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[Name]

[Email ID]

[Contact Number]

Objective

Seeking a fast paced dynamic environment to apply my professional skills in the field of **Information Technology, Project Management, Business/Decision Analysis, Software Quality Assurance and Testing**, with strong work ethic and thereby apply my technical and interpersonal skills. I believe I could play a useful role in implementation of enterprise applications.

Expertise

- A result oriented individual with over **seven years** of diversified experience in Business Analysis, Quality Assurance and Software testing in Healthcare and Banking Industry.
- Performed **planning and development** of **Test Plans, Test Cases and Test Scenarios** to meet product's business requirements.
- Expertise in **Project Planning, Project Design, creating functional specifications and data flow diagrams.**
- **Extensive knowledge and experience** in Healthcare Claims, Enrollment and Benefits.
- Hands On experience in **Account Receivable, General Ledger Management, and eLending** applications.
- Expertise in translating **user requirements** into technical specifications and mapping the process design, work flows for **SDLC and Agile** with documenting and managing business requirements.
- Expertise in process improvement, business objectives improvement using various levels of **CMMI (Initial, Repeatable, Defined, Quantitatively Managed, Optimizing).**
- Possess excellent **organizational, interpersonal, communication and documentation** skills with good **process management** skills along with a remarkable ability to gather requirements to bring out quality product.
- Possess strong **analytical and problem solving** skills with the ability to adapt to a new environment and meet stringent deadlines.
- Ability to conduct **RAD, JAD** sessions and carry out the **entire process** on my own.
- Possess strong skill to start from scratch and complete the **requirement writing, testing, analysis, business process.**
- Professional expertise in **MS Office, MS Access and MS Project Professional.**
- Analyzed **Enhancement** requests and **Modification** requests for Home and Community Based Long Term Services and Supports (LTSS & MLTC) as per mandates within Health Care Reforms (**HCR**).
- Gathered requirements in compliance with **Sarbanes-Oxley Act (SOX).**
- Knowledge of **ICD-9 and ICD-10** Diagnostic codes
- Maintained the Requirements Traceability Matrix (RTM).
- Extensive knowledge of **Rational Unified Process (RUP) methodology.**
- Highly motivated team player capable enough to work and lead within a team environment besides being capable to work independently.
- Fairly experienced with SQL and database querying.

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- Experienced in **Rational Unified Process (RUP)** software development process using Rational RequisitePro.
- Maintenance of **Test Matrix** and **Traceability Matrix**.
- Analyzed **Business requirements**.
- Knowledge of **HIPAA and 6 – Sigma Compliance** and **Certification** procedures.
- Experienced as a **Business Analyst** in a role of responsibility encompassing **Requirement Gathering, Decomposition and Analysis** besides **Quality Assurance**.
- Ability to identify root causes and derive corrective actions to meet short and long term business requirements using resourceful approaches.
- Ability to **identify** and **document** critical requirements through analysis.
- Ability to **successfully manage multiple deadlines and multiple projects** effectively through a combination of business and technical skills.
- Strong business analysis skills and thorough understanding of software development life cycle.
- Strong ability to understand and document critical data through effective **data collection, data analysis and data interpretation**.

Technical Skills

Operating Systems:	Windows Me/XP/7, Windows NT/2000
Languages:	SQL, XML Schemas, Oracle
Front End Tools:	MS Office, MS Project Professional, iRise, MS Access, Crystal, Table Editor
Databases:	MS Access, Oracle, SQL Server
Testing Tools:	Load Runner, Quality Centre, Rational & QTP, Table Editor
Reporting Tools:	Rational Clear Quest, SQL Server Reporting Services
Browsers:	Internet Explorer (IE), Netscape Navigator, Mozilla Firefox
Knowledge:	SOX, HCR, MLTC, LTSS (Long Term Services & Support), HIPPA, CMMI, ICD 9, ICD 10, FACETS, NASCO, PEGA

Professional Experience

[Company Name]

June 13 – Present

Position: Sr. Business Analyst

[Project Name]

[Project Description]

Environment:

MS Outlook, MS Office, Agile Scrum, Rally, Quality Center, UML, Oracle, MS Visio, MS Project, Windows 7.

