**SIVA NEELAVATHI KASIREDDY**

Email: sivaneelavathikasireddy@gmail.com

Location: Naperville, IL

Relocation (Yes or No) -No

Local On-site Yes/No - Yes

Visa: GC

# PROFESSIONAL SUMMARY

* Experienced and distinguished Business Analyst with 7 years of experience in Software Development Life Cycle (SDLC) predominantly worked in Health Care, P&C Insurance, and Retail domains
* Experienced in resolving technical issues for various Health care customers
* Strong knowledge of analyzing Business process issues and guiding the end users in issue resolution
* Extensive understating of the HL7 FHIR-based APIs in data exchange
* Experienced in leveraging Linux tools such as vi editor, less, unzip, cat, AWS CLI, curl, JSON, Python, and Bash scripts to diagnose and resolve technical issues
* Expertise in building custom queries to extract the data from the backend FIRE servers
* Deeper expertise in data analytics by leveraging Tableau and Power BI
* Strong hold on usage of the JSON Bundle requests to validate with the Business validation rules
* Excellent Business writing skills in documenting Business requirements documents [BRD], Use Case Specifications, Requirement Traceability Matrix (RTM), Functional Requirement Documents [FRD], Software Requirements Specification (SRS), and Unified Modeling Language (UML) diagrams such as Activity diagrams, Class diagrams, ER Diagrams and Sequence diagrams
* Effective liaison between Business and Technical Stakeholders to elicit Functional and Non-functional requirements through a variety of elicitation techniques such as Stakeholder Analysis, Interviews, Brainstorming, JAD, Questionnaire, Document Analysis, Reverse Engineering, Interface Analysis, and Focus Groups and knowledge of Business Process Modeling
* Strong P&C insurance overview knowledge in Policy life cycle, claims life cycle, Billing life cycle, rating life cycle, and subrogation
* Good knowledge of Personal auto insurance, auto quote application, homeowner's insurance & coverage
* Strong Health care knowledge of types of insurance, member eligibility/enrollment/services, providers facilities & contracting.
* Knowledge of Health plans, claims processing, PHI & HIPAA, and EDI
* Proficient in all phases of SDLC, including Requirement gathering, analyzing, designing, detailing, and tracking requirements
* Ability to support prototyping activities that will validate business requirements and solution definition
* Hands-on experience in creating Use Cases, Activity Diagram, and Sequence Diagrams
* Comprehensive knowledge of Waterfall and Agile methodology
* Expertise in creating Data flow diagrams, Entity Relation diagrams, Gap Analysis, and Process Modeling using MS Visio
* Support the application of the Scrum and Agile Methodologies in developing and managing the application development process
* Hands-on experience writing test cases for functional, system, and integration testing
* Managed requirements, test cases, and test scripts using Quality Center
* Extensive experience in working closely with testers and collaborating in the creation of test plans, test scenarios, and test cases for system and integration testing
* Experienced in Business Intelligence (BI) tools like Tableau and Power BI to prepare visualization reports
* Expertise in designing and developing various dashboards and reports utilizing various Tableau Visualizations like Dual Axis, Bar Graphs, Scatter Plots, Pie-Charts, Heat Maps, Bubble Charts, Tree Maps, Box Plots, Waterfall Charts, Geographic Visualization and others making use of actions, other local and global filters according to the business/client requirement
* Expertise in designing and creating various analytical reports and Dashboards to help users identify critical KPIs and facilitate strategic planning in the organization
* Extensive process analysis, data analysis and analytics, data mapping, and data modeling skills to develop solutions to complex application, business, and operational problems, and by performing business process re-engineering and process improvements where necessary
* Thorough working experience and knowledge of SQL queries such as Joins, Select, Views, Order by, Group by, Relations, Triggers, and Aggregate functions for data validation and verification along the development process as well as for training and testing

**TECHNICAL SKILLS**

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| --- | --- |
| **Business Modeling** | UML modeling using Rational Rose Enterprise Suite, UML CASE Tools, MS Visio, Lucid, Balsamiq |
| **Project Management** | MS Office Suite & MS Project, Confluence |
| **Tools** | Azure DevOps, JIRA, ALM, GCP, AWS, Linux, Informatica Power Center, Altryx |
| **Methodologies/Frameworks** | Agile, Waterfall |
| **Programming Languages** | XML, SQL, HTML, MySQL |
| **Database Systems / Query Languages** | Oracle database, MS Access, DB visualizer, SQL server, JSON, Splunk |
| **Defect Tracking/Testing Tools** | HP QC, JIRA, HP ALM |
| **Operating System** | Unix, Linux, MS Windows, Mainframe |
| **Data Analytics** | Tableau, Power BI, Data Analysis and Visualization |

