**Avinash R Avinash.ba443@gmail.com**

**Sr. Business Systems Analyst 323-918-9459**

**EXPERIENCE SUMMARY**

Passionate Business Analyst with 10 years of experience in analyzing business system requirements. Performed research, designed and implemented multiple levels of user requirements and gaining user satisfaction with innovative, action-oriented and data-driven IT products. Has solid experience in dealing with business needs that includes new product launches, process optimization, KPIs improvement, and new business feature enhancements. Has broad experience in different domains like Ecommerce, Healthcare, and Hospitality. Top key expertise areas are solutions hypothesis, defining scope, prioritization, orientation, testing, implementation, and training.

**TECHNICAL SKILLS**

**SDLC Processes:** Agile Scrum, Agile SAFe, Waterfall

**Programming Languages:** HTML, CSS, JAVA, SQL, DWL, REST/SOAP Web Services

**Analytical:** GAP Analysis, System Impact Analysis, Opportunity Analysis, Business Rule Analysis and Development

DMS Tools: MS Office, Confluence wiki, SharePoint, Miro, MS Visio, draw.io and Product Plan

**Testing Tools:**  HP QC, Postman, SOAP UI, HP LoadRunner

**Database:** Oracle, Teradata, Azure data lake, AWS S3, SQL Server, MySQL, DB2, PostgreSQL

**Documentation**: Requirement elicitation and its management, data dictionary, user stories, product backlog, functional & technical specs, test scenarios, and traceability matrices

**Project Management Tools:** HP ALM, ServiceNow, Jira, Agile Craft, Azure DevOps Boards, MS Project, Kanban

**Software/Tools:** SQL, Eclipse, Anypoint platform, Jenkins, AWS code commit, GitHub, MuleSoft ESB, Salesforce, IntelliJ

**ETL & Reporting Tools:** Informatica, Tableau, Power BI

**OS/Environments:** Windows, IOS, Linux

**EDUCATION**

**JNTU - Hyderabad, INDIA, 2013**

Bachelor of Technology, Major: Computer Science

**Wilmington University – DE, 2016**

Master of Science Technology, Major: Information Systems

**EXPERIENCE DETAILS**

**Medtronic, Northridge**, CA **05/22 – Present**

**Sr. Business Systems Analyst**

**Responsibilities:**

* Interacted with the Subject Matter Experts (**SMEs**) and Stakeholders to get a better understanding of client business processes and gather business requirements using requirements workshops, business process descriptions, and **JAD** sessions and actively worked on documenting the same.
* Prepared implementation plan and negotiated agreement on EDI file specifications with Trading Partners and vendors by HIPAA guidelines.
* Teamed up with Senior Managers in managing System EDI and data processing requirements, System Design and Architecture, and developing and testing EDI Portal Redesign applications and transactions.
* Responsible for cloud migration, architecture design, data modeling, and implementation of Big Data platforms and analytic applications.
* Collaborated with IT teams to design and implement digital solutions, including websites, patient facing mobile applications, and cloud platforms.
* Worked on the **EDI** Portal from its inception to completion and then supported it.
* Worked with in all phases of **Agile** **SDLC** and closely with the team to understand new business and technical potential.
* Collected and conducted quantitative analysis data of data center operations and infrastructure.
* Prepared the Business Workflow using MS Visio with input, output, and pre-and post-conditions.
* Configured facets modules such as **Claims**, Membership, Billing, Benefit, and plan.
* Worked closely with **EDI** to ensure accuracy in data transmissions and shared processes Transaction sets processed (837, 835, and 834).
* Developed roadmaps for the organization’s products related to medical device information and interactions with patient notification; also automated the smart insulin pen data collection process.
* Received and reviewed 837 **EDI** **claim** files for the data analysis and maintained data privacy as followed by Health Insurance Portability and Accountability Act (HIPPA) compliance.
* Facilitated UAT sessions with end-users to validate system functionality and ensure alignment with business needs.
* Collaborated with development and QA teams to prioritize and address identified issues.
* Developed test cases, scenarios, and scripts for UAT based on business requirements.
* Conducted post-implementation reviews to assess project success and identify areas for improvement.
* Located the 837 transactions and reports in the file that are in error and validated the data in the transactions. Dealt with the 837 and 835 ANSI X12 transaction understanding loops segments, elements, and structure.
* Design process flow chart of EDI Transactions Portal --> HIX --> Carriers using MS Visio 2010.
* Created data mapping document for our existing system and to-be system. And participated in data analysis for verification purposes.
* Provided **SDLC** Methodology for developing HIPAA EDI applications used by hospitals to completely automate payment posting for **Medicare**, **Medicaid**, and commercial payers' electronic payments files.
* Worked and extracted data from various database sources like **Oracle**, **SQL Server**, **DB2**, and Tera data/Big Data
* Configured the modules as per the client's needs for the benefit of Facets provider.
* Performed usability testing and organized meetings with subject matter experts (**SMEs**) to discuss and ensure the effective adoption of feedback to improve the user experience of the mobile and web-based applications.
* Reviewed errors and EDI transaction reports and analyzed information for trends.
* Worked with the solution architect to understand the existing data model and modify the data model to accommodate the required changes.

