**Reddimasu**
Senior Business Systems / Data Analyst - Healthcare

**Professional Summary**

* **Seasoned Business/Systems Analyst:** Over a decade of rich experience in requirements analysis, design, development, testing, and implementation of software applications across healthcare, banking, financial services, and insurance sectors.
* **Expertise in SDLC and Project Management:** Profound knowledge of Software Development Life Cycle (SDLC), employing methodologies such as Rational Unified Process (RUP), Agile-Scrum, SAFe, Waterfall, and Unified Modeling Language (UML). Utilized tools like JIRA, Salesforce, Microsoft TFS, and Power BI for sprint and release planning.
* Experience in healthcare organizations seeking to leverage technology to enhance clinical outcomes, improve patient satisfaction, and maintain compliance with healthcare standards
* Knowledge of major EHR / EMR platforms like Cerner, Epic and understanding their core functionalities and adaptation to user needs. Proficient in healthcare standards such as HL7, FHIR, and ANSI for data exchange, working knowledge of SAP Business Objects
* **Educational Metrics**: Ability to identify, analyze, and report on metrics that are important in the educational context, such as student performance, resource utilization, and operational efficiency.
* **Data-Driven Decision Making**: Skills in using data to inform and drive decisions in the educational setting.
* **Product Ownership and Strategy:** Experienced in the role of Product Owner, adept at prioritizing user stories, epics, and features for multiple releases, with significant experience in healthcare payer platforms. Participated in Project Management across various life cycles and platforms, including Azure for hosting healthcare applications.
* **Data Management and Quality Assurance:** Skilled at interfacing with business and IT teams to understand and analyze data flow within Salesforce, addressing data quality issues, and configuring solutions based on business needs. Developed prototypes and wireframes in Salesforce to facilitate requirement visualization and solution development.
* **Healthcare Industry Proficiency:** Deep domain knowledge in healthcare, including patient risk adjustment, CMS regulations, Medicare and Medicaid data, and payer industry specifics. Experienced in HEDIS, clinical data analysis, and quality measures.
* **Regulatory and Compliance Understanding:** Strong grasp of Medicaid, ACA, HIPAA, and MITA frameworks, with expertise in RFP evaluation processes, healthcare quality, and risk rules, ensuring compliance and best practices in project implementations.
* **Technical and Analytical Skills:** Proficient in conducting gap analyses, SWOT analysis, impact assessments, and preparing risk analysis documents. Experience with big data tools, Teradata, and Hadoop for data-driven decision-making.
* **Collaboration and Facilitation:** Led Joint Requirement Planning (JRP) and Joint Application Development (JAD) sessions, gathering technical requirements through diverse engagement with users and stakeholders. Proficient in managing content with CMS tools like Sitecore and conducting requirement analysis using various modeling techniques.
* **Quality Control and Testing:** Developed and executed comprehensive test plans, scripts, and cases for both manual and automated testing environments using tools like QTP and Mercury Quality Center.
* **Technical Documentation and Presentation:** Adept with Microsoft Office Suite and IBM Rational Suite for creating impactful documentation and presentations, enhancing project communication and stakeholder engagement.

**Education**

| **Qualification** | **Institution** | **GPA** | **Year Graduated** |
| --- | --- | --- | --- |
| Postgraduate Diploma in Business Management | Dhruva College of Management, Telangana, India | 3.56 | 2006 |
| Bachelor of Science in Computers and Statistics | Osmania University, Telangana, India | 3.57 | 2003 |

