**Ganesh Pendem**

**Business Analyst**

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**PROFESSIONAL EXPERIENCE:**

* About 7+ years of diversified experience in Healthcare and Insurance IT industry.
* Expertise in Project Planning, Project Design, creating functional specifications and data flow diagrams.
* Extensive experience as Business Analyst in the Healthcare Industry with expertise in Affordable Care Act (ACA), HL-7, EDI Transactions (834, 835, 837), HIPAA, MMIS, and Medicaid and Child Welfare.
* Experienced in business process flows, business process worked with executives, developers, and end-users to define the exact requirements.
* Modeling, case tools, business analysis, gap analysis and organizational change management.
* Experienced in conducting sessions and Solid understanding of Membership, Claims Processing, Billing, Benefit/ Eligibility, Authorization/ Referrals, COB, and have experience in HIPAA standards and corresponding EDI transactions (837, 834 and 820).
* Knowledge of health care services regulatory environment in compliance with HIPAA, ICD, MITA, MMIS.
* Knowledge on Medicaid, MMIS, HIPAA EDI transactions 278, 820, 834, 835, 837, ICD-9, ICD-10, HL7, HMO, PPO, ANSI X12 Procedural and Diagnosis codes.
* Used Microsoft SharePoint as a Web-based Content Management System as well as a Document/ Project Management tool.
* Excellent knowledge of HIPAA (Health Insurance Portability and Accountability Act) transaction codes such as 270/271 (inquire/response health care benefits), 276/277 (claim status), 470 (benefit codes), 835 (payment or remittance advice), 837 (health care claim) and 834 (benefit enrolment).
* Adequate knowledge in Health Administration - Claims processing (auto adjudication), COB, EOB/ Drafts, Claims pricing and testing, HIPAA, enrolment, EDI, HER, HIX, Medicaid, CDHP (consumer driven health plans)
* Ability to develop business rules, context data flow diagram, entity relationship diagram, workflow diagramming, prototyping and document current state, gaps and future state processes.
* Experience in multi-tasking such as managing numerous simultaneous projects with great attention to detail.
* Experience in solution assessment, validation and applying critical thinking for problem solving approach.
* Experience in Requirements elicitation techniques like conducting user interviews, document analysis, JAD sessions and managing the requirements.
* Comprehensive knowledge of Software Development methodologies (SDLC) such as Waterfall, Agile, Spiral and Scrum.
* Create various documents like the Software Requirement Specifications (SRS), Business requirements document (BRD), Use Case Specifications, Functional Specifications (FSD), and Systems Design Specification (SDS).
* Good Knowledge of software and applications designing tools for the preview of the project at the very beginning.
* Analyzed different types of Risks such as Credit Risk, Market Risk etc. and developed the test scripts with all these parameters to analyses the securities.
* Worked closely with project Stakeholders, SMEs, PM, to understand, analyze, document, validate, and review the requirements and specifications for new applications along with enhancements to the existing applications.
* Efficient in writing Business Requirement Document (BRD), Functional Specification Document (FSD), Use Cases, User Interface Specifications (UIS), System Requirement Specification (SRS) and Report Specifications Documents.
* Skilled in translating business requirements and user expectations into detailed specifications and building business process flow charts using MS Visio and Enterprise Architect to communicate project functionality to the development team employing designing techniques like OOAD and Unified Modeling Language (UML).
* Sound proficiency in analyzing and creating, Use Case Diagrams, Sequence Diagram, Activity Diagram, Data Flow Diagrams, Business Flow Diagrams, Wireframes and Mock-ups using MS Visio and Rational Rose to communicate business and functional requirements to clients and developers.
* Performed AS-IS and TO-BE business process flow for clear translation of Functional to system requirement specification.
* Support the Test Team and the rest of the Development Team in compliance related issues while working with them in the development phases of the projects.
* Business Analyst with solid understanding of Business Requirements Gathering, Business Process Flow and Business Process Modelling and Data Mapping.
* Extensive working experience on Medicaid and MMIS projects.
* Capable of managing multiple projects simultaneously

