**Keerthana Alvin | Business Analyst**

**571-453-0440**

**Looking only remote and positions in TX**

# PROFESSIONAL SUMMARY

* Over 8 years of experience as a result-oriented, goal driven Business Systems Analyst with extensive industry experience in **Healthcare** Domain.
* Extensive experience with a strong knowledge of Project Management Life Cycle (**PMLC**), Software Development life cycle (**SDLC**) using Agile/ SCRUM, Waterfall methodologies, Software Testing Life Cycle (**STLC**) and testing methodologies.
* Proven track record of managing end-to-end project life cycles to achieve high-quality deliveries on time.
* Experience in Business Analysis, Validation, Requirements Engineering, team leading and Project Management background in healthcare domain.
* Subject Matter Expert (**SME**) in healthcare sector.
* Expertise in various subsystems of **MMIS**- Claims, Provider, Recipient, Procedure Drug and Diagnosis (PDD), Explanation of Benefits (**EOB**).
* Experience with **Medicare**, **Medicaid**, and commercial insurances in **HIPAA** ANSI X12 implementation guidelines & electronic formats including 270/271, 276/277, 700, 701, 810, 820, 834, 835, 837, 997, and NSF formats for interfaces.
* Experienced in **Facets** and its modules such as **Claim, Member/Subscriber, Billing, Provider, Medicare, Medicaid** and experienced with several Facets Batches.
* Experience in Business Analysis, Requirement’s specifications, project deliverables, software testing, user acceptance testing (**UAT**) as a part of software development life cycle management for Healthcare and **Insurance**.
* Ability to handle multiple demands and competing priorities. Interpersonal and Customer Relational Skills, Excellent Communication skills, Organizational / Analytical / Presentation Skills, and Leadership Qualities.
* Proficient with documentation skills to create **Business Requirement Document (BRD), Functional Requirements Document (FRD), Software Requirement Specifications (SRS)** and **Use Cases.**
* Highly skilled in implementing methodologies such as **Waterfall**, **Agile** **Scrum**.
* Conducted Scope Analysis, Stakeholder Analysis, **GAP Analysis**, and Requirement Traceability Matrix (**RTM**).
* Sound knowledge of creating Test Plans, Test Cases and to test all the business requirements.
* Hands-on experience on tools like J**IRA, Confluence, HP ALM, MS-Project, Splunk Enterprise, SharePoint,**
* knowledge of **Business Intelligence** tools and creation of **interactive** and **analytical dashboards** using heat maps, tree maps, bar graphs, and pivot tables.
* Facilitated One-on-One Interviews and Meetings with Business Users and Subject Matter Experts.

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| **Core competencies / Skills / Knowledge** | |
| * Project Management * Business Analysis * Vendor management * Team development / Training * Stakeholder Management * Project Dashboard Progress Reporting * Leadership skills | * Resources Responsibility Assignment * Cross-Functional Supervision * Budgeting and Forecasting * Risk Management * Quality Assurance – End to End setup * SME in Health Care / HIPPA Knowledge, Medicaid, Medicare, Claims |

**TECHNICAL SKILLS**

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| **Methodologies** | Waterfall, Agile – Scrum, Scrum Waterfall Hybrid |
| **Project Management** | Rally, JIRA, Confluence, HP ALM |
| **Languages** | SQL, XML |
| **Database/ETL** | Oracle DB, MS Access, SQL Server |
| **Business Modelling Tools** | MS Visio, Lucid Chart |
| **Reporting/BI** | Tableau, Microsoft Power BI |
| **Defect Tracking/Testing Tools** | HP QC, JIRA, HP ALM |
| **Operating Systems** | Windows, Mac OS |
| **Miscellaneous** | MS Excel, MS Word, GoToMeeting, Google+ |

# PROFESSIONAL EXPERIENCE

**State of Ohio, Ohio Aug’2020 – Current**

**Sr. Business Analyst**

State of Ohio Medicaid helps Ohio citizens with low-income, pregnant woman, infants, children, and older adults to get medical services under Medicaid program. The project I am working is to enroll new providers, members into the Medicaid program and also process the claims submitted. As a business analyst, I interacted with Vendors and clients from the time of collect requirements until go live.

**Responsibilities:**

* Responsible for managing and implementing multiple high visibility projects using the Agile Methodology.
* Interacting with senior executives, stakeholders, customers/ end users across various cross functional departments to facilitate/ coordinate/ manage successful completion of projects.
* 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.
* Tailored Data Mapping Documents to capture key mapping elements such as Data Source, Source metadata, Data Target, Target metadata, and necessary transformations.
* 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
* Worked with cross functional teams to understand & manage dependencies.
* Converting the given requirements into a flow chart model by using Lucid charts.
* Drove implementation of best agile practices: dynamic team collaboration, informative metrics, and continuous improvement.
* Hands on experience in project progress monitoring, dashboard development, performance evaluations and resolutions, change management, risk mitigation and liaison with customers/ sponsors/ stakeholders
* Actively contributed to the continuous improvement of project framework and to the successful organizational transition to Agile
* Conducted regular leadership reviews on project status/risks/issues.
* Collaborates with Project Manager to resolve issues and escalates unresolved issues as needed.
* Making sure the team follows HIPAA rules and PHI privacy while uploading the documents.
* Utilization and effectiveness with JIRA (Agile methodology), Lucid charts.
* 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.
* Actively involved in gathering requirements and validating Data on Tableau dashboards which captures data related to Provider, Member enrollment, claims processed.