**Environment:** Commercial Data Lake, Teradata, Azure, Oracle, MS-SQL, Digital, APIs, Mobile applications, Cloud computing, Migration, Salesforce, MuleSoft, MS Office, Scala, Hadoop, Power BI, Tableau, AWS, JSON, XML, React.JS, CSS.

**Hertz Corporation, Estero, FL 05/19 – 05/22**

**Sr. Business Systems Analyst**
**Responsibilities:**

* Works directly with Market Access function to understand specific business needs. Collect complete and accurate requirements by means of interviews, workflow analyses, facilitated discussion to deliver data or technology solutions.
* Working on Access and Reimbursement business processes and gaps, identify demand and responsible for defining solutions to address business demand.
* Also worked on the Scrum team that worked with product management to identify which redaction product they should integrate with and then to develop a prototype of that product integrated into the current think client application.
* Working on US patient data services for querying and analyzing large amount of data on Hadoop using Hive.
* Hands on experience in working closely with Process SMEs to prepare Process Definition Document (PDD) & Solution Design Document (SDD) and educated SMEs to work with Bots in production.
* Supporting business and technical teams during robotic projects and mitigate/Resolve risks and issues that may impact project schedule, cost, scope, quality.
* Collaborated in the production of JavaScript, react.js, node.js, mongo-db, REST, XML, JSON, DataPower, Web services, python, Java, and J2EE based network security management tools.
* Performed data mapping and analysis with standard statistical methods, data profiling and data quality techniques and interpreting the results to SME’s.
* Participated in UAT activities, including test case preparation, execution, and defect tracking.
* Worked as an ETL specialist, Validation Specialist, Project Manager, Clinical Study manager, Implementation Consultant and Business Relationship Manager
* Executed SQL queries to test back-end data validation of DB2 database tables based on business requirement.
* Collaborated with developers to create DevOps CI/CD automation pipeline ecosystem using source code, SDKs, and REST APIs prepared for AWS EC2 instances in Gov Cloud.
* Establishing and maintaining high-quality relationships with all levels across the company and with external partners.
* Created dashboards for analyzing POS data using Tableau 8.0 on top of Power BI and Embedded Tableau reports/dashboards on to the external web pages.
* Collaborated with cross-functional teams to adapt current integration processes, ensuring seamless incorporation of changes in source systems and alignment with new business user requirements.
* Partnered closely with technical and quality assurance resources throughout the project lifecycle to ensure that requirements were accurately implemented and tested according to the defined acceptance criteria.
* Assisted Product Owners in UAT planning and execution, integrating it with QA test planning when necessary to streamline the testing process and ensure comprehensive coverage.
* Performed ETL operations to extract data from flat files and load them into SQL server using SSIS
* Used SQLs to test various reports and ETL load jobs in development, QA and production.
* Collaborated with UI/UX, API and System teams to support development initiatives and created and managed REST API documentations in Confluence.
* Working in software integration testing and web services API testing using SOAP UI. Worked with QA team in creating a test suit, test cases, test file and test definition.
* Working on Integration applications like (React.JS Web Services, Mainframe, MS Office, GUI, Outlook etc.) using workflow, automation tools (Blue Prism).
* Developed scripts in PLSQL and Python to ingest API data from internal web servers and designing efficient data ingestion pipelines for ETL integrations.
* Map datasets from XML input files for all Benefit Language display, Care Gaps data from HEDIS Rules Engine, data load from EOD. prior to UI consumption to ensure data integrity & quality.
* Own User Stories, Use Cases, & Business Cases. Pull Feature & User Story Performance Reports from CA Agile and Sprint Metrics to lead team in continuous improvement per Agile Iteration per Program Increment.
* Leverage Service SME knowledge to drive Product management in addition to strategic budgeting & planning analysis of Business Cases for application delivery across all streams.
* Created and delivered assessment and recommendation to use Liferay open system product. This recommendation was accepted for a proof-of-concept project.

