**Senior Business Analyst**

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**Professional Summary:**

* Adept knowledge about all the stages in a Software Development Life Cycle (SDLC) including the deliverables at all the stages: proficient with industry-standard methodologies like Waterfall, Agile, Scrum, Waterfall – Scrum Hybrid.
* Senior Business analyst with 10 + years of proven experience in the Healthcare & Insurance and Pharmaceutical Industries.
* Exceptional knowledge of Epic Build, Epic Clinical Workflows, Epic Implementation, Revenue Cycle, Provider, Professional, Facility, COB, Medicare/Medicaid Claims, HL7 Interface Messages, Health rules payer Claims, Medical Necessity, Dual Coding, TA1, 999 820 EDI Transactions, EOB, EOP, Claim Adjudication, FACETS & NASCO User Interface.
* Experience with various Business Analysis tools like Optimal Trace, Doors, Blueprint, content Management suites (MS SharePoint), and CRM applications.
* Well versed with the conversion standards of HIPAA 4010 to 5010 and ICD-9 to ICD-10 codes. Exposure to HIPAA Compliance requirements and HL 7 standards. HIPAA Transaction and Code Sets (EDI 834, 835, 837, 270, 271, 276, 277, ICD-9, ICD-10), Electronic Health Record (EHR)/Electronic Medical Record (EMR).
* Having extensive domain knowledge in MMIS, EPIC, EDI X12, HL7, HIPAA, System, Medicare, Medicaid, and CMS Compliances/Regulations.
* Experience in HP, ALM tool to resolve UAT defects. Identified medical coding (ICD-9/10 gaps, CPT) Utilizing Rally Agile and Scrum Life Cycle Management tool for system configuration and updates. Experience in benefit configuration, claims processing, unit, UAT on NASCO, Q-Blue (QMACS), MCS, QNXT, FACETS, ITS, QCARE, Meta Vance, Epic/Tapestry, and legacy systems. Adjudicated in EEC. Used HRBK in Nasco to make updates to the Benefit File. Used the RBRVS (Resource-Based Relative Value Scale) for Benefit codes for group plans under Medicare.
* Gathered and analyzed business requirements for **Microsoft Dynamics 365 CRM** enhancements, focusing on sales, customer service, and case management modules.
* Worked with stakeholders to define and document **functional specifications, process flows, and user stories** tailored to D365 CRM workflows.
* Acted as the **primary liaison between business users and SAP/Vistex technical teams**, gathering and analyzing requirements for pricing, contract, and rebate processes in Vistex V4.
* Analyzed Salesforce data to identify usage trends, improve user adoption, and support strategic decision-making.
* Designed and documented business workflows using **BPMN** to visually represent current and future state processes.
* Created detailed **BPMN diagrams** using tools like **Visio, Lucid chart, Bizagi, or Signavio** to model business logic and decision flows.
* Spearheaded the development of Power BI dashboards to visualize business KPIs, enabling data-driven decision-making and reducing reporting time
* Gathered and documented **business and functional requirements** for implementing Salesforce Health Cloud across care coordination and patient engagement modules.
* Worked on Clinical Business Process Management, trial analysis, design, development, testing, and implementation.
* Strong experience in Business and Data Analysis, Data Profiling, Data Migration, Data Integration, and Metadata Management Services.
* Analyzed and queried data from **PostgreSQL databases** to extract insights and support business decision-making.
* Extensively used Microsoft Power BI Desktop for the data modeling process and create various visualizations.
* Worked on the conversion of Business Intelligence reports from Business Objects, Excel into Tableau and Power BI visualizations and trained the Business users. Worked on SSRS and SSIS reporting and ETL tools.
* Participated in functional design sessions, creates, and executes SQL test scripts, and aids in the solution of data issues.
* Worked closely with ION technical teams to configure and optimize **real-time market data feeds**, order routing, and trade matching rules.
* Ability in a broad range of technologies, including MS Office (Word, Access, PowerPoint, Excel, and Visio), MS Project, and MS Visio.