**Technical Skills**

| **Category** | **Skills** |
| --- | --- |
| **Methodologies** | Rational Unified Process (RUP), Unified Modeling Language (UML), SDLC, Agile, Waterfall, RAD, Kanban |
| **Business Analysis Skills** | Business Requirement Definition, Business Process Analysis & Reengineering, Use Case Modeling, JAR Sessions, JAD Sessions, Requirements Workshops, Brainstorming, Gap Analysis, Impact Analysis, Project Management, Data Migration |
| **Front End Tools** | MS Dynamics, MS Project, Case Manager, SharePoint, Blackbaud CRM, IBM WebSphere, Confluence, Office 365, Adobe Photoshop, DB Visualizer, DBeaver, Salesforce |
| **Documentation Tools** | MS Visio, Confluence, JIRA, Rational Rose, Rational Requisite Pro, SnagIT 8, Rally, Adobe Experience Manager (AEM), Content Management, SharePoint, Aha software, TFS |
| **Programming Languages** | Python, SAS, SQL, PL/SQL, VB Script, HTML, SQR, XML, COBOL, CICS, C, C++ |
| **Testing Tools** | QuickTest Professional (QTP) 9.2, WinRunner 6.x, Mercury Quality Center 9.2 |
| **Databases** | Teradata, DBeaver, MS Access, SQL Server 2000/2005, Oracle 9i/10g, TOAD for Oracle, Enterprise Architecture, Sparx EA, AWS Redshift |
| **Reporting Tools** | Crystal Reports, SQL Server Reporting Services (SSRS), SAP BusinessObjects Web, Actimize modeler, IBM Cognos |
| **Operating Systems** | Windows 11, XP, NT, MacOS, Linux, Unix |
| **Remedy Tools** | Incident Management, Change Management, Release Management 7.6, ServiceNow |

**Professional Experience:**

**State of Illinois / CSG Government Solutions, Chicago, USA July 2023-till date**

**Sr. Business Systems Analyst**

*Project Description*: The Illinois Connect Child Welfare System implementation project is based on Microsoft Dynamics software and utilizes a modular system, Comprehensive Child Welfare Information System (CCWIS). Currently, the project is focused on the implementation various modules – Intake, Investigation, Child Welfare license, Learning and Development. Key areas of emphasis include demonstrating experience in child welfare applications, expertise in Agile PM methodology, any previous collaboration with State Client, different vendors, and familiarity with software tools.

**Responsibilities:**

* Business Systems Analyst: Served as a key member of the project team for large-scale technology implementations, specializing in agile methodology. Primary responsibilities included analyzing, designing, testing, and maintaining scalable and stable technology solutions to meet specific business needs, with a particular focus on implementing CCWIS functionality - CWEL and Learning and development Center modules
* Knowledge of managing and optimizing the Cerner Electronic Medical Record (EMR) system, along with a profound understanding of the intricacies involved in EHR/EMR functionalities
* Experience spans across various healthcare workflows, including those specific to providers, pharmacies, and nursing, ensuring a comprehensive approach to healthcare IT projects
* Solution Implementation and Integration: Coordinate with IT professionals to implement new systems or enhance existing ones. Ensure the integration of new solutions with other tools and systems already in use
* Data Analysis and Reporting: Analyze data generated by educational systems / programs to help schools improve student learning outcomes. Develop and generate reports for school administrators and teachers to aid in decision-making
* Training and Support: Provide training and support to users of new systems, including teachers, administrative staff, and students, as necessary. Develop user manuals, training materials, and other documentation to assist users in effectively utilizing technology.
* Regulatory Compliance: Ensure that all systems comply with federal, state, and local regulations, such as those relating to student data privacy (e.g., FERPA in the United States).
* Requirements and Process Mapping: Actively participated in requirements gathering and discovery sessions, business process mapping, and Agile ceremonies. Translated business requirements into detailed technical specifications and workflows, leveraging management applications and integration tools to ensure seamless functionality across various platforms
* Quality Assurance and User Stories: Conducted comprehensive reviews of user stories and test cases/scripts to ensure content accuracy, coverage, and adherence to defined acceptance criteria. Performed sprint validations and assessed User Acceptance Testing (UAT) readiness to guarantee high-quality outputs
* Stakeholder Liaison: Functioned as a vital intermediary between DDI vendor business/technical analysts and State staff, ensuring business requirements alignment and priority setting. Led or participated in process/workflow analysis and ongoing requirements gathering, addressing, and resolving business, data, and process issues among teams and stakeholders
* Business Process Improvement: Analyzed and redefined business processes and workflows based on business needs and architectural enhancements. Accountable for the overall solution design, build, test, root cause analysis, and performance tuning of complex business processes
* Requirements Traceability and Compliance: Managed requirements traceability throughout the system development lifecycle, collaborating with State and vendor partners to ensure compliance with both system and non-system ACF requirements through verification and evidence collection
* Collaboration and Quality Assurance: Worked closely with state staff and vendor partners to set clear expectations for the quality delivery of project artifacts and deliverables
* Documentation and Reporting: Created and maintained essential project documentation, including meeting minutes, deliverables, project status reports, and presentations, ensuring documentation accurately reflected client needs and was clearly defined for development and QA teams, Power BI, knowledge of SAP Business Objects
* Project Management Support: Tracked issues, risks, action items, and decisions using standard project management tools and techniques, providing technical expertise for system specifications and deployment of new and existing processes in a cost-effective manner
* Communication and Consultation: Communicated project issues and risks to the project management team and consulted with users to identify current operating procedures and clarify program objectives
* Additional Responsibilities: Performed additional tasks as assigned by the Project Manager, contributing to the overall success and efficiency of the project

