 **Sampath**

**Sr. Business Systems Analyst**

**732-813-0454**

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**PROFESSIONAL SUMMARY:**

* Over **8 years** of experience as a **Business Analyst**/**Sr** **Business Systems Analyst** with a solid understanding of **Business Requirement gathering**, **Business Process flow**, and **Business Process Modeling** and **Analysis** in **HealthCare** domain and **Public Sector** domain.
* Robust experience in working in different methodologies such as **Waterfall**, **Agile Scrum**, **Scrum-Waterfall Hybrid, RUP** and other industry standard methodologies like **Extreme** **programming**, **Spiral**, **Kanban** and **SAFe.**
* Knowledgeable in area of the various types of health insurance programs such as: **Medicaid, Medicare (Part A, B, C and D), PPO, HMO, and POS,** **Procedural** and **Diagnostic codes, Claims Process**.
* Good knowledge **of HL7, EMR/EHR, Health Care Reform** and **PPACA.**
* Experienced working in **Medicare and Medicaid projects**, proficient in **ICD-9-CM** and **ICD -10-CM** coding and claims processing.
* Solid understanding of **Membership, Claims Processing, Billing, Benefit/Eligibility, Authorization/Referrals, COB,** and corresponding **EDI transactions.**
* Strong experience in **Healthcare/Claims adjudication process** with knowledge of industry compliance standards like **HIPAA** and **EDI X12** transactions **270/271, 276/277**, **820, 834, 835** & **837(P, I, D)**.
* Extensive knowledge of **Medical Management Information Systems (MMIS)**, **National Provider Identification (NPI)**, **provider** as well as **payer**, **Health Insurance Portability and Accountability Act (HIPAA) standards, Electronic Data Interchange (EDI)**.
* Extensive experience in **Gathering Requirements, analyzing them, Modeling Business Process Flows, writing Business Requirements Document (BRD), Use case Specifications, Systems Requirements Specification (SRS)**, Workflows using **UML** and **RUP** methodology.
* Highly proficient in working with diverse users and stakeholders to elicit, analyze, communicate and gather requirements using elicitation techniques such as **Brainstorming sessions, workshops like JAD,** **Document Analysis, Interviewing, Prototyping, Requirements Workshops, Questionnaires and Interface Analysis, Job Shadowing, Focus Groups.**
* Experienced in performing **Gap Analysis**, **Risk Analysis**, **Cost Benefit Analysis, Feasibility Study**, **SWOT Analysis** and **Impact Analysis (Business** and **Technical)** on various projects.
* Experience in handling **change request management**, effectively implemented change by performing both **business impact analysis** and **technical impact analysis** of the change in the scope of the project.
* Created multiple **Unified Modeling Language** (UML) diagrams including **Use Cases, Activity, Sequence, Data Flow** and ER Diagrams using **Balsamiq** and **MS-Visio** and assisted in Business Process Modeling.
* Created **business rules**, **Vision documents**, **business glossary**, **functional** and **technical specifications** in documents such as **BRD (Business Requirement Document), FRD (Functional Requirement Document), SRS (System Requirement Specification), RTM (Requirement Traceability Matrix)** for various projects and actively participated in verification and validation of requirements with stakeholders and presented the results to top executives.
* Expertise in managing requirements from project inception through release phase, tracing requirements using **Requirements Traceability Matrix (RTM)** and delivering projects on time and within budget.
* Expertise in **SQL** and executed queries using joins**, unions, group by, order by** and **aggregate** functions to extract data from different databases (**Oracle DB, MS SQL Server**) for timely reporting and validation.
* Knowledge in Data warehousing concepts- **Data modelling, Data mapping, Data integration, Star schema, Snowflake schema,** and **ETL process** using informatica power center and used it extract the data from the source system and transform according to the business rules and load it into the target systems.
* Good Knowledge on **Web services** like **REST/SOAP** using **XML, WSDL** and **UDDI** using internet protocol suite like **HTTP** and **HTTPS** under the **Three-Tier, Service Oriented Architecture (SOA).**
* Experience in creation of **API Documentation** containing all information required to work with API, with details about the **functions, classes, return types** and **arguments** using **Open API and Swagger Tools**.
* Involved in conducting **UAT** sessions, **test planning, creating test cases, test execution, issue resolution** and **report generation** to assure that all the aspects of the project follow the business requirements.
* Coordinated with the testing team during the formulation of **Test Plan** and **Test Cases** for **Functional, System, Integration, UAT (User Acceptance Testing)** and **Regression Testing, Black Box, White Box** based on **Design Document,** **User Requirement Document** for the Functional and Performance Testing.
* **Managed, assigned and triaged** defects from Unit and UAT testing. Reviewed **Test Plan and Test Cases/Test Scripts** and managed **defect tracking and triaging process**.
* Experienced in **Creating Operational Dashboards** to monitor frequently changing business processes, **Strategic Dashboards** to track the **KPIs** across organization and **Analytical Dashboards** to analyze large volumes of data using Informatica and Tableau.