**Environment:** Commercial Data Lake, Teradata, Azure, Oracle, ETL, Informatica, MS-SQL, Salesforce, MuleSoft, MS Office, Scala, Hadoop, Power BI, Tableau, AWS, JSON, XML, React.JS, CSS.

**Cardinal Health, Dublin, Ohio 03/18 – 04/19**

**Business systems analyst**

**Responsibilities:**

* Collaborate with scrum masters, technical leads, product owners, project managers, and third parties to groom backlog and plan sprints.
* Attend and facilitate the various Scrum ceremonies to keep the team in alignment with Product and Solution Roadmap.
* Agile Technical Product Owner role on geographically distributed scrum/Kanban delivery teams.
* Execute SQL Queries, Stored procedures, functions, packages, tables, views, triggers using Oracle SQL Developer, MS SQL Server for ad hoc tasks and Hadoop Impala, Hive for Data Lake (Azure).
* Created and maintained the solution vision, roadmap, and backlog of work through the project's life cycle.
* Define Scrum Team’s backlog, plan iterations, participate in PI Planning ceremony and contribute to
* Regularly demonstrate the Scrum Team’s sprint incremental development during the System Demo that occurs every two weeks with the stakeholders and the business members in the Agile Release Train (ART).
* Excellent competency in project management tools (JIRA, Confluence, etc.)
* Proven ability to handle competing demands and multiple, changing deadlines.
* Used regular expressions, text parsing, and data mining techniques to search for defined data patterns within millions of claim lines and within unstructured raw claims data from multiple businesses.
* Hands on experience in Global Data Formats (GDFs), Common Data Structure/ Format (CDS/ CDF) in Data Lake (Azure – Hadoop) to structure data from multiple schemas/entities/businesses.
* Familiar with Master Data Management, Entity Resolution processes in healthcare entities’ data like Member, Coverage, Providers, Clearing houses, Claims, encounters, Long term care etc.
* Experience in Waterfall, Agile Scrum & Kanban SDLC methodologies.
* Responsible for creating ETL/metadata documents for Business users to document the mapping / lineage of transactional and reference data elements using MS Excel.
* Act as a strong liaison between Product Management, Product Owners, and development to ensure a transparent and productive workflow environment.
* Drive the development of and continued improvements to the automation framework(s).
* Maintain/update system data flow chart, Heat Maps, Tree Maps, Visio documents, and system documentations.
* Used DDL, DML and DCL commands in Impala, Oracle SQL developer, MS SQL Server etc.
* Created mockup diagrams using MS VISIO and provided the screen shots replicating the changes to the User Interface (UI) as per the requirements.
* Review all the systems design by assuring adherence to defined requirements, decompose features to user stories, clearly written acceptance criteria, formally accept user stories etc.
* Product and project management skills including requirements elicitation, documentation, planning and tracking project through the entire product lifecycle.
* Excellent team collaboration skills and effective communication with internal and external business and technical stakeholders.

**Environment**: PL SQL, TIBCO Spotfire, Data bricks, Python, Power BI, ETL, SharePoint, Salesforce, database, ActiveMQ 5.3, JSP, JSTL, XML, HTML, CSS, React.JS.