**Certifications:**

**MBA in Project Management from University of the Cumberlands**

**Technical/ Domain Skills**

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| --- | --- |
| ***Methodologies*** | Agile, Waterfall, Rational Unified Process (RUP), UML |
| ***Business Modeling Tools*** | MS Visio, Rational Rose, Axure, Adobe Photoshop |
| ***IDE Tools*** | Rational Rose, Rational Clear Quest, Rational Clear Case, MS Visio, UML. |
| ***Requirement Management Tools*** | TFS, Rational RequisitePro, Doors, MS Share point, HP ALM, HP QC |
| ***Project Management*** | MS Project, JIRA, Jenkins, Confluence |
| ***Business Applications*** | MS Office Suite –MS Word, Excel, PowerPoint, MS Outlook |
| ***Testing Tools*** | Software Application Testing Life Cycle, QTP, QC, HP ALM, Selenium, HP QTP, Load Runner |
| ***Reporting Tools*** | IBM Cognos BI, Micro Strategy, Business Objects, Tableau, SQL Server Reporting Service, Microsoft Power BI, Spotfire |
| ***Databases*** | MY SQL, SQL Server, Oracle, MS Access |
| ***Operating Systems*** | Windows, LINUX/ UNIX |
| ***Domain Knowledge*** | HIPAA, Claims Processing, EDI, HL7, HIX, EMR/HER, PPACA, FACETS, Medicaid, Medicare (Part A, B, C and D), PPO, HMO, Dental claim, and POS. |

**Professional Experience**

**Client: Simplify Healthcare INC, IL Oct 2022 – Till Date**

**Role: Sr. Business Analyst**

**Responsibilities:**

* Facilitated requirement workshops, one-on-one interview sessions, group sessions, joint application development sessions (JAD), and prototyping sessions to come up with business and technical requirements.
* Published the developed dashboard, and reports on the Tableau Server so that the end users having access to the server can view the data. Facilitate or participate in requirements gathering/JAD sessions, working closely with Project Manager(s), SME's, Vendor and Business Users
* Demonstrated a high level of working knowledge with information systems methodologies and processes (i.e., Project Life Cycle, System Development Life Cycle and Change Management process).
* Extracted and analyzed business-critical data from IBM DB2 databases to support data-driven decision-making across departments.
* Led cross-functional workgroups composed of clinicians, IT, and operations to define and validate business requirements.
* Facilitated stakeholder workshops to **elicit business rules and process steps**, translating them into standardized **BPMN artifacts** for clear communication.
* Ensured all **UAT sign-offs** were obtained from business stakeholders, confirming system readiness and compliance with business needs.
* Created detailed Business Requirement Documents (BRD) and Functional Requirement Documents (FRD) aligned with SDLC methodologies such as Agile and Waterfall.
* Analyzed existing processes to identify bottlenecks and inefficiencies, and proposed optimized workflows using **BPMN modeling techniques.**
* Participated in **User Acceptance Testing (UAT)** by validating test cases, documenting defects, and supporting business users.
* Supported integration of D365 CRM with third-party systems such as **Outlook, SharePoint, Power BI, and ERP platforms.**
* Identified opportunities to streamline business processes by analyzing DB2-stored historical trends and transactional data.
* Utilized **Power Automate and Power Apps** to enhance D365 CRM functionality and automate manual business processes
* Participated in VITA reviews, project gating processes, and facilitated responses to architecture/security audits.
* Ensured compliance with **Virginia Information Technologies Agency (VITA) standards**, including security, documentation, and project governance frameworks.
* Delivered on-demand analysis using BI tools (Power BI, Excel, Tableau) for sales trends, service delivery, and operational efficiency improvements.
* Collaborated with cross-functional teams to gather and document **business requirements** for enhancements and customizations in **SAP modules.**
* Created **SQL queries and ad-hoc reports** from PostgreSQL to validate business logic, support UAT, and ensure data accuracy.
* Conducted **gap analysis and process mapping** to support ION platform enhancements across front, middle, and back-office operations
* Created comprehensive BRDs, FRDs, user stories, and traceability matrices aligned with Agile and Waterfall methodologies.
* Delivered **business analysis solutions par excellence** by consistently exceeding stakeholder expectations through detailed requirement gathering, documentation, and analysis.
* Collaborated with .NET development teams to translate business needs into user stories, wireframes, and technical specifications.
* Automated manual workflows using Power Automate, resulting in a 60% increase in operational efficiency
* Championed adoption of Power Platform across departments, training 30+ users and fostering a culture of citizen development
* Supported SAP implementation and upgrade projects by conducting **gap analysis, process mapping,** and change impact assessments.
* Analyzed and documented **business requirements for HL7 message integration** between EMR/EHR systems, labs, and third-party healthcare platforms
* Worked on developing custom Web parts using the SharePoint object model and deploying them on the portal.
* Assisted in **data mapping, lineage, and validation** for source-to-target systems involving cloud-based (ADF) and on-premise (SSIS) ETL processes
* Gathered and analyzed business and technical requirements for restaurant POS systems, online ordering platforms, reservation tools, and loyalty programs to ensure alignment with operational needs and customer expectations.
* Developed a replacement tax analysis system for Foreign Sales Corporation processing using ANSI SQL and R: BASE.
* Conducted comprehensive market research and competitive analysis in the dining and hospitality sector to inform product enhancements and digital strategy.
* Defined message specifications for **ADT, ORM, ORU, and MDM HL7 transactions**, supporting workflows across patient admissions, lab orders, and results.
* Participated in the analysis and optimization of **data workflows in Azure Databricks**, ensuring alignment with business intelligence goals and reporting needs
* Collaborated with procurement teams to interpret and **validate financial data submitted during RFP/RFQ processes**, reducing risk of onboarding underperforming vendors.
* Involved in developing Screen Mock-ups using Pencil Project to describe the interface Requirements.
* Created a RACI matrix to identify all relevant stakeholders in the project.
* Used JIRA for user story management, issue tracking, and requirement traceability.
* Involved in project management, developing project plans, setting project schedules and milestones, and scheduling tasks and activities using MS Project.

