**Maleeha Jersalis**

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Status: US Citizen

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**SUMMARY**

* Over 7 years working as a Business Analyst / IT Analyst. Solid understanding of Business requirements gathering, Business Process Flows, Business Process Modeling.
* Extensively involved in Agile-Scrum projects for writing technical and functional user stories & Epics, grooming user stories, reviews, and requirements traceability.
* Excellent knowledge in Health Insurance, Health Insurance Exchange (HIX), Health Information Exchange (HIE), Asset Management, PBM, Data Warehousing, and Human Health Services (HHS) environment
* Extensive domain knowledge in MMIS, EPIC, EDI X12, HL7, HIPAA, System, Medicare and Medicaid, CMS Compliances/Regulations.
* Profound knowledge of EDI X12 standards in healthcare insurance.
* Strong institutional knowledge of Medicaid including Medicaid Information Technology Architecture (MITA), and Medicaid Management Information Systems (MMIS)
* Development of 820, 834, 837 Claim billing, 276 Status, 834 Enrollment, 835 Claim Payments, 829, 270-278 and many other healthcare maps.
* Understand EDI business practice and the ability to understand the client's needs.
* Strong experience in Claims Processing and Claims Scrubbing in HMO, PPO, Medicaid and Medicare.
* Experience in Healthcare Application Facets in different modules like Claims, Membership, Provider and Billing.
* Experienced with Federal contracts, X12 transactions, health care act, EDI transactions 270, 271, 834, 835, 837.
* Experience in full Software Development Life Cycle (SDLC) from association with end-users for requirements determination, defining the system scope, system analysis, testing, maintenance and documentation.
* Excellent understanding of business requirements, functional requirements, non-functional requirements, technical requirements, and business process flows.
* Write complex technical specifications detailing data transformations, business rules and workflows.
* Design distributed systems including defining interfaces between applications.
* Flexible, innovative and able to thrive in a fast paced, growth-oriented and time-critical environment.
* Extensively worked on creation of Narrative Use Cases, Data Flow Diagrams, Activity Diagrams, Workflow Diagrams and Sequence Diagrams to define the business Process Model and Data Process Model using UML Rational tools / MS Visio.
* Conducted Joint Application Development (JAD) sessions and individual interviews with SMEs, business groups, senior management and IT groups to converge towards a goal acceptable to clients/customers and feasible for developers to deliver.
* Excellent skills in documenting Business Requirements Documents (BRD), Use Case Specifications, Functional Requirement Documents (FRD) and Systems Requirements Specifications (SRS).
* Experience in working with relational databases like Oracle, SQL, MS SQL Server and MS Access.
* Interacted with large terms of testers and developers through excellent communication and interpersonal skills.
* Possess business, project management, problem solving, customer relations, analytical, communication and presentation skills.

**EXPERIENCE**

**Business Analyst | PLEXIS Healthcare Systems, Ashland, OR | April 2019 – Present**

*PLEXIS benefits administration software automates medical, dental and vision claims processing for healthcare organizations across the US. It's a product that’s been developed to integrate, enable EDI, HIPAA compliant, claims re-pricing and adjudication solutions for healthcare payers. PLEXIS claims software also supports Medicaid claim processing' Medicare claim processing' Medicare Advantage claims processing. It is a rule based, intelligent, claims automation solution that enables employers, and other managed care organizations to improve operating efficiencies and business outcomes.*

* Responsible for business analysis, requirement specifications, project planning and identifying the resources and implementation of the project.
* Authored Computer Validation Report, which involved extensive research and interaction with SMEs and clients.
* Created business workflows on the claims module for the client to get a better understanding of the software and prepared a detailed BRD including all functional and non-functional requirements.
* Extensively used UML for specifying, constructing and documenting the software system.
* Worked closely on 834 transaction code for Benefit Enrollment and did manual testing using TestDirector.
* Involved in Validation of HIPAA for 837, 270/271, 276/277, 835, 834 EDI transactions.
* Performed the Gap analysis of the earlier systems, generated a detailed Requirements document describing new system architecture through Use Cases and Activity diagrams.
* Created functional flow diagrams, context diagrams and other high-level diagrams for documenting the functionality of separate modules using MS Visio and UML.
* Developed Class Diagrams, State diagrams and physical Component diagrams/ DFDs to capture the entire system functionality and thereafter built a framework for the software development phase.
* Utilized business and technical tools to develop business and system requirement analysis with supporting variance reports, current and target business process flows and traceability matrices.
* Designed message formats, queues, legacy systems interfaces, and worked with the users through interviews and JAD sessions. Created front-end prototypes as deliverables and projected the end-delivery modules.
* Prepared requirement specification, functionality trace matrix, quality assurance plan and designed test cases. Communicated with business, technology leadership for overall project/program office milestones.
* Prepared project charters to conduct professional meetings for the client and team members.

