**PROFESSIONAL SUMMARY**

* Creative and innovative thinker, team player with excellent communication and analytical skills, bringing energy, enthusiasm and leadership to problem resolution and Solution Development.
* About 8years of IT industry experience working as a Business Analyst, Agile Product Owner, Scrum Master and Quality Assurance Lead.
* Extensive experience in Requirements gathering using interviews, JAD sessions, BPMN/UML models; experience in documenting business and functional requirements (BRD, FRD); effective verbal and written communication skills;
* Deep knowledge of all phases of SDLC process; experienced in managing projects using Agile and RUP methodologies;
* Strengths include big picture focus while developing strategic business solutions which can include:

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| * AS-IS/TO-BE process modeling and re-engineering; * Gap analysis; MDM * Business process decomposition; | * Functional design meetings; * Use Cases (diagrams and narratives); * User stories; * Product Backlogs, Sprint Backlogs |

* Areas of Business Knowledge include:

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| * Financial –KYC – Know Your Client, AML – Anti Money Laundering. | * Healthcare – EHR / EMR; HIPAA 5010; EDI, Health Care Insurance Claims, PBM. |

* Relational database experience includes ORACLE, MS SQL SERVER; knowledge of Data Warehousing concepts, experience in designing and mapping ETL processes.
* Experienced in Data Analyses, Data Mapping using SQL and UML diagrams;
* Successfully provided UI design using wire frames, mockups supplemented by functional requirements; Extensive experience in Quality Assurance and Software Testing using Manual and Automated testing tools such Quality Center, Quick Test Professional and WinRunner
* Extensive experience in Unit, Functional, Integration, Regression, User Acceptance, System Testing
* Strong skills in back-end testing using SQL Queries, Procedures on Oracle RDBMS and SQL SERVER
* Assisted in the Planning, Administration, and control of all Test Engineering activities required for software product releases

**TOOLS**

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| **UML/BPMN models** | Visio, Rational Rose; |
| **Traceability** | RallyDev, Excel; |
| **Data modeling, mapping** | ORACLE SQL, MS SQL SERVER; Erwin |
| **ETL, Date Warehousing (DWH)** | MS SSIS, SSRS, SAP Business Objects, Excel, Visio; |
| **Defect Tracking Tools** | HP ALM, Mantis |
| **Documentation Tools** | MS Word, MS Excel, MS PowerPoint |
| **Requirements / User Stories** | RequisitePro, JIRA, VersionOne, Kanban, Pivotal Tracker |
| **Databases** | SQL Server 7.0, Oracle 8.x,9i,10g,MS-Access, SQL, PL/SQL |
| **Web Technologies** | HTML, XML |
| **Operating System** | MS-DOS, Windows 9x/Xp/2000/NT |

**EDUCATION**

* Bachelors in Computer Science & Information Technology, India (2008)
* AC Agile Certified Agile Professional - 2010
* (CSM, PSM I) certified professional - 2010

**WORK EXPERIENCE**

**Humana, Louisville, KY-Scrum Master Feb 2015 – Present**

**Project: Worked on multiple projects such as Medicaid Duals, Weekly consumer snapshot, InfoMarket, CHF, CR-Dental Plan compass, Life synch claims reprise, Livongo/Omada and support work.**

