**Manasa K**

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**OBJECTIVE**

Accomplished Business Analyst with a proven track record of working on complex IT projects while exceeding expectations. Business process improvement & expert with skills in gathering business requirements, performing gap analysis, designing and defining process and system requirements

**PROFESSIONAL SUMMARY**

* Business Analyst with more than 7+ years of industry experience in Business RequirementGathering, data modeling, software requirement analysis, process modeling, process flow, data warehousing and quality assurance, Project Management.
* **Oracle E-Business Suite CRM and SCM modules - Order Management ,Billing, Service Contracts , Inventory , Install Base , Field Service, Depot Repair, CRM Foundation , Sales & Marketing.**
* Organized many Joint Application Development (JAD) sessions and Joint Requirement Planning sessions (JRP), walkthrough, Interviews, Workshops and Rapid Application Development (RAD) sessions with end-user/clients/stake holders and IT group.
* Application of Software Development Life Cycle (SDLC), with thorough understanding of various phases such as Requirements, Analysis/Design, Development, Testing, and Implementation.
* Strong experience in Business and Data Analysis, Content Management, Business Process Modelling (BPM), Data Profiling, Data Migration, Data Integration and Metadata Management Services.
* Knowledge of Treasury processes, including for liquidity risk management and monitoring.
* Good understanding of XML/XSD Mapping, Big Data, Hadoop, Hive, Pig, Tableau, Python and proficient in writing advanced SQL queries.
* Knowledge of **RDBMS**Concepts and hands on experience on **Database Technologies.**
* Good experience in Data Modeling with expertise in creating Star & Snow-Flake Schemas, FACT and Dimensions Tables, Physical and Logical Data Modeling using Erwin.
* Experience in conducting GAP analysis, User Acceptance Testing (UAT), SWOT analysis, Cost benefit analysis.
* Extensive knowledge on the various types of health insurance programs such as: Medicaid, Medicare (Part A, B, C and D), PPO (Preferred provider organization), HMO (Health maintenance organization) etc.
* Worked as a Scrum Master. Responsible for Facilitating Scrum Ceremonies - Sprint Planning, Daily Scrum, Sprint-Review, Sprint- Retrospective and Backlog Refinement Meetings.
* Project Management skills including planning, scheduling, monitoring and budgeting with proficiency in MS Project for planning & reporting and assisted Project Managers in the development of weekly and monthly status reports.

**PROFESSIONAL EXPERIENCE**

**Client:** OptumCare, El Segundo, CA **April 2018 – Present**

**Position:** Sr Business Systems Analyst

**Project Description:** Over the past 2.5 years at Optumcare have worked on multiple interesting projects.One of the major project was Claims Online Portal. Which was a UI platform for Claims team. This application will help organization audit their claims and to determine over and underpayments from their providers. The entire business process flow of claims that are associated with the providers and patients for Optum have been part of this huge project. The application helped the business to grow their revenue and held accuracy.

**Responsibilities:**

* Worked as a liaison between technology and the business clients to improve business processes and support critical business strategies.
* Worked with off-shore and on-shore teams which has both Dev and QA.
* Documented Business requirement document for the initial business approval.
* Scheduling and allocating work, providing advice and guidance, and resolving problems to meet technical performance and financial objectives
* Coordinate all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning
* Created Product backlogs, user stories, tasks in TFS (Team foundation server) tool.
* Conducted design working sessions and JAD sessions with the technical team.
* Have been an active participant in the entire agile project cycle throughout the project.
* Managed multiple projects at the same time, including those projects. Coordinated with other project managers and heads of agency departments, in the allocation of personnel to ensure proper apportionment consistent with priorities and deadlines.
* Conducted meetings for user story creation with the product owner on a daily basis.
* Actively participated in Product backlog/refinement meeting, Sprint planning, Daily scrum, Sprint review and retrospective meetings.
* Collaborated with Project Managers, Executives, Developers, end-users, and SMEs on scope
* Active role in quality assurance (QA) and user acceptance testing (UAT) for data and solution initiatives by providing testing support, attending team meetings and documentation
* Designed use-cases and use-case models to further refine the requirements and understand the business processes. Worked extensively in TFS **(Team Foundation Server)** tool to organize and catalog requirements, documents, and user stories.
* Collaborated with stakeholder groups across the organization to ensure business and technology alignment. Proposed solutions meeting defined specifications and needs.
* Provided BI Analysis for the marketing team to review impact on key metrics in relation to program.
* Strong expertise in use of stress testing tools and software testing methodologies.
* Participated in daily scrum meetings and coordinated monthly Sprint meetings.
* Involved in preparing product backlog and sprint backlog.

**Environment:** Use Cases, BRD, JAD, MS-Office, MS Project, TFS, Javascript, MS SharePoint, Salesforce, Agile methodology.

