**Anusha M**

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**Senior Business System Analyst**

Senior Business Analyst/Systems Analyst/Tester with 10+ years of experience in Health care industry. Expertise in Contract Lifecycle Management, Software Development Life Cycle (SDLC) and Business Process Reengineering in Health Care Sector with prime focus on claims adjudication, provider, eligibility, enrollments, and prior authorization. Successful track record of delivering software solutions and process improvements using both Agile and Waterfall Methodologies.

**PROFESSIONAL SUMMARY**

# Business analyst with strong experience in Healthcare Insurance claims, Pharmaceuticals and Hospital Domains with a solid understanding of Business Process Flows and Analysis. Detail-oriented, good documentation and process management knowledge.

# Excellent communication and interpersonal skills with strong Customer orientation and Client interfacing skills.

# Functional experience in Claim Life Cycle and Health Care Payer domain process along with various line of health insurance system like PPO, HMO, POS. Strong knowledge on HIPPA, HITECH, ACA compliances and regulations.

# Involved in Project Planning, Project Design, creating Functional specifications and data flow diagrams.

# Exposed to Medicare and Medicaid policies of the healthcare systems and extensive knowledge in the calculating Risk factor, Eligibility & Enrollment (E&E), EDI transactions and Billing information.

# Involved in Project Planning, Project Design, creating Functional specifications and data flow diagrams.

# Provided Technical support for the Minimum Data set (MDS) and enable the transmission of provider data for the purpose of capacity calculations and quality care analysis for the Medicaid and Medicare programs.

# Assisted in loading managed care contract rates into managed care contracting information system.

# Experience in complete Revenue Cycle Management, Access, Coding IP/OP, Coding Audits DRG, Compliance audits, Claims Audits, Appeals, Pre-authorizations, Benefits, Billing, contract management, CDM, cash posting, collections, All payer experience, Clearinghouse, Revenue Cycle Analysis, Payment methodologies.

# Exposed to using ICD 9/ICD 10 coding standards in Medicare and Medicaid domains of the healthcare systems and industry for both inpatients, outpatients, Reimbursement methodology.

# Experience working with HIPAA ANSI X12 4010/ 5010 270/271, 276/277, 834, 835, 837 EDI transactions.

# Experienced in performing Gap Analysis, Risk Analysis, Impact Analysis, SWOT, Pestle, and Cost Benefit Analysis.

# Excellent experience in developing UML diagrams such as Use Case diagrams, Sequence diagrams, Activity diagram, Workflow and Data Flow diagrams using Microsoft Visio, Lucid Charts, Rational Rose and Rational Requisite Pro.

# Extensively used JIRA and Azure DevOps TFS for creating and maintaining Product Backlog and thereby managing requirements in Agile.

# Conducted story writing workshops to decompose Epics into User Stories using Vertical and Horizontal slicing.

# Assisted PO in defining MVP, Release Planning & Prioritizing the PBIs using techniques like MOSCOW, Kano.

# Collaborated with the PO and the team to define the Acceptance Criteria and Definition of Done (DoD) for the PSPIs.

# Well versed with architectures such as 3-tier architecture, n-tier architecture and Service Oriented Architecture.

# Involved in documenting RESTFUL and SOAP APIs in JSON and XML formats using Swagger. Validated and tested APIs using HTTP verbs such as GET, POST, UPDATE, DELETE using POSTMAN to connect with webservices.

# Well versed in Creating Conceptual and Logical data models. Also, experienced in Online Transactional Processing (OLTP) and Online Analytical Processing (OLAP) operations such as Drill-Down, Roll-Up, Slice, Dice & Pivot.

# Experienced in creating Data Mapping Documents to transfer data from legacy system to target system.

# Extensive knowledge on Data Profiling, Data Transformation, Data modelling, Data migration and Integration.

# Performed ETL process using Informatica PowerCenter, AWS Glue to load the data into the data warehouse from different sources.

# Experience in integrating databases in Client/Server applications with Oracle and SQL Server as the backend and reviewing stored procedures, functions, views, database triggers.

# Working knowledge of MySQL database, SQL Server, Data Warehouse and AWS S3 and EC2 instances.

# Performed SQL queries such as Select, Update, Delete, Joins, Extracts, Unions, Distinct, Stored procedures and Aggregates.