**TECHNICAL SKILLS**

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| **SDLC Methodologies** | Traditional Waterfall, Agile Scrum, RUP, Scrum Waterfall Hybrid, SAFe, XP, Spiral |
| **Project Management/Requirement Management tools** | Rally, JIRA, Rational Rose, Requisite PRO, Confluence, HP ALM, MS Project, MS SharePoint, MS Office 365 online |
| **Languages** | HTML5, CSS3, SQL, XML, JSON, Java/J2EE, JavaScript, SOAP, REST |
| **Database/ETL/ Data Warehousing** | Oracle DB, MS SQL Server, My SQL, MS Access, Informatica power center, Data Mapping, Data Analysis, OLTP, OLAP. |
| **Business Modelling Tools/ Reporting/BI** | MS Visio, Balsamiq, Lucid Chart, Mockup Screens, Unified Modelling Language (UML), Tableau, MS Excel. |
| **Defect Tracking/Testing Tools** | HP QC, JIRA, HPALM, Rational Clear Quest, SOAP UI |
| **Office Tools** | MS Word, MS Excel, MS PowerPoint, MS Project, MS Visio, Outlook, MS SharePoint |

**City Of New York/DSS/DHS/HRA -NYC, NY Sep 2018- Present**

**Role:** **Business Systems Analyst**

**AHRA**: The scope of this project was to develop a new web portal and create a new mobile app for the residents of NYC so that they can apply for the benefits such as **SNAP** and **CA**. The goal of the project was to make the existing application more efficient, improve the client satisfaction score and reduce the benefit processing time for customers.

**SPOS 4.0:** Workers and supervisors in the Fair Hearing Administration (FHA), staff responsible for SNAP Separate Determination actions in the FIA Job Centers and HIV/AIDS Service Administration, HASA Centers continue to process case actions in older interfaces in Classic POS that do not leverage automation of processing, improved business rules. By ensuring the most critical activities remaining in the SNAP classic POS are developed, integrated, or automated in Phase 4 of SPOS, this project will increase worker efficiency by ensuring full functionality, gradually replacing outdated programming language/technology, provide application stability and ensure best use.

