**Sree**

**Business Systems Analyst/ UAT Analyst**

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**Professional Summary**

* BA with 6+ years of experience specifically in Healthcare Insurance industries. Strong experience in all phases of Software Development Lifecycle (SDLC) using Waterfall, Agile/Scrum and Software Testing Life Cycle (STLC). Proficient in creating Business Requirement Documents (BRD), Software Requirement Specification (SRS), Functional Specification Documents (FSD), non-functional specifications.
* Experience in analysis and design of as-is business process and to-be design processes (Gap analysis). Strong experience in all phases of Software Development Lifecycle (SDLC) using Waterfall, Agile/Scrum and Software Testing Life Cycle (STLC).
* Proficient with various SDLC methodologies such as RUP, Agile (Scrum), Kanban, Scaled Agile Framework (SAFe) and Waterfall.
* Excellent knowledge of various policy administration & industry standard tools such as ACORD standards. Adapt in Requirement analysis and design and ability to prepare RTM (Requirements Traceability Matrix).
* Coordinate all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning.
* Lead the appropriate teams to refine, prioritize and manage requirements in various tools such as templates, Team Backlogs, Requirements Management or Agile Task Management applications. Collaborate with the appropriate teams to build the business case and project justification.
* Work on Project Implementations using Agile (Scrum) Methodologies involving Daily Scrum, Sprint Planning, Authoring User Stories, maintaining Product/Sprint Backlogs, Backlog grooming and Sprint Retrospectives. · Coordinate and work with various teams and stakeholders to gather requirements and develop Requirement Documents, Design documents, Data mapping documents and Process/Data Flow diagrams ·
* Work with Development and testing teams to hand-off requirements and ensure all business requirements are met.
* Proficient at creating and transforming business requirements into Software Requirement Specification (SRS) using Rational Requisite Pro and Designing Business Models using UML diagrams such as Use Case Model, Activity Diagrams and Sequence Diagram in Rational Rose and MS Visio.
* Experience documenting system documentation, requirements, and release notes Required.
* Creates flow diagrams, structure charts, and other types of system or process representations Manage changes to requirements and baseline through a change control process.
* Expertise in using Bug Tracking Tools like Bugzilla, JIRA, Rally, QC ALM, IBM clear quest.
* Worked extensively with QA Team in understanding and documenting Test Cases, test plans, test scenarios, experience performing User Acceptance Test (UAT).
* Expert in Test driven development & Unit testing methodologies for performing UAT, System Integration testing (SIT), Business Acceptance Testing (BAT) and creating Test management system, Testing reports, Test cases.

**Education Details:**

Bachelors in Electronics and Communications Engineering, MREC, India,2013

Master’s in Electrical Engineering, NPU, California, 2015

**Technical Skills:**

**Software Methodologies:** Agile (SCRUM), Waterfall Model, Rational Unified Process (RUP)

**Database**: MS Access, SQL Server, DB2, Oracle, SQL3, AWS(Athena)

Microsoft Office Suite MS Project, MS Word, MS Excel, PowerPoint, MS Visio, MS SharePoint, MS Office.

**ETL Tools and Reporting Tools**: SQL Server 2014, Tableau Desktop, Encompass360 Business Modeling Tools, Rational Rose, Requisite-Pro and Clear-Case, MS Visio, lucid chart