**Anthem, Virginia Dec’2017- July’2020**

**Business Analyst**

Anthem INC is one of the leading Health Insurance Companies in United States. It serves insurance to large group of people and at the same time provides to large companies. The project I have been working on is an Implementation of Edifecs system for new Medicaid Markets and Migrating from MDE to Edifecs for already Existed Markets.

**Responsibilities:**

* Participated in all Agile Scrum Ceremonies such as Sprint Planning Meetings, Sprint Estimation Meetings, Daily Scrum Meetings, Sprint Demos and Retrospective Meetings.
* Created Business Process Model to capture the end-to-end process and for performing further analyses.
* Participated in System Requirements Walkthrough Sessions with Business Owners, Stakeholders, Subject Matter Experts as well as design/development teams.
* Assisted Scrum Master in creating JIRA dashboard and Scrum board for improved clarity and visualizations.
* Developed a Data Mapping Document capturing the source data, target data, and transformation information.
* Involved in creating sample mappings for the conversion of EDI X12 transactions code sets.
* Involved in developing various test cases for testing HIPAA 8371/P/D 834/835 and 276/277.
* Troubleshoot EDI, and XML document errors and troubleshoot translation and mapping errors.
* Involved in developing EDI specifications and applications structures for data feeds and mappings for integration between various systems, including XML In computing.
* Acted as an SME on various subject areas including state reporting, death benefits, Medicare, Bill review and RX eligibility.
* Strong working knowledge of the 834, 837 & 835 EDI Healthcare files and Transactions.
* Compile, validate and report system-wide metrics to attest meaningful use of EHR to the Centers for Medicare and Medicaid Services.
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA.
* Gathered the Requirements for Medicare Systems as part of Patient Protection Affordable Care Act (ACA) eve loped Schemas of EDI X12 Claims (837) and Eligibility forms in XML.
* Perform responsibilities of conducting research on IT requirements and business requirements in UAT areas.
* Performed Regression, UAT, Integration and Usability Testing and wrote test cases and test scripts, execute test scripts, and analyzed outcomes.
* Wrote user acceptance testing (UAT) scripts and led testing/ quality assurance for both HL7 ADT interface and the application.
* Created reports using Tableau capturing claims received per week/month based on subscriber/member demographics.
* Provided Business Intelligence by creating dashboards depicting pre and post-implementation efficiency of the process, including visualizations like Line Plots, Bar Charts for discrete data, Pie Charts for segmented data, etc.
* Assist clients in resolving billing issues with insurance.
* Coordinated with QA teams in the execution of User Acceptance Testing (UAT)
* Acted as an SME on various subject areas including death benefits, Bill review and RX eligibility.
* Ensured that the pre-UAT activity is performed accurately and efficiently.
* Involved in developing UAT test process and monitored SIT execution phases.
* Troubleshoot EDI, and XML document errors and troubleshoot translation and mapping errors.

**Concord Hospice, Sherman, TX Jan’2014 – Nov’ 2017**

**Business Analyst**

**Responsibilities:**

* Contributed as a Business Systems Analyst, towards the successful fruition of projects
* Actively participated in 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.
* Contributed to Scrum Ceremonies such as Daily Standup, Sprint Planning, and Backlog Refinement by providing requirement clarifications, thereby, assisting in story points estimation.
* Performed thorough data profiling and analysis to exhaustively elicit possible scenarios and required transformations.
* Assisted Scrum Master and Product Owner in maintaining optimized and clean Product Backlog.
* Utilized techniques such as Interviews, Requirement Workshops, and Joint Application Development (JAD) to elicit requirements and accurately document them into Business Requirement Document (BRD) and Product Backlog.
* Studied and analyzed Business Requirement Documents to break down high-level requirements into low-level technical requirement
* Assisted the Product Owner in prioritizing the Product Backlog Items (PBI) using the MOSCOW prioritization technique.
* Performed Document Analysis to understand the AS-IS process and conducted Interviews to bolster feasibility analysis.
* Assisted the team with Technical and Functional Spikes by providing clarity on existing User Stories.
* Ensured that the team understands requirements and assisted them in accurately defining Acceptance Criteria for User Stories.
* Proactively involved in Backlog Grooming session and ensured that the User Stories were compliant with INVEST criteria.
* Engaged in Scrum Ceremonies like Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospective.
* 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.

**Education**:

* Bachelors in Physical Therapy