**Responsibilities:**

* Worked in an **Agile** environment with **daily scrum meetings, grooming sessions, sprint planning, sprint review** and **sprint retrospective.**
* Gathered **business requirements** from stakeholders and **subject matter experts** using various elicitation methods **such as Interviews, Prototyping and brainstorming** asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business and technical teams.
* Assisted **Product Owner** in Writing Functional and Non-Functional User Stories Using Jira.
* Prepared detailed **Business Requirement Documents (BRD)** to incorporate high-level business requirements, and **Software Requirements Specification (SRS)** for **functional, non-functional, Data** and **GUI** requirements.
* Developed **Use Cases, flow diagram, sequence diagram**, using **UML** diagrams in **MS Visio** and also designed **UI screen mockups and prototypes** for the proposed system, using **Mockup Screens**, to provide a user-friendly front end for the proposed system.
* Performed **Document analysis, and GAP analysis** to analyze **As-Is** business process and the **To-Be** system and assisted in fixing the scope of the project and to check the compatibility of the existing system infrastructure.
* Liaison between senior IT management and development; involved in reporting the status of projects, identifying issues and assessing their impact, and proactively recommending solutions.
* Extensively used **stored procedures** and **triggers** in testing and fetching of the backend data of the customer enrollment using **Oracle SQL Developer**.
* Create **SQL queries** to pull data for analytics throughout the project life cycle from **relational database**.
* Assisted programmers and developers during **designing, coding, testing, deploying, maintenance**, and supporting client initiatives.
* Assisted Technical writer in creating the **API Documentation**, which described how to use the Software, by thoroughly understanding the **API, arguments, return type** and languages and interface it supports using open **API tools**.
* Managed **requirements churn** and worked with business to ensure that requirement changes are captured and completed before code freeze for sprints, also conducted the functionality demo for the business when delivering the sprint items.
* Managed the **Change Request** and analyzed the **Impact of the Change** request on the application regarding **Project Plan, Scope, and Schedule**.
* Documented **(RTM)** in **MS Excel** for traceability of requirements through test cases.
* Created **Test cases** and participated with **QA** team in testing of the functionality of the application by inserting varying data on different test runs and generated test reports using **MS Excel** and attached the **Test cases** in **JIRA**. Also Conducted **User Acceptance Testing (UAT)**, interacted with team members in analyzing and fixing bugs.
* Involved in **Smoke, Functional, Integration, End-to-end and Regressions Tests** in each environment.
* Excellent customer facing experience and track record for meeting deadlines and submitting the deliverables on time.

**Environment:** Agile/Scrum, Mock-up screens, Oracle SQL Developer, MS Share Point, MS Word, MS Power Point, MS Project, MS Visio, GAP Analysis, JIRA, UML, and UAT Testing. **Delta Dental HQ - Lansing, MI Jun 2017- Aug 2018**

**Sr. Business Systems Analyst**

**Description:** As one of the leading providers of Medicaid, Medicare plan services. Our organization arranges health care service deliveries and offers Health Information Management Solutions (HIMS) to individuals and families. The scope of the project was based on rectifying errors confronted in the automated claims filing process and reduce errors associated with HIPPA transaction X12 837, 835 related to CPT and HCPC codes. This project helped the IT capturing, indexing and displaying data efficiently in the company’s EDI legacy system. The Splunk Enterprise integrated helped the management to check all the information post the patient claims were submitted.

**Responsibilities:**

* Studied existing **business application** and **processes**, **current source system**, collected end user requirements by using **interviews, requirement workshops, brainstorming sessions** and suggested the improvised business process model.
* Worked closely with product owner to develop user stories and acceptance criteria to build an incremental business values using Agile Scrum and **Scaled Agile framework (SAFe)** in JIRA.
* Involved in all the scrum ceremonies like **sprint planning, daily scrum, sprint review and sprint retrospectives**.
* Performed **Document analysis, and GAP analysis** to analyze **As-Is** business process and the **To-Be** system and assisted in fixing the scope of the project and to check the compatibility of the existing system infrastructure.
* Conducted requirement gathering sessions with the purpose of creating and defining the **Business Requirement Document (BRD)** to incorporate the high-level requirements and **System Requirements Specification (SRS)** for functional, non-functional, data and GUI requirements.
* Conducted thorough analysis of the Business Requirements and **created design specification** to accomplish and achieve business needs related to Healthcare **EDI X12** transactions such as **835** and **837**.
* Incorporated and implemented all **HIPAA standards, EDI** transaction syntax like **ANSI X12**, **ICD-9, ICD-10** coding.
* Worked with **FACETS** Team for **HIPAA X12 837** Claims Validation and Verification Process (**Pre-Adjudication**), Conducted claims validation and pending/denied Claims Analysis for the Health plans Medicaid programs.
* Liaised and Coordinated in resolving **EDI 834** mapping (Data mapping) issues arising from data transfer process Analyzed mandatory and the situational fields and compared with the **user's manuals for EDI 834**.
* Participated in the walkthroughs and meetings specifically for **Claims filing processing**, weekly status meetings to present status and incorporate any digressions from the original scope.
* Captured process flows by preparing **Use Cases, Activity Diagrams** and **Sequence Diagrams** and other UML diagrams for a clear understanding of the project vision by using **MS VISIO** and **Lucid charts.**
* Involved in creation of **Mock-Ups** and **Wireframes** of user interface using **Balsamiq** for client verification.
* Functioned as the primary **liaison** between the business line and the technical areas throughout the project cycle.
* Writing **SQL queries** to extract and analyze data from FACETS Database and produce weekly and monthly reports and also Performed **Data analysis** and **Data validation** by writing **SQL queries**.
* Assisted Data Analyst in all stages of development processes including **extraction, transformation and loading (ETL)** data from various sources like **IBM web sphere application server,** Sterling file gateway, Sybase facets performance analytics.
* Splunk indexes involved on searchable data from any **app, server** or network device in real time including **logs, config files, messages, alerts, scripts and metrics**.
* Responsible for identifying and documenting business rules and creating detailed **Use Case** and requirement document.
* Experienced with **Informatica Power center for ETL** in order to map the code sets according to the implementation, the companion guides and reported the claims statues using **Tableau and Splunk Enterprise**.
* Used **SOAP UI** for testing **REST** and Web services calls also performed **manual testing** to test the functionality.
* Helped the testing team to successfully conduct **User Acceptance Testing (UAT)**, based on the **Design Document** and **User Requirement Document** for the Functional and Performance Testing.
* Used **JIRA** for **issue tracking, user story management** and **requirement traceability**, Used **Bit Bucket** as the **version control repository** for pulling and push code.

