staff to articulate and communicate their needs, issues and concerns.
* Facilitated Various Agile ceremonies like Daily stand-ups, Iteration Planning, Backlog Refinement, Iteration Review, Iteration Demo and Retrospectives with our team.
* Reviewed burndown charts daily during the stand-ups with team and pull multiple rally reports for the management – like development cycle time in rally, burn up chart etc.

**Environment:**MS Visio, MS Project, Windows 7, Microsoft Office suite, Microsoft SharePoint, Agile (Scrum), UML, Rally, Rational Rose.

**First Command Bank, Ft Worth, TX**

**Business Analyst May 2017 – Feb 2019**

First Command Bank is committed to providing high quality and resilient services and supporting functions to our customers and clients. It has several lines of businesses (LOB’s) which includes mortgage features like Mortgage Origination, Mortgage underwriting, Mortgage Applications, Mortgage Pricing Calculations and mortgage functionality workflow, Line of credit and ACH features

My main responsibility in the project was to automate Mortgage Loan Origination System. Process included Acquisition, fulfillment and Securitization. All the business functions of the loan process such as the Appraisal, Credit, Income, and Title functionalities was performed by the system.

**Responsibilities:**

* Analyzed requirements, developed workflow charts and diagrams, assessed legacy system capabilities to develop system specifications documents
* Implemented business rules, logic and processes in Software development life cycle (SDLC)
* Served as a liaison between mortgage specialists and the project team.
* Responsible for gathering user requirements and specifications for designing a mortgage based loan system using and documenting the same.
* Worked to create Data Mapping Documents and worked with business to write transformation rules through SQL.
* Conducted JAD sessions with the stakeholders, end users and SME, to determine the critical business processes and identify key functional requirements for Loan Origination System adhering to the Mortgage Servicing Industry practices and FDIC guidelines.
* Maintained system protocols by writing and updating specification documents
* Supported the development and delivery team throughout the system implementation
* Participated in functional design sessions, creates and executes SQL test scripts, and aids in the solution of data issues.
* In depth knowledge of RUP's Iterative Software Development Life Cycle, Waterfall and Agile Methodology
* Worked with mortgage department to o translate users’ needs into system requirements.
* Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop. Documented User Stories and facilitated Story Point discussions to analyze the level of effort on project specifications
* Reviewed loan applications and analyzed data required to process loan documents and performed validation to ensure loan documents are transmitted to appropriate departments.
* Experience in the documentation of system and business requirements and specifications, design and development of use and test-case scenarios and root-cause analysis, GAP analysis, developing test plans, test scripts using SQL, Assisting System Integration testing (SIT), user acceptance testing (UAT), training, and implementing new processes and technology.
* Designed and implemented basic SQL queries for QA testing and report.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested the same
* Supported Mortgage Servicing by ensuring requirements is delivered in a timely manner.
* Interacted with stakeholders and gathered requirements as per the business needs.
* Composed detailed Use Case Specification Documents in Rational Requisite Pro.
* Developed Flowchart and process diagram using Microsoft Visio and Rational Rose
* Worked in an agile environment when created existing Quick Bill Pay feature (ACH).
* Participated in functional design sessions, creates and executes SQL test scripts, and aids in the solution of data issues.
* Worked on SQL Server database to extract data and build Business reports and queries to resolve data issues in source system databases.
* Conducted JAD sessions with the stakeholders, end users and SME, to determine the critical business processes and identify key functional requirements for Loan Serv system adhering to the Mortgage Servicing Industry practices and FDIC guidelines.
* Worked extensively through Agile development methodology by dividing the application into iterations
* Facilitating Scrum Daily Standup, Product Backlog, Backlog Grooming, Sprint Planning, Retrospective Agile ceremonies.
* Was involved in managing the Daily Standup meetings and also ensured that quality standards were enforced as per the build-release schedule.
* Conducted GAP analysis by understanding the AS-IS system and the TO-BE system requirements by having discussions with the SME's.
* Validated the various business processes with a committee of Subject Matter Experts (SME's) like Mortgage Servicers, Underwriters, Credit Analyst etc, to ensure the rules and guidelines have been met.
* Hands on work experience with Waterfall and Agile software development methodology Using Scrum and Kanban.
* Participate in Daily Agile Scrum "Stand-up", Biweekly Sprint Planning and Retrospective Sessions and update the team on status of upcoming User Stories.
* Wrote Application Functional Design Document (AFD/FRD) for various applications across different platforms to be used by developers for coding.
* Documented Requirement Traceability Matrix in Requisite Pro for traceability of requirements through test cases.

**Environment**: UML, Agile/Scrum, SQL, Requisite Pro, Loan Origination System, Microsoft Office (Excel, Word, PowerPoint and Visio).