# PROFESSIONAL EXPERIENCE

**BCBSA, Chicago, IL Nov’2022 -Present**

**Systems Analyst**

**Responsibilities:** I am responsible for the following technical tasks as a System analyst on the RRT team.

* Monitoring and Alerting of API performance: Regularly monitor EC2 instance health to ensure uninterrupted service and immediate notification in case of outages.
* Analysis of Splunk logs to examine client calls and identify potential issues, utilizing statistics for troubleshooting purposes.
* Monitoring KAFKA brokers to identify and resolve any backlogs impacting submission processing.
* Connecting to AWS CLI to interact with AWS S3 for downloading and reviewing bulk files, addressing any issues promptly.
* Regularly check the status of the FHIR server, ensure it is up and running, and troubleshoot any issues as they arise.
* Utilizing standard Linux tools such as vi editor, less, unzip, cat, AWS CLI, curl, and working with Python and Bash scripts to diagnose and resolve technical issues.
* Validate the JSON Bundles in Postman when a customer reports data submission issues.
* A proactive approach to troubleshooting the problem, including attempting to reproduce reported issues.
* Assistance is provided to clients to correct any errors or misunderstandings in their processes.
* Collaboration with team members and developers to identify the root cause of complex issues.
* Participated in team discussions and contributed to the impacts and resolution strategies for customer issues.
* Analyze the Customer issues about submitting & consuming the Healthcare Provider's data and resolving the technical issues.
* Understand the relationship between various healthcare resources and troubleshoot technical issues by connecting to the FHIR server to validate the data with the consumption database.
* Guiding the customer on submission & consumption issues
* Monitor the database refreshing status and restart the jobs
* Perform data profiling tasks on Quality Recognition data
* Resposbilebe to generate daily/weekly SNOW/Tableau reports and submit the same to the project leadership
* Guide/mentor the team members in resolving the complex technical issues

**Priority Health, Grand Rapids, MI Aug’2020 – Nov’2022**

**Business Analyst**

**Responsibilities:**

* Gathered requirements and developed a Process Model toward understanding the stakeholder's business priorities to effectively identify business problems, assess proposed solutions, and represent the needs of stakeholders.
* Requirements analysis and document them according to corporate standards and procedures and prioritize them for assigned areas.
* Involved in Migration process having knowledge over ETL
* Understand Root cause analysis and provide right solutions towards application development
* Facilitated Joint Application Development (JAD) sessions, as well as conducted interviews with appropriate business/technical stakeholders.
* Worked with development/technical team members to ensure that the defined business requirements are met.
* Worked in Agile methodology of system development.
* Actively involved in implementing Agile/Scrum framework, Product backlog management, Scrum events that include- Scrum grooming meetings, Sprint planning, Daily stand-up meetings, Sprint review, and Sprint retrospective
* Identified and conducted stakeholder analysis to gather Business Requirements, interact with stakeholders, gather requirements, and assign priorities to each of them.
* Conducted UAT (User Acceptance Testing) with End Users for final Sign-off on the project.
* Involved in creating DataStage jobs to extract, transform, and load data into data warehouses from various sources like relational databases, application systems, temporary tables, flat files, etc.
* Coordinated activities and evaluated the performance of the project team and reported performance.
* Conducted meetings to allow different stakeholders to communicate their perspectives with each other.
* Develop detailed business requirements based on the High-Level requirements and information gathered from multiple business partners.
* Conducted and participated in walkthroughs of requirements and Use cases with business and IT team members.
* Designed Use case Diagrams, Workflow diagrams, and Activity diagrams for most of the Use Cases identified using UML/Visio.
* Highly involved in Gap Analysis to identify the deficiencies of the current system and to identify the requirements for the change in the proposed system.
* Identified the crosswalk table schema to persist the mapping of the new system to existing system codes.