**Environment:** Agile (scrum), MS Excel, MS Word, MS Visio, Lucid Chart, MOCKUP Screens, Balsamiq, MS Project, HPQC, JIRA, Tableau, Splunk Enterprise Software, MySQL, Oracle, Informatica, XML, REST API, SOAP API, SOAP UI.

**Walgreens - Deerfield, IL Mar 2016- May 2017**

**Sr. Business Systems Analyst**

**Description:** The scope of the project was to enhance the existing “Balance Rewards Card” of online web portal. The users for this application portal are primarily customers. Most importantly, the motto of this application enhancement was to provide an easy-to-use and intuitive end user experience on any device—from desktop to tablet and mobile. This is a customer loyalty card where the customer gets points every time they purchase something and swipe the card in the store. Also worked on the Mobile Project which was enhancement to the Mobile Point of Sale application.

**Responsibilities:**

* Worked in an **Agile** environment with **daily scrum meetings, grooming sessions, planning** and **sprint cycles**.

Gathered **business requirements** by **interviewing** the **subject matter experts**, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both business and technical teams.

* Worked closely with **Product Owner** and **Team lead (SME)** in understanding **existing system functionalities** and to create **Project Charter document** and get sign-off from Business Owner.
* Prepared detailed **Business Requirement Documents (BRD)** to incorporate high-level business requirements, and **Software Requirements Specification (SRS)** for **functional, non-functional, Data** and **GUI** requirements.
* Assisted the **PO** and **Scrum Master** to **break down Epics into User Stories** by using different **prioritizing** techniques.
* Designed UI screen **mockups** and **prototypes** for the proposed system, using **Mockup Screens**, to provide a user-friendly front end for the proposed system.
* Worked with the compliance team to validate that requirements are HIPAA compliant.
* Developed **Use Cases, flow diagram, sequence diagram**, using **UML** diagrams in **MS Visio**.
* Extensively used **stored procedures** and **triggers** in testing and fetching of the backend data of the customer enrollment using **Oracle SQL Developer**.
* Create **SQL queries** to pull data for analytics throughout the project life cycle from **relational database**.
* Assisted programmers and developers during **designing, coding, testing, deploying, maintenance**, and supporting client initiatives.
* Liaison between senior **IT management** and **development**; involved in reporting the status of projects, identifying issues and assessing their impact, and proactively recommending solutions.
* Managed **requirements churn** and worked with business to ensure that requirement changes are captured and completed before code freeze for sprints, also conducted the functionality demo for the business when delivering the sprint items.
* Assisted Technical writer in creating the **API Documentation**, which described how to use the Software, by thoroughly understanding the **API, arguments, return type** and languages and interface it supports using open **API tools**.
* Managed the **Change Request** and analyzed the **Impact of the Change** request on the application in regard to **Project Plan, Scope, and Schedule**.
* Tested **Web services** like **SOAP** and **REST** using **SOAPUI** to test the complete business process flow of the enhanced system.
* Conducted **User Acceptance Testing (UAT)**, interacted with team members in analyzing and fixing bugs.
* Conducted reviews with **QA** team for **Test Scenarios**, **Test plans**, **Test cases** and analyzed **Test results** and involved in Report Generation in **Quality Center/ALM** related to **defect report** and validated defects after bugs were fixed and performed **Regression Testing**.
* Performed **System Testing, Integration Testing, Functionality Testing, Multi Browser Testing** and **Devise Testing (Mobile App, Mobile Web)**.
* Managed, assigned and **triaged defects** from **Unit** and **UAT** testing. Reviewed **Test Plan** and **Test Cases/Test Scripts** and managed **defect tracking** and triaging process.
* Prepared **Test Plans** for each release, wrote **Test Cases** and executed them as part **of Functional Testing**. Prepared Test Reports and Deliverables and submitted for version releases.
* Used **Tableau** and other in-house reporting tools to project data in terms of **charts** and **graphs** and to make decisions.
* Excellent customer facing experience and track record for meeting deadlines and submitting the deliverables on time.