Role and Responsibilities:

- Obtained business requirements in form of users stories from users and stakeholders using JAD sessions, brain storming sessions, focus groups and personal interviews to get a better

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- Understanding of the client's business process.
- Analyzed the as-is and to-be state of the project and performed Gap analysis, Impact analysis and SWOT analysis.
- Elicited, documented, modeled, validated and prioritized functional and non-functional requirements using interviews, data analysis, and different modeling tools.
- Actively involved in preparing and writing the business requirement documents, functional requirement documents.
- Utilized MS Visio for designing Activity Diagrams and Sequence Diagrams, after accessing the status and scope of the project and understanding the business processes.
- Assisted System Architects and Quality Assurance Analysts in creation of various tests.
- Assured that all artifacts are in compliance with corporate SDLC policies and guidelines.
- Assisted in deletion of defects and bugs, in order to meet specific requirements and deadlines for successful execution of the project.
- Coordinated with Project Manager for the successful completion of project starting from Budgeting to requirement till acceptance testing (UAT). Created functional test cases for QA team.
- Worked as an SME for identifying the scope of End-to-End testing with different teams
- Coordinated UAT of the product with Business Users.
- Used MS Project for status reporting and planning.

[Company Name]

Oct 12 – May 2013

Position: Sr. Business Analyst

[Project Name]

[Project Description]

Environment:

HP Extreme, Client Letter- Letter Maintenance, Oracle, Windows 7, SQL Server, SSRS , MS Office Suite, MS Visio, HP Quality Center, Outlook

Role and Responsibilities:

- Responsible for coordinating with Project Owners, Business Sponsors to identify all In Scope & out of Scope items and finally documented them in the Scope Document.
- Performed GAP analysis of AS IS and TO BE systems and modeled them to understand the impact of the different versions and patches of the software across all the sites
- Gathered business requirements by creating business process flow diagrams using MS-Visio
- Coordinated Joint Requirement Planning (JRP) sessions & group meetings with system owners and development team, to define system requirements, system interaction specifications and brainstorm solution design during analysis phase.
- Facilitated Joint Application Development (JAD) sessions to identify business rules and requirements and documented them in a format that can be reviewed and understood by both business people and

- technical people and finalized requirements and discuss any pending issues related to the project
- Performed requirements analysis, business process development, applying detailed problem solving skills.
- Created various Screen mockups of Business Online with interaction Client experience team.
- Used MS Visio to create various Business models like Use Cases, Activity Diagrams, and State Charts
- Conducted meetings with users and other stakeholders to elicit, organize, document and obtain sign-off on the final set of requirements
- Prepared requirement and functional specifications, design specifications, system description and system glossary document
- Coordinated weekly sessions with the technical team to give updates on the project and worked closely with the developer to explain the business requirements
- Communicated the milestones and dependencies for the project team and ensured optimal usage of resources and developers time during the sessions.
- Created Single Sign on accounts for business users.
- Designed Test Plan and Test Cases based on different User Requirements and also involved in User Acceptance Testing and conducted Manual at various phases of the project development
- Performed System Testing to ensure that the compiled software components of the applications adhere to project standards, performance criteria and functional specifications
- Participated in bug review meetings focusing on reproducing critical bugs and responsible for upgrading test cases for any upcoming change results.

[Comapany Name]

July 11- Sep 12

Position: Sr. Business Analyst

[Project Name]

[Project Description]

Environment:

J2EE, Java, UNIX, SQL, Siebel 7.7, Windows XP, MS Project, RUP, Rational ROSE, Req Pro, Rational Clear Case, UML, MS Visio.