**Cambia Health, Portland, OR 02/17- 03/18**

**Senior Business Analyst**

**Responsibilities:**

* Recommended changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid 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, retrospective, and review and planning session.
* Drive weekly backlog grooming sessions with the team, ensuring work items are estimated and ready-for-work per the Product Owners priorities.
* Used SQL for querying and analysis purposes on various source tables and conditions applied and Wrote SQL joins, sub queries.
* Assessed the current system documentation for the Clinical Research Collaborations CRC System and provide recommendations for consolidating 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.
* Used multiple data sources by blending data on a single worksheet in Tableau Desktop
* Generated numerous Business Requirement Documents & Functional requirements specification documents, Use cases, system flow and workflow diagrams.
* Provide technical support for routine security related issues.
* Ensured compliance on all submissions in preparation of clinical data to regulatory documentation for the biological licensing.
* Produce and explore requirements in collaboration with product owner, scrum master and project manager at the level of detail required for Sprints
* Used SQL Server Reporting Services SSRS to schedule reports to be generated on predetermined time.
* Active involvement in ETL design for data integration and master data management.
* Expertise in performing Bug and Defect management using bug-tracking tools like JIRA and HP QC/ALM.
* Implemented process using EDI X12 270 / 271 verifying enrollment for all sub-contractors increasing enrollment accuracy up to 99%.
* Strong knowledge of managed care payer requirements and procedures.
* Maintained the quality of data analysis, researched output and reporting, and ensured that all deliverables met specified requirements.
* Utilized advance features of Tableau software like to link data from different connections together on one dashboard and to filter data in multiple views at once.
* Utilized JIRA to develop and track agile epics, stories and tasks.
* Mentor developers on how things work in the business domain and represent the Product Owner in Scrums
* Involved in EDI X12 process transactions tracking and reporting.
* Facilitating daily scrum meetings, enforcing time-boxes and responding to the impediments, tracking baseline, sprint planning and sprint retrospective.
* Conducted configuration and maintenance of EDI X12 formats related to Medicare, Medicaid Diversion and Commercial Payors.
* Responsible for providing database solutions using MS Access/ SQL Server/ Oracle database.
* Experienced with Microsoft SharePoint 2010, Business Intelligence Analytics SQL Server Integration services SSIS, SQL Server Analysis services, Performance Point Services,
* Ensuring Product backlog is of manageable size, preparing Product Release Burndown charts
* Experience with EMR implementation and post-implementation support.
* Managed Regulatory Document Files Managing Investigator Sites Files, Form FDA 1572, Informed Consents, Clinical Trial
* Worked with 837, UB92, UB04, CMS 1500 claims and HIPAA 835, 270/271, 276/277, 278 transactions.
* Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify 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, ETL, Tableau, SQL, MS Office Suite, MS SharePoint, ETL, Informatica, JIRA.