**Business Analyst | Haven Health, Boston, MA | December 2018 – March 2019**

*Company improves healthcare services and lower costs for employees of 3 companys while making primary care easier to access, making prescription drugs more affordable and rendering insurance benefits easier to understand.*

* Used Business Process Modeling (BPM) industry standard tools to create Use Cases diagram, Block diagrams, Activity diagram, Data flow diagrams and Sequence diagrams.
* Analyzed the 837 (Institutional/Professional Inbound/Outbound), 834 Inbound, 835 Outbound, 997 Acknowledgement Inbound and Outbound EDI Transactions.
* Verified and validated HIPAA compliant X12 format for both inbound and out bound healthcare EDI 834 transactions as per ICD10 and extensive healthcare experience in Medical Imaging, EHR/EMR, Mobile Apps, Medicare-Medicaid, HIPPA, HIX on EPIC software applications
* Validated EDI 837I and 837P claims output files.
* Documented the BRD and FSD.
* Worked on HIPAA standard/EDI Standard Transactions: 834, 835, 837 to identify the key data set elements to the designated record set.
* Collaborated with both technical and business stakeholders to understand reporting and data requirements based on customer and internal needs.
* Created and maintained Business Use cases and System Use cases, Use Case diagrams, Flow Diagrams, Business Flow Diagrams (BPMN), Activity diagrams, Sequence diagrams throughout the SLC using MS Visio.
* Analyzed the client's applications to determine the impact of the Enhancements on EDI Transactions Set and Code List implementation and defined the changes to bring the affected systems into compliance
* Worked on Inbound/Outbound Interfaces and Extensions, Load and extraction programs involving HIPPA 837 and proprietary format files and Reports development.
* Assisted JAD sessions to identify the business flows and determined whether any current or proposed systems were impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA.
* Resolved pre-UAT and post-UAT issues for final acceptance document to be signed by client/ Business Owners.
* Performed requirement analysis by gathering functional/non-functional reqs based on interactions with the process owners & stakeholders and document analysis, represented them in Requirements Traceability Matrix (RTM).
* Performed Gap Analysis to check compatibility of existing system infrastructure with new business requirements.
* Worked with multiple teams to improve overall reporting of the Claims, payments, Real-time adjudication information. Used SharePoint as a Web-based Content Management System and as a Document/ Project Management tool
* Created and updated BRD related to external benefit vendors.
* Prepared BRD, FRD, Software Requirement Specification (SRS), Use Cases, and User Manuals.
* Performed JAD sessions among end-users, SMEs and development team for project meetings and walkthroughs.
* Developed Business Flow Diagrams, Dataflow diagrams, Activity diagrams and Use cases diagrams using MS Visio to understand services in the HIPPA business logic layer.
* Performed Gap Analysis to estimate the Gap between As-Is and To-Be states of the business.
* Prepared interview questions for stakeholders to gather maximum information in JAD Sessions.

**IT Business Analyst | Frontier Airlines, Denver, CO | March 2016 to November 2018**

* Supported and developed complex back-end SQL server stored procedures for reports.
* Provided project estimates & progress to senior management using data visualization and reporting.
* Provided process enhancement solutions to business to help fasten reporting procedures.
* Liaised between business unit and data developer to develop and modify databases.
* Ensured report testing and gap closure by involving client's feedback at regular intervals.
* Standardized, documented and replicated data processes for internal clients.
* Managed conflicting priorities and facilitated liaison between client and management.
* Assisted the project with weekly change requests and held responsibility for weekly changes to the applications.
* Identified KPIs and represented them in visually impactful LIVE dashboards.
* Worked directly with business to gather, review and analyze reporting needs to provide best practice reporting solutions
* Reduced overtime spent by re-engineering resource allocation
* Coordinated and participated in the planning and execution of integration, regression and UAT; maintaining technical documentation for business processes as defined in the methodology.
* Implemented Waterfall model for different phases of the application development of the SDLC.
* Worked with business and internal IT teams to ensure functionality was delivered using solid release planning and implementation methods.
* Ensured that this opportunity is used to maximize the benefit, and that all new business and functional requirements for both the portals are incorporated into the new system
* Worked with the business to create user training materials and train the trainers; ensuring that the compliance requirements identified by Data Privacy and Practices are taken into consideration by the business.