**Environment:** Jira v6.4, MS Visio, Eclipse IDE, Pencil Project, HDFS, Java, Apache Hadoop, Tableau, Hortonworks Data Platform, Apache Spark v 1.5.2, Apache Sqoop v 1.4.6, Java, Apache Flume v 1.5.2, Kafka 0.10, HBase v 1.1.2, Hive v 1.2.1, Atlas, Tableau v 9.0, HDFS,

**Client: Aetna, NJ Mar 2021 – Oct 2022**

**Role: Business Analyst (Healthcare- Claims)**

**Responsibilities:**

* Identifying Early Retirees, Completing the Early Retiree List Setup, Formatting the Early Retiree List, Troubleshooting Early Retiree files, and informing the Plan Sponsors about the Invalid Errors.
* Created Business Process Workflow diagrams of Current and Expected Systems, using MS Visio and makes sure that both business and technical teams understood the process.
* Elicited business requirements by conducting JAD sessions, Interviews, Focus Groups and Brainstorming sessions.
* Prepare the MBD (Medicare Beneficiary Database) report for ERRP program. Early Retiree files were sent through the Secure Website (SWS) or a Mainframe-to-Mainframe connection, all Early Retirees on that file (excluding Spouses or Dependents) will be sent through MBD to verify that they are Medicare eligible.
* Collaborated with technical teams to ensure BPMN diagrams aligned with system behavior and supported automation or system integration efforts.
* Created interactive and intuitive Power BI reports for executive and operational teams, supporting strategic planning and performance tracking
* Delivered business and functional documentation in accordance with **VITA project templates**, including requirements traceability matrices (RTMs), risk assessments, and security checklists.
* Piloted a digital transformation project utilizing Power Platform that led to 30% reduction in operational costs
* Partnered with analytics teams across organizational units to develop reusable data products and curated datasets that support self-service BI and advanced analytics.
* Designed and documented **functional specifications, process flows, and test scenarios** to support custom enhancements in Vistex V4.
* Maintained requirements documentation and change tracking through tools like JIRA, Confluence, and SharePoint.
* Wrote and optimized SQL queries in DB2 to retrieve, validate, and manipulate large datasets for generating insights and building dashboards.
* Monitored system performance and gathered user feedback to drive continuous improvement and feature enhancement within the D365 environment.
* Ensured all CRM enhancements complied with **data governance and privacy policies**, including audit trail and user access controls.
* Gathered requirements and created functional specifications for DB2-backed applications, ensuring alignment with business goals and technical feasibility.
* Analyzed industry trends and customer feedback to recommend improvements that elevated the overall dining experience and digital offerings.
* Facilitated data validation and reconciliation activities during **SAP data migration,** ensuring accuracy and consistency across systems.
* Participated in all Scrum ceremonies including sprint planning, daily stand-ups, sprint reviews, and retrospectives to support Agile delivery.
* Participated in **Agile/Scrum ceremonies**, working closely with .NET development teams to prioritize backlog items and ensure sprint delivery.
* Ensured complete **traceability of requirements to test cases** using tools like JIRA, HP ALM, or Azure DevOps.
* Involved in performance testing of Medicaid client server claims processing system, Medicaid MCC/MCO and Medicaid Management Information System (MMIS)
* Created **financial summary reports and risk profiles** for executive review during supplier evaluation and contract negotiations.
* Utilized **data profiling and cleansing techniques** to improve data quality and integrity across enterprise platforms
* Prepared Test Plans for each release, written Test Cases, and executed them as part of Functional Testing. Prepared Test Reports and Deliverables and submitted for version releases.
* Converted Business Requirements to Functional Specification and Conducted JAD Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests.
* Coordinated the setup of new trading partners including - planning, project management, testing, documentation, and implementation. Developed and maintained functional specifications for new/existing applications needed to maintain/enhance EDI processing and address the requirements of new trading partners.

**Environment**: Waterfall - Hybrid, MS Visio, UML 2.0, MS Office Suite, HL7, MS SharePoint, FACETS, Test Director, UML, SQL, Rational Requisite Pro, Rational Clear Quest, Postman.

