**Revathi G**

**Sr. Business Analyst**

**SUMMARY OF SKILLS**

* I have around 9 years of experience in leading projects, analyzing business processes, and driving operational improvements. Proven ability to translate business needs into technology solutions that align with organizational goals. Skilled in requirements gathering, stakeholder management, and implementing effective business strategies to enhance efficiency and profitability.
* In-depth knowledge and experience with all phases and methodologies of Software Development Life Cycle including Waterfall, Agile/Scrum and RUP.
* Highly qualified in changing the needs of Business Users and Stakeholders to the Functional/Technical Requirements.
* Served as a critical resource and liaised between Subject Matter Experts and Technologists throughout the project life cycle.
* Excellent conceptual and technical skills to create Business Requirements Document, Functional Specifications Document, Process Flow Diagram, and Detailed Design Document.
* Experience conducting JAD (Joint Application Development) sessions with Stakeholders and Business Partners to resolve issues.
* Expertise in creating project artifacts such as Business Requirements Document (BRD), Use Case Documentation, Requirements Traceability Matrix (RTM), Business Rules Spreadsheet (BRS), Functional Requirements Document (FRD), Data Mapping Document, and Systems Requirements Specification.
* Proficient in Microsoft Azure DevOps and/or Team Foundation Server (TFS) for project management, version control, and agile development methodologies.
* Strong understanding of software development lifecycle (SDLC) processes and best practices.
* Experience in requirements elicitation, documentation, and user story management in Agile environments.
* Strong experience in RUP Business Modeling process, complete UML artifacts related to Business Modeling, Requirement Elicitation, Analysis, Specification, Traceability, Validation and Verification.
* Performed GAP Analysis, SWOT Analysis, User Acceptance Testing (UAT) and Cost Benefit Analysis.
* Proficient in design and execution of Test Strategy, Test Plan, Test Scenarios, and Test Cases based on the requirements for the applications.
* Advanced proficiency in QNXT system administration, configuration, and support for healthcare claims processing.
* Extensive knowledge of SQL for data querying, analysis, and reporting to support decision-making and operational improvements.
* Hands-on in using SQL queries to perform Data Analysis and Data Mapping on Oracle & Microsoft SQL Server Databases.

**WORK EXPERIENCE**

**Cardinal Health Dec 2021 – Till date**

**Business System Analyst**

**Project: Website application Development for** Retail and E-commerce

* Responsible for project in-take and resource allocation tracking for build project efforts
* Will establish and operationalize agile methodology practices for our team Organize and facilitate sprint planning, daily stand-up meetings, story pointing sessions, release planning and retrospectives for the team
* Led data analysis and reporting initiatives within Oracle Data Warehouse, using SQL to extract and analyze complex healthcare datasets.
* Designed and implemented dimension models tailored to healthcare analytics needs, ensuring data consistency and supporting regulatory compliance (HIPAA).
* Conducted thorough data analysis to identify trends, anomalies, and insights for informed decision-making and healthcare management.
* Led data analysis and profiling initiatives within Oracle Data Warehouse, utilizing SQL to extract and analyze complex datasets from retail and e-commerce platforms.
* Designed and implemented dimension models tailored to retail analytics needs, ensuring data consistency and supporting advanced reporting and analytics.
* Conducted in-depth analysis of business processes and systems, identifying inefficiencies and proposing solutions that resulted in X% increase in operational efficiency.
* Documented detailed procedures and workflows, ensuring clear understanding across teams and facilitating smoother operations.
* Tracked and reported KPIs related to process improvements, providing actionable insights to senior management.
* Collaborated with cross-functional teams to elicit business requirements and translate them into functional specifications and use cases.
* Participated in planning initiatives, feasibility studies, and new systems design, contributing to strategic decision-making processes.
* Analyzed areas for cost control and reduction, leading to significant cost savings without compromising quality.
* Managed defects tracking and release management processes, ensuring smooth deployment of system updates and enhancements.
* Provided support for large-scale applications in [specific domain], ensuring business requirements were met effectively. Collaborated with stakeholders to gather and analyze business requirements, translating them into technical specifications and data models.
* Conducted thorough data profiling to identify trends, anomalies, and data quality issues, implementing solutions to improve data accuracy and reliability.
* Utilized Agile methodologies to manage project lifecycles, ensuring continuous improvement and alignment with business goals.
* Assisted in data analysis and profiling tasks, utilizing SQL queries to extract and manipulate data for reporting and business intelligence purposes.
* Contributed to dimensional modeling exercises, ensuring alignment with business needs and optimizing data warehouse performance.
* Conducted user acceptance testing (UAT) and validation processes to ensure data integrity and system functionality met user requirements.
* Led the gathering and documentation of business requirements for multiple retail and e-commerce projects, collaborating closely with stakeholders to ensure alignment with business objectives.
* Researched and created source-to-target mapping for Star Schema data models, defining data conversion rules and optimizing data integration processes.
* Reviewed and tested stored procedures to ensure accuracy and efficiency, assisting in troubleshooting and optimizing database performance.
* Conducted rigorous end-to-end testing and validation processes to verify system functionality and data integrity across various environments.
* Created and updated end-user facing data dictionaries and metadata, improving accessibility and usability of system documentation.
* Utilized Agile methodologies to manage project lifecycles, facilitating continuous improvement and timely delivery of high-quality solutions.
* Collaborated with cross-functional teams including IT, marketing, and operations to implement solutions and enhance e-commerce platform performance.
* Worked with QA team for designing Test plans and test cases for the UAT testing