**Responsibilities:**

* Facilitated meetings and lead **daily** **stand-ups and scrum ceremonies** for two scrum teams.
* Removed team impediments on a daily basis to allow the team to deliver the sprint goals and deliverables.
* Conducted sprint rituals such as daily stand-up calls, requirements gathering meetings, sprint **planning sessions**, **story grooming sessions**, sprint **demos,** mid-sprint reviews and sprint retrospective meetings.
* Coordinated and participated in **estimation meetings** to provide high-level estimates (Story Points) for backlog items.
* Created user stories with **done when criteria** for more flexible user end testing.
* Worked on Projects involving Sql, Qlikview, DevOps, .Net and Splunk
* Coordinated the work efforts of **15+ person team** (2 scrum teams) consisting of on shore/near shore and offshore team members for various projects.
* Maintained Pivotal tracker and observed the **velocity trends**, also ensured that business enters the requirements into the tracker.
* Conducted **Pivotal tracker** overview sessions and gave access to business for more transparency of the team work.
* **Worked with dependent teams to resolve issues** and gathered the necessary data.
* Worked with the product owner in managing the insight and **opinions of multiple stakeholders** and helped to ensure all stakeholders agreed with the current scope and **roadmap of the product.**
* Enabled **improvements in team delivery, commitments and capacity planning** for sprints by identifying **& tracking hidden tasks that increased customer satisfaction.**
* Discussed the requirements and stories with the development team and gathered data and provided agile metrics.
* Managed **the lifecycle of code development,** from ideation to sprints to deployment.
* Communicated with other management, engineers, product Owners and support specialists on **product issues.**
* Tracked and communicated team velocity and **sprint/release progress** along with the product owner.
* Improved team velocity by incorporating **capacity planning** into sprint planning sessions.
* **Created test cases** and **conducted SIT** in squids and continuously monitored the product quality.
* Monitored the **service desk incident tickets** and change orders to make sure the time of resolution is precise.
* Handled the **SharePoint site intake work.** Worked with Project Mangers for timely **clarity updates.**
* Updated **SIT handoff** and **project risk assessment** documents in the SharePoint site.
* Worked with the product owner to **prioritize the support work based upon the budget allocation.**
* Also, worked with product Owner on **budget allocation and project estimates**.
* Encouraged the use of Agile Engineering Practices within the development team
* Exchanged (**Scrum of Scrums**) constantly with other Scrum masters in the team.

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| **Quest Diagnostics, Norristown, PA–Scrum Master** | **Nov 2013 – Dec 2014** |

**Project 1: Patient Analytics Portal (PAP)**

PAP project is meant for making enhancements to the existing Patient Analytics reporting utility UI and Functionality in order help business get more flexible reporting options. Enhancements were made to use multiple Organizations / Payer’s members for Reports, Enhance Favorite Reports Functionality and Patient and Providers Features.

**Project 2: LOINC Master Data Management (LMDM)**

Quest Diagnostics provides clients with direct access to Logical Observation Identifiers Names and Codes (LOINC®) on QuestDiagnostics.com. The availability of these codes is in accordance with Meaningful Use Stage 2 requirements that require LOINC codes with test results. The new functionality makes securing LOINC codes more efficient and faster. System automatically reviews and updates new LOINC codes on daily basis. The application also support the Search feature by CPT Code, Test Code or Test Name sorted by Location on the Quest Website

**Responsibilities:**

* Established **RUP (Rational Unified Process)** methodology and provided assistance in developing Use cases and project plans
* Prepared **Business Process Models** that included modeling of all the activities of business from conceptual to procedural level.
* Conducted JAD’s and walkthroughs with Content Managers and Product Managers.
* Analyzed and presented the Business with information on data anomalies, issues, input errors, field value ranges, data patterns, referential integrity gaps and the level of record incompleteness that is in the source systems.
* Gathered requirements and Business Rules for Reference Data repository with the LOINC Master Data.
* Used AGILE - Scrum methodology and worked in short SPRINTS to achieve goals.
* Devised and prioritized the Product Backlog by conducting requirement churning sessions with various Business / Product Teams.
* Mentored various teams on SCRUM methodology and helped the company transformation in to an Agile Development Shoppe.
* Participated in **Scrums & Scrum of Scrums** and discussed the open issues and statues.
* Participated in **Agile Planning Sessions** and assumed the **Product Owner** role for the agile initiative.
* Created and explained the User Stories to the Scrum Team and helped them design the Tasks.
* Designed acceptance criteria for validating the output of each Sprint.
* Worked with Catalog management, Enterprise master Catalog, Global Data Synchronization modules of the InfoSphere MDM enterprise Edition.
* Developed detailed data mapping spreadsheets with Test Code and LOINC code mappings for various Labs within Quest.
* Assisted Data modelers in developing the Metadata for the Content Management system based on the Master Business Data.
* Reviewed Team Velocity on a frequent basis and advised Scrum Master at various stages.
* Participated in Sprint Planning and Sprint review meetings for Finalizing the Sprint Backlogs and Verifying the sprint outputs respectively
* Participated in Business Demonstrations and Decisions for the Release of the Sprint Output to Production