**Client: Walmart, AR Nov 2019 – Feb 2021**

**Role: Business Systems Analyst**

**Responsibilities:**

* Works directly with the Market Access function to understand specific business needs. Collect complete and correct requirements by interviews, workflow analyses, and eased discussion to deliver data or technology solutions.
* Working on Access and Reimbursement business processes and gaps, finding demand, and handling defining solutions to address business demand.
* Firsthand experience in working closely with Process SMEs to prepare Process Definition Documents (PDD) & Solution Design Documents (SDD) and educated SMEs to collaborate with Bots in production.
* Supporting business and technical teams during robotic projects and mitigating/Resolving risks and issues that may affect project schedule, cost, scope, and quality.
* Worked with database teams to support **SQL Server integration** with .NET applications, analyzing data flow and reporting requirements.
* Extensive experience working with EHR/EMR systems (e.g., Epic, Health Cloud) focused on clinical workflows, patient records, and HL7 message integration
* Analyzed **financial submissions from vendors and suppliers** as part of the procurement process to determine business viability and ensure compliance with financial standards.
* Work with Business area to translate CMS, state government regulations, and NCQA requirements.
* Strong functional expertise in the Healthcare Payer Area - Membership claims, benefits, eligibility check, ICD10, HIPAA, CMS HCPCS Exposure to Health Care Industry standards like HIPAA / PHI.
* Created ad hoc and standard reports based on user requirements using Cognos Report Studio, Query Studio, and Workspace Advanced.
* Conducted extensive user activity analysis using audit logs and Cognos usage tracking to identify underused reports and improve content relevance.
* Documented **data dictionaries, field-level definitions, and reporting logic** for PostgreSQL-based data sources.
* Designed and reviewed **user stories and test cases** for Health Cloud components, ensuring accurate representation of care team workflows.
* Utilized BPMN to bridge communication between **business stakeholders and developers**, ensuring shared understanding of business logic and system functionality.
* Prepared and maintained **UAT traceability matrices** to verify requirement coverage and ensure quality assurance.
* Worked with QA teams to develop test scenarios and acceptance criteria based on BPMN-defined workflows and decision gateways.
* Establishing and keeping high-quality relationships with all levels across the company and with external partners.
* Supporting HEOR organization on Real World Evidence studies with external partners and internal analysis for Immunology patient services and coordinated partner plan testing for BlueCard application.
* Working in software integration testing and web services API testing using SOAP UI. Worked with the QA team in creating a test suit, test cases, test files, and test definitions.
* Working on Integration applications like (Web Services, Mainframe, MS Office, GUI, Outlook, etc.) using workflow, and automation tools (Blue Prism).
* Created and maintained documentation such as user stories, workflows, wireframes, and business rules to support iterative development in Scrum teams
* Worked with 837, UB92, UB04, CMS 1500 HRP claims and HIPAA 835, 270/271, 276/277, 278 transactions.
* Extensively used Microsoft Power BI Desktop for the data modeling process and create various visualizations.
* Supported multiple teams, developed, and delivered numerous BI reports, operational scorecards, actionable KPIs, and predictive trend analyses using complex Excel Macro, power pivots, Power View, Power BI, OLAP Cube, and MDX to analyze efficiency performance and to predict the future level of operational activities.
