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| **Ranjan Ravishankar – Lead Business Analyst A logo with a purple circle  Description automatically generated** A close-up of a certificate  Description automatically generated | | |
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**Introduction**

9+ years of experience as a **Business Systems Analyst** with **certified Project Management Professional(PMP)®** and a **certified Scrum Master/Agile Coach** with proven capability of working in different Software development lifecycle (SDLC) methodologies like **Waterfall and Agile** (SAFe, Scrum) with depth understanding in various domains such as **Healthcare and Banking**. Incredible work ethics coupled with excellent communication, written and interpersonal skills describing a committed team player, stepping up to lead the team.

**Professional Overview**

* Experience working as a **Business System Analyst** and **Business Analyst** in all phases of **Software**

Development Life Cycle (SDLC)

* Proficient in requirement gathering process using different **Elicitation Techniques** such as **Client Interviews**, **Document Analysis**, **Brainstorming Sessions**, **Focus Group Sessions, Reverse Engineering**, **Interface Analysis**, and **JAD Sessions**
* In-depth understanding and experience in conducting different analyses such as **GAP Analysis, Impact Analysis, SWOT Analysis, Stakeholder Analysis, Cost-Benefit Analysis,** and **Root Cause Analysis** to frame a business strategy.
* Expertized in creating and analyzing **Business Requirement Document (BRD), Functional Requirement Document (FRD),** and **Requirement Traceability Matrix (RTM)** and converting business requirements into **System Requirement Specification (SRS)**
* Thorough understanding and knowledge of **HIPAA Compliance, Billing and Reporting.**
* Experience in **healthcare EHR systems**, Inter Systems Cache Database, Oracle, Microsoft SQL Server.
* Mastery in using **MS Visio** for creating **UML** diagrams such as **Use Case, Activity Flow, Class, Sequence, Data Flow, Entity Relationship (ER),** and **BPMN** for process diagrams using **ARIS**.
* Conducted due diligence for **Change Requests** and implemented the change requests effectively by following change management protocols designed by **Change Control Board (CCB)**
* Proficient in project management tools such as **Jira/Rally/Azure DevOps** to document **user stories, tasks, & acceptance criteria** and for **status reporting** and **planning**
* Engaged in all scrum ceremonies such as **Backlog Grooming, Sprint Planning, Daily Scrum, Sprint Review,**

# and Sprint Retrospective.

* Proactively updated **Team progress** to the Product Owner using **Key Performance Indicators (KPIs)** integrated into **JIRA** and **Rally** such as **Burn-up Chart, Burn-Down Chart, Bug Resolution Time Chart,** and **Velocity Chart**
* Comprehensive knowledge of web services related concepts such as **XML, JSON, JWT, WSDL, HTML, AJAX, SOA, API, SOAP and RESTful Web Services.**
* Sound knowledge in performing **ETL** process to migrate data from **OLTP Database** to **OLAP Data warehouse** and

**Data Marts** which involved **Data Mapping** based on the **Transformation Rules**

* Sound experience in **Relational Database Management System (RDBMS)** including performing complex **SQL queries** and **SQL and NOSQL commands** such as **DML, DDL** for mapping various system applications.
* Generated **Technical User Stories** using **INVEST** criteria and acceptance criteria in **GHERKIN** format.
* Good knowledge of testing methodologies such as **User Acceptance Testing (UAT), Smoke, Unit, Regression, Integration, Functional testing,** and **Bug tracking system**
* Possess excellent **verbal** and **written communication skills** with strong **interpersonal** and **ethical abilities** in handling **off-shore** and on-shore teams.
* Comprehensive understanding of **AJAX, API** and **RESTful Web Services** concepts when collaborating with developers and **Core Technology Services (CTS).**
* Exceptional knowledge of the compliances related to healthcare like the **EDI 834, 835, 837, CMS forms 855, HL7, X12, FHIR, ICD 9 & 10.**

**Education**

# Master’s in Cybersecurity and Networks Passed 2021

University of New Haven, West Haven, Connecticut, United States

# Bachelor of science In Computer Science and Engineering Passed 2015

Atria Institute of Technology, Karnataka, India

**Key Skills**

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| **Documentation Tools** | SharePoint, Swagger, Confluence |
| **Methodology** | Agile (SAFe, Scrum), Waterfall, Hybrid |
| **Modeling Tools** | MIRO, MS Visio, ARIS, Adobe XD |
| **Project Management Tools** | JIRA, Azure DevOps, Rally, VersionOne |
| **Testing Tools** | HP ALM, Soap UI, Postman, Selenium |
| **Web Technologies** | XML, JSON, HTML, SOAP, RESTful |

**Professional Experience**

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| **Client: Healthfirst Inc** | **Location:** New York City, New York |
| **Dates:** January 2022 - Present | **Designation: Lead Business Analyst** |
| **Project: Provider Data Management** |  |