**Environment**: Safe Agile Framework, Microsoft Dynamics, EHR, EMR, Power BI, SAP Business Objects, Agile methodology, SQL, JIRA, Cloud Services, Office 365

**Commonwealth Care Alliance (CCA), Boston, USA June 2022-July 2023**

**Sr. Business Systems Analyst / Product Owner**

*Project Description*: The focus of Claims Transformation Program (CTP) is to support ancillary vendor reconciliation, Member Enrollment, and eligibility feed. CTP project is to identify various business requirements, translate requirements to technical specifications analyze, design, and focus on healthcare data in member domain.

Work with ancillary vendors who provide different services to CCA and on boarded new vendors to CCA.

**Responsibilities:**

* Worked on Commonwealth Care Alliance’s (CCA) Claims Transformation Program (CTP) with a focus on Ancillary Vendor reconciliation. Support the administration of Medicare, Medicaid, and Dual Eligible product lines of Business
* Worked on annual enrollment program project in which the focus is to enroll new members to CCA and ensure the member eligibility files are securely transferred to different vendors
* Configuring systems to align with clinical workflows, patient management, and regulatory compliance
* Knowledge to optimize EHR systems, enhancing usability and reducing the cognitive load on healthcare professionals
* Worked identifying the root cause of the production issues, mitigated the risk by closely working with Business and technical team, send the eligibility data files to various vendors
* Primary responsibility is to analyze, design, test and maintain scalable and stable technology solutions to meet business needs, with focus on healthcare data in claims domain, effectively manage communications and expectations with internal and external stakeholders
* Worked with Business stakeholders, IT partners and Ancillary vendors to ensure the vendors and downstream systems receive enrollment and eligibility files. Establish end-to-end reconciliation process for vendor data files validation to comply with FHIR Standards
* Able to function as subject matter expert to collect complete and accurate business requirements from business SMEs by means of interviews, workflow analyses and facilitated discussions
* Contribute to the entire new claims processing solution (Facets) implementation process – design, build, test and maintain enablers of business processes
* Gather and analyze requirements from Business / IT partners and translate requirements to technical specifications, work in Facets claims system and workflow management applications / tools for integrating various applications
* Work in Agile framework, use project management tools – JIRA for writing detailed user stories with acceptance criteria, conduct backlog grooming sessions, sprint planning meetings, take part in retrospective meetings
* Collaborate with Product/Project Management to balance product vision and voice of customer to recommend and deliver best-in-class solutions
* Develop documentation that accurately reflects client needs and is clearly defined for functionality development and QA teams (i.e., business requirements, user stories, functional specifications, test plans, business process flows, etc.)

**Environment**: Member Eligibility application, Market Prominence data base, EHR, EMR, SAP Business Objects, Facets member and eligibility module, Agile methodology, SQL, JIRA, Cloud Services, Office 365

**AbbVie, Riverwoods, Chicag0, USA Nov 2021-June 2022**

**Sr. Business Systems Analyst**

*Project Description*: The main objective of Complete Pro provider project is to identify various customer requirements, analyze, design and focus on healthcare data in provider domain. Involved in Qlik View reporting with a focus on providing Complete Pro dashboard metrics to the Business stakeholders.

