**Reshma K**

**Senior Business Analyst**

Email: reshmak9007@gmail.com

Phone: 7328130481

**Professional Summary**

**8 years** of experience as a Business Analyst in healthcare domain with thorough understanding of Business Requirements elicitation, documentation, testing, solving complex business problems and working experience in all areas of the Software Development Life Cycle (SDLC).

* Knowledgeable with **HIPAA, GXP, ACA MHRA, GDPR, FDA**, and Claims from purpose of entry to settling, claim review, recognizing claims preparing issues, their source and giving prompt relating answers for the issues.
* Comprehension of insurance policies as, **Health Maintenance Organization (HMO)**, **Preferred Provider Organization (PPO)**, demonstrated involvement in **HIPPA EDI** exchange codes as, **270/271** (ask/reaction medical care benefits), **276/277** (Claims status), **834** (Benefits enrolment), **835** (Payment/settlement advise), **837** (Health care claims).
* Knowledge on compliances and codes like **HIPAA** (Securing patients data), **HITECH** (motivate of the implication of EHR system), **HL7** international standards (protected data sharing between healthcare providers, **ICD-9 & ICD- 10** (records and codes specific symptoms, diagnoses, procedures in volume 1, 2, 3).
* Knowledge in modules such as **CM/UM, Pre-authorization, Provider network, Enrolments, Account Management.**
* Involved in all the stages of the **software development life cycle (SDLC)** in multiple projects by working with the Business users, Key Business Stakeholders, Subject Matter Experts (SME’s), Project Manager (PM’s), Scrum Master, Product Owner, Architects, Testers, Developers and delivered end-to-end business solutions by facilitating meetings.
* Worked in traditional **Waterfall** and **Agile** **Methodologies such as** **Scrum**, **Scrum-Waterfall.** Profound knowledge on **XP, RUP, Kanban,** **Scaled Agile Framework** 4.2 and 4.6 methodologies.
* Conducted **AS-IS -** **To-be** to understand the process flow and **GAP** analysis for performance and few other analyses like **IMPACT** analysis, **RISK** analysis, **COST BENEFIT** analysis**, SWOT** analysis**, FEASIBILITY** analysis.
* Good understanding of Business **Requirement Elicitation** techniques such as **Brainstorming sessions, Interview, Q&A sessions, Interface analysis, Prototyping, Observation, Focus groups, Requirements Workshop, JAD (Joint Application Development),** and have knowledge on **Business Process flow, Business Process Modelling.**
* Proficient with documentation skills to create **Business Requirement Document (BRD), Functional Requirements Document (FRD), Software Requirement Specifications (SRS)** and **Use Cases Specifications.**
* Expertise in creating **Wireframes**, **Mock-ups**, **Prototypes both high-fidelity and low fidelity** for visual understanding on User Interface by using multiple tools like **Balsamiq**, **MS Visio.**
* Expertise in **Change Management, Requirement Management** in different methodologies.
* Experience in process modelling using **UML methodology** for creating **Use Case Diagrams, Activity Diagrams, and Sequence Diagrams** to make technical team get a visual understanding on the systems interaction.
* Participated in Scrum ceremonies including **Backlog Refinement**, **Sprint Planning**, Daily **Stand up meeting**, **Sprint Review and Sprint Retrospective.** Experienced in **Prioritizing Techniques** like **MOSCOW, KANO** and **Estimating Techniques** like **Planning Poker, Relative Mass Valuation, T-shirt Sizing and Bucket Sizing**.
* Managed Release Planning meetings for the product, assisted all the teams to record as a hard copy business epic. Aided in the sizing, estimation, and prioritization of **user stories** by helping SMEs performing **SWAG**.
* Coordinate business discussions amongst stakeholders to gather **Functional and Non-Functional Requirements** and builds scope documentation and liaison between business users and technology teams.
* Experienced in creation of **User stories** using Atlassian **JIRA.** Assisted Product Owner in finalizing the **MVP** **(Minimum viable product), MRF (Minimum releasable features)** and defining **key performance indicators (KPI).**
* Helped with the **Story mapping** process in Agile after elicitation and documentation of requirements **(user stories)**.
* Experience creating data transformations and purifying standards for migration utilizing ETL tools.
* Experience in **Data Integration** using **Data centre** with **Hub** and **Spoke**.
* Extensive implementation knowledge of **Databases**, **Data Warehousing,** **Data Table structures**, **Schemas**, **Data Marts,** and **OLTP**, **OLAP** operations such as **Roll-up, Drill-down, slice and dice** and **pivot.**
* Experienced in creating **Entity Relationship diagrams,** **Conceptual, Logical, and Physical data models.**
* Created Source to Target **Data Mapping documents** indicating the source tables, data types, transformations required and the business rules to be applied. Knowledge of **Mapping, Integration and Migration**.
* Significant experience of working on **Application Programming interface (API)** documentation using **Swagger** and **API** testing using **POSTMAN**, to test the request and response of API’s in JSON.
* Comprehensive understanding of **Test Plans** and **Test Cases** from the Requirements document.
* Played a key role in **User Acceptance Test** before and after the completion and documented the results.
* Experienced in **Black Box, Manual, Unit, System, Performance, Load, Stress, Regression, Automated, Functional, Non-Functional, Smoke and Sanity Testing of applications with knowledge on STLC (Software Testing Lifecycle) by assisting in creating Test plan, Test Scripts, Test cases, Test Scenarios and Test Analysis reports .**
* Proficient in coordination of Issues, **Defect tracking/reporting** and monitoring the status of the project.
* Examined Source Data using **SQL queries** as a part of **Data Profiling** to configure and compute the profile data andexperience in executing queries like Joins, subqueries, and Aggregate functions.
* Capable in creating **SQL** queries for analysing the data by extracting it.
* Proficient in using tools like **Informatica PowerCenter, Tableau and SSRS (SQL Server Reporting Services).**
* Created various types of reports like histogram, pie charts and dashboards using **Tableau** and **Power BI.**