# Roles and Responsibilities:

* Worked as a **liaison** between the business stakeholders and the team, making sure the gap between these two is filled with effective communication on both sides of the bridge.
* Facilitated **focus group**, **one-on-one interviews**, **questionnaires, market & product research** and **brainstorming** sessions with business owners, business sponsors and technical stakeholders to elicit business and system requirements to deliver the **Potential Shippable Product Increment (PSPI)**.
* Created various artifacts like **Business Requirement Documents (BRD)**, **System Requirement Specifications (SRS)**.
* Generated **Mock-Ups** and **UML** diagrams such as **activity, sequence, orchestration, and data flow (logical & physical)** diagrams prior to each sprint for smooth development and testing.
* Created detailed **Business Process Model Notation (BPMN)** flows to remove ambiguity of the requirements communicated by the clients or the business stakeholders.
* Created **data mapping document** to map **external APIs** to the Provider’s database.
* Worked with **API Integration** and **API Verification** for different internal and external APIs when working with **API Documentation**.
* Explored **UDDI** for **WSDL and WADL** for existing **SOAP** and **REST web services, REST APIs** to understand

# request and response.

* Experienced in **integrating** the **API** and the **microservices** in the application, along with **enhancing** the already existing **API** and **microservices**.
* Performed initial testing of **REST API’s** using **Postman** to verify to **API (oauth 2.0) response message and codes**.
* Exceptional Knowledge in **Electronic Medical Record (EMR) / Electronic Health Records (EHR)** modules and process flow.
* Assisted with **User Acceptance Testing (UAT)** in each sprint, to ensure that the product increment is devoid of technical debt, satisfying criteria of **Minimum Viable Product (MVP)** and **Definition of Done**, as per business need.
* Worked diligently on **Change Request Management** and performed **Impact Analysis** as well as **Capacity and Velocity** planning.
* Assisted QA team with Manual Testing, assisting with creating artifacts like **test plans, test summary reports, test scenarios, test steps, test results, defect tracking, bug** and **defect mitigation** strategies, **Requirements Traceability Matrix (RTM)**, **Delivery Plan** ensuring **Test-Driven Development (TDD), Acceptance Test- Driven Development (ATDD)** practices are implemented.
* Worked on **Enablers** and **Spike stories** and **assigned story points** by convincing the team so that **sprint goal** is completed within schedule.

**Environment:** *Agile-SAFe framework, UML, BPMN, VISIO, Oracle, SQL Server, Excel, Windows 7.0, SoapUI, CyberArk, SOAP, REST, XML, SOAP, WSDL, WADL, FHIR MS-Office, SailPoint, XML spy, ServiceNow, SharePoint, TFS, IAM, DocuSign, Splunk, AWS, Facets.*

* To understand the **program's strategic** objectives, the organizational structure of a line of business to **identify and engage senior management, Subject Matter Expert (SMEs), technical experts, project teams and end users** as full **SDLC** partners.

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| **Client: Icario Health Incorporation** | **Location:** Minneapolis, Minnesota |
| **Date:** December 2019 – December 2021 | **Designation: Lead Business System Analyst** |
| **Project: Claims Adjudication Process** |  |

* Created detailed **Business Process Model Notation (BPMN)** flows using **ARIS** to remove ambiguity of the requirements communicated by the clients or the business stakeholders.
* Gathered requirements using various **elicitation** techniques such as **one-on-one interviews, brainstorming, prototyping** with stakeholders and prepared artifacts such as **BRD, SRD, RTM** and **UML** diagrams like **activity, sequence, data flow diagrams (logical and physical data flow diagrams).**
* Worked on **CMS Center** for Medicare and Medicaid Services, excellent knowledge of the advantage plans in the

# Medicare services.

* Defining **process deliverables, monitoring milestones** and **expenses** incurred against **expected expenditures, engaging capital, evaluating threats**, and **recommending contingency plans**.
* Good understanding of the FHIR resources and experience implementing those in the projects for the Claims Adjudication like the **Explanation of Benefits, Claims, Claims Response, Coverage, Electronic Medical Record (EMR) data of the patients**.
* Successfully created the **Work Breakdown Structure (WBS)** and the **RACI Matrix** while assisting the Project Manager in the initial phase of the project. Also created the budget plan and performed the cost benefit analysis for the project.
* Implemented a **communication strategy**, led project **workgroup meetings (information gathering)** and