# Created snapshots in reporting tools for data visualizations to track key performance indicators (KPI) to ensure ROI and created Ad-Hoc, Standard static reports, dashboards such as Bar graphs, Pie charts, Maps using Tableau.

# Expertise in Performance, Stress and Volume Testing.

# Adept knowledge in Acceptance Test Driven Development (ATDD), Test-Driven Development (TDD). Involved in writing scenarios for Behavior Driven Development (BDD) using Cucumber.

# Experienced in reporting bugs using Bug tracking tools such as HP Quality center and HP ALM.

# Intense knowledge on Customer relationship management (CRM) in creating the workflows, customizing the modules by adding new fields, additional relationships between modules, and business logic using Salesforce.

# Excellent Communication Skills along with verbal and written skills.

# Exceptional ability to learn new concepts in least time.

# Possess Excellent Professional Skills for working independently and as a team member to deliver the results in the most efficient manner and ensuring a healthy environment among the team members.

# SKILLS AND TOOLS

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| --- | --- |
| Healthcare Domain | Medicaid, Medicare, HIPAA, ICD 10, Facets, EDI: 270/271,276/277,834,835,837 |
| Software Development Life Cycle | Agile-Scrum, Scrum-Waterfall, Waterfall, XP, Kanban, Scrumban |
| Business Modelling Tools | MS Visio, Balasmiq, Lucid Charts and Rational Rose |
| Project Management Tools | JIRA, HP ALM, MS SharePoint, Salesforce, Rational RequisitePro |
| BI and Reporting tools | Tableau, Informatica PowerCenter, SQL Server Reporting Service, MS Office |
| Architecture/Framework | Service Oriented Architecture (SOA), 3-Tier Architecture, n-Tier Architecture |
| Databases | MySQL Server, Oracle, SQL, Amazon S3, MS Access |
| Data Warehousing | Enterprise Datawarehouse, Amazon Redshift |
| Testing Tools | HP Quality Center, Cucumber |

**PROFESSIONAL EXPERIENCE**

**Caresource, Dayton, OH -** Sr. Business System Analyst **September 2020- till date**

**MCPN – Application Enhancement and KLO’s for the federal regulatory project** - The scope of the project is to provide an ongoing support by maintaining the existing legacy system thereby enhancing the current legacy application as per the evolving new federal requirements that is provided by the Ohio Department of Medicaid (ODM).

**Roles and Responsibilities:**

* Utilized **Agile Software Methodology** to deliver the expected solution within the desired schedule.
* Leverage appropriate **approaches and modeling techniques** to elicit requirements by performing elicitation techniques such as **Brainstorming, Document analysis, Interviews** and documented the requirements.
* **Build, sustain, and leverage relationships** with persons within my area of immediate responsibility.
* Serve as a **liaison** between technical teams and users, stakeholders.
* Recognize inconsistencies and gaps in a complex business process and perform **GAP analysis** by analyzing the current system andthe scheduled systems there by proposing solution for the identified gaps.
* Translate business needs and technical requirements by authoring clear agile stories and features.
* Sets **day-to-day objectives and delivers job responsibilities** that may vary outside typical norms or practices.
* Expert knowledge in **electronic health system** and related application changes to execute relevant **FDA/HIPAA** protocols in the enhanced application.
* Provided Epic content expert support by adopting new **Epic functionality** for process/system improvements with integration/interfaced systems and tracked Epics, User stories and issues in **TFS**.
* Responsible for writing **User stories,** **Acceptance criteria and Definition of ready**. Groomed user stories with **development team** & estimated effort using **Planning poker**.
* Work consists of tasks that are occasionally not routine and often **works independently** and is required to apply discretion within established operational boundaries and procedures.
* Problems and issues faced are **occasionally vague, and may need some analysis to understand**. Makes adjustments to work methods to **solve problems** that may not be immediately evident in existing work processes and systems.
* Assist in **planning activities and development of business case documents**. Documented the complete **process flow** to describe program development, logic, testing, and implementation, application integration.
* Creating risk analysis, root cause analysis documents with the solution to fix the issues/gaps.
* Creating the **mock-ups, prototypes, workflows, and system flow documents**.
* Ensure to send the **minutes of the meeting (MOM)** to ensure the team consensus in the discussions.
* Involved in defining the source to **target data mappings, business rules and data definitions**.
* Facilitated **Regression,** User **acceptance testing** and validated results with business for proposed correction.
* Worked with **QA team** in developing **Test Scenario’s, Test Scripts, Test data** and validated the scripts to make sure they have been executed correctly and meets the scenario description.
* Actively contributed in the **federal End-End hand shake testing** during the transition of the System integrator (SI) to a new vendor that involves all the MCP’s of the ODM.
* Created **Ad-hoc & Utilization reports** for error detection and discuss with business for proposed correction.
* Performed any **other job duties** as requested.

