**Shyam P**

**Professional Summary:**

* 20+ years of professional experience as a Project Manager, Systems, Business, Data Analyst, Product Owner, Agile Scrum, and Requirements Manager in the development lifecycle including requirements definition, designing, testing and business analysis in the Healthcare domain.
* Strong knowledge of Healthcare Analytics, Claims, Encounters, Member Portal, Provider Portals, Prior Authorization, Financial, Sales & Underwriting business process within the Healthcare Industry.
* Experience working on projects related to Healthcare Analytics, Medical Claims, Clinical Data Claims and Claims Adjudication.
* 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 (Member Enrollment in a Healthcare benefit plan).
* Experience on QRS (Quoting & Renewal) Systems in Healthcare.
* Monitor and enforce compliance with data governance policies and procedures.
* Collaborate with IT teams to implement data governance tools and technologies.
* Lead data governance initiatives, such as data privacy and protection, data retention, and data lifecycle management.
* Establish data governance metrics and reporting mechanisms to track the effectiveness of data governance efforts.
* Expertise in importing and exporting data in ServiceNow.
* Stay updated on industry trends and best practices in data governance and recommend improvements to existing processes.
* Collaborate with legal and compliance teams to ensure data governance practices align with regulatory requirements and industry standards.
* Strong working knowledge of data tools like Informatica, Ab Initio, Collibra, Alation.
* Expertise in **EPIC,** Medical software application **EMR and EHR.**
* **Expertise in eCR, RCKMS, AIMS platform and HL7 standards.**
* **Analyzed EPIC Willow charging in-basket errors, update build and reprocess charges that did not generate.**
* Learned the EHR systems capabilities and functional use and applied their knowledge of Patient Care Business workflow to assist in the implementation of a system that meets process needs.
* Well versed with Clinical quality standards for pay for performance based on **HEDIS** developed by **NCQA.**
* Strong knowledge on Medicaid Management Information System (MMIS), MITA & Georgia Enterprise Data Solutions (GA EDS) implementation at GA Medicaid.
* Strong working knowledge on Transformed Medicaid Statistical Information System (T-MSIS) and CMS 64 files for CMS reporting.
* Strong working knowledge on ICD-10 Implementation and HIPPA 5010, HL7 Standards, PPACA (Patient Protection and Affordable Care Act), HL7 Message Validation, Electronic Health Records, Electronic Medical Records, Electronic Case Reporting requirements.
* Proficient in ICD-9, ICD -10 coding and claims processing and Strong knowledge of ICD/CPT/HCPCS coding methodologies and worked closely with CMS.
* Worked on gathering functional requirements for Salesforce.com application (SFDC) integration.
* Worked with AWS, Azure, GCP as a functional consultant.
* Extensive knowledge of salesforce.com implementation cycle in Sales, Underwriting, Marketing, Service and support modules.
* Strong understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case management, Forecasting, and Call center.
* Full Software Development Life Cycle (SDLC) experience including Analysis, Design and Review of Business and Software Requirement Specifications; Development, Testing as per the RUP's Iterative Software Development Life Cycle process and Agile/Lean software development methodology.
* Strong working knowledge of ServiceNow, CMDB, APM.
* Performed Integrations and process automation using ServiceNow orchestration.
* Responsible for the implementation of ServiceNow ITSM suite, Discovery, CMDB, Event Management, Service Watch/Service Mapping.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* QNXT™ Claims Workflow™ helps healthcare organizations manage claim inventory more efficiently by automating the process of prioritizing, triaging, and reducing pended and exception claims. The result is streamlined claims adjudication management, reduced costs and improved speed, accuracy, efficiency, and compliance.
* Working knowledge on requirement tools like RTC, ADO, Jira, Jama, CA Agile, Confluence, Quality Center (ALM), Micro Focus/OpenText, Spira Test Tool. Experience working on Agile & Waterfall models, Extreme Programming (XP), SOA framework. and Object-Oriented Analysis (OOA).