**project status meetings (reporting)** and generated project **status reports.**

* Effectively allocated **resources and tasks, problem solving, status reviews and reporting, standards development, control of change**, and **compliance** with all policies and procedures. Workshops such as **JAD and JAR** sessions are also facilitated.
* Initiated and engaged in **cross-organizational dependencies** for/from other scrum teams and facilitated mitigation of impediments.
* Responsible for ensuring User Stories follow **INVEST** Criteria and receive **Definition of Ready** (**DoR**) before adding to **sprint backlog**.
* Implemented **Moscow, Business value-based** method in **prioritizing** user stories and **Planning poker** for **user story estimation** in **Sprint backlog** and assisted the technical team by **drafting the artifacts**.
* Assisted the product owner and technical team in determining and negotiating the **acceptance criteria** for **Potentially Shippable Product Increment (PSPI)** to receive a **Definition of Done (DoD)** at the end of sprint (**Sprint Review**).
* Knowledge of ETL (extract, transform, and loading) of data into a data warehouse/data mart, as well as Business Intelligence (BI) resources such as Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence).
* Experienced in creating the product roadmap for the release while working closely with the **Core Technical Services (CTS)** team.
* Used **Postman** to **test and document** the external **APIs (oauth 2.0)** and **web services** used in the project.
* Used **MS Office** extensively (**Word, Excel, Access, PowerPoint, Outlook, Project**) for **calculations, graphs, analysis, presentation, and documentation** throughout the project.

**Environment:** *SAFe- (HTML/CSS, JavaScript, Java, Oracle), MS Visual Studio, MS Project, MS Visio, Office Suite, Jira, Confluence, PowerBI, Web Services, API, Microservices, AJAX, SOAP UI, RESTful Services, MS 365.*

* Analysis of the brand-new application **client business specifications**, specification standards, **documentation**, boosting it, looking at it and implementing it accordingly.

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| **Client: Citizens Bank** | **Location:** Mount Laurel, New Jersey |
| **Dates:** September 2018 – December 2019 | **Designation: Business Systems Analyst** |
| **Project: Data Migration, ETL and Reporting** |  |

* Manage & support the current business framework by resolving the **technical challenges** and **requirements** of the client.
* The tasks conducted by **team members** were reviewed and the consumer was given the quality product/solution.
* Responsible for the proper **follow-up and recording** of **quality procedures**.
* Experienced in the development of mockup of **graphical user interface** and **wireframe** of website.
* Convenient generation of high and **low-level system architecture** diagrams and **design** documentation.
* Implement the new components during **development** to provide **production assistance**.
* Valuable experience in writing **SQL Queries** to get the data in database.

**Environment:** *Agile- Scrum Framework- (HTML/CSS, Javascript, Java, Oracle), MS Visual Studio, MS Project, MS Visio, Jira, Confluence, PowerBI, Web Services, API, Microservices, AJAX, SOAP UI, RESTful Services.*

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| **Client: Montefiore Medical Center** | **Location:** L&T Delivery Center, Hyderabad, India |
| **Date:** August 2016 – July 2018 | **Designation: Jr. Business Analyst** |
| **Project: Loan Origination System** |  |

# Roles and Responsibilities:

* + Actively involved in calculating and maintaining the team’s **capacity** and **velocity** to have a better visibility of upcoming sprints.
  + Assisted the **Product owner** in defining the requirements of the **acceptance criteria,** DOR **(Definition of**

# Ready) and DOD (Definition of Done).

* + Conducted **Sprint retrospective sessions** to evaluate previous sprints and improve team’s future performance.
  + Expertise in tracking and monitoring progress of the team using tools such as **JIRA** and continuously identifying impediment and new risks while coming up with strategies to mitigate them.
  + Facilitated and participated in various Scrum ceremonies such as **Sprint planning sessions, Daily Standups,**

# Sprint Reviews, Sprint Retrospective, and backlog grooming sessions.

* + Facilitated sprint review sessions to ensure **DOD (Definition of Done**) was satisfactorily met.
  + Help the organization to adopt **Agile values** and implement **agile principles**.

**Environment:** *Agile- Scrum Framework- (HTML/CSS, Javascript, Java, Oracle), MS Visual Studio, MS Project, MS Visio, Jira, Confluence, PowerBI, Web Services, API, Microservices, AJAX, SOAP UI, RESTful Services*

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| **Client: LIC India Limited** | **Location:** Katpro Technologies INC, Bangalore, India |
| **Date:** May 2015 – August 2016 | **Designation: Jr. Business Analyst** |
| **Project: Insurance Claims Processing** |  |

# Roles and Responsibilities:

* + Gathered **Business Requirements** by using techniques such as **document analysis, system analysis, one to one interview** with **Business Users, Stakeholders, and Subject Matter Experts (SMEs)**.
  + Identified and analyzed source data coming from **Oracle, SQL server** and flat files.
  + Identified and **analyzed stakeholders** and **subject areas**.
  + Performed **testing**, **knowledge transfer** and assisted other team members.
  + Preparation of reports and presentation to **client**.
  + Worked to promote transparency across teams and stakeholders by preparing Project Documentation like **Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Release Notes, minutes of meetings (MOM)** utilizing MS office.
  + Worked with **Data Warehouse** team in developing and analyzing the **ER-Diagrams**.

**Environment:** *SAFe- (HTML/CSS, JavaScript, Java, Oracle), MS Visual Studio, MS Project, MS Visio, Office Suite, Jira, Confluence, PowerBI, Web Services, API, Microservices, AJAX, SOAP UI, RESTful Services, MS 365.*