**State of Michigan, Lansing, MI Oct' 2018- July’2020**

**Business Analyst**

**Responsibilities:**

* Analyzed plan requirements and then contributed further defining the plan requirements with their Project Manager. Observed the compliance of the requirements with state government regulations Medicaid and accreditation body requirements.
* Responsible for managing and implementing multiple high-visibility projects using the Agile Methodology.
* Actively participated in PI Planning meetings assisting the Product Owner in understanding features and gathering high-level requirements to capture them in the PI roadmap.
* Facilitated and led requirement elicitation sessions to elicit clear requirements and accurately document them.
* Worked with Scrum Master and Product Owner in maintaining optimized and clean Product Backlog.
* Utilized multiple work sessions with vendors to refine the understanding of business requirements and map them to technical specifications.
* Assisted the team with Technical and Functional requirements by providing clarity on existing User Stories.
* Ensured that the team understood requirements and assisted them in accurately defining Acceptance Criteria for User Stories.
* Actively involved in implementing Agile/Scrum framework, Product backlog management, Scrum events that include- Scrum grooming meetings, Sprint planning, Daily stand-up meetings, Sprint review, and Sprint retrospective
* Converting the given requirements into a flow chart model by using Lucid charts.
* Hands-on experience in project progress monitoring, dashboard development, performance evaluations and resolutions, change management, risk mitigation, and liaison with customers/ sponsors/ stakeholders
* Collaborates with the Project Manager to resolve issues and escalates unresolved issues as needed.
* Assisted testers in writing test cases, and test scenarios by clarifying any requirements-related questions.
* Maintained and reviewed the Requirement Traceability Matrix (RTM) and suggested necessary changes if any.
* Efficiently facilitated User Acceptance testing (UAT) for the end-users and external stakeholders for their feedback.
* Developed and executed SQL queries on claim records to validate reporting data.
* Facilitated Joint Application Development (JAD) sessions, as well as conducted interviews with appropriate business/technical stakeholders.
* Worked with development/technical team members to ensure that the defined business requirements are met.
* Created UML diagrams, Use-case diagrams, and sequence diagrams to view the system from an understandable perspective for the stakeholders using MS Visio and created a working prototype in Balsamiq to gain insight into the same.
* Worked with key business stakeholders to understand the Tableau Report requirements and then created Visual Design of the Reports as well as conducted detailed multiple stakeholder walkthroughs on each Tableau report developed.
* Created Tableau reports for healthcare modules such as Enrollment, Claims, Operation, and Finance in Tableau Desktop that were published to the internal team for review and further data analysis and customization using filters and actions.
* Worked as Tableau production support and made sure the Tableau dashboards were up and running.

**Alfa Insurance, Montgomery, AL Aug’2017 – Sep' 2018**

**Business Analyst**

**Responsibilities:**

* Good experience in commercial (P&C) Property and Casualty and Personal Lines Insurance domain.
* Analysis of business requirements and system requirements of the client and for Property and Casualty (P&C) modules.
* Work with business users to define business requirement specifications, document requirements, and transform them into functional and technical requirement specifications.
* Responsible for acting as a liaison with operational and financial management, systems support, and sales to identify business opportunities.
* Gathered requirements for the Guidewire Policy Center Integration by coordinating with SMEs from external systems and also with the functional and configuration teams.
* Involved in generating Test cases for (P&C) property and casualty Insurances for Different Levels of Business
* Conduct JAD sessions, one-on-one meetings, and web-conferences with various stakeholders to gather and analyze feature requests, prioritize backlog, and define acceptance criteria.
* Work as a liaison between business users and developers to submit requirements changes and clarify any outstanding questions, issues, risks, or concerns.
* Created Wireframes and Mock-ups using MS Visio, Lucid Charts, and Balsamiq to illustrate business processes and workflows.
* Assisting the development and quality assurance team in understanding the requirements.
* Perform requirement walkthroughs with the Dev and QA team as needed to ensure sufficient unit test and functional test coverage around all acceptance criteria.
* Facilitated Story Writing Sessions to decompose the Scope into Epics and User Stories as per the INVEST Criteria.
* Actively participated in scrum ceremonies to ensure the development and QA teams understood all requirements, user stories, and acceptance criteria, and prioritized their queues accordingly.
* Involved in creating DataStage jobs to extract, transform, and load data into data warehouses from various sources like relational databases, application systems, temporary tables, flat files, etc.
* Collaborate with the QA team to review and validate test plans and perform UAT testing.
* Utilize MS Office Suite and JIRA to prepare status reports for leads and upper-level managers.
* Used Tableau tool for reporting data, data visualization, studying the trends, data patterns, and forecasting.
* Used various SQL(CRUD) operations, sub-queries & joins for manipulating the data in the database.
* Created Tableau visualization reports for clients on Auto insurers, policies, and claims.
* Used Tableau Desktop for creating different Requests, Filters, Charts, and Interactive Dashboards with page and dashboard Prompts.

**Advance Auto Parts, Raleigh, NC Dec’2016 – Aug' 2017**

**Junior Business Analyst**

**Responsibilities:**

* Worked with project stakeholders to define and develop business processes and procedures.
* Facilitated several JAD sessions and conducted walkthroughs with users.
* Conducted GAP Analysis of current state (As-Is) and proposed state (To-Be) situations.
* Documented requirements, created BRD and obtained sign-off for the same.
* Helped the Product Owner with the prioritizing of the product backlog and facilitated SCRUM ceremonies like sprint planning, sprint review, and sprint retrospective.
* Used JIRA to create user stories and track the progress of the team in that sprint.
* Used SQL queries to analyze data to make reports.
* Monitored the progress of the sprint and provided clarifications, if any, to the development team during the sprint.
* Performed the user acceptance test (UAT) and suggested recommendations for the application.
* Assisted the QA team in the creation of test plans, test scenarios, and test cases to ensure the requirements were satisfied.

**EDUCATION**

* Bachelor of Computer Science – SV University