**Technical Skills:**

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| **Modeling Tools** | Unified Modelling Language, MS Visio, Balsamiq |
| **SDLC Methodologies** | Waterfall, Waterfall Scrum Hybrid, Agile |
| **Business Skills** | Process Modeling, GAP Analysis, Impact Analysis, SWOT Analysis, JAD Sessions, Project Scheduling |
| **Requirement Management** | JIRA, MS Office, Confluence, Azure Devops |
| **Document Processes** | UML Diagrams, Use Cases, BRD, FRD, |
| **Testing Tools** | Postman, Swagger |
| **ETL Tools** | Informatica PowerCenter |
| **Databases** | SQL Server |
| **Domain Knowledge** | HIPAA, Medicaid, Medicare, Claims Management, EDI Transactions, HL7, HIX**,** EMR/EHR, PPO, HMO, POS |
| **Operating Systems** | Windows XP/7/10 |

**EDUCATION:**

* Bachelor’s in Mechanical Engineering, JNTU, Kakinada, India - 2016
* Master’s in Management Science with a specialization in Business Analytics, New Jersey Institute of Technology, USA - 2021

**PROFESSIONAL EXPERIENCE:**

**Client: BCBSM, Detroit, MI Jan 2023 to Present**

**Role: Business Analyst**

**Description:**

I collaborated closely with business stakeholders to document and refine TFACTs enhancements, ensuring alignment with end-state requirements. I supported agile development by preparing screen specifications and mockups using Visio and Azure, and documented user stories in JIRA. Using Azure DevOps, I tracked requirements and facilitated clear communication between development, testing teams, and stakeholders to ensure project milestones were met. I conducted thorough UAT testing, managed defect resolution, and contributed to creating professional presentations for internal and customer audiences, ensuring solutions met functional and performance requirements before deployment.

**Responsibilities:**

* Collaborate with Business to document the **TFACTs** enhancements and modifications to meet the end-state requirements.
* Worked closely with the client and technical team to support the **agile development process**.
* Preparing Screen specification documents and Mockup using **Visio and Azure**.
* Documenting and Refining the User stories with the teams using JIRA
* Used **Azure DevOps** for tracking requirements and user stories assigned to the team.
* Communicating and clarifying the requirements to the development and testing teams and closely working with the teams to ensure the project is on track.
* Tracked the requirements for completion and validating requirements using Backlog Management Document **(Requirement Traceability Matrix (RTM)**
* Performing **UAT Testing** on the product end to end
* Making sure all the defects are fixed by collaborating with the Team and retesting the product before Go Live
* Helped with developing presentations for internal team or for the customer. Solicit input from others and pull information together to create a professional presentation.
* Developed test plans, coordinates and conducts user acceptance and integration testing of solutions to ensure they requirements before deployment to production
* Worked on requirement gathering and creating functional solution design to address business process, interface and performance requirements.
* Worked with business and IT teams to ensure all issues are resolved quickly.

**Environment:** MS Office Suite, Visio, Azure, Jira, Agile Environment, Microsoft Teams

**Client: Catholic Financial Life, Milwaukee, WI Feb 2020 to Dec 2022**

**Role: Business Analyst**

**Description:**

I collaborated with Business Architects and Project Managers to define project scopes and interacted with technology teams to align solutions with business requirements. I effectively communicated and clarified requirements to development and testing teams, ensuring project milestones were met in Agile environments using Jira, Rally, and Azure DevOps. I conducted gap analyses to enhance existing technologies for meeting end-state requirements and participated actively in Agile ceremonies. My experience includes documenting requirements, performing system analysis, and creating project documentation such as BRDs and functional workflows, particularly in healthcare domains like Medicaid and Medicare, with expertise in EDI X12 transactions (834, 820, 835) and HIPAA compliance.