**Environment:** Agile Scrum, MS Word, MS excel, MS Power Point, MS Visio, Tableau, Mockup Screens, UML, RALLY, HP ALM, HP QC, SQL, Oracle DB, SOAP UI.

**Cigna Health – Bloomfield, CT Dec 2014- Feb 2016**

**Business Systems Analyst**

**Description:** The project was in Coordination of Benefits (COB), a Federal Health Care Financing Administration (HCFA) Program. Medicare Coordination of Benefits is the process for ensuring that payment of Medicare beneficiaries' claims is properly shared among insurers when the beneficiary is covered by private insurance in addition to Medicare. By coordinating benefits, the COBC assists Medicare in paying claims more accurately the first time, which saves costly follow up and mistaken payments.   
   
**Responsibilities:**

* Participated in & facilitated requirements workshops with various stakeholders and consolidated information from **Interviews, Prototyping, brainstorming** to document & analyze, requirements & design.
* Interacted with client groups to determine user requirements, Business rules and goals. Utilized **Rational Unified Process (RUP)** to configure and develop process, standards, and procedures and create a **Business Requirement Document (BRD)**.
* Captured detailed **business, functional, and User Interface system specifications** using standardized company templates for the business, development, and QA team.
* Analyzed and gathered requirements for **Healthedge / HealthRules** software in an Agile environment which mainly included all **configurations, claims testing, benefit plans, lines of business, enrollment, billing, EDI** etc.
* It also involved changes to the **Healthedge payer** system used for **processing claims**. Inclusion of the **ICD code** and **billing code** were also a part of the project to assign specific code to the disease injury to make it more consistent and precise to that of the provider's information as a part of the claim process.
* Conducted **Gap Analysis** on the **AS-IS** and **TO-BE** business processes and technology; and identified potential pitfalls, risks, and issues.
* Clear understanding of **Medicare (Part A, Part B and Part D)** and **Medicaid benefits** as well as business processing.
* Involved in process analysis and defined executed data migration plans for local data for global applications.
* Helped developers with the following list of **HIPAA-EDI** Transaction Code sets: **(837, 835, and 834)**.
* Working knowledge on **UB04, UB92/CMS 1500** forms and **HIPAA 835, 837** transactions.
* Database support that includes activities required correcting, deleting or summarizing medical history of members as well as provider information.
* Involved in executed **SQL queries** to test the database for records that detect and submit functional acknowledgement and **remittance advice (835)** in the claims application that has been submitted to **Medicare**.
* Collaborated on the development of user requirements and design specifications using standard **UML** techniques such as **use case, activity** and **sequence diagrams.**
* Thorough understanding of health benefit products assisted in consolidating the summary of Benefits.
* Documented **(RTM)** in **MS Excel** for traceability of requirements through test cases.
* Created test cases and participated with **QA** team in testing of the functionality of the application by inserting varying data on different test runs and generated test reports using **MS Excel** and attached the **Test cases** in **JIRA**.
* Tested **API request** and **response** using **XML/ JSON** and **SOAP UI**.
* Effectively used **MS EXCEL (pivot tables, charts** and **graphs)** to generate the reports and send it to higher management.
* Involved in **Smoke, Functional, Integration, End-to-end and Regressions Tests** in each environment.