* Acted as a liaison between client and payer/intermediary. Experienced in Health payer rules (HRP), requirements, governmental regulations, and HIPAA compliance.
* Designed Use Cases using UML and managed the entire Functional requirements life cycle using RUP. Utilized corporation-developed Agile SDLC method.
* Develop Reports/interactive dashboards with different analytics views (Drill-Down/ Dynamic, Pivot Table, charts, Tabular with filters) based on user requirements in Tableau and Power BI.

**Client: IDT Corporation, NJ Nov 2018 - Nov 2019**

**Role: Business Analyst**

**Responsibilities:**

* Conducted the role of Senior Business Analyst and Senior Quality Analyst for the Cigna Health Insurance Marketplace Eligibility & Enrolment project.
* Gathered Business Requirements, and interacted with the Users, Designers and Developers, Project managers, and SMEs to get a better understanding of the Business Processes.
* Gathered and analyzed the User Requirements from walkthroughs and interviews with the business groups and in-house stakeholders, and many other departments like accounting, fund management, and human resource and thus converted User Requirements into Business Requirement Documents (BRD).
* Used Electronic Medical Records (EMR) to extract useful information about patients for HRP claim submission to the insurance company.
* Ensured proper data integrity, data relationship, and quality of the data expressed within the Power BI reports.
* Designed high-level architecture along with the Data Architect; the Data Warehouse will be built on Azure SQL Server; Azure Analysis Services Tabular Cubes will be created, and Power BI would be the BI tool to create reports and dashboards.
* Worked closely with BI teams to support dashboard and report development using **PostgreSQL as the backend.**
* Gathered and analyzed business requirements for **credit card issuance, transaction processing, and settlement workflows** in banking and financial systems.
* Conducted **gap analysis and process mapping** for legacy credit card systems migrating to modern digital platforms or third-party processors.
* Supported **UAT and integration testing** for new credit card product features, EMV chip functionality, and digital wallet integration
* Created global document templates used across the instrument reference data program for BRD, FRD, and gap assessment documents.
* Created Power BI Dashboards (Power View, Power Query, Power Pivot, and Power Maps) and integrated them to share Point.
* Ensured compliance with regulatory and organizational standards at each SDLC stage, improving audit readiness and reducing delivery risks
* Experience in interacting with business analysts, developers, and technical support and helping them baseline the requirement specifications.
* Tracked and documented changes throughout the SDLC using tools like JIRA, Confluence, and SharePoint to maintain version control and transparency.
* Analyzed requirements for various reports, and dashboards and created them using Tableau desktop server and Power BI.
* Involved in various Facets Data models like Gateway, HRP Claims, Membership, Provider, Billing, Capitation, Invoice, Benefits, Product, and Plan.
* Analyzed EDI X12 - 837I/P, 835, and 834 transactions consistency related to providers, payers, subscribers, and other related entities.
* Responsible for the tracking and coordination of Milestones for four platforms (Medicare Advantage, Blue Care Network, ITS BlueCard Host, and ITS BlueCard Home.)
* Facilitated Scrum meetings with technical/non-technical team, Accounts updating, data analysis and sharing with XML patterns, SMEs to clarify business rules & solve impediments, rectifying the regulatory issues with SMEs and translating Functional requirements into User stories using JIRA.