**Environment:** Snagit, iGrafx, MS Access, Skype, Citrix Workplace, Autosys, SQL Server Management Studio, SQL (Oracle SQL Developer, SQL\*Plus) Oracle Data Warehouse (Oracle Warehouse Builder, Oracle Data Integrator) Data Modeling Tools (ERwin, Oracle SQL Developer Data Modeler) Business Intelligence Tools (Oracle BI, Tableau) MS Office Suite (Word, Excel, PowerPoint, Outlook)

**Mayo clinic Minnesota June 2019 – Dec 2021**

**Business Analyst**

**Project Data Migration**

* Prepared documents for Business Requirements Document, Systems Requirements Specification, High-Level Design Documents, and traceability mapping/matrix with the assistance from the business group, and the IT team members.
* Prepared graphical depictions of Use Cases, Use Case Diagrams, State Diagrams, Activity Diagrams, Sequence Diagrams, Component Based Diagrams, and creation of technical design (UI screen) using MS Visio.
* Retail and E-commerce
* Led data migration projects within healthcare organizations, overseeing the analysis, documentation, and validation of data migration requirements.
* Collaborated with stakeholders including IT teams, clinicians, and administrators to gather and prioritize business requirements for data migration initiatives.
* Conducted thorough data analysis and profiling to assess data quality and identify potential issues or gaps in the migration process.
* Developed comprehensive data mapping and transformation rules to ensure accurate and efficient migration of data from legacy systems to new platforms.
* Ensured compliance with healthcare data standards (HL7, DICOM) and regulatory requirements (HIPAA) throughout the data migration lifecycle.
* Managed end-to-end testing and validation processes to verify data accuracy and system functionality post-migration.
* Created and maintained documentation including data migration plans, user guides, and training materials to support end-users and ensure smooth adoption of new systems.
* Supported data migration projects by gathering and documenting business requirements, conducting data analysis, and assisting in data mapping activities.
* Collaborated with IT and clinical teams to define data migration strategies and ensure alignment with organizational goals and regulatory standards.
* Participated in data cleansing and transformation efforts to enhance data quality and facilitate seamless migration processes.
* Assisted in developing test cases and conducting user acceptance testing (UAT) to validate data migration outcomes and system functionality.
* Provided training and support to end-users during the transition to new systems, ensuring smooth adoption and minimal disruption to operations.
* Collaborated with cross-functional teams to troubleshoot CMS-related issues and implement solutions to improve system performance.

**Environment:** Snagit, iGrafx, MS Access, Skype, Citrix Workplace, Autosys, SQL Server Management Studio, Tableau, MS Word, MS PowerPoint, MS Excel, MS Outlook, MS Project, MS Visio, JavaScript, Azure Devops

**Tenet Health care Minneapolis MN October 2018 – May 2019**

**Sr. Business Analyst**

Project: Enhancement to the Claim Management System and Validation of 837/278 EDI transactions.