**Technical Skills:**

**Methodologies :** Agile Modelling (Scrum), Waterfall, Waterfall-Scrum

**Operating Systems** **:** Windows, XP, Office 365

**Packages & Applications** **:** MS- Word, MS – Excel, MS-Power Point, MS-Project, MS-Visio

**Multimedia Tools** **:** Adobe Photoshop, Picasa

**Language :** HTML, JSON, SQL version 2012, and Java

**Database :** MySQL version 2012, Oracle 9i, DB2

**ETL Tools**  **:** Informatica, SQL Server Integration Services (SSIS)

**Tools :** JIRA, SharePoint, Confluence, HP ALM, POSTMAN, Tableau

**System Analyst**

**Caresource, Dayton, OH 2020 Nov – Present**

The project is to transfer data from multiple sources into internal database where the data will be distributed in the entire organization. The data will be arriving to Acquisition team’s database, which is the initial step, then the data will be moved to the second layer which is Data integration team’s database through source target mapping (STM) built by Data modelling team, where the data will be used for internal analysis. The data marts were built by Business Build team for the data that arrived in the Data integration database by utilizing STM that was built by Data modelling team.

# **Role and Responsibilities:**

* Identified Business rules, Data mapping, and Application validation
* Worked with 3 teams to manage the data transfer, also responsible to facilitate meetings for all the teams on weekly bases, and manage work within 3 teams
* Gathered requirements, conducted user interviews, analysed and documented project plan using Requisite pro
* Worked on Agile / Scrum based methodology
* Facilitated stand ups in the absence of Scrum Master
* Facilitated Grooming meetingsand Prioritizing the backlog items by the business value, assisted team on estimating story points by using
* Identify the data format, location, and sensitivity, Planning for the size and scope of the project
* Worked on User stories for sprint, participated in the bug review meetings
* Clarified QA team issues and Reviewed test plans to make sure that all requirements will be covered in scripts and tested properly
* Utilized ServiceNow for requirement request and to raise the request.
* Excellent background on building stories with Microsoft TFS
* Experience in TFS to ensure high availability to the user stories, maintained Backlog with Azure TFS based on Business Value
* Wrote User stories, and Bug stories in TFS and maintained the TFS board
* Creating branches and merging, Release plan etc, as per agile development
* Played a key role working closely with the Project Manager in rescheduling the project timelines using MS-Project
* Worked with Azure Microsoft
* Analysed system requirements, developed detailed Test Plan, Test Cases and test scripts for testing the functionality
* Understanding and analysing the requirements of Clients to manage Business Process
* Worked with SQL for arrangement of customer data
* Analysed and optimized the process by performing various kind of analysis
* Responsible for receiving data files from our vendors and preparing these files for load into a database for which a job/utility has already been developed