**Environment:** Agile-Scrum & Kanban, .Net, Azure devOps TFS board, Facets, MS Visio, Swagger.JSON, RESTful API, SQL SSMS (v18), MS Suite, Service Oriented Architecture, Swagger (v1), Citrix workspace, Cisco WebEx, ServiceNow, Tidal workload, Visual SVN Server, SharePoint, Trello board (v1).

**Eli-Lily, Chicago, IL - Business Systems Analyst**  **June 2019 – August 2020**

The **scope** of the project is to **enhance the existing claims system** and **automate the claims adjudication**. The project was to integrate multiple applications into a claims management system and to automate the claims processing by extracting the data from provider invoice using the **Amazon Textract** service. This enhancement helped organization for tracking the

pending claims, increased productivity, and reduced reporting issues.

**Roles and Responsibilities:**

* Utilized **Agile Software Methodology** to deliver the expected solution within the desired schedule.
* Collected various **business rules and Scenarios** involved in claim processing and coordinated with development team in **automating** the **adjudication of claims** by eliminating the manual steps.
* Performed **GAP analysis** by analyzing the current system andthe scheduled systems there by documented the gap items.
* Worked with the SMEs to conduct various **feasibility analysis** and **cost-benefit analysis** in the project initial phase.
* Responsible for defining **the functional requirement documents** for each source to target interface.
* Studied elements of **electronic health system** and related application changes to execute relevant **FDA/HIPAA** protocols and **GDPR methodologies** in the enhanced application.
* Responsible for creating user stories, bug stories in **JIRA**.
* Worked with Stakeholders in gathering requirements by performing elicitation techniques such as **Brainstorming, Document analysis, Interviews, Introspection** and documented the requirements for **Claims adjudication**, **Accounts management**, **Enrollments**, **Risks and HIPAA,508 compliance** regulations that are required for the application.
* Helped **Product owner** in defining the **scope of the project**, **Minimum viable product (MVP), Acceptance criteria, Definition of Done and Definition of ready**. Assisted PO in preparing **product backlog** and in **Prioritizing** the PBIs as per **MOSCOW** model. Also, coordinated with **development team** in estimating the user stories using **Planning poker**.
* Identified the risk fields and worked with developers to create **validations** on the them in the **Risk analysis module**.
* Created **low/high fidelity wire frames and mock-ups** using **Balsamiq** and prepared various **UML** diagrams such as Activity **diagrams, Sequence diagrams, use case diagrams, Workflows** using **MS Visio**.
* Actively contributed to **Scrum ceremonies**- Grooming sessions, Release planning, Sprint planning, Daily Scrum, Sprint Review and Sprint Retrospective meeting.
* Documented and communicated **change requests** with the requestor and coordinate with the scrum team.
* **Tested for Risks** involved in the system and ensured the system follows **HIPAA** regulations.
* Worked with **QA team** in developing **Test Scripts and conducted manual testing** for **Functionality and Security**.
* Facilitated **Integration testing, System testing, Regression testing** and **User acceptance testing (UAT)**.
* Identified and developed **Test Scenario’s** for various types of claims and user procedures and validated the scripts to make sure they have been executed correctly and meets the scenario description.
* Created **happy path scenarios** and all the **special cases, error cases that the user might encounter**.
* Analyzed and documented **issues** in **JIRA** tool and ensured the resolution is meeting the requirements.
* Worked with the team in creating **User Manuals** and **Release notes** with the **system responsive screen shots**.
* Created **Ad-hoc report, dashboard reports, Inventory reports, Utilization reports** for Daily operations, **Sales trend report** for Policy administration using **Tableau tool**.
* Created Salesforce **Objects, Fields within objects and created validation** rules between objects.
* Worked on Sales Cloud, Service Cloud to enhance and track CRM capabilities.

