​Employer details:​

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**Neelavathi**

**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.
* Excellent Business writing skills in writing Business requirements document [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 have knowledge on 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 insurances, 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 Diagram**s.
* Comprehensive knowledge of **Waterfall** and **Agile methodology**.
* Expertise in creating Data flow diagrams, Entity Relation diagrams, Gap Analysis, and Process Modeling using MS Visio.
* Work for 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, Jama**.
* Extensive experience in working closely with testers and collaborated in the creation of test plans, test scenarios, 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 development of various dashboards, 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 other 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 to 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 the purposes of data validation and verification along the development process as well as for the purposes of 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 |
| **Defect Management** | Azure DevOps, JIRA, Jama, ALM |
| **Methodologies/Frameworks** | Agile, Waterfall |
| **Programming Languages** | XML, SQL, HTML, PL/SQL |
| **Database Systems/ Query Languages** | Oracle database, MS Access, DB visualizer, SQL server |
| **Operating System** | Unix, Linux, MS Windows, Mainframe |
| **Business Intelligence Tools** | Tableau, Power BI, GCP |

**State of Michigan, Lansing, MI. 08/2020-Present**

**BI 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 meeting assisting Product Owner to understand features and gather high-level requirements to capture them in 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 understands 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 Project Manager to resolve issues and escalates unresolved issues as needed.
* Assisted testers to write test cases, test scenarios by clarifying any requirements-related questions.
* Maintained and reviewed 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.
* Worked on HIPAA Electronic Data Interchange (EDI)Transactions, **HIPAA** X.12, **837** medical claims, **835** Electronic remittances **270/271** Eligibility inquiry and response.
* Involved in Claims Processing, Enrollment (**834**), Group and Individual Member billings.
* 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 in an understandable perspective for the stakeholders using MS Visio and created a working prototype in **Balsamiq** to gain an insight for the same.
* Worked with key business stakeholders to understand the **Tableau Report** requirements and then create 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 are up and running.

**Alfa Insurance, Montgomery, AL Oct 2018-07/2020**

**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 development and quality assurance team in understanding the requirement.
* Perform requirement walkthroughs with Dev and QA team as needed to assure sufficient unit test and functional test coverage around all acceptance criteria.
* Facilitated Story Writing Sessions to decompose the Scope into Epics and User Storiesas per the INVEST Criteria.
* Actively participate in scrum ceremonies to assure the development and QA teams understood all requirements, user stories, 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, Interactive Dashboards with page and dashboard Prompts.

**Priority Health, Grand Rapids, MI Aug 2017 – Sep 2018**

**Business System**

**Responsibilities:**

* Gathered requirements and developed Process Model towards 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.
* 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
* Identified and conducted stakeholder analysis to gather Business Requirements, interacting with stakeholders, gathering requirements and assigning priorities to each of them.
* Involved in Claims Processing, Enrollment (834), Group and Individual Member billings
* Conducted UAT (User Acceptance Testing) with End Users for final Sign-off on the project.
* Involved in testing Claims payment and implementation, HIPAA compliance ANSI X12-837 EDI Transaction Code 837-claims encounter, 834- Benefit Enrollment, 835 - Claim Payment.
* Coordinated activities and evaluated performance of project team and reports performance.
* Conducted meetings to allow different stakeholders to communicate their perspectives with each other.
* Prepared Business Requirement Specification Document (BRD) and converted into Functional requirement specifications document (FRD).
* Responsible for checking member eligibility, provider enrollment, member enrollment for Medicaid and Medicare claims.
* Implements changes to horizontal integrated software solutions and builds new solutions.
* Analyzed the reports for member/eligibility/claims and mapped the fields with FACETS batch jobs and reports.
* Supported new business requirements by extending the functionality of the core Facets system using the Facets extensibility architecture feature.
* Extensively worked with FACETS Implementation, Claim Processing and Subscriber/Member module.
* Develop the 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, Activity diagrams for most of 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.
* Played a major role to create the Business Requirement Documentation (BRDs), using MS Word and MS Visio that provided appropriate scope of work for the technical team to develop the prototype and overall system.
* Identified the crosswalk table schema to persist the mapping of the new system to existing system codes.

**Advance Auto Parts, Raleigh, NC Dec 2015-January 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 and 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 progress of the team in that sprint.
* Used SQL queries to analyze data in order 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 creation of test plans, test scenarios and test cases to ensure the requirements to be satisfied.