**Sr. Business System Analyst**

**Anthem, Norfolk, VA May 2019 – Oct 2020**

The application is a central organization where we bring all providers, pharmaceuticals, and payers on the same platform, the customer can customize their health insurance plan, for which our application will collect the data from multiple sources and stores the data in Database and stores customers historical data in DWH under complying HIPAA guidelines.

# **Role and Responsibilities:**

* Interviewed **Subject Matter Experts (SMEs)** and performed broad Document Reviews to build up an inside and out comprehension of the Business Processes to help **Business Process Improvement (BPI)**.
* Reviewed and Analysed the **HIPAA** compliances and rules relating to **Protected Health Information (PHI)** to create and empower Device Authentication feature for secured data transmission.
* Communicated the significance of **ICD 10 codes**, baselined Apex EDI as an interpreter programming and was engaged with its integration process. Teamed up to examine the Effectiveness of Health Data **(HEDIS measures)**.
* Communicated with multiple applications of providers through **HCPCS codes** to get the cost of those services.
* Worked with Data requesting protocol **X12 834** to obtain enrolment of the patient information and inclusion plan.
* Mapped **HIPAA** compliant **EDI** transactions for **835:** payment advice transactions.
* Performed **GAP analysis,** **SWOT analysis** and reported themto understand any business hazards.
* Elicited business requirements for the project using **interviews and** conducted **Joint Application Development (JAD) sessions** with **Subject Matter Expert (SME)** and **Stakeholders.**
* Drafted Process Workflow, Use-case diagram, and Activity Diagram **(UML outlines)** utilizing Lucid Chart.
* Actively participated in Scrum ceremonies and assisted Product Owner in Backlog Grooming and Prioritizing the backlog items using **MOSCOW** analysis, assisted team on estimating story points by using **T-Shirt Sizing**.
* Expertise in writing **User Stories** and **Acceptance Criteria** utilizing **JIRA** to approve **Potentially Shippable Product Increment (PSPI), Definition of Done (DOD), Definition of Ready (DOR)** using **JIRA.**
* Assisted the Scrum Master to create and document Information Radiators like **Burn-up – Burn-down charts** to communicate with the Stakeholders and furthermore track the team progress.
* Actively associated with keeping up the agile board to follow the various issues and bugs utilizing **JIRA**.
* Applied Top-Down methodology of System Design dependent on different Functional Requirements, Non-Functional Requirements and Data Requirements and helped the Technical team to plan an In-House **Application Programming Interface (API)** framework.
* Assisted the Architects in making **Data Flow Diagrams** and imparted over all the Stakeholders.
* Reviewed the customized **Firewall** to approve as well as deny certain systems/users to approach **Electronic Health Records (EHR)** to **Electronic Data Capture (EDC)** from false users.
* Performed **API testing**, and validated the responses, response time using **POSTMAN**. Involved in **API** documentation for **REST** services and documented **JSON** request and response.
* Worked collaboratively with Scrum team to identify data requirements and mapping, establish practical and efficient design and testing approaches, providing suggestion and feedback as appropriate.
* Assisted in creation of **Test Cases**, **Test Plans** and **Test Scenarios**. Effectively took an interest and encouraged **Smoke Testing**, Black **Box and User Acceptance Testing (UAT).** Compared test results with Requirements by using **Requirements Traceability matrix (RTM)**.
* Created Data **Visualization dashboards** using **Tableau** for, Standard- static reports & Ad-Hoc reports.