**CERTIFICATIONS:**

* Certified Agile Scrum Master
* Certified Agile Product Owner
* Product Manager Basics Certified

**KEY COMPETENCIES:**

* User Story Development Throughout Water & Agile Lifecycle, Business Analysis using Use Case methodology, SDLC, RUP, Agile Processes, Business Intelligence and Analytics, Healthcare delivery, Clinical practices, EHR, EMR, eCR, ELR requirements.

**PROFESSIONAL EXPERIENCE:**

**Client: Department of Public Health (State of GA) Atlanta, GA**

**Project: SendSS 2.0 eCR Integration and eCR Application Jan 2024 to Current**

**Roles: Agile Scrum Master / Project Manager**

**Responsibilities:**

* Created Software Requirements Specification Documents (SRS) with the detailed business/functional and technical requirements.
* Authored 70+ notifiable diseases within the Reportable Conditions Knowledge Management System (RCKMS) using the web interface. RCKMS is designed to improve the timeliness and accuracy of case reports received by public health, reduce the burden of reporting on providers, and help facilitate a move toward eCR.
* Worked on Rhapsody interface to validate the eCR files, parse the data and load them into staging tables.
* Created flow diagrams of the eCR application and eCR Integration.
* Worked on eCR Query, eCR Analysis Dashboard applications that help DPH Epidemiologists to make informed decisions based on the latest data trends and patterns. The dashboard shall display a list of tracked diseases within the range selected, it also presents a cumulative count of diseases present in that period. This total count offers a quick reference point to understand the overall scale of the disease cases handled within the system in the period.
* Implementation, Customization and Maintenance of **ITSM, ITIL** modules such as Incident, Change, Problem, Release Knowledge, **Service Catalog, CMDB** in Service-Now.
* Worked on Provider Portal for Small Healthcare Providers (SHPA) to submit the eICR data.
* Extensively used OneTrust platform for data management, security, data mapping.
* Managed user access and permissions to ensure that sensitive data is only accessible to authorized users.
* Worked on data mapping, data cleansing, data profiling, data discovery and used Rhapsody to parse and store the data.
* Created User Stories, maintained the Product back log.
* Conducted and Participated in the daily Scrum Meetings, Scrum Ceremonies, Scrum Retrospective.
* Worked as an Agile Coach and mentored cross functional teams to understand and implement Agile Principles and Practices.
* Provided one-one and group mentoring to all the individuals on the team, including Product Owners, Scrum Masters, Tech Team and Business users.
* Conducted training sessions on Scrum, Kanban, Iterative Approach and Lean.
* Involved in Scrum Ceremonies Felicitation and Conflict Resolution.

**Environment: Waterfall, RUP, API, Agile, Jira, ALM, SOAP, ITSM, Webservices, Rest, Oracle Apex, Rhapsody, Oracle SQL Developer, RCKMS, ServiceNow, CMDB.**