**Testing Tools:** SOAP UI, JIRA, HP Quality Center, Rally, IBM Clear Quest, Encompass360

**Professional Experience:**

**Penny mac, Thousand oaks, CA Feb 2019 – Present**

**Business Systems Analyst, UAT Analyst**

**Responsibilities:**

* Functional knowledge of Conventional, VA and FHA guidelines and funding requirements.
* Proficient with standard computer applications including Microsoft Office (Encompass 360) Fund Conventional, FHA, VA and Non-Prime loans.
* Acts as liaison in documenting, converting requirements to Developers, Technology team and Quality analysts.
* Works with application collaboration and enhancements of Broker Direct Lending and Consumer Direct Lending for the Loans fulfillments.
* Work with providers of software and hardware products as well as consulting vendor service providers. Execute test data, capture pass/fail, work with the team on outcomes.
* Attend meetings with IT and non-IT users to understand business requirements and needs of projects. Translate requirements into Business Requirement Document [BRD], Functional Requirement Document [FRD] and/or Minor Development Document [MDD]
* Confirm the system upgrades is usable from an end user perspective (operational).
* Assist in triage of application Incidents. Provide timely updates and feedback to incident originator. Manage inquiry/incident through life cycle of issue.
* Create daily reports in designed Excel spreadsheet with pivot tables.
* Identifying bugs, defects and errors as reports in the forms of tickets through Redline ticketing system. Project is undergoing multiple application integrations within Loan origination Tool.
* Work exclusively with off-shore and on-shore teams.
* Good knowledge and understanding of the business unit’s key products and services, processes and controls. Securities processing knowledge, including Agency Mortgage-Backed Security type securities with a broker/dealer or similar institution.
* Computer literate and strong familiarity with credit financial analysis techniques/tools
* Ability to work independently using the knowledge set to review, research, analyze and respond to all third-party investor QC, documentation and repurchase requests
* Created mortgage loan file by revising loan application.
* Verified loan application for correctness, completeness, program adherence and credit worthiness.
* Mailed verification forms to applicants to confirm information given in mortgage loan application.
* Research changes and manage periodic system enhancements in upcoming versions of Encompass and other integrated applications, informing users of impact and document test results.
* Daily test execution goals are set and expected to be met or exceeded.
* Create test cases and use cases based on requirements written by other teams.
* Defect triage is done per project User Acceptance Testing (UAT).
* Well versed in Excel Charts, Power BI, Visio and other Microsoft Office products
* Testing for current cycle and preparation for next cycle to be done at the same time.

**Environment:** Microsoft word, Office, Excel, Lucid chart, Aws, Spotfire, JIRA, Redline 2.0, SQL3, Encompass 360, BDL portal, CDL, MAC portal, Allocation Manager, Ranorex Studio 9

**State of CO, (IBM Watson Health) Denver, CO Aug’18- Jan’19 Business Systems Analyst, UAT Analyst**

**Responsibilities:**

* Create requirements for the MMIS project supporting the BIDM team. Responsible for meeting with customer to gather functional requirements and translate them to system level requirements.
* Proficient in requirements analysis working with techniques such as User Stories, Use Cases, Prototypes, Interviews and Storyboards with a strong ability to facilitate JAD sessions.
* Extensive experience in organizing and facilitating workshops, especially JAD sessions, with subject matter experts, users and business stakeholders.
* User acceptance testing strategy, processes, entry/exit criteria.
* User acceptance test planning including resource and schedules in consideration of inter-dependencies and risks.
* Test analysis and design, test cases, test scripts preparation and seamless execution Issue triage and prioritization.
* UAT status report and communication to stake holders effectively.
* Proactively look for continuous improvement opportunities with the test methodology and best practices to support User Acceptance Testing.
* Identify and document business processes and data flows
* Identify and document detailed business requirements related to the business processes - Document gap analysis, and assist with the development of project artifacts including test plans.
* Support the development of the procurement documents including the RFP
* Coordinate necessary meetings to determine business requirements
* Hold and facilitate test plan/case reviews with cross-functional team members.
* Develop and evaluate quality control procedures such as phone monitoring, documentation review, productivity metrics, etc.
* Understanding of health care claims adjudication Understanding of health industry terminology and application such as Diagnosis, Procedure and Revenue codes and their applications.
* Assist ETL developers with specifications, documentation, and development of data migration mappings and transformations for Data Warehouse loading.
* Performed manual testing by entering positive values, negative values, and boundary values to the application.
* Performed Systems Integration Testing (SIT), Backend testing, Regression, User Acceptance Testing.

**Environment:** XML, SOAPUI tool, HP ALM, Microsoft Word, Excel, PowerPoint, SQL, Share point, MS Visio, CRM MS Dynamics, Rally, Tableau