**Responsibilities:**

* Worked on Complete Pro provider project that smooths the prescription process for patients, gives flexibility to use the resources and avoids delays / interruptions in patients’ treatments
* Primary responsibility is to analyze, design, test and maintain scalable and stable technology solutions to meet business needs, with focus on healthcare data in provider domain, effectively manage communications and expectations with internal and external stakeholders
* Able to function as subject matter expert in order to collect complete and accurate business requirements from business SMEs by means of interviews, workflow analyses and facilitated discussions
* Worked in Agile framework, use project management tools – JIRA for writing detailed user stories with acceptance criteria, conduct backlog grooming sessions, sprint planning meetings, take part in retrospective meetings
* Knowledge of Configuring systems to align with clinical workflows, patient management, and regulatory compliance and working knowledge of SAP Business Objects
* Knowledge to optimize EHR / EMR systems, enhancing usability and reducing the cognitive load on healthcare professionals
* Gathering and analyze requirements from Product Owners and business units and translate requirements to technical specifications, work in complete pro application and workflow management applications / tools for integrating various applications
* Conducted meetings with key business stake holders to drive data governance strategies across the organization, create reports to present to management and oversee periodic updates to the data governance roadmap
* Involved in various team meetings, document the critical issues, make recommendations, or capture recommendations made by others and have follow up items
* Developed documentation that accurately reflects client needs and is clearly defined for Development and QA teams (i.e., business requirements, user stories, functional specifications, test plans, business process flows)
* Worked on creating User Acceptance Testing document and captured all the steps of Complete Pro application based on the requirement
* Worked on Qilk View reporting requirements, translating them into user stories, writing FRS, creating UAT documents

**Environment**: Provider application, Qlik View reporting, EHR, EMR, SAP Business Objects, Agile methodology, SQL, JIRA, Cloud Services, Office 365, ServiceNow

**Centene Corporation, St. Louis, MO, USA October 2019– Nov 2021**

**Sr. Business Systems and Data Analyst**

*Project Description*: The main objective of EDAS-EDW project is to identify various customer requirements, develop technical solution adhering to healthcare industry best practices and provide end-to-end solution based on business needs. Implement new processes, systems and applications by using latest technology tools to efficiently reduce turnaround time by driving low to moderately complex systems requirements. Design and develop new framework / system which is highly scalable for analyzing healthcare data and supports IT teams to assess various files (claims, members, providers) and identify and resolve data quality issues.

**Responsibilities:**

* Interact with business stakeholders across multiple business units and the technology leaders to gather requirements – Design, develop and document business needs for the project, do field to field mapping from source to target tables, lead / guided the team through development/testing process by providing important details and resolving data issues, worked with various health plans integration specific to healthcare payer
* Experience with contact center technologies, pharmacy data, call routing application called Omni where calls get routed when a member / patient calls, source system is Amisys where member / pharmacy data is stored, salesforce case management experience
* Collaborate with the business and data stewards across the business and IT teams, understand healthcare (members, claims, and provider) data flow in Teradata, and analyze data fields to identify issues, source to target mapping, lead technical discussions with various teams and documented them
* Worked extensively with developing business rules engine enabling the business rules such as referral, prior authorization, benefits eligibility, claims processing, worked with end-to-end integration process
* Work with New Mexico State health plan – to gather requirements, determine benefits eligibility like household size, income level, as this work is related to downstream applications as they consume data
* Configure core tables of health plan in Teradata - dev, test, prod. Healthcare web app exchange products or aws cloud-based technologies, work with business stake holders to gather requirements for healthcare data migration to aws redshift, experience with restful API services for data migration
* Identify and analyze quality of the data by writing / performing SQL queries against the databases (Teradata, Oracle, AWS) and understand various computer systems integration, assess health of data quality in database using various tools SQL assistant, Hadoop, informatica to resolve errors / duplicate records, identify data quality issues, data cleansing, healthcare payer experience
* Work closely with ETL (extract, track, load) development team and makes recommendations based on analyzed data powerful tool to assist in the identification of roles and assigning of cross-functional responsibilities to a project deliverable or activity
* Create business glossary of terms and data dictionary, collaborate with developers, database admin, business leaders to document Centene Corporation business terms, define data elements, business description, Manta data lineage diagram
* Validate the work done by team, validate data files loading to EDAS server, identify potential gaps and ensure team is working on resolving gaps by checking data elements of healthcare customer data
* Work on solutions for specified data issue, create issue log template, patterns, work with team to write SQL queries in Teradata, automate the process, scale up the process to resolve data problems in ecosystem
* Contribute in Agile ceremonies like sprint grooming, sprint planning, daily stand-up, sprint review meetings and retrospective