**Client: CVS Health Atlanta, GA/Greensboro, NC**

**Projects: Journey to Cloud Migration (J2C) Jan 2023 to Dec 2023**

**Request for Refills (Specialty Pharma) Feb 2021 to May 2022**

**CVS Accordant BI/Reporting Oct 2019 to July 2020**

**Roles: ServiceNow Project manager / Sr. Scrum Master**

**Responsibilities**:

* Created High-Level Process Flow using Visio. Used both Swim Lanes and Basic flow to integrate various applications and identify the pain points.
* Completed the Business Requirements Document, identifying the AS-IS and TO-BE Process flow.
* Created User Stories, maintained the Product back log.
* As an Agile coach helped to resolve conflicts and challenges within teams to maintain a healthy and collaborative working environment.
* Analyzed the backend Oracle data and helped the technical team in migrating to Teradata.
* Worked on Python Scripts during the requirements phase for RFR Project.
* Analyzed and created the reverse engineering document, explaining and identifying all the business rules in the legacy application.
* Designed and developed solutions that leverage ServiceNow modules like SAM, HR, ITSM, Discovery, CMDB, Knowledge.
* ServiceNow application development; including creation and configuration of Service Catalogs, Email Notifications, Data imports and exports and Reports.
* Worked on complex SQLs to identify the patients/members not receiving the Refill Remainders.
* Created complex queries to pull the backend Teradata and Oracle data into the EDS system.
* Validating the Pharmacy claims and EDI transactions (834, 835 and 837) and Encounters.
* Worked on ServiceNow and CMDB to maintain the Server and Application inventory across HCB.
* Worked on AWS Lambda, Glue & Step functions to create end-to-end data processing workflows., S3, Python, Rest API, SOAP Webservices, Mulesoft integration.
* Perform day to day administration of the ServiceNow system, including making approved changes to process and workflows in **ITSM and CSM modules**.
* Documented fixes and loop closures in accordance with the change control process.
* Created test cases and scenarios in a Test environment and saved the test data in the test databases.
* Created Epic Workbench reports in Hyperspace to validate data against Clarity Database.
* Worked on Case Management Encounter data at CVS Accordant Care.
* Managing the product throughout the Product Lifecycle, gathering and prioritizing product and customer requirements, defining the product vision, and working closely with stakeholders, to deliver winning products.
* Acting as stakeholder of specific product backlog items, working closely with development teams to ensure the output to be aligned with expectations.
* Create data visualizations to identify trends and patterns in data.
* Created data marts and source to target mapping documents.
* Develop scripts to automate data analysis tasks, Clean and prepare data for analysis.
* Develop dashboards to monitor data.
* Used OKTA for encryption of data at rest and in transit, and security monitoring and analytics.
* Worked on Ab Initio ETL solution to Extract, Transform & Load data from multiple sources, resulting in improved data accuracy and reduced processing time by 50%.
* Worked on Epic's Resolute API, for interacting with external vendors submitting claims, checking eligibility, and retrieving payment information.
* Worked on implementation of incident management, problem management, change management, CMDB, reporting, Service Catalog on ServiceNow.
* Integrated Service Watch/Service Mapping with monitoring solutions.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* Build preference lists (LPF), pharmacies (PHR), frequencies (EFQ), medications (ERX), programming points (LPP) categories lists (ECT) and smart texts (ETX).
* Worked with management teams to create medication labels that articulated important information for pharmacy and caregivers.
* Configured Epic model system to best fit organizational demands of ensuring patient safety.
* Experience in building and implementation of CNR, Dispense Prep, and Dispense check to ensure accurate preparation and dispense of medications.

**Environment: Agile, Quality Center, ETL, CMDB, ITSM, ServiceNow, Abinitio, AWS, Lambda, Okta, Glue, MuleSoft, SQL Server. GCP**

**Client: BCBST Atlanta, GA**

**Projects: Provider Portal & Claims Adjudication May 2022 to Dec 2022**

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

**Responsibilities:**

* Created User Stories, maintained the Product back log using Jira.
* Participated in the PI Planning and worked closely with the Agile Release Train (ART) and Release Train Engineer (RTE).
* Ensured cross-team dependencies are identified and managed.
* Establish and maintain a data governance framework, including data classification, data ownership, and data stewardship.
* Conduct data quality assessments and audits to identify and resolve data issues and inconsistencies.
* Define and enforce data governance roles and responsibilities across the organization.
* Collaborate with IT teams to implement data governance tools and technologies.
* Created a data mapping documents and worked data mart logic sets.
* Lead data governance initiatives, such as data privacy and protection, data retention, and data lifecycle management.
* Establish data governance metrics and reporting mechanisms to track the effectiveness of data governance efforts.
* Reviewing and processing medical claims for accuracy and completeness
* Ensuring that claims comply with insurance policies and regulations
* Communicating with healthcare providers and insurance companies to obtain necessary information
* Created **group benefit plans** for the member portals and collaborated with Provider Organizations and Claims processing.
* Investigating and resolving claim discrepancies and denials
* Updating and maintaining claim records and databases
* Assisting with claim audits and quality assurance processes
* Providing support to policyholders and healthcare providers regarding claim inquiries.
* Worked on 837I and 837P EDI transactions for Claims Processing and 835 for RA.