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| **United Health Group, Basking Ridge, NJ – Sr. BSA** | **Jan 2012 – Sept 2013** |

The project involved development and update to the current electronic transaction application and Forms from current ICD9 version to the new updated ICD10 version.  The goal of the project was to develop the application as per HIPAA 5010 standard and to support ICD10 update to enable UHG to add, manage and terminate members via multiple channels, specifically paper, web, EDI, and phone. The project also involved working with a third-party vendor to develop the enrolment engine as per EDI standard.

**Responsibilities:**

* Conducted **JAD sessions** to gather and document business requirements
* Translated business requirements (BRD) to technical staff to ensure the requirements are incorporated into system design by preparing following documents: Functional Document Specifications (FDS) and System Requirement Inventory (SRI)
* Identify Member, Provider, Coverage, Medicare, and Medicaid
* Firsthand knowledge of HIPAA claims processing.
* Responsible for resolving and/or driving the resolution to issues and risks through evaluation of differing opinions to negotiate resolution and priority.
* Developed Activity Diagrams, Use Case Diagrams, and Workflow Diagrams using Microsoft Visio.
* Provided support during Integration testing and UAT
* Reviewed and executed feature test cases and ensured that feature testing validated the business technical requirements for system implementation
* Involved in HIPAA/ EDI Medical Claim analysis, design, implementation and documentation.
* Participated **in ICD 9 to ICD 10 codes mapping sessions** as well as **status meetings** and provided comments and suggestions on challenges faced with the outsourced medical coding partner company
* Worked on the knowledge of HIPAA and EDI 837, 835, 997.
* Maintained documents on SharePoint to facilitate seamless interaction with multiple teams with different document repositories.
* Interfaced between users and diverse teams and was involved in application development to enhance understanding of business and IT processes.
* Hands on experience in all facets of User Acceptance Test: UAT scheduling, walkthrough sessions, UAT test plan and cases, creating data set, user manual, rollout plan, release note, smoke test etc
* Worked with team to stay abreast with new process and render it more effective.
* Succeeded in creating alternate strategies to ensure development was completed as required.
* Maintained proper communication with the developers ensuring that the modifications and requirements were addressed and also monitored these revisions.

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| **Davinci Healthcare, Austin, TX - Product Owner.** | **Apr 2010 – Dec 2011** |

**Health Information Exchange - HIE**

An infobutton is a point-of-care information retrieval application that automatically generates and sends queries to electronic health information resources (e-resources) using patient data extracted from the electronic medical record and context information that is captured from the interaction between a clinical user and a clinical information system (e.g., user characteristics, patient demographics, task being performed by the user). Infobutton – WebServices was implemented to receive and respond to the Physician-Print Service requests and the Patient Portal Service requests using the HL7 Infobutton standards.