**Environment: Agile-Scrum environment, JIRA, Confluence, Lucid Chart, Balsamiq, Nginx Server, WebLogic Server, MySQL DB, Tableau.**

**Sr. Business System Analyst**

**Geisinger, Danville, PA 2017 Oct – 2019 April**

**Project 1:** The application is to automate the LIMS system by integrating the EHR system to the LIMS system. The LIMS system 1 prints the 3D- barcode and caregiver enters patient data manually in system 2. Medicopia transfers data via TCP/IP network connection utilizing the HL7 protocol. The front desk integrated with LIMS system, so the customer data will be collected and entered in front desk system manually. The LIMS system will extract the information from the front desk.

**Roles and Responsibilities:**

* Worked in **Agile software** development methodology and assisted Product owner in performing user research and market research.
* **Interfaced with the Subject matter experts (SME's), Stakeholders to understand business** needs and requirements, and to set up the technical vision of product and analyse triple constraint trade-offs.
* Managed **Impact Analysis** to get an estimation on the system conversions of **ICD 9** codes to **ICD 10**.
* Accumulated information on **HIPAA (Securing data), GALP (Good automated laboratory practices), GSP (Good storage practices), GDPR (collecting, securing personal data, financial, medical, and biometric data)** rules and guidelines.
* Integrated **EHR** system to **LIMS** system under **HIPAA** guidelines, applied **HL7** and **EDI X12** transaction to the elements for data transaction.
* Generated **UML diagrams**- **Use Case Diagrams, Activity Diagrams, Sequence Diagrams** in Lucid charts.
* Effectively checked out the Scrum Ceremonies as, **Backlog Grooming/Refinement, Sprint Planning meeting, Daily Scrum, Sprint review meeting and Sprint Retrospective**.
* Immovably cooperated with the Product Owner to make **User Stories** and **Acceptance Criteria** using **JIRA** to support **Potentially Shippable Product Increment (PSPI)**.
* Registered the **Traceability Matrix** for drafting the **Test Cases** and requirements identified with them.
* Firmly worked together with the Product Owner to **Prioritize Product Backlog, Slice/Breakdown User Stories, Estimating the Spring Backlog, characterize Acceptance Criteria**, and **Definition on Done** **(DOD)** utilizing **Jira**.
* Helped the Scrum Master in making **Burn Up/Burn Down Charts** to convey team progress with Product Owner.
* Documented and assisted testing team to write **Test plans, Test scripts and Test scenarios** for functional, load, stress, performance, and regression testing of **REST API** calls
* Developed and executed automated test plans with test team to reduce **REST API** regression testing time by 2 hours, as well as improve the accuracy of testing using assertions.
* Participated in **UAT** cycle test scripts, Review **User Acceptance Test Plan (UATP)** and take part in walkthrough.
* Involved in managing **bug tracking and defect prevention** activity using **defect management life cycle** in **JIRA** to improve issue/bug fixes and maintained the **issue log**.
* Solely responsible for the design of several key data table and **ETL routines**, that will streamline reporting needs as well as improve report performance.
* Designed and created complicated **SQL** queries for production support data analysis.
* Created various **graphs** such as **Heat Map, Tree Map, Scatter plots, and dashboards** using **Tableau** for identifying opportunities and spot inefficient processes.
* Trained end-users in the new functionality by both presentations and documentation.

**Environment: Agile-Scrum environment, JIRA, Confluence, Lucid charts, Balsamiq, Google Web designer, Tableau, Informatica, MS PowerPoint, MS Excel, MS Access, Oracle.**

**Sr. Business System Analyst**

**Project 2:** The association was locked in with making an application which will use to move patient's information safely from labs to providers. The endeavour included support of the HIPAA Health Connect system which is used for keeping Electronic Health Records of HIPAA. In like manner drew in with its sub-systems like EDI transaction codes 835 and 837 HealthCare targets improving security in the Health Care industry using current development.