**Business Analyst | RealPage, Dallas, TX | April 2014 - February 2016**

*A leading provider of on demand (Software-as-a-Service or SaaS) products and services for the rental housing industry. Project: RSO Development: This project is responsible for consolidating site level customer reports into consolidated portfolio reports for Velocity and Cross Fire Account Management.*

* Led requirements analysis and verification, ensuring that requirement statements are complete, consistent, concise, comprehensible, traceable and verifiable and that they conform to standards to meet the acceptance criteria.
* Worked directly with users elicit and document business requirements.
* Collaborated with cross functional teams to gather business requirements related to ongoing development using Agile Estimating and Applied User Stories.
* Proficiently helped development teams to break down large user stories for execution.
* Assisted product owners and teams to improve their ability for creating good product backlogs.
* Actively assisted in the acceptance and validation of the stories by testing the delivered stories.
* Create UML models for system specifications and design.
* Review and identify impacts on business processes and product functionality for changing requirements based on detailed solutions and strategies and perform Business Process Reengineering and suggest improvements.
* Characterize Test Plans, Test Cases and perform functional testing.
* Attended scrum meetings to give an update on features assigned to me.
* Communicate with stakeholders throughout the project to ensure alignment of project scope of work and support technical team members with necessary functional inputs during the development phase.
* Utilized full SDLC / Product life cycle experience working from the discovery phase to release.
* Worked in an Agile/Scrum framework with two weeks sprint cycle with a release every five weeks.
* Helped facilitate story boarding, backlog grooming, prioritizing, daily stand ups and retrospect meetings.
* Worked with multiple development approaches for internal and externally developed applications as well as packaged applications including incremental, waterfall, and Agile Scrum.
* Responsible for gathering / identifying complex business needs and reqs from a diverse set of stakeholders and be able to effectively compile and document these needs effectively for systems design and development.
* Worked with different teams involving Business users, Subject matter experts, QA and Technical teams.

**Environment**: MS Project, PowerPoint, Excel, Visio; TFS, XML, JIRA.

**Business Analyst | Fidelity Investments, Dallas, TX | October 2012 – March 2014**

*The project involved working on an employee portal which aids in servicing company's employees with their accounts, HR policies, Payroll, Directory, company news and events. The scope of project was to update and enhance employee portal.*

* Led and facilitated meetings during business requirements gathering sessions across multiple stakeholder groups (product owner, SMEs, and process owners).
* Assisted product owner to establish criteria for requirements, attributes, and processes for prioritizing the requirements.
* Participated in Agile ceremonies including backlog grooming, sprint planning, demonstrations and retrospectives.
* Provided inputs in epics and user stories by identifying the assumptions, constraints, risk and risk mitigation strategies.
* Used various agile modeling techniques in order to elicit and capture the requirements. For example, modeled Data Flow Diagrams (DFD) using MS Visio since the data flow was complex and involved multiple applications, internal and external to the environment.
* Participated and conducted JAD session with SME and Stakeholders.
* Delivered and managed business requirements via artifacts such as epics, features, stories, acceptance criteria, wireframe diagrams, mockups/demos, etc.
* Worked closely with Product Owners to understand product vision/roadmap and translated into a product backlog.
* Conducted product backlog grooming sessions with the product owner and the implementation team.
* Created and managed product backlog of clearly defined and prioritized Features, Epics and user stories. Authored user stories along with acceptance criteria.
* Supported QA team in terms of reviewing test plans, test cases developed by QA team to make   
  sure that all requirements are covered in test scripts and tested properly.

**EDUCATION**

Bachelor in Science Osmania University 1997

Master’s in Business Administration Osmania University, 2000

Master’s in Education University of Bridgeport, 2007