



**Satish**  
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**Professional Summary:**

IT Professional skilled in delivering Business, Systems and Data Analysis for enterprise projects including converting Legacy technologies into web and mobile applications using the latest technologies and tools.

- Certified Scrum Master with proven ability to work with self-organizing and cross-functional teams in Healthcare.
- Lean Six Sigma Green Belt certified in process improvement and business process re-engineering.
- Experience adopting and using various software development methodologies including **Waterfall, Agile Scrum and Hybrid of Waterfall and Agile Methodologies** and an understanding of other industry standard methodologies including Extreme Programming, SAFE, Spiral and Kanban.
- Skilled in the analysis of data driven enterprise technology projects involving **Medicaid (MMIS), Medicare**, Procedural and Diagnostic codes and Claims Process.
- Expertise using technology tools including **JIRA** and **Confluence, Bitbucket** for version control and **ServiceNow**.
- In-depth experience preparing **Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Use Case specification**, Configuration Document, and RACI matrix.
- Skilled performed SWOT Analysis, Feasibility study, **Root cause analysis**, Cost- Benefit Analysis, AS-IS/To-Be business analysis, Pareto analysis, why-why analysis, and Regression analysis.
- Proficient in networking with individuals at various levels while organizing, conducting and facilitating requirement elicitation sessions including survey/questionnaires, interviews, brainstorming, focus group, requirement workshops, document analysis, JAD sessions, Interface analysis, Observation, and Reverse engineering.
- Expertise in Graphic User Interface Design (GUI), Mocks-ups using Balsamiq tool, MS-Visio and Smart Draw.
- Extensive experience Designing and implementing **SQL queries** and stored procedures, using functions including joins, unions, outer joins, group by, order by and aggregate functions to extract data for timely reporting and validation.
- Experience in **Data warehousing** and ETL process and DW creation process including OLTP, OLAP, Data marts, ODS, Staging, Data sources, Normalization, and Dimension tables.

<b>SDLC Methodologies</b>	<b>Traditional/Waterfall, Agile/Scrum, Waterfall-Scrum Hybrid, SAFe, Spiral, Kanban, Extreme Programming, Service Oriented Architecture (SOA)</b>
<b>Business Skills</b>	Change Management, Problem & Incident Management, Impact Analysis, JAD Sessions, SWOT Analysis, <b>Risk Management</b> , Conflict Management, Pareto analysis, Effort and Impact analysis, Regression analysis, Why-Why analysis
<b>BI Tools</b>	Tableau, IBM Cognos, Power BI, MS Excel
<b>Business Modeling Tools</b>	MS Visio, Mockup Screens, Balsamiq, Unified Modeling Language (UML), Smart Draw

<b>Project/Require Management Tools</b>	MS Project/Office 365 Online, SharePoint, JIRA, HP ALM, Agile CA (Rally), Confluence, GitHub, <b>Bitbucket</b> , <b>ServiceNow (SNOW)</b> , Rational RequisitePro
<b>Reporting Tools</b>	Tableau Desktop, IBM Cognos, QlikView
<b>Architecture/Framework</b>	Service Oriented Architecture (SOA), N-Tier Architecture, <b>Cloud Platform (SaaS &amp; IaaS)</b> , Apache Tomcat Web Server, RedHat JBoss
<b>Testing Tools</b>	HP ALM, Rational ClearQuest, LoadRunner, Postman, Selenium, Cucumber, SoapUI, Bugzilla
<b>Databases</b>	SQL Server, Oracle, IBM DB2, MS Access, MySQL,
<b>Languages</b>	HTML, CSS, XML, SQL, Java/J2EE, JavaScript, JSON, SOAP, Visual Basic
<b>Other Tools</b>	Swagger, Salesforce CRM, Informatica, REST, Windows, Jenkins, RESTful

### **Education/Certifications:**

- MS in Information Assurance, Wilmington University, Wilmington, DE
- MBA, Finance and Marketing, Osmania University, Hyderabad, India.
- BS in Genetics, Osmania University, Hyderabad, India
- Certified Scrum Master
- Lean Six Sigma Green Belt Certified

### **Professional Experience:**

<p><b>Client: NYC Department of Social Services (DSS) – through UNIVERSAL Technologies, New York, NY</b>  <b>Title: Sr. Business Analyst</b></p>	<p><b>Sep 2018 – Present</b></p>
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### **Responsibilities:**

- Serves as a liaison between the business programs community and the IT organization to provide technical solutions to meet user needs.
- Analyzes business partner's operations to understand their strengths and weaknesses to determine opportunities to automate processes and functions.
- Assists in the business process redesign and documentation as needed for new technology.
- Conducts efficient requirement gathering session with multiple stakeholders to capture business requirement.
- Translates high level business requirements into functional specifications for the IT organization and manages changes to such specifications. Educates the IT organization on the direction of the business.
- Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation.
- Requirements development execution, including the elicitation, analysis, specification and validation.
- Document and analyze agency business processes and recommending improvements.
- Document and analyze data requirements and relationships.
- Participate in the requirements management processes, including change control, version control, tracking and status reporting, and traceability.
- Proactively identifying risks, issues, and action items leading to possible solutions.
- Interacting with internal and external organizations (i.e. vendors, State and Federal government agencies, State providers and beneficiaries, and other stakeholders).
- May make recommendations for buy versus build decision.
- Research business rules, requirements, and models.
- Maintain business rules, requirements, and models in a repository.

**Project:** The scope of this project was to develop a **new web portal** and create a **new mobile app** for the customers. Customized CRM tool was developed using Salesforce cloud CRM to track the customer queries and an enterprise data warehouse was created for business analysis using Tableau as a BI tool. The goal of the project was to make the existing application more efficient, improve the customer satisfaction score and reduce the call waiting time for customers.

**Responsibilities:**

- Created **business** and **technical requirements** and **functional specifications** and gathered and translated functional requirements into technical requirements using **Agile Scrum methodology**.
- Interacted with Claims including COB, Payments and Enrollment and analyzed related business processes to ensure compliance.
- Developed **claims process flow** including receiving, **eligibility** and benefit level determination, apply pricing claim edits, apply proprietary claim edits, complete adjudication, generate EOB and send payment.
- Ensured compliance of The **Medicare Access** and CHIP Reauthorization Act (MACRA) with MIPS and APM for provider payments through QPP.
- Coordinated with onshore and offshore development teams for **functional requirements** specifications in form of **use cases**, **process flows**, and **prototypes** and **management reporting** requirements using multiple elicitation techniques including interviews, focus groups, brainstorming, prototyping, and JAD.
- Collaborated with Business Analysis team to prepare a detailed **Business Requirement Document (BRD)**, **Functional Requirement Document (FRD)** and **System Requirement Document (SRS)** and uploaded to **Confluence**.
- Created **mock-ups**, **low fidelity** and **high-fidelity wireframes** using Balsamiq tool.
- Developed