**Environment:** RUP, MS SQL Server, UML, Test Manager, Windows XP, MS Visio, MS Access, MS Project, UAT, JAD, UML Diagrams.

**Aurobindo – Hyderabad, India Dec 2013 - Nov 2014**

**Business Systems Analyst**

**Description:**

The objective of this project is to develop online web portal for the pharmaceutical manufacturing company, the company manufactures generic pharmaceuticals and active pharmaceutical ingredients, the company’s area of activity includes six major therapeutic/product areas: antibiotics, anti-retroviral, cardiovascular products, central nervous system products, gastroenterological, and anti-allergic.

**Responsibilities:**

* Conferred with Business Users to **elicit requirements** using various techniques like **interviews, requirement workshops, JAD sessions** and worked with design & development team on the solution design.
* Conducted **user interviews, gathered requirements**, **analyzed requirements** by using **Rational Rose, Visio** and **Requisite pro - RUP**.
* Study of the existing application and mapping of existing functionality to the proposed system
* Interacted with users to verify user requirements, manage Change Control, and update existing documentation.
* Prepared detailed **Business Requirement Documents (BRD)** to incorporate high-level business requirements, and **Software Requirements Specification (SRS)** for **functional, non-functional** requirements.
* Worked on GUI development: created **screen-mock-ups** to review requirements, provide feedback on the screen design.
* Experience in documenting the **Requirements Traceability Matrix (RTM)**.
* Demonstrated understanding and experience with **SQL queries**.
* Estimation of the development team Effort required.
* Assisted **Product Owner** and cross functional team in breaking down the **Epics** into appropriately sized **User Stories**.
* Coordinated with the testing team during the formulation of **Test Plan** and **Test Cases** for **Functional, System, Integration, UAT** and **Regression Testing** based on **Design Document,** **User Requirement Document** for the Functional and Performance Testing.
* Assisted **QA** team in developing **test plan, test cases**, **test scenarios** based on business requirements and technical specifications.
* Collaborated with the **QA** team to ensure adequate testing of software by conducting **UAT**.

**Environment:** RUP, Rational Rose, Rational Requisite PRO, Word, Access, Power Point and Outlook, Visio, RTM, UAT, SQL.

**SLK Software – Bangalore, India March 2013 – Nov 2013**

**Java developer/Business Analyst**

**Description:**

The objective of this project is to implement a web based front end system which can be used by the employees, managers and higher-level management having specific role permissions for effective processing of day to day business activities in the company like leave management, project management and resource management etc.

**Responsibilities:**

* Involved in **Software Development Life Cycle**.
* Involved in the **requirement gathering, analysis, design** and **documenting** the high-level requirements into the **BRD**, functional, data and GUI requirements into the **SRS** (**System Requirement Specification**).
* Involved in Developing screens using **HTML5**, **CSS3** and **JavaScript**.
* Involved in web-based application development using J2EE technologies like **Servlets, JSP, JSTL and Hibernate.**
* Used **MYSQL** database for data persistence and executed sql operations like **insert, select, alter** and **updates**.
* Done thorough code walk through for the team members to check the functional coverage and coding standards.
* Experience in implementation of business applications using application server like **Tomcat**.
* Used **Maven** as build automation tool and deploying the application.
* Knowledge on Continuous Integration / Continuous Deployment tools like **GIT**, **Jenkins.**
* Performed **Integration, Regression** and **UAT testing** to check the application working according to requirements gathered.

**Environment:** SDLC, Waterfall, Maven, HTML, CSS, JavaScript, Servlets, JSP, JSTL, Spring MVC, Hibernate, SQL, GIT, Jenkins, JUnit.