**Environment: Agile, EDIs, Scrum, Waterfall, Data Mart, Data Mapping, Jira.**

**Client: Anthem Inc Atlanta, GA**

**Projects: Strategic Provider System (SPS) July 2020 to Jan 2021**

**Role: Product Owner/Scrum Master**

**Responsibilities**:

* Created User Stories, maintained the Product backlog using RTC.
* Collaborated with cross-functional teams to define and document data governance requirements and objectives, leading to a 25% increase in data governance compliance.
* Analyzed the backend Mainframe DB2 data.
* Conducted data quality assessments and audits, identifying and resolving data issues and inconsistencies, resulting in a 15% improvement in data accuracy and integrity.
* Worked on Collibra and OneTrust tools for Data Governance Workflows, Processes, Data Quality & Security.
* Worked on Rest APIs, Mulesoft and SOAP Webservices for Interoperability.
* Collaborated with IT teams to implement data governance tools and technologies, leading to a 20% increase in data governance automation and efficiency.
* Monitored and enforced compliance with data governance policies and procedures, resulting in a 10% reduction in data breaches and security incidents.
* Work directly with other product owners, system engineers, program managers, developers, testers, and customers to define features and technical user stories.
* Support an Agile Software Development process, working in conjunction with end users / stakeholders and technical delivery team.
* Work closely with counterparts in Product Management to align on the vision, program backlog, and roadmap.
* Worked on ServiceFirst Configuration Item Discovery, Service Mapping Discovery and the ServiceFirst Configuration Management Database.
* Worked on Service Mappings to schedule the load of flat files on daily, weekly and monthly basis.
* Focused on EHR systems that collect, organize, store, and transmit medical data and information.
* Used Microfocus and ALM for test management, defect creation and tracking.

**Environment: Scrum, API, MuleSoft, ALM, Rest, Data Governance, Data Quality, SOAP, Webservices, HER, Mainframe, DB2, Service first, Collibra, OneTrust.**