**Responsibilities:**

* Gathered requirements through a series of interview sessions and group meetings with the identified users and developers to design, build and release the Public facing Website.
* Conducted Joint Application Development (JAD) sessions with stakeholders throughout the Project to resolve open issues.
* Performed **HL7 standards** analysis and documented the enhancements to meet the end state requirements.
* Produced Visuals for the application using **Azure tool** and created Use Cases, State diagrams, Sequence Diagrams and Activity Diagrams.
* Developed **EPIC’s** from the **Themes** and Documented the **Product Backlog** for the release.
* Presented and Detailed Product Backlog Items to the Scrum Team in the **Sprint Planning Sessions** and assisted them in arriving at the **Story Points** for the **User Stories.**
* Reviewed **user Stories** and **Acceptance Criteria** with **the team**
* Assisted the Scrum Master in Creating and Managing the **Release Planning Documents** in the **JIRA Agile** and **Share Point** Repository.
* Assisted Scrum master in Developing the Task Sheet and **Burn down Charts**.
* Facilitated Demos of the software output of each Sprint and assisted Business in making Decisions on the release during the **Sprint Review Meetings.**
* Conducted **requirements Churns** between Sprints to update the product backlog.
* Conducted Analytics and Assessments to derive the **Team Velocity** based on the various Sprint Outputs.
* Designed HL7 mapping and UI document for the Website.
* Created UI mock ups and PoC’s for the Public facing user interface and the adverse event Reporting form.
* Extensively analyzed XML’s and documented business rules and Validations for XML documents.
* Worked closely with the Scrum Dev architects and Content Engineers for Design and Development of Infobutton WebServices.
* Worked with Scrum QA team to go over the various test scenarios for different types XML Elements and Data Fields in the WebServices.
* Created the UAT document and conducted the UAT testing and Smoke Testing for the Release.

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| **Intermountain Healthcare, Salt Lake City, UT - Agile BA** | **Sept 2008 – Feb 2010** |

**Project 1: Unique Patient Index**

The Project involved arriving at a unique identifier for each patient across all the hospitals and outpatient care units of the corporation. This will provide ease of Federal and State Reporting, Internal Audit and Report management and also improve patient care.

**Project 2:** **Clinical DWH & Business Intelligence**

The project is to develop a Clinical DWH meant for managing all the patient data from all the hospital networks of the corporation and also to have single source of truth for the Decision Support System. The Oracle based Data warehouse was layered with four essential layers of structures viz; Normalized tables, Domain Data Structures, User Layer and Report Layer. The DSS is supported by Oracle Discoverer. The data was received from Proprietary EMR systems from individual networks and aggregated in the DWH for reporting.

**Responsibilities:**

* Analyzed Business Requirements and segregated them into high and low level Use Cases and Activity Diagrams using MS Visio.
* Performed GAP analysis involving the current state and proposed state.
* Worked closely with other BAs and ETL Leads/Managers and was responsible to perform detailed data requirements analysis and create design specifications and operational documentation.
* Provided the ETL team with the Data mapping document and assisted them to create the mappings.
* Worked closely with the architects, database administrators and technical team during Data Mapping and Data Integration
* Analyzed and presented the Business with information on data anomalies, issues, input errors, field value ranges, data patterns, referential integrity gaps and the level of record incompleteness that is in the source systems.
* Organized meetings with the SMEs and Data Owners to walk through the findings and determine the cleansing process.
* Developed the Epics and Themes for the Scrum Project
* Devised and prioritized the Product Backlog by conducting requirement churning sessions with various Business / Product Teams.
* Used AGILE - Scrum methodology and worked in short SPRINTS to achieve goals.
* Mentored various teams on SCRUM methodology and helped the company transformation in to an Agile Development Shoppe.
* Participated in Scrums & Scrum of Scrums and discussed the open issues and statues.
* Participated in Agile Planning Sessions and assumed the Product Owner role for the agile initiative.
* Created and explained the User Stories to the Scrum Team and helped them design the Tasks.
* Designed acceptance criteria for validating the output of each Sprint.
* Reviewed Team Velocity on a frequent basis and advised Scrum Master at various stages.
* Participated in Sprint Planning and Sprint review meetings for Finalizing the Sprint Backlogs and Verifying the sprint outputs respectively
* Created Release Tracking Document in order to track the necessary changes.
* Participated in Business Demonstrations and Decisions for the Release of the Sprint Output to Production
* Organized meetings with the SMEs and Data Owners to walk through the findings and determine the cleansing process.
* Participated in various sessions with Business to understand the business rules and to come up with naming conventions to standardize the data.
* Played a key role in the user acceptance testing (UAT), and implementation of system.

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