**Environment:** Agile-Scrum, .Net, JIRA (v.7.3), MS Visio (V.16.0), Balsamiq**,** KAFKA, JSON, RESTful API, AWS Textract, AWS SQS, AWS Lambda Validator, AWS SNS, AWS S3, SQL, MS Suite, Service Oriented Architecture, POSTMAN (v.7.0), AWS Glue, AWS Redshift, Tableau (v.9.1). Salesforce Health cloud CRM

**Centene Corporation, St Louis, Missouri -** Sr. Business Process Analyst  **June 2018 – April 2019**

The scope of the project was to set up the process for handling **AETNA Network providers, Pharmacy claims** by integrating it with the claims processing system for adjudication and set up reports for reconciliation of payments.

**Roles and Responsibilities:**

* Worked with Senior management, Stakeholders in gathering **high level requirements** for organizational need.
* Used elicitation techniques of **Document Analysis, Interviews and Focus groups** with business users and subject matter experts (SME's) to gather **functional and nonfunctional requirements**.
* Validated the requirements, created Process flow and Technical Documentation.
* Performed **System analysis** to understand the workflow of the current claims processing system thereby to leverage the new pattern of claims into existing workflow.
* Conducted **SWOT analysis, Impact analysis and feasibility studies** for EDI transactions as per the **HIPAA, 508 compliance, GXP and PHI** guidelines to make sure the rules and regulations are clear and responsive.
* Conducted **JAD sessions** which helped to synchronize the different stake holders on their objectives and helped the developers on understanding the scope of the project.
* Performed **Data analysis** to **identify the networking providers** for the past **2 years** to finalize the list of networks.
* Worked with **Product owner** in defining the **scope of the project** and assisted in converting the requirements into EPICs further into user stories by **Vertical slicing technique** in creating a product backlog artifact.
* Assisted product owner in **Resource planning, Release planning** and **Definition of Done** for the PSPI in each sprint.
* Coordinated with Scrum master in calculating the **velocity and capacity** of team members. Worked with development team in estimation of user stories meeting **INVEST** criteria by **Planning poker technique**.
* Created **Interaction diagrams, flow charts, Sequence diagrams** using **Rational Rose**. Prepared **low/high fidelity wire frames, mockups, prototypes** and shared with stakeholders for better understanding on the project requirements.
* Extensively used **JIRA** for managing, tracking the project requirements and used **confluence** for accessing the documents.
* Efficiently **monitored** each sprint and release to ensure that the **development of project** is in line with requirements.
* Experience in analyzing **EDI** transactions such as **Inbound claims- 837-I/P/D**, **835-Remittance** **advise**, **270/271 – Eligibility enquiry/response**, **276/277- claims status inquiry/response**, **EDI 834- Enrollment**.
* Created **data mapping and workflows** in claims modules for the above EDI transactions.
* Assisted in integrating **Tableau** with database for designing **dashboards and Static reports, reconciliation reports.**

**Environment:** Agile-Scrum, MS Dynamics, MS Excel, XML, HL7/FHIR, HTML, Rational rose (v.7.0), Informatica, JIRA (v.7.0), SQL Server, Sugar CRM, Windows 2000/XP, Edi file manager, Tableau (v.10.3).

**Enable Healthcare, Inc, Richmond Virginia - Business Systems Analyst**  **February 2017 – June 2018**

The project was to **develop web-based member portal** to provide access to members in order to purchase and review different policies, review networking provider details, pre-authorization requests, submission of claims online, tracking the status of claims and payments.