**State of CO, (DXC Technology) Denver, CO Jul’17- Jul’18 Business Systems Analyst/UAT Analyst**

**Responsibilities**:

* Responsible for insuring data quality and appropriate data use to comply with HIPAA (Health Insurance Portability and Accountability Act) regulations.
* Coordinate all EDI testing, implementations, and upgrades.
* Act as an agile Business Analyst and Quality Assurance for our web interface applications and decision support platform.
* Comply with HIPPA (Health Insurance Portability and Accountability Act) regulations when using and reporting PHI (Protected Health Information).
* Developing test plans and approaches that promote scalability, smart production practices, and intuitive tools UI.
* Identifying UAT dependencies (environment, data etc.) and defining test scenarios, test cases and test scripts. Leading UAT execution with functional teams including coordinating resources, tracking and communicating progress, troubleshooting and prioritizing UAT issues, obtaining UAT sign offs from key business stakeholders. Effectively articulating UAT issues to the technology teams, translating use cases into user stories and influencing engineering solution development with your in-depth analysis Ad part of the UAT, managing business team adoption of these tools and processes through readiness planning, documentation, training, and support.
* Aided in the design and development of the logical and physical data models, business rules and data mapping for the Enterprise Data Warehouse system.
* Proficiency in performing Gap Analysis and assessing Journey Map findings in the discovery phase.
* Collect documentation requirements from business and technical staff.
* Experience documenting status reports, standard operating procedures (SOP), policies and procedures, CMS documentation related to MMIS Certification.
* Collaborate with technical staff to consolidate and interpret technical information.
* Plan, design, research, write and edit a range of documents including; user guides, manuals, statements of work, training materials, policies, proposals, etc.
* Edit written documentation from IT staff to create unified and consistent documentation.
* Develop an understanding of the business functions and systems in support of articulating the objectives within the associated documentation.
* Experience documenting communications, minutes, agendas, and presentations for stakeholder groups Coordinate and meet with various teams, vendors, and stakeholders to support the gathering, analysis and finalization of information that will be used for associated documentation.
* Excellent oral and written communications; an ability to present and discuss technical information in a way that establishes rapport, persuades others, and gains understanding.
* Experience in defining source to target data mappings, ETL mappings and business requirements Experience in health care analysis, data mining, defining business processes and requirements, developing and documenting solutions, testing, and implementation
* Proficient in programming against large data assets with a working knowledge of relational databases and SQL, databases Ability to gather requirements, test strategies, design deliverables
* Performed healthcare data mapping utilizing data and information from data warehouse, Medicaid claims processing system (MMIS - Claims, Eligibility, provider etc.) and other division data sources using various SAS Business Intelligence tools.

**Environment:** Microsoft Office, Word, Excel, ALM/HP, Oracle, MS SharePoint 2010, .net, Soap UI

**State of KS, Topeka, KS May’15–Jun’17 Business Systems Analyst/ UAT Analyst**

**Responsibilities:**

* This project includes developing structured user manuals and training business rules modeling develop and executing acceptance test plans. Making recommendations concerning operations, problems and issues in the systems environment.
* Interacted between client and technical solutions/support groups, using strong communication skills to elicit, document, analyze and validate business processes, systems, and solution requirements.
* Experienced with multiple payer systems. Gathered requirements from collection, claims, Billing, and insurance appeal departments.
* Supported data mapping between old and new system for Medicaid claims processing system (MMIS - Claims, Eligibility, provider etc.).
* Experience with or thorough understanding of iterative software development methodologies (e.g. Agile, RUP).
* Leads in the creation and management of the backlog including all work on the line. Leads in creation of a requirements management plan, the breakdown of analysis work and removes roadblocks so that analysis work can progress as planned.
* Experience in healthcare data industry in Member, Provider, Payments and/or Claims (Medical, Pharmacy, Dental, Vision).
* Experience with healthcare industry EDI standards for Member (834) and/or Claims (837 and 835), Pharmacy NCPDP.
* Maintain and update all process and procedure documents relating to team activities. Prepare reports by collecting, analyzing, and summarizing information.
* Responsible for all phases of the software testing process, including planning tests, writing test cases, executing tests and tracking defects using Service Now.

**Environment:** DB2, Oracle, Tera data, Mainframe, MS Office, Quality Center, Unix, Visio, PowerPoint, MS Access, ALM/HP, JIRA ALM

**EteniaMedia, Hyderabad, India Feb’12- Dec ‘13 Business Analyst**

**Responsibilities:**

* Experience developing a Comprehensive Test Strategy inclusive of all testing activities.
* Conducted system testing for applications to ensure requirements are met and defects are managed.
* Involved in project management skills by handling details of required methodology and test management tool. Performed functional testing and regression testing on each field of credit card application pages.
* Conducted data analysis including creating tables, loading data in the tables, accessing databases, and wrote complex SQL queries to analyze the data.
* Performed data analysis of reported production problems, determined impact and priority; and recommended corrective actions.
* Responsible for deploying web applications in QA environment including the deployment of war files in web logic, deploying the static content and loading the data into the database using shell scripts.
* Recommended changes to business analysis and project management policies, processes, templates and created and justified the business case, identified stakeholders, and analyzed and interpreted customer or business need to determine high-level project and product requirements.
* Tested, tracked and reported issues throughout the application development lifecycle.

**Environment:** Selenium WebDriver 2.0, Quality Center 9, TestNG, SOAP UI, Oracle 10g, HTML, SQL, Linux