Role and Responsibilities:

- Studied existing business application and processes, collected end user requirements and suggested the improvised business process model as per **Agile Methodology**
- Gap Analysis of client requirements, generated **workflow process, flow charts** and relevant artifacts.
- Defined and documented the vision and scope of the project.
- Conducted one on one interviews with high level management team and participated in the JAD session with the **SME's**.
- Worked as a liaison between the business and technical side to convey the business needs to the system architects. Worked in association with **RUP mentors** to ensure fidelity to the standard **RUP practices** of the institution.
- Participated in weekly status meetings to present status and incorporate any digressions from the original scope. Designed **Use Cases using UML** and managed the entire functional requirements life cycle using RUP.
- Created and managed project templates, Use Case project templates, requirement types and trace-

ability relationships in **Requisite Pro**.

- Carried out a thorough target organization assessment and risk analysis.
- Involved in **cross-functional teams**, developing new ways to boost efficiency and delivering results in a fast changing environment to achieve company goals.
- Provided the management with test metrics, reports, and schedules as necessary using MS Project and participated in the design walkthroughs and meetings.
- Analyzed the “As is” and “To be” system documents to show the current and proposed functionalities of the system using MS VISIO.

[Company Name]

Dec 10- June 11

Position: Sr. Business Analyst

[Project Name]

[Project Description]

Environment:

SQL Server 2000, Windows, Drupal, Team Track, **UML, MS Office, MS Visio, MS Project**

Role and Responsibilities:

- Worked with the account managers, managements, and report requestors to **gather requirements, get report requests**. Wrote **Business Requirements**, analyzed them and tested them.
- Owned the entire reporting process. Interacted with the developer(s) at off center, management and account holders **to get the requirements, document them, design templates, and write specifications**.
- Designed report templates based on the requests by account managers.
- Designed **Functional Specification Documents** for the reports.
- Extensive use of **Excel** to create **Functional Specification Documents & Templates**.
- Designed the process flow diagrams for flow of information and report creation process.
- Conducted **RAD** sessions for the report users, requestors, and the developers.
- Prepared **Need Analysis Documents** of the requirements gathered through **JAD sessions**.
- Had drafted BRD for the application stating info benefit eligibility, compare and choose qualified health plans, federal and state benefits, account management between members, providers, agencies and Health Benefit Exchange.
- Documented all the changes in the initial templates. Reviewed **Requirements & deliverables** for delivery timeline. Used **Visio** to create Flow diagrams and **Use Case Diagrams**.
- Coordinated with the developer, on day-to-day basis, during the development process.
- Created Test Scripts & Test Scenarios to check report content, layout, and parameters
- Reported defects using Team Track. Worked on Report Re-engineering Project and made enhancements to the system flow. Modified System flow diagrams.
- Tracked the defects in legacy reports as per account managers and end users. Compared the results and tracked the differences in excel.
- Carried out **UAT** to make sure that the results were accepted by account managers and users.
- Enhanced communication lines between executives, managers, and peers.

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[Company Name]

June 09 - Dec 10

Position: Sr. Business Analyst

[Project Name]

[Project Description]

Environment:

Requisite Pro, Rational Clear Quest, Ms Visio. Windows 2000, IIS Web Server, Oracle, UNIX,

Responsibilities:

- Followed the **RUP** methodology for the entire **SDLC**.(Multiple Projects)
- Gathered Requirements from Managers, Technical Team and Business Users.
- Conducted **JAD Session** to understand the **Technical requirement flow**.
- Created **Master plan document**, Prepared Test Plans and guideline for QA Team.
- Created baseline test scenarios.
- Created **Data validation** status report involving for multiple projects.
- Created **use cases, activity, class diagrams** and workflow process diagrams, data flow diagrams involving 6 systems.
- Managed integration process using **CMMI**.
- Broke down the phases of project while applying **CMMI**.
- Wrote Use cases by using requisite pro and sometimes by using MS Word, for simple Use Cases.
- Created **Activity Diagrams** and wrote **glossary**.
- Created Timeline diagram. Project level timeline vs. Team Timeline.
- Conducted Weekly meetings to check the progress of project.
- Conducted **UAT** and reported **Bugs to Developers**.
- Send Bug reports through **Rational Clear Quest** to the developers.
- Coordinated with Project Manager for the successful completion of project starting from Budgeting to requirement till acceptance testing (**UAT**). Created functional test cases for QA team.
- Ensured all project components have a test plan and are adequately tested.
- Coordinated meetings, planning, organization and scheduling of project activities.
- Evaluated and reported overall project(s) status to the manager/project manager.
- Worked on data flow diagrams involving multiple systems.
- Supplied templates for and assisted with completion of testing deliverables.