**Client: IBM Watson Health (MMIS) Atlanta, GA**

**Project: Georgia Enterprise Data Solution (GA EDS) Feb 2019 to Sep 2019**

**Role: Business Systems Analyst / Product Owner**

**Responsibilities**:

* Decomposed the high-level business requirements into functional and non-functional requirements.
* Worked on Jama tool and loaded all the requirements and established the requirements traceability within the tool.
* Conducted the Requirement Analysis Sessions (RAS) with all the stakeholders of the project.
* Generated the Requirement Analysis Documents (RADs) from Jama.
* Created, maintained, and "owned" the product backlog.
* Created Python Scripts and used them in the analysis phase of the project.
* Used Git and GitHub.
* Used Collibra for Data Governance standards, data stewardship & security.
* Collaborated with cross functional teams to gather and analyze business requirements, translating them into technical specifications for Ab Initio workflows, ensuring seamless integration with existing systems.
* Executed responsibilities with an understanding of the product vision, strategic objectives, and priorities.
* Translated high-level strategy & product direction into features, epics and user stories; prioritize in the product backlog for selection for sprint backlog.
* Prioritized the backlog according to business value and stakeholder input.
* Convey the vision and goal at the beginning of every release and sprint to Development Teams
* Drive and own backlog grooming and management, prioritize the iteration and drive acceptance testing and delivery of iteration.
* Participated in daily Scrum meetings and created user stories.
* Worked with the different vendors dealing with EDI’s 270, 271, 276, 277, 835, 837, 834, HIPAA 4010, 5010, claim adjustments, claim processing from point of entry to finalizing, claim review, identifying claims processing problems.
* Worked closely with CMS (including experience with HEDIS, NCQA, and CMS quality reporting)
* Hands on experience in implementation of various IT processes on ServiceNow such as Incident & Problem management, Change Management, PPM, CMDB and other ServiceNow modules.
* Develop and implement data governance policies, procedures, and standards to ensure data quality, integrity, and security.
* Collaborate with cross-functional teams to define and document data governance requirements and objectives.
* Created and maintained documentation related to CMDB/APM processes, procedures, and configuration.
* Establish and maintain a data governance framework, including data classification, data ownership, and data stewardship.
* Conduct data quality assessments and audits to identify and resolve data issues and inconsistencies.
* Responsible for running and utilizing CareAnalyzer (NCQA HEDIS certified software) to obtain HEDIS measure rates for monthly and annual reporting to management.
* Responsible for testing CareAnalyzer updates.
* Worked on Jira for User Story creation, Product Backlog and integrated it with ALM for test management.

**Environment: HEDIS, CMDB, Change Management, ALM, HIPAA, Github, Ab Initio, Jama, EDI’s, Collibra.**

**Client: Department of Community Health (GA Medicaid) Atlanta, GA**

**Project: Georgia Medicaid Management Information Systems (GAMMIS), MITA, ICD-10 Implementation Feb 2014 to Jan 2019**

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

**Responsibilities**:

* Gathered high level requirements from the business owners and nailed down detailed requirements and wrote Business Requirement Documents (BRD’s).
* Review and summarize system documentation for common systems associated with a Medicaid Enterprise (MMIS, MITA, Eligibility, Decision Support Systems, workflow management, **Pharmacy Benefit Management**).
* Wrote User and Functional Requirement specification document (UFRS) for GAMMIS Claims processing system.
* Ensured that user stories are good, has business values and story points.
* Participated in Joint Application Development (JAD) sessions with the users to gather requirements and also got an overview of the whole scope of the project as the project managers were also present during the JAD sessions.
* Involved in implementation of HIPAA EDI Transactions (270, 271, 834, 835, 837)
* Defined ICD-9 to ICD-10 mapping process using GEMSs (General Equivalency Mapping) crosswalk file.
* Experience working on HEDIS reporting system, MicroFocus/Open Text, ALM.
* Checked if all processes were conforming to the HIPAA guidelines.
* Made use of Use cases and UML diagrams to demonstrate the working of the system for development team.
* Maintained all records in accordance with federal and state requirements and accrediting bodies while ensuring confidentiality with HIPPA regulation. Ensure HEDIS data is submitted both timely and accurately to NCQA.
* Define and enforce data governance roles and responsibilities across the organization.
* Assisted with composing certification evidence packages for CMS. Reviews & Review system demonstrations to ensure certification criteria is presented, to achieve CMS Certification.
* Assisted the Systems Certification Manager with addressing all exceptions and action items pertaining to CMS Certification.
* Develop and deliver data governance training programs to educate employees on data governance principles and best practices.
* Designed and developed HL7 test messages for business users.
* Conducted performance testing of HL7 web applications with JMeter.
* Automated and supported HL7 message generation services with message maker.
* Experience working on both EHR and EMR to Improve Quality of Care, Increase Efficiency, Boost Patient Engagement, Reduce Medication Errors, Enhance Data Security, Enhance Data Accessibility.
* Experience working on eCR, RCKMS and AIMS platform to identify notifiable diseases and report to the state agencies.
* Ensured development opportunities on ServiceNow platform are identified to meet evolving business needs and align with key business strategies.
* Created and maintained documentation related to CMDB/APM processes, procedures, and configuration.
* Willow primary for integrated areas including ICD-10, report writing, charging, meaningful use, infusion groups, users, and security, change control board, cutover planning, and nova release notes.
* Willow secondary for integrated areas including decision support, surgical orders, data migration, and providers.
* Responsible to plan, direct, organize, control and monitor the Medicaid Information Technology Architecture (MITA) program.
* Responsible for delivery of the MITA program schedule, deliverables, staffing, scope, quality assurance, reporting, risk and security assessment, and communications strategy with the MITA staff. Took full responsibility for compliance with Centers for Medicare & Medicaid Services (CMS) MITA requirements and future strategic planning objectives.
* Maintain the MITA Maturity Model, State Self-Assessment (SS-A) and MITA roadmap of strategic improvement initiatives, as mandated by federal MITA requirements.
* Collaborate with internal Business Program Management, subject matter experts (SMEs), executives and Medicaid stakeholders in all agencies participating in the Medicaid program.
* Manage program deliverables mandated by CMS, including MITA deliverable development and submission.
* Monitor and oversee MITA program deliverables, including initiative updates, performing assessments, tasks, program deliverables and documentation, and completed artifacts. Uses MITA standards and CMS guidance to teach and coach Medicaid business program areas and stakeholders on how to align with MITA's business, technology, and architectural requirements.
* Supervised business analysts in documentation activities.  Manages the work of Business Analysts and other internal SMEs to maintain or enhance existing Medicaid baseline processes and maturity models. Designs and leads MITA meetings.
* Mentored and guided agency executives and business partners regarding the MITA business and technical requirements. Supervised, coached, and mentored new MITA team participants.  Provides key leadership in MITA and cultivates methods and practices through HCA and external with other agencies, and stakeholders.  Worked with internal and external stakeholders to understand business objectives and processes associated with the Medicaid enterprise using the MITA framework.
* Lead the gap analysis based on the current "As-Is" and the desired "To-Be" (future state) modeling and coordinates efforts of other Architecture Specialists, and consultants or contractors as required.