**Responsibilities:**

* Defining scope of the build or project with Business Architects and PMs
* Interact with the technology team and help them understand the business aspects of the solution
* Communicate and clarify the requirements to the development and testing teams. Coordinate closely with the teams to ensure the project is on track.
* Experienced in performing **Gap analysis** by identifying existing technologies, documenting the enhancements to meet the end-state requirements.
* Mastery in project management tools such as **Jira / Rally/Azure DevOps** to document user stories, tasks, and acceptance criteria.
* Actively participated in all **Agile/Scrum ceremonies** (Grooming, Sprint Planning, Sprint Review, etc.).
* Ability to take the functional grooming output and translate into stories that can be consumed by construction teams.
* Requirement gathering, analyzing conceptualizing business, user functional requirements for an airline loyalty program.
* Dedicated to handle enrollment 834 and payment 820 files across different **LoB”s( Medicaid and MMP)**
* Participated in daily scrum meeting calls
* Analyzed different Data crosswalks, complicated logic lookups required by different fields for the source to target transformations.
* Agile exposure and experience working on **JIRA**
* Performing basic level of acceptance testing
* Ability to work with business to translate requirements into stories
* Document requirements, system analysis and project documentation such as BRD, Business Process Mapping and functional workflows
* Knowledge of requirement gathering, estimation, planning, assisting in execution activities, creating documents and involved in client interactions.
* Author and system requirement documents in order to solicit approval.
* Worked on Azure DevOps and SharePoint management tools.
* Functional Knowledge of Medicaid Management Information System MMIS.
* Knowledge and Experience on Membership Enrollment, Billing, Claims Payment
* Processing in relation to **HIPAA, EDI, 5010 X12, ICD-10 codes 834, 837,835**, and 270, 271 transactions.
* Exposed to Medicare and Medicaid domains of the healthcare systems
* Strong working knowledge of the 834 ,820, & 835 EDI Healthcare files and Transactions
* Participate in **JAD session** to understand the existing and New Business requirement and documents the respective design specification for 834 processes.
* Assisted in the development of user documentation.
* Analyze the source data to the target Database
* Review Test cases and perform Functional and **User Acceptance Testing**.

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

**Client: Magna infotech limited, India April 2018 to Oct 2019**

**Role: Business Analyst**

**Description:**

I validated SQL scripts for CRUD operations using MySQL, and created UML diagrams including Use Cases, Activity, and Sequence Diagrams using Visio to define user-system interactions. I collaborated with the Web Services team to document REST API interactions in JSON, conducted manual testing with Postman, and supported QA automation efforts. I managed Test Strategy and Test Case design, conducted JAD sessions for efficient requirements gathering, and performed Gap Analysis for HIPAA compliance in EDI transactions, utilizing tools like HP ALM/Quality Center and JIRA for UAT and defect tracking.

**Responsibilities:**

* Validated basic SQL scripts to verify the application CRUD operations on database using MySQL
* Generated UML Diagrams mainly, Use Cases, Activity Diagrams, and Sequence Diagrams to define the interactions between the user and the system using Microsoft Visio
* Coordinated with the Web Services team in documenting requests and responses for the REST Web Services in JSON. Manually tested and executed the Web services using Postman and helped the QA team in automation
* Supported the team in designing the Test Strategy, Test Cases, and Companion Guide from the development stage to the production stage including internal requirements and external requirements
* Gathered Business Requirements from all the stakeholders and interacting with the providers, managers, developers to develop the business Processes.
* Conducted Risk Analysis and Impact analysis whenever there is any change in the business requirement and proposed solutions while continually updating the business requirement document.
* Conducted JAD sessions and ultimately reducing the time spent in moving all the information from stakeholders and other team members.
* Created and updated data mapping document(s) with reference to the source for 270/271 (Eligibility & Benefit Inquiry & Response), 276/277 (Claim Status Inquiry & Response) and 837 (Health Care Claim).
* Conducted Gap Analysis to analyze the client’s applications programs to determine the impact of HIPAA final on EDI transaction set and defined the changes to bring the affected systems into HIPAA compliance.
* Worked with FACETS Team for HIPAA Claims Validation and Verification Process (Pre-Adjudication).
* Utilize Rational Unified Process (RUP) and build different phases of software developmental cycle.
* Actively involved in designing EDI transactions using the new HIPAA 5010 version and ICD -10 codes and analyzing HIPAA compliance and EDI transaction.
* Knowledge of the software system and the programs.
* Developed and executed UAT test cases, UAT test Scenarios using HP ALM/Quality Center and followed-up defects using JIRA.
* Created architectural styles such as application architecture, enterprise architecture, and service-oriented architecture with the help of Service -Oriented modeling (SOA).
* Performed Requirement Tractability Matrix (RTM) to track and maintain stakeholders requested requirements and changes.
* Worked with EDI Team for Data Mapping and Building 837 Maps.
* Apply UML notations and methodology in developing models that accurately represent the business process and workflows and clearly communicate them to the stakeholders.
* Analyze EDI data elements captured by the existing system to validate it against the data elements required for new system.