**Roles and Responsibilities**

* Participated in user meetings, gathered Business requirements and specifications for the Data-warehouse design.
* Built up a business Analysis system around the **SDLC**, assisted with creating use cases, project plans and scope.
* Engaged with the gathering with Business Process Owners, **SME (Subject Matter Experts)** and store users for Requirement gathering in Definition Stage.
* Worked on **HIPAA 4010** and **5010/ICD 9**, variant for all EDI exchanges.
* Working knowledge of developing information based on **HIPAA 837, 835, 834, 820, 270, 271, 276, 277,** and **278, EDI, Privacy, Security, Medicare, and Medicaid.**
* Pro extensively cooperated with the stakeholders and the IT Department in finishing the requirements as indicated by the **CMS** Compliances/Regulations and **HIPAA** Regulations.
* Inspected **Business Requirements** andisolated them intohigh-level and low-level **Use Cases, Activity Diagrams, Sequence Diagrams (UML).**
* Made **Process Flow diagrams, use case diagram (UML)** utilizing **Lucid charts.**
* Acted as proxy scrum master, facilitating all sprint events and sprint reports **(Burndown/Burnup charts),** andmaintained **information radiators** with regular updates.
* Maintained a **Requirement Traceability Matrix (RTM)** to ensure that all Functional Requirements are addressed at the Use Case Level and matched with the Business Requirements.
* Involved with **Functional, Regression, Integration Testing, Unit, Smoke and Sanity Testing** on the system.
* Arranged **Test Strategy,** **Test Plan,** **Test cases, Test scenarios and made** T**est reports** with the test results.
* Performed **UAT** testing and verify the **test results** to ensure the key business needs are supported.
* Performed **SQL** queries operation such as **DML** and **DDL** commands for data extraction and manipulation.
* Conducted passive transformations to extract, validate and load data into Data Warehouses from different sources like **relational databases, application frameworks, temp tables, flat documents** and **so forth.**

**Environment**: **Agile-Scrum, Quality Centre, Lucid charts, SharePoint, MS Project 2004, MS excel, MS Word, MS .NET, MS Access.**

**Business System Analyst**

**Centene Corporation, St Louis, MO 2016 Nov – 2017 Aug** A system which examines and sends electronic medical coverage eligibility data of workers occasionally and resolve qualification exemptions over various plans the association subscribes. The framework targets tending to Dual-section, data quality complying with HIPAA adjusting to the security and precision of the transmitted data.

**Roles and Responsibilities:**

* Worked in **Agile-Scrum methodology** and extensively involved in **Software Development Life Cycle** phases.
* Participated the **requirements analysis**, **impact analysis** and recorded them.
* Performed **Interviews** and **document analysis** along with facilitating **Joint Action Development (JAD) Sessions** and **Requirement workshops** to gather the required data and furnish requirements.
* Assisted in **identifying best practices** to maintain data integrity in Healthcare and systems information management.
* Worked with business users to create **UML diagrams** like **Use cases, Activity** and **Sequence diagrams** using **MS Visio.**
* Created the **Requirement Traceability Matrix (RTM)** and assisted in defining **Entry** and **Exit Criteria.**
* Created **Wireframes/ Mock-ups** using for both the modules which are being added to the current system.
* Interacted with Product Owners to create and identify **Epics, User Stories and creating Product Backlog in JIRA**.
* Participated in **daily stand ups, review, and retrospective meetings** to aid the team at addressing user input to better modify the system to suit customer requirements.
* Created **Reports** and **Dashboards** in **Tableau** to communicate with the business stakeholders the status and performance.
* **Data profiling** and **cleansing** activities to enhance the correctness of the data and eliminate redundancies and loss of data.
* Assisted in **mapping** and integration of data from various **RDBS, Flat files** toperform **data integration**, **validation,** and **normalization** to maintain accuracy and effectiveness of the data.
* Maintained functional **test cases** like the **test data, data validation,** harness **scripts** and **automated scripts** using **HP QC** and actively involved in **Defect Life Cycle Management** and assisted in creating **Issue logs.**
* Assisted in the **User Acceptance Testing** and coordinated with the **UAT** team to schedule and assist the business users in understanding the features and capabilities and assisted in **Testing.**