**Roles and Responsibilities:**

* Adopted **Waterfall – Scrum Hybrid** methodology and its best practices for the development of web application.
* Analyzed the Insurance Business to understand the customer needs and gathered requirements for the process.
* Worked with Technical team, Architect, Project managers, Subject matter experts and Senior management in collecting **Functional and Non-functional requirements** by conducting **System Analysis, JAD Sessions and Prototyping**.
* Worked with Product owner in preparing **Business Requirement Document (BRD),** **System Requirement specifications** (SRS), Product Backlog and helped in preparing **Project scope document, Project charter**.
* Performed **GAP analysis** on various policy products and associated documents that are required for business operations.
* Revised **HIPAA, GXP, MHRA and PHI** guidelines to ensure the system adheres to **healthcare compliances**.
* Prepared **low fidelity UI/UX wire frames, mock-ups** using **MS Visio** and shared with stakeholders accordingly.
* Actively involved in all **Scrum ceremonies**, recorded **Minutes of the meeting** & maintained detailed project notes.
* Assisted **Product owner** in preparing **User stories** and helped in defining **Acceptance criteria** to meet the requirements. Also, worked with **Scrum master** in **velocity and capacity** calculation of team.
* Prioritized the requirements by using **MOSCOW** technique and efficientlymanaged the **requirements churn**.
* Identified **Data fields** in application system that are mandate for processing and created **Data mapping document** for the online submissions of claims and different additional information documents to the claim’s adjudication application.
* Worked with **Subject matter experts** in collecting required questionnaires for medical accident, maternity etc., and with the Development team in incorporating the records into relevant fields of Web portal. Assisted Development team in integrating the physician directory and Pre-authorization request portal into Web application.
* Designed the workflow for **integration** of data from web application to claims management system.
* Worked with Development team in Implementing **RESTFUL APIs** for two-way communication between systems.
* Actively participated in **API documentation** along with Development team and performed **API testing** using **POSTMAN** to check the response is in **JSON and XML** format.
* Generated **Use case, Interaction diagrams, Activity diagrams and PowerPoint presentation** to depict **process flow**.
* Worked with **QA team** in preparing **Test plan document, Test cases and Test scripts**. Actively participated in **Unit testing, Integration testing, regression testing, Monkey testing and performance testing.**
* Conducted **UAT** and documented the defects for further resolution.
* Created **User Manuals** and **Implementation Notice** with detailed list of **system responsive screen shots.**
* Adept in creating automation of contracts and Graphical tracking of **Contract Lifecycle Management (CLM)** processes thereby increasing sales productivity, shortens sales cycles, and increase revenue.
* Experienced in **CRM** using **Salesforce** in creating the **workflows** between the agents and the customers by region and used different business logic rules to manage the customer relationships, customer information database, access controls.

**Environment:** Waterfall – Scrum, MS Visio (v.16.0), MS Office Suite, SQL, JIRA (v.7.0), Postman (v.5.0), Salesforce.

**Pfizer Inc**- **McPherson, Kansas** - **Business System Analyst** **January 2015 – November 2016**

The scope of the project was the **development of Data warehouse for a pharmaceutical company** to analyze the business operations in various sectors likes, Sales, Materials, Products, throughout the world. The objective is to understand the business and take effective steps in improving the process for effective return on investment.

**Roles and Responsibilities:**

* Adopted **Waterfall – Scrum Hybrid Methodology** to deliver the expected solution within the desired schedule. Involved in **project planning** to understand the **objective of the project**. Assisted in **Product owner** in creating the **Concept Proposal (CP) Document** and helped in creating **Project charter** to indicate **scope, objective and stakeholders**.
* Gathered requirements for the project using different elicitation techniques like **Document analysis, System analysis, Focus groups, Interviews, JAD sessions** with various Business owners, branch heads and development team.
* Created **UML** diagrams like **use case diagrams, activity diagrams** using **Lucid charts** to ensure an effective understanding among the stakeholders on the project.
* Ensured the system adheres **HIPAA, GLP, MHRA and PHI** guidelines to **healthcare compliances**.
* Validated the access to registration services from the **ELN interface and integrating** with many types of scientific data.
* **Standard Operating Procedures (SOPs)** and business rules have been used in this case to ensure the compliances.
* Actively participated in **Scrum ceremonies** like **Backlog refinement**, **Sprint planning, Daily scrum, Sprint review, Retrospective** meetings and ensured the project is in line with the business requirements.
* Worked with different **operational managers and SMEs** to understand the required data in the **data marts**.
* Extensively involved with development team to understand repository objects in the **modeling and development of Reporting Data Warehousing System** that support the business requirements.
* Experienced in **Parsing high-level design specification** to simple ETL coding and mapping standards to be precise.
* Involved in identifying the **conceptual and Logical data models** to support the **Data Marts and the Data Warehouse**.
* Assisted **ETL team** in performing **Data profiling, Data mapping, Data analysis** and helped in creating **OLAP cubes** using **Informatica power tool.**
* Efficiently maintained **Mapping, transformation rule document** and assisted in data migration from various sources.
* Performed **SQL queries like select, Joins, Extract and aggregate functions like Count, Avg, Sum** to confirm the **data consistency** from the data base.
* Played a key role in the planning **User Acceptance Testing** and Implementation of data conversions.
* Created various dashboards in **Tableau** for reporting needs like **Heat maps, geographical maps and bar graphs**.