**Client:** Independence blue cross, Philadelphia, PA **Feb 2017 – March 2018**

**Position:** Sr Business Systems Analyst

**Project Description:** Project scope was to upgrade and implement a new centralized billing system that would maximize automation, resulting in minimal Revenue Alignment Cost (RAC) and errors. This project had multiple work streams: first to migrate the existing subscribers and customers from the old billing system into the new one in a phased approach and second to enroll/register new subscribers onto the new centralized billing system.

**Responsibilities:**

* Worked as a liaison between technology and the business clients to improve business processes and support critical business strategies.
* Provided analysis and requirements gathering from users to develop reporting specifications.
* Used Alayacare for the clinical documentation for the internal providers.
* Led the offshore and onsite teams both Dev and QA.
* Extracted data from the Mainframe Systems and formatting the data to go into SAP using Informatica Power Center 7.0
* Worked on Alayacare in order to streamline an automate tedious workflows, processes and approvals to focus on optimizing the client business operations.
* Develop and establish IBM BPM/MQSeriesWorkflow Competency Center at PFG with services and SLAs, 24hr production pager support
* Execute business analysis processes to facilitate the user/function/design relationships within the LIMS system including documentation and test scripting.
* Responsible for leading Business System Analysis and QA activities for HCM-Human Capital Management Workday, Benefits Administration Outsourcing and Talent Management implementations projects.
* Worked with Oracle Support to resolve issues during CRP and development.
* Subject-matter expert associated with content, processes, and procedures related to supply chain and manufacturing functions utilizing Oracle R12 and ASCP. May consults and support multiple EBU plants that utilize ASCP
* Provides training to business teams on Oracle R12 and ASCP processes
* Support for Core LIMS, EM LIMS and AHS LIMS and resolve issues in a timely manner.
* Manage Static Data and adding new entries in the system and Working closely with LIMS automation manager to automate the Laboratory Process in Biologics, Analytical Chemistry and Animal Health Sciences.
* Responsible for performing Gap Analysis (investigation) of HCM Workday functionality and provide recommendations for implementation and enhancement
* Designed & developed various Ad hoc reports for different teams in Business (Teradata and Oracle SQL, MS ACCESS, MS EXCEL)
* Perform research on **Member, Provider, Claims, Authorization, Appeals and Grievances** data from Facets back end and front-end application system for reporting purposes.

**Environment:** Use Cases, Salesforce, Alayacare, Facets **5.01,HIPAA, Oracle, Hadoop,LIMS, Tableau, EDI 837, 835, 834** JAD, Quality Center, Jira, UNIX Shell scripts Teradata V2R5, MS-Office, Cloudera, MS Project, Rally, Javascript, MS SharePoint. Agile, methodology, SharePoint

**Client:** New Oceans Health, Philadelphia, PA **Nov 2016 - Feb 2017**

**Position:** Sr Business Systems Analyst

**Project Description:**

The Clinical billing system being developed focused on using Medics Elite for Patient Information Management, Appointment scheduler, Financial Ledger and Essential practice reports. It also worked with Health care clearinghouse and involved billing services comprising of company processes. The software facilitated processing of health information received from a different entity in a nonstandard format into standard data elements, while also implementing new initiatives such as value-based reimbursement on their EMR/EHR platforms.

**Responsibilities:**

* Defined project scope and assisted the project manager in creating the business case and project plan.
* Create and execute test plans for both custom and standard Oracle functionality
* Requirement Mapping for Oracle Modules - Field Service, Service Contracts, Depot Repair, Quoting and Order Management
* Worked closely with Service business users in US and UK to gather requirements and provide solution in Oracle.
* Managed Avaya PBXs, CMS, and Intuity voicemail systems including all vector programming and documentation.
* Participate as a key member of the core implementation team charged with successfully implementing and supporting an EHR system by becoming a Next Gen Certified Professional and subject matter expert in the functionality of the electronic practice management and electronic medical records software.
* Coordinated EMR/EHR (iHelix Suite) implementation to achieve meaningful use stage 1.
* Performed needs assessment for office manager and staff, surgeons, dietician, social worker and patient educator for EHR EMR electronic medical records software package.
* Manage the Order to track which includes Oracle modules such as Order Management , Inventory , Shipping, Service Contracts , Install Base , AR - Billing , Invoicing and other applications such as SFDC , Service Source and Key server.
* Implementation and management of voice communications systems Avaya Communication Manager 3.x for mutual fund division with specialization in call center configuration involving computer telephony integration CTI , automatic call distribution ACD , integrated voice response IVR voice recording and business continuity planning.
* Worked with Oracle Support / Metalink to resolve bugs by logging SR.
* Developed Technical Specifications TSD and Vision Scope V S documentation and Valuations Work Streams and Entity Relationship Diagrams ERD for the Client NextGen Default View project.
* Define and document EDI business process requirements.
* Monitor the flow of data through EDI applications to ensure all operational systems are functioning properly when needed.
* Create, review and detail user stories for enhancements on various ITIL process areas.
* Worked on various Lotus Notes Databases in order to support SAP Project for entire DuPont. Resolve issues in existing databases, bringing them to follow DuPont Standards and Procedures, use various development techniques in order to streamline the Application for better performance**.**Experienced working in **Facets**online modules such as Billing, Provider, Claims and Membership modules.