**Environment**: Enterprise Datawarehouse, Teradata, SQL Assistant, Informatica, AWS redshift, Agile methodology, JIRA, Cloud Services, Python, DBeaver, Java, Python, Linux, Putty, Office 365, Tidal, Service Now, File Zilla

**Epicor Software, Austin, TX, USA June 2019– September 2019**

**Senior Business Systems and Data Analyst**

*Project Description*: The primary objective Salesforce Data Governance and Quality initiatives is to identify data points, source systems which result in data quality issues in Salesforce. The purpose is to design and develop the new framework / system which is highly scalable for interactive and automated analyses to address data quality issues.

**Responsibilities:**

* Interact with the business and data stewards across the business and IT teams, understand data flow in Salesforce instance, and analyze data fields to identify issues
* Understand various computer systems integration, assess health of data quality in Salesforce using various tools addressdoc, clouding, identify errors / duplicate records
* Lead the team with conversations to discuss the existing process and make improvements / redesign the systems to enhance performance and streamline data, MS-Excel skills, PowerPoint skills
* Review Data Quality issues reported by other members of the team, define problem statement, and suggest ways to improve data quality. Develop wireframes or prototypes (using Salesforce sandbox or wireframe tool) for SFDC solutions based on business input/requirements to visualize concepts and to produce requirements for development, end-to-end process integration, worked on resolving issues
* Solutions for specified data quality issue & patterns, work with team to write SOQL queries in Salesforce, automate the process, scale up the process to resolve data problems in ecosystem
* Build Data Quality Governance Dashboards, use SSRS tools to build Salesforce datasets, use SSIS to create reports, build dashboards to represent data quality issues for business, experience with API services

**Environment:** Agile, Kanban Methodology, SQL Management Studio, SOQL, Salesforce, ERP, Cloud Services, Python, DBeaver, Java, SaaS, Python, Unix, Linux, Putty, Salesforce CRM, HIPPA, Office 365, TOAD for Oracle10.5, .net, Mercury Quality Center 9.2, Business Intelligence tools, AngularJS, jQuery, SQL Server Reporting Services, Azure, Rally, Share point, MS Visio, HP ALM.

**Optum / United Health Group, MN, USA December 2017 – June 2019**

**Senior Business Systems and Data Analyst**

*Project Description*: RQNS (risk, quality, network solutions) Project is a part of building new solutions / capabilities to manage risk adjustment, quality assurance and data analytics for member, provider and claims level and continuing to provide value to improve health systems.

**Responsibilities:**

* Experience in Healthcare domain - provider, member, claims, risk adjustment and HEDIS. Experience of translating complex business requirements into functional/ technical requirements and Medicare part A, B, C and D, suspects part c and part d – generated with risk adjustment of members
* Experience with West Virginia State Project, RFP Process, evaluating RFP’s and implementing new systems as per State requirements, used Rally for creating user stories
* Part of the work focus was on benefits eligibility to analyze, determine the required fields for Integrated eligibility application developed for the State, salesforce case management experience
* Worked with vendor to send and receive different files to comply with FHIR Standards.
* Experience in analyzing healthcare data, creating ad hoc reports, dashboards using analytical tools
* Domain experience of Healthcare – patient risk adjustment, members, claims, quality measures, clinical data, providers, CMS, medicare and medicaid data, payer industry
* Worked with Business Stakeholders to get the requirements and convert the requirements (quality, risk rules) in to technical specifications for rules engine and have through understanding of HEDIS quality measures and experience with x12 and 837 claims, source to target mapping
* Experience quality, risk rules and have good understanding of NCQA or CMS and Experience working with Clinical coding team and very familiar with different types of codes, data cleansing
* Creating variable mapping document from legacy SAS to Big Data environment of various data domains
* Experience with MS Office products, including Visio, TeraData /MySql for data querying and experience with Big Data technologies like MapReduce, Hadoop, HBase, Hive
* Collaborated with project managers to prioritize features and develop Release Plans, Project Plans, Sprint Plans, and Deployment Plans & masters and product owners to prioritize and groom the backlogs
* Collaborate with QA resources to develop overall test plans including test data requirements, and provide direction on testing coverage or questions, experience with API services
* Hands on experience with various applications and integration them in SaaS environment and worked closely with Data Management team for data mapping attributes and wrote SQL queries for data profiling and validation
* Developed various Mappings and Transformations for migration of data from various existing systems to the new system using Tableu & Performed troubleshooting and code migration, provide quality documentation