**Environment**: Agile, Hybrid, MS Office Suite (Word, PowerPoint, Access, Excel, Outlook), SQL, Tableau, HRP Claims, billing, HL7, Windows 2000, ETL, MS Visio, MS Project, JIRA, JAD, EDI, and UML Use Case.

**Client: Cambia Health, OR Feb 2017- Oct 2018**

**Role: Business Analyst (Healthcare)**

**Responsibilities:**

* Recommended changes for system design, methods, procedures, policies, and workflows affecting HRP claims processing in compliance with government-compliant processes like HIPAA (4010A1) / EDI formats and accredited standards like ANSI. Worked on various modules of MMIS.
* Facilitate all agile ceremonies including daily stand-ups, weekly grooming, retrospectives, and review and planning sessions.
* Used SQL for querying and analysis purposes on various source tables and conditions applied and Wrote SQL joins, and subqueries.
* Developed process flows, use cases, and wireframes to support requirements during the design phase of SDLC.
* Performed System Integration Testing Oracle (ORMB & EBS) Rating and Billing application.
* Assessed the current system documentation for the Clinical Research Collaborations CRC System and supplied recommendations for combining and updating the existing system documentation.
* Experience with **HEDIS Healthcare Effectiveness Data and Information Set**for benchmarking managed care effectiveness and evaluating provider-payer relationships.
* Managed all aspects of the delivery of customized RPA software solutions including business analysis, project requirements and design, development, and production rollout in both premise and SaaS environments.
* Used multiple data sources by blending data on a single worksheet in Tableau Desktop
* Generated numerous Business Requirement Documents and functional requirements specification documents, Use cases, system flow, and workflow diagrams.
* Used Power BI (Power Pivot) to develop a data analysis prototype and used power view and power Map to visualize reports.
* Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to find key data set elements for designated record set. Interacted with Claims, Payments, and Enrollment hence analyzing and documenting related business processes.

**Environment:** Agile,MS Visio, FACETS, EDI X12, HIPAA, Tableau, HL7, SQL, 2.0, MS Office Suite, MS SharePoint, Test Director, UML, ETL, SSIS, SQL, Rational Requisite Pro, Informatica, JIRA, Rational Clear Quest, SSIS.

**Client: MAX Healthcare, India Aug 2014- July 2016**

**Role: Business Analyst**

**Responsibilities:**

* Conducted various JAD Sessions to decide the filters to be used with search and advanced search.
* Working one-on-one with business owners, recommending and answering questions on how AdWords can work.
* Participated in all the phases of the Software Development Life Cycle (SDLC) using a Hybrid Methodology
* Created Use Case Diagrams, Activity Diagrams, Sequence Diagrams, and ER Diagrams using MS Visio
* Analyzed business needs, created, and developed new functionality to meet real-time data integration that eased decisions.
* Worked on functions such as Change Control and Request, and managed complaints to ensure customer satisfaction.
* Active involvement in ETL design for data integration and master data management.
* Experience in managing multiple stakeholders across the organization, and in QA integration of systems.

**Environment:** MS Visio, MS Office Suite, SQL, ETL, Rational Rose, Requisite Pro, UML, Data Warehouse, Tableau, and UAT Testing.