**Environment:** Waterfall-Scrum hybrid, MS Office Suite, ELN, Lucid charts, SOA, Informatica (v.9.6), Tableau (v.9.2)

**Inventurus Knowledge Solutions, Inc – Hyderabad, India** - **Junior Business Analyst Mar 2014 – December 2014**

The scope of the project was to focus on upgrading **HIPAAX12 4010 transaction to X12 5010** and the maintenance and support of EDI Gateway system, also the testing and implementation activities of the 5010 system for the client.

**Roles and Responsibilities:**

* Analyzed current business process flow by understanding present business rules and conditions.
* Involved in project planning and assisted project manager in preparing different business artifacts like **Project Vision document, Business requirement specification, Functional requirement Specification, Use case specification.**
* Worked as a **liaison** among stakeholders in order to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information systems.
* Used elicitation techniques like **System analysis, Document analysis, Surveys, Brainstorming, Interviews** and **JAD sessions** in gathering requirements.
* Performed **GAP analysis** to identify the areas of differences between **HIPAAX12 4010 transaction to X12 5010**.
* Contributed in implementation of **4010 to 5010 transition** in accordance with **HIPAA standards.**
* Developed documentation of current business flow and defining the future EDI business information flow. Well experienced with EDI files **- 837-I/P/D claim submission**, **835-Remittance** **advise**, **270/271 – Eligibility enquiry/response**, **276/277- claims status inquiry/response**, **EDI 834- Enrollment** file formats.
* Facilitated meetings to ensure common understanding between the **non-technical team and the development team** on requirements during **Design, Development, Testing and Implementation phase.**
* Created **Use Case diagrams** by analyzing the business process followed by **Activity diagrams** using **MS-Visio** and participated in production of **HIPAA 5010 EDI Test data**.
* Identified and developed **Test Scenario’s** for various types of claims submissions and user procedures. Involved in reviews, meetings with client and participated in test closure activities.
* Actively monitored the **enhancements, change requests** andeffectively maintainedthe **requirement churn**. Prepared and executed test scenarios in HP QC, based on the **functional document** received.
* Validated the Data in database by performing basic SQL queries such as **Select, Update and Delete**.

**Environment:** Waterfall, HTML, CSS, SQL, MS Office, MS PowerPoint, HP QC (v.11), MS Visio, Confluence (v.5.0).

**Reliance Insurance – Hyderabad, India - Business Analyst**  **July 2013 – Feb 2014**

The project **scope** is about **Troubleshooting Services Delivery and Streamlining Internal Processes through Operational Intelligence** for rectifying errors confronted in the automated claims filing process.

**Roles and Responsibilities:**

* Adopted **Waterfall Methodology** to deliver the expected solution within the desired schedule and actively involved in all stages of Software development life cycle from Initiation to deployment.
* Involved in **Project planning** and assisted Project manager in creating the **Project Vision Document**.
* Assisted project manager in preparing the business artifacts like **Business Requirement Document (BRD),** **Functional Requirement Specification (FRS)**, **System Requirement Specification**, **Use case Specification.**
* Used elicitation techniques like **Document analysis, System Analysis, Interview and Brainstorming sessions** for gathering the Business Requirements from the stakeholders.
* Facilitated **JAD sessions** between the stake holders for clear understanding on the requirements of the project.
* Assisted design team in creating the **System Design documents** and ensured it is in line with the business requirements.
* Created **UML diagrams** – **Flow charts, Activity diagrams** accordingly using **MS Visio**.
* Efficiently utilized **lean management** for elimination of unwanted steps to **enhance the process for automation**.
* Assisted QA team in writing **test scenarios, test plans, test scripts** andwas involved in performing **Unit testing, Integration testing, Regression testing and Performance testing** to ensure the quality.
* Effectively tracked the defects in HP Quality center and diligently worked with the development team until their closure.
* Involved in **UAT testing** and validated the result. Also, created **user manuals and implementation plan document**.
* Performed **SQL queries** in retrieving data from customer profiles stored in the system.

**Environment:** Waterfall, JavaScript, HTML, XML, MS SharePoint 2010, MS Excel, MS PowerPoint, MS Visio (v.15), SQL.