**Environment:** Agile Methodology, Python, DBeaver, Java, SaaS, Python, Unix, Linux, Putty, Salesforce CRM, HIPPA, Office 365, TOAD for Oracle10.5, .net, Mercury Quality Center 9.2, Business Intelligence tools, AngularJS, jQuery, SQL Server Reporting Services, Azure, Actimize, Rally, Share point, MS Visio, HP ALM.

**Fresenius, Boston, MA, USA March 2016 – November 2017**

**Systems Analyst/ Business Analyst**

*Project Description*: Fresenius Medical Care is the world's leading company devoted to patient-oriented renal therapy. Project is a part of Patient Portal initiative-implementation of a web-based patient management application and electronic processing of health insurance claims by providing real-time patient insurance information.

**Responsibilities:**

* Worked as Product Owner with various applications like Signup for the ongoing updates, Fresenius Pharmacy application, Patient Management Application and knowledge of AWS
* Worked with Business User Representatives gathering the requirements for Patient Portal initiatives and ensuring product quality for end users - accepting or rejecting deliverable from delivery team
* Actively analyzed current business processes (Claims, Recipient Eligibility, Utilization Management, EDR, Enrollment, etc.) and worked with management to improve and implement enterprise solutions to ensure compliance and experience Fresenius RX pharmacy web application
* Created and managed Project Plans for MedHost Electronic Health Record (EHR) software implementations throughout CHS Network and domain knowledge of Facets
* Experience writing SQL queries to extract data from EDW and match patient’s information. SQL queries to pull medical records of patient’s – PName, PNumber and data migration process

**Environment:** HP UFT 11.53/12, HP ALM 11, Selenium Web Driver, Office 365, Adobe Photoshop, Confluence, Content Management, IBM Trigia, MS SQL, JIRA, Curam, VB Script, Java, COBOL, XML, Actimize, HIPPA, .net, SOAP UI 5.1.1, Windows XP/7/10, AngularJS, jQuery, Service Now, SAP Business Objects, Business Intelligence, HP Load Runner 11.5.

**Sullivan, Cotter and Associates, Minneapolis, MN, USA Jan 2015 – March 2016**

**Systems Analyst/ Business Analyst**

*Project Description*: Sullivan, Cotter and Associates, Inc. is physician and employee compensation management services in the health care domain and the Project is integration of Survey 360 with a specific focus on health care staff compensation management.

**Responsibilities:**

* Analyzed current systems and modeled new business requirements and converted them into User Stories and Requirements for the designers and developers
* Developed, trained and executed Meaningful Use implementation plans and schedules using Project Plan and other documentation and tracking tools for EHR
* Facilitated Joint Application Development (JAD) sessions, Sprint Planning sessions to identify business rules and requirements and documented them in a format that can be reviewed by both business and technical teams
* Worked on EDI (Electronic Data Interchange) data protection process with HIPAA SME to verify that HIPPA guidelines were not being breached and medical insurance products and experience of EDI 835/ 837 and x12 claims

**Environment:** Agile Methodology, Salesforce CRM, MS Visio, HIPPA, ERP, Office 365, JIRA, Confluence, EHR, Sitecore, Oracle 10, TOAD for Oracle10.5, .net, C++, Curam, Mercury Quality Center 9.2, Business Intelligence tools, AngularJS, jQuery, PPM tool, Service Now tool, SQL Server Reporting Services, COBOL, Blackbaud CRM Application, Actimize, Share point, Oracle ERP.