* Responsible for identifying the scope for Medicaid & Medicare (Part A, B, D) projects. Gathered business requirements for Patient Pay Amount, Covered Plan Paid Amount (CPP), Non-Covered Plan Paid Amount (NPP) and documented them.
* Developed Clinical Billing with a detailed schedule of events and procedures, equipment, items, services, and patient visits.
* Wrote SQL scripts for creating performance evaluation reports
* Performed Backend testing by using PL/SQL queries to test the integrity of the application was in regular contact with Business partners on the status of issues, action plans and timeframe for resolution throughout the development cycle.
* Gathered business requirements, analyzed data/workflows, and defined the scope, financial projections, and cost/benefit analysis.
* Designed dynamic client-side JavaScript codes to build web forms and simulate process for web application, page navigation
* Responsible for the regulatory management process for the services provided by the pharmacy.
* Test and report on QNXT application functionality and defects.
* Highly skilled in integrating data from a variety of sources. Experienced working within and leading multifunctional teams tasked with delivering custom Business Intelligence (BI) solutions.
* expertise in using Client - Side development technologies like JavaScript, JQuery, AngularJS, Ajax, Web-Based and Rest style services.
* Identify areas of improvement within QNXT and write and submit PDRs to TriZetto.
* Analyze and develop gap and custom solutions when QNXT system cannot meet required business need.
* hands on experience in developing web-based applications using JavaScript, JQuery, AJAX and AngularJS
* Documented Sequence Diagrams and Logical views using MS Visio for clear understanding of the requirements by the development team.
* Identify new business intelligence tools and technologies
* Background in data documentation including data/process flow diagrams, data narratives, data dictionaries, including proficiency in Microsoft Visio/Excel or iGraphics to document such.
* Experience with documentation and evaluation of process/ data risks and/or controls with key stakeholders.
* Clarified QA team issues and reviewed test plans and test scripts developed by development team and QA team to make sure all requirements have been covered in scripts and tested properly.
* Responsible for Regression Testing prior to performing User Acceptance Testing (UAT).
* Validated Requirement Traceability Matrix (RTM) and to manage all day-to-day activities for the project including status, schedule, and risks for the entire project across all involved groups.
* Developed prototype of new information processing application. Met with client groups to determine
* Coordinated with DR, running BOD & EOD UNIX scripts for daily backup procedures.
* Worked with Web publishing and Web content lifecycles.

**Environment:** RUP, UML, MS Access, MySQL, MS Word, MS PowerPoint, MS Excel, MS Outlook, MS Project, MS Visio.

**Client: Assorted Software Solutions Pvt. Ltd., India Sept 2016 – March 2018**

**Business Analyst**

Project: 4010 X12 to 5010 X12 Conversion.

* Assisted to create General Equivalence Mapping (GEM) and Source Target Mapping (STM) and structured walkthrough for data migration.
* Performed Business Modeling to understand the existing business process and existing application.
* Performed Risk Analysis, change Impact Analysis on the migration from legacy system and how it affects our business.
* Designed Data Flow Diagrams/Activity Diagrams displaying all major actors in the claim management system regarding HIPAA, EDI Provider Claim Transactions.
* Assisted to develop forward and backward Crosswalk as the temporary solution to fill the communication gap between the two database systems.
* Assisted QA department to write and execute Test Plans and Test Cases.
* Involved in maintaining Requirements Traceability Matrix (RTM).

**Environment:** Agile, MS Office Suite, MS Visio, Snagit v 9.1.3, Smart Draw, SQL Server, JIRA/Confluence, RESTful

**Client:** **Web Synergies India Pvt. Ltd., India July 2015 – Sept 2016**

**Business Systems Analyst**

Project: Development of a Common Operating Environment.

* Collected and filtered different static reference data like Calendars, Index, Bonds and Customer Ratings.
* Designed Data Flow Diagrams for the developers to assist them in understanding the workflow and constructing the system architecture and used Power BI to create reports.
* Extensive use of SQL (Joins, Update, Order by, etc.,) for the arrangement of trader data.
* Conducted data mapping activities to map the securities (Fixed Income, Equity, Bonds, FEC's, etc.) & its Derivatives (Options, Swaps, Futures, Libor etc.) between old and new system.
* Monitored defect lifecycle to ensure the defects were validated, fixed, and re-tested in time using JIRA.
* Acted as a liaison between the Customer and development team in designing and implementing functionalities, creating documentation for training and Help Desk teams.
* Performed User Acceptance Testing (UAT) immediately after every build, communicated process changes, enhancements, and modifications to the team.

**Environment:** Agile, MS Office Suite, MS Visio, Snagit v 9.1.3, Smart Draw, SQL Server, JIRA/Confluence, RESTful, JSON APIs

**EDUCATION:**

* Master’s in Engineering Project Management at New England College, Henniker, NH - June 2020
* BTech in Civil Engineering, JNTU – June 2015