[Compnay Name]

May 08 – June 09

Position: Senior Business Analyst

[Project Name]

[Project Description]

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Environment:

Test Director, Oracle, Unix, Windows, Requisite Pro.

Responsibilities:

- Wrote **test plans** and **test cases** based on the **business requirements** which involved **market risk analysis** and **risk management** like continuous time finance & asset pricing, stochastic processes & simulations, credit derivatives, structured products, documentation, value at risk, risk & return optimization.
- **Evaluated** business requirements for enterprise business applications integration while delivering new/modified enhancements.
- Monitored progress against **business functionality, requested objectives** to ensure that projects meets the specific release criteria.
- Highlighted any **potential risks** to the environment.
- Signed-off all releases before they enter production.
- Analyzed consumer surveys and gave technical inputs in Business meetings.
- Involved in the meeting with Business process owners, **SME** (subject matter experts) and Marketing Team for Requirements gathering in definition stage.
- Facilitated the Customer in defining the **high-level functional requirements** and needs.
- Carried out the business processes in lieu with **SOX**. It was imperative that everything was in compliance with the act, so a lot of emphasis was put into it.
- **Used UML** for Business Modeling for drawing the corresponding modeling diagram such as **Use Case, Activity, Sequence, and Collaboration Diagrams**.
- **Analyzed, Revised and Created Test Plans** according to business requirements.
- **Developed Process Model** and detailed Business Policies and modified the business requirement document.
- Writing **Used cases** and **Activity Diagrams**. **Analyzed results** using **Test Director**.
- Worked directly with software engineers to ensure clear communication on requirements and analyzing defect reports. Bug reporting done using Test Director.
- Worked directly with software engineers to ensure clear communication on requirements and analyzing defect reports.
- Facilitated **User Acceptance Testing**. Participated in data analysis for verification purposes.
- **Validated the scripts** to make sure they have been executed correctly and **meets the scenario description**.

[Company Name]

June 06- May 08

Position: Business Analyst

[Project Name]

[Project Description]

Environment:

WinRunner7.0/Load Runner 6.5, MS-Visio, Test Director, UNIX, Windows NT, Java, HTML, Oracle, IIS.

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Responsibilities:

- Involved in business analysis and project management, coordinating between the team members, addressing budget issues and creating test plans according to the business requirements.
- Worked with the project manager for planning and organizing the project activities, and in communicating with other business center managers and stakeholders of the project.
- Met with various groups, including business owners, **SMEs (subject matter experts) and marketing team, for requirements gathering in definition Stage.**
- Gathered requirements, developed Process Model and detailed Business Policies.
- Worked with the project manager to estimate best/worse case scenarios, track progress with weekly estimates of remaining work to do, conducting informal meetings ad hoc and as needed.
- Followed the **RUP** methodology for the entire SDLC.
- Involved in writing and implementation of the test plan, and various test cases.
- Initiated, proposed and implemented critical analytical and technical turnkey solutions extensively increasing the quantitative and qualitative value of the application
- Involved in project planning, coordination and implemented QA methodology.
- Developed **the matrix, prioritized and determined QRT impact** of all applications.
- Provided overall project management to multiple projects successfully completing them on-schedule and on-budget.
- Prepared the **Business Workflow** using MS-Visio with input, output, Pre and Post conditions
- Utilized technical flow charts, **Network Diagrams and Gantt Charts** to effectively map and manage critical paths and bottlenecks in conjunction with Project Tracking Reports and Project Data Sheets for Senior Management.
- Enhanced test cases and scripts by adding the required functionality as per the new business requirements.
- **Defect Tracking and Bug Reporting** was performed using Test Director.

Education

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