**AIG, Dallas, Texas, USA Nov 2013 – Dec 2014**

**Systems Analyst/ Business Analyst**

**Responsibilities:**

* Facilitated analysis of functional requirements and design of technology specifications, working with business/functional personnel and capturing requirements through interactive sessions with clients, performed workflow analysis
* Collected, cleansed and provided Data Mining, Modeling and analysis of structured and unstructured data used for major business initiatives& experience with insurance sales compensation process
* Worked with the data architect, ETL developers, report writers in designing the data warehouse and reports. Knowledge of code Reviews as per ETL/Informatica standards and best practices

**Environment:** UML, MS Word, Data Mining, Salesforce CRM, Data migration, Office 365, ERP, .net, AngularjQuery, Actimize, Adobe Photoshop, Business Intelligence, Curam, Risk Management, RationalRequisitePro, Rational ClearQuest, Quality Center, SQL, .net

**Vishwa Vishwani Institute of Systems, India May 2010 - Oct 2013**

**Business Systems Analyst**

**Responsibilities:**

* Worked with the technical team to effectively develop System Design specifications, Data Dictionary and SSIS packages to document the technical details of the system
* Framed a detailed agenda and facilitated JAD sessions & experience with Waterfall methodology
* MS Visio was used for Visual modeling and a detailed Use-Case Specification, System Architecture and Data Flow diagrams and experience with data migration process
* Conduct data mining, data modeling, statistical analysis, business intelligence gathering, trending and benchmarking

**Environment:** Rational Unified Process (RUP), MS Visio, Data Migration, Maximo, LMS, HRIS, Data Mining, MS Project, MS SQL Server 2000/2005/2008, ASP.net 3.5, Java Portal, CRM, Waterfall, SharePoint, Business Objects Web Intelligence, Windows NT/2000, XML, Web services

**All Trades Interior and Building Contracting LLC, Dubai, UAE Jan 2009 – April 2010**

**Business Analyst**

**Responsibilities:**

* Conducted JAD sessions with users across the globe to identify the requirements, use case analysis and outlining business rules
* Developed the business and functional logic for the models using UML/Rational Rose, MS Visio
* Defects were tracked, reviewed, analyzed and tracked using Mercury Quality center
* Used SQL server DTS packages and SSIS Packages to ensure data readiness for UAT testing in required environments
* Facilitated User Acceptance Testing (UAT) with the business users and communicated the change requests resulting from the UAT

**Environment:** SDLC, MS Visio, MS Word, MS Excel, Object Oriented Programming, MS SQL Server 2000/ 2005, Actimize Intelligence Modeler 3.6/ 4.0, C++, Case Manager, Cast Application, SharePoint, BPM, Mercury Quality Center 9.2, Windows NT/2000.

**ABN Amro Bank, India**

**Junior Business Analyst, Nov 2007 – Dec 2008**

**Responsibilities:**

* Accomplished experience through whole SDLC from requirement analysis till deployment, using highly efficient RUP process of software development
* Worked with different business users to develop vision document and Business requirement specifications document (BRD)
* Worked with the Data warehouse team in documenting the data mapping documents and data models
* Documented Use Case Specification Document, RTM (Requirements Traceability Matrix), Release Notes and Training Manuals and experience with Finacle

**Environment:** Windows, Oracle, SQL, QTP 9.2, .net,CRM, Maximo, Finacle, Risk Management, Rational Requisite Pro, Rational Rose, Rational Clear Case, Rational Clear Quest, UML.

**H-Line Soft Information Technology Pvt. Ltd., India Feb 2006 – Oct 2007**

**Junior Business Analyst**

**Responsibilities:**

* Responsible for tracking and monitoring the Project progress and deliverables, preparing for the project per client guidelines
* Review and maintain the quality of the deliverables, prepare weekly reports on the project status, update and improve project methodologies
* Performed Business Analysis, Managed Requirements, and assigned requirements and tracked their completion

**Environment:** SDLC, C++, Microsoft Word, Microsoft Excel, Microsoft Visio, Oracle 9i, SQL, Test Director.