**L Brands e-commerce, Columbus, OH 01/16 – 02/17**

**Business Analyst**

**Responsibilities:**

* Writing Features and user-stories for Rally after gathering, negotiating, and analyzing requirements from Business-Units, Clients or Vendors.
* Worked with vendor e-commerce tools helping construct and integrate in-house e-commerce applications with Business-to-business (B2B) and Business-to-consumer (B2C) sales of tangible goods.
* Participated in functional design sessions, creates, and executes SQL test scripts, and aids in the solution of data issues.
* Responsible for articulating and translating the product vision into feature(s) and tactics for the integration project and maintain liaison between business partners and IT teams to provide effective technical solutions leveraging Amazon Web services and Pivotal Cloud foundry services for E-Commerce applications and customer facing websites.
* Ensures delivery of scope, partners with delivery teams to ensure user stories are clear, removes barriers for team members and resolves open issues/questions quickly and efficiently. Collaborated with users and development team identifying possible solutions to cater to various user needs.
* Supports defining minimum viable product (MVP). Owns scrum team backlog and performing grooming, prioritization and refinement of Integration of Applications and Services with project management tools like Jira, Confluence and Wiki.
* Sets the quality standard for delivery. Develops test plans (user story acceptance criteria), accepts each story, and potentially features and participates in team demos and retrospectives to validate quality, provide feedback to team and improve team processes. Partners across functions as needed to coordinate delivery plans, testing, training, and support.
* Leads problem resolution as needed to ensure that internal and external customers receive efficient service and periodically support applications in Development, Test and Production environments.
* Product and project management skills including requirements elicitation, documentation, planning and tracking project through the entire product lifecycle.
* Created Physical Inventory process for retail stores, consisted of data integration and inventory processes with third party vendor.
* Mapped all retail customer-facing processes, including AS-IS/TO-BE, role definition, training docs.
* Determined project scope and engineering requirements, estimated schedules, tracked item completion, certified milestones, and maintained project documentation and corporate e-commerce web site Testing.
* Extensively used JIRA to record and maintain the artifacts such as Product backlogs, Sprint backlogs, user stories / Data stories, Impediment’s list, tasks, defects, and issue tracking using customized JQL.
* Generated reports using Tableau for understanding the trends as well as to analyze patterns as per regions and predicting probability of occurrence for a better data visualization as per the business requirements.
* Elicited requirements on Web Application, and types of Data sources and Reports from different Business Owners, Stakeholders, and development teams by facilitating Interviews, re-engineering and JAD session.
* Involved in ARI team investigation over 20 Abuse patterns and involved in-group designs and building the software systems, risk models and operational processes that minimize risk and build trust.
* Created and maintained various daily, weekly, monthly reports and ad-hoc reports, including gross activation, sales, upgrades, revenue, and data usage to identify trends in overall performance.
* Used Spring Framework and STS IDE in Java 6, 7 and 8 for development of restful authentication and authorization services and APIs.
* Work on extended authentication and identity management services utilizing RBAC in Spring framework.
* Serve as LISA service virtualization implementation project manager for large financial service agile web development projects. Utilize XML, JSON, REST, and Java.
* Published application programming interfaces (APIs) in a secure, scalable environment and Ensured consistency between multiple API implementations and versions.
* Work with/on DataPower, SSL, Web services, Performance tests, Selenium Builder, Automation, API specifications, ROI Metrics, SharePoint Development experience and certification.
* Experienced with front end and back-end solutions with various technology stacks.
* Identify Risks, Dependencies and mitigate or escalate them as needed.
* Identify configuration and seed data from requirements and get it implemented in various Env’s.
* Engage Business and Clients via prototype demos to ensure team is building right product and is aligned with overall platform strategy.
* Responsible for delivery of committed Objectives by the team and specify features for e-commerce self-service web site for ordering and configuration.

**Environment**: Waterfall, MS Visio, MS Office Suite, MS Access, SQL version, PL SQL, Teradata, Rational Rose, HP Quality Center, MS Project, MS Visio, MS Office (MS Excel, MS Word, MS PowerPoint), HTML, CSS, React.JS.

**Hydus Technologies, Hyderabad, INDIA 03/12 to 12/14**

**Business Analyst**

**Responsibilities:**

* Assisted the project managers in developing project plan that included Project Schedules, Milestones tracking, and Meeting minutes using MS Project.
* Created Business Process Workflow diagrams of Current and Expected System, using MS Visio and makes sure that both business and technical teams understand the process.
* Elicited business requirements by conducting JAD sessions, Interviews, Focus Groups and Brain Storming sessions.
* Drafted and Managed Business Requirement Document (BRD) and Functional Requirement Specifications (FRS) in Share Point Enterprise 2016and led the Requirement Workshops where the specifications get converted into User Stories.
* Created and maintained Requirement Traceability Matrix (RTM) correlating the system requirements to functional- nonfunctional requirements and then to test cases.
* Worked closely with Data Analyst Team and assisted in assuring the integrity of the collected data.
* Requirements gathering from Subject Matter Experts, project stakeholders and Business users to obtain maximum details of requirements and involved in documenting Business Requirement Documents.
* Liaison between the Business needs (business users and sponsor) and the technical team (development and testing staff), ensuring technical solutions satisfied business requirements.
* Conducted JAD sessions involving the management, development, and user teams for clarifying requirements and facilitating better communication.
* Careful documentation of business requirements ensured that they are aligned with UI from the initial stage itself.
* Experience in Medicare advantage and dual advantage.
* Participated daily standup meetings with the Developers.
* Facilitated user interviews and workshops to gather requirements.
* Involved in GAP Analysis and Technical Feasibility study with the technical leads and other SMEs.
* Created process flow diagrams in MS Visio.
* Worked with other team members for requirement analysis and clarifications and recommending changes for the gaps identified.

**Environment**: Waterfall, MS Visio, MS Office Suite, MS Access, SQL version, PL SQL, Teradata, Rational Rose, HP Quality Center, MS Project, MS Visio, MS Office (MS Excel, MS Word, MS PowerPoint), HTML, CSS, React.JS.