**Environment:** Hybrid, MS Project, MS Excel, MS Office, MS Visio, FACETS, JSON, EDI, HIPAA, FACETS, UAT, RUP, UML, SQL.

**Client: Value Labs, India July 2016 to March 2018**

**Role: Business Analyst**

**Description:**

I engaged with business users and stakeholders to evaluate solutions and facilitated JAD sessions as a scribe, conducting surveys and review meetings to gather requirements. I authored comprehensive documents such as BRD, FSRD, SRS, and STMD, and conducted thorough analyses including GAP, root cause, and impact analyses. Utilizing Agile practices and tools like Jira, I managed epics and backlogs for PI deliverables, actively participated in Agile ceremonies, and translated requirements into user stories. I collaborated with database and testing teams, designed data flow diagrams, developed test strategies, and implemented Data Warehouse solutions using Informatica for ETL processes. Additionally, I leveraged Tableau and Excel for data visualization and reporting, contributing to improved data integrity and quality through rigorous verification and validation processes.

**Responsibilities:**

* Interacted with business users, stakeholders, SMEs and evaluated solutions for problems.
* Worked as a Scribe during JAD sessions, conducted surveys and review meetings to document feedbacks, performed document analysis and facilitated brainstorming sessions to elicit requirements
* Created BRD, FSRD, SRS and the Source Target Mapping Document (STMD).
* Performed **GAP analysis, root cause analysis, impact analysis**.
* Created epics and manage backlog for PI deliverables using Jira and agile craft tools.
* Actively participated in Sprint Planning meeting, Daily Scrum meeting, Product Backlog Refinement meeting, Sprint Review meetings and Sprint Retrospective sessions and updated the artefacts using JIRA.
* Assisted the team and the Product Owner to translate requirements into User Stories.
* Validated requirement churns after sprint review meetings based on the feedback obtained from Product Owner, business users and the stakeholders involved.
* Assisted Database team to create several database objects such as tables, views, procedures and joins using PL/SQL.
* Identified various source systems, type of data and created Data Flow diagrams,
* Worked with testing team to design and develop Test Plans, Test Strategies and Test Cases to perform UAT, GUI testing, Functional testing and Fuzz testing.
* Created the Data Dictionary and developed conceptual and logical Entity Relationship (ER) diagrams using Visio.
* Assisted in the implementation of Data Warehouse with data marts using **Informatica PowerCentre** for ETL process.
* Analyzed and designed the new **Data Mart** models using **Star Schema model**.
* Performed Data Mining in existing data and constructed SQL queries.
* Created dashboards, visualizations and reports using Tableau and Ms Excel.
* Assisted in increasing Data Integrity and improving data quality by performing Data Normalization and invoking rigorous data verification and validation.
* Assisted Project Manager in developing timelines for project delivery.

**Environment:** Waterfall-Scrum (Hybrid), MS Project, Ms Office tools (Word, Excel, PowerPoint) MS Visio, Bugzilla, MS SQL 2008, Oracle 9i, Tableau 7.0, Informatica Platform 9.5