**Environment: Agile, Scrum, MITA, HL7, HER, EMR, PBM (Pharmacy Benefit Management), HIPAA, MMIS, Medicaid.**

**Client: Cigna Healthcare Columbus, OH/Bloomfield, CT**

**Projects: Benefit Sculpting Tool/Plan Portal, PPACA and Essential Health Benefits, CIGNA Select Initiative – Plan Design, Sales, Underwriting & Pricing Oct 2006 to Feb 2014**

**Role: Business Systems Analyst (Agile & Waterfall)**

**Responsibilities**:

* IT Product Owner for Web development and Salesforce.com teams.
* Develop and maintain Salesforce integrations with other systems.
* Troubleshoot and resolve Salesforce issues.
* Train and support end users on Salesforce functionality
* Analyzed Salesforce security model, including profiles, roles, and sharing rules.
* Maintain Salesforce customizations, including Visualforce pages and Apex classes.
* Gathered high level requirements from the business users and nailed down detailed requirements and wrote Technical Use Case documents (TUCs).
* Wrote User and Functional Requirement specification document (UFRS) for **Benefit Sculpting Tool** (BST).
* **Worked on the requirements for Group and Individual benefits and plan designs.**
* Ability to work with functional teams in an agile environment.
* Worked on BI tool Cognos for Data Analytics.
* Involved in data conversion from old schema to new.
* Participated in Joint Application Development (JAD) sessions with the users to gather requirements and got an overview of the whole scope of the project as the project managers were also present during the JAD sessions.

**Environment: Cognos, Data Analytics, Salesforce, Agile, Waterfall, JAD.**

**Client: Qwest Communications Inc. Denver, CO**

**Business Systems Analyst May 2003 to Aug 2006**

**EDUCATION:**

Master of Computer Applications (MCA) 2002

Kakatiya University

Bachelor of Science (BSC) 1999

Kakatiya University