**Environment: Agile-Scrum, MS Office, MS Visio, MS PowerPoint, MS Excel, MS Access, Informatica Power Centre, Hp QC, Tableau.**

**Business Analyst**

**Scio Health, India 2014 June – 2016 May**

This application is to execute an incorporated stage to deal with the medical benefits of individuals by gathering information from different provincial data warehouses to a solitary Data Mart. Further, make a consistent site which can be gotten to just by guarantors to see data with respect to their health plans and benefits and the expense related with it. The framework would likewise make automated proclamations and email the individuals fittingly coordinated. The association was limited by compliance and governance rules that required broad documentation.

**Roles and Responsibilities:**

* Elicited business requirements for the project using **interviews, document analysis, surveys** and used standard template of the organization to develop requirements. Conducted **Joint Application Development (JAD) sessions** with **Subject Matter Expert (SME)** sessions.
* Generated reports on **GAP analysis,** **SWOT analysis** to understand the performance flow and other hazards.
* Analysed and gathered requirements for preparation of **Business Requirement Document (BRD)**, **Functional Requirement Document (FRD)** and **System Requirement Specification (SRS).**
* Actively participated in planning and designing phase. Conducted various elicitation techniques to understand and communicate the requirements efficiently.
* Created a **Release Planning Document** consisting of a high-level overview of all the requirements to be released in the upcoming sprint and assisted in creating a **pre-defined release schedule.**
* Assisted the Project Manager in creating a **Product backlog** which is a detailed requirements document.
* Acknowledged the **Iterative** and **Incremental** development process to understand **Hybrid Agile framework.**
* Actively took part in determining the **cadence** by **Capacity of the team** and participated in **Scrum Ceremonies.**
* Assisted the Technical team to identify the **source** and the **target** of the data for an efficient **data migration** through **ETL process** using **Informatica PowerCenter.**
* Helped in creating **Conceptual and Logical Data** model and created a **Data Mapping document.**
* Assisted in integrating data from regional storage to a single data mart by **conformed dimensions.**
* Based on the **Release Planning Document**, assisted the Project Manager to set a limit on the **release frequency** and helped the testers to conduct **System testing** and **User Acceptance Testing** before creating a solution for Deployment.
* Created a **Deployment plan** by closely analysing the characteristics of the **Production environment** and saw the project to **“Go-Live”.**

**Environment:** **Waterfall-Scrum Hybrid model, Data Warehouse, SharePoint 2010, MS Office, Confluence (v.6.2), MS Visio (v.15), Informatica PowerCenter (v.9.5).**

Jr. **Business Analyst**

**Kynite, India 2013 Jan – 2014 May**

The undertaking pointed toward planning an online web-based interface for the drug producing organization for observing the supply of medications to the healthcare providers by assigning a machine-readable exceptional code and a one of a kind record is made each time when an individual handles and this portal makes it simple for tracking the sample whenever.

**Roles and Responsibilities:**

* Studied, analysed Project **Business Requirement Document (BRD)** and review **Functional requirement specifications (FRS).**
* Worked on **GUI** development by creating mock-ups to review requirements, provide feedback on the screen design.
* Created High Fidelity **Prototypes** of Application User Interfaces using **Wireframes** and **Mock-ups** with focused attention to detail in enriching User Experience and User Interaction.
* Translated business requirements and use cases into detailed functional design specifications, including **UML diagrams.**
* Created PowerPoint presentations for monthly meetings with upper management.
* Assessed business priorities and advised business units by assisting in performing Risk Analysis.
* Worked on HP Quality Centre for executing **Test Scripts** and **reporting defects**.
* Designed **Test Plans** and **Test Cases** for **User Acceptance testing (UAT)** with the help of QA teams.
* Created multiple data visualization reports with **Tableau** for the executives to give variable analysis of business matrices.
* Used **SharePoint 2010** for content management and document management.

**Environment: Waterfall model, HTML, CSS, SharePoint 2010, SQL, Tableau, MS Excel 2010, MS PowerPoint 2010, HP QC (v.11).**