**Environment:** Agile, Microsoft Outlook, Spotfire, MS Access, Oracle, Avaya, MS Project, Jira, SharePoint, Salesforce, Giffy, JavaScript, Clear Quest, UML, MS Office

**Client:** AmeriHealth, Cranberry, New Jersey **May 2015- Oct 2016**

**Position**: Lead Business Analyst/Project coordinator

**Project Description**: The project was to replace an existing benefit update system (BUS) that generated summary of benefit changes (SBC), EOB’s and Enrollment System with a commercial of the shelf (COTS) application which was purchased from a third-party vendor called FJA.

**Responsibilities:**

* Assisted Project Manager by creating project charter, scope and schedule.
* Ability to perform rudimentary SQL queries and be knowledgeable on Oracle data model/table structures
* Led the teams with the team size of 5 onsite for both dev and QA.
* As a team lead my role was to allocate them work and manage the work accordingly and update the same to the Project manager.
* Worked in tandem with other teams of BAs, developers and testers throughout the entire development life cycle to manage requirements and build the final business requirements document.
* Created data trace map and data quality mapping documents.
* Working knowledge of Oracle Configurations/Setups for 11i E-Business Suite: functional module setups, profile options, flex-fields, functional module interfaces
* Involved in the meeting with Business process owners, SME (subject matter experts) and Marketing Team for Requirements gathering in Definition Stage.
* Work with Oracle Technical Support on SR resolution.
* Performed sophisticated ad-hoc or ongoing custom analyses against medical claims to support business stakeholders
* Responsible for configuration/ compatibility and BA testing with the help of **Facets**, SharePoint and Tidal scheduler.
* Tested the changes for the front-end screens in **FACETS** related to following modules, test the **FACETS** batches membership, Billing, Provider.
* Responsible for configuration/ compatibility and BA testing with the help of **Facets**, SharePoint and Tidal scheduler.
* Tested the changes for the front-end screens in **FACETS** related to following modules, test the **FACETS** batches membership, Billing, Provider.
* Manage disaster recovery and business continuity documentation for operations involving LIMS implementations.
* Laboratory management through chemicals/instruments inventory, labeling, storage, and ordered; Monitoring samples traceability data, lab analyzers, and MSDS through Sample Manager LIMS(TM).
* Implemented and maintained account benefit updates in system as part of National Health Care Reform Mandate Loaded and maintained Health Care Certificates and Riders in Document Database
* Created **UML** diagrams including **Use Case Diagrams**, **Activity Diagrams**, and **Sequence Diagrams** using **Microsoft Visio**.

**Environment:** Waterfall, Microsoft Outlook, Oracle, MS Access, Jira, MS Project, SharePoint, UML, MS Visio, MS Project, MS Office, Clarity (CA PPM)

**Client:** Google (Serco), Hyderabad, India **Aug 2012- Oct 2014**

**Position**: Business Analyst/Project coordinator

**Project Description**: The project which helped synchronize various business processes. The project team involves configuring, installing and implementing the Oracle Business Suite Release 12 for the client in locations spanning Europe and the U.S.

**Responsibilities:**

* Assisted Project Manager by creating project charter, scope and schedule.
* Ability to perform rudimentary SQL queries and be knowledgeable on Oracle data model/table structures
* Worked in tandem with other teams of BAs, developers and testers throughout the entire development life cycle to manage requirements and build the final business requirements document.
* Created data trace map and data quality mapping documents.
* Working knowledge of Oracle Configurations/Setups for 11i E-Business Suite: functional module setups, profile options, flex-fields, functional module interfaces
* Involved in the meeting with Business process owners, SME (subject matter experts) and Marketing Team for Requirements gathering in Definition Stage.
* Work with Oracle Technical Support on SR resolution.
* Created **UML** diagrams including **Use Case Diagrams**, **Activity Diagrams**, and **Sequence Diagrams** using **Microsoft Visio**.

**Environment:** Waterfall, Microsoft Outlook, Oracle, MS Access, Jira, MS Project, SharePoint, UML, MS Visio, MS Project, MS Office

**EDUCATION**

* MS- Information Technology- Governors State University, Illinois (2015)
* Btech- Electronics & Communications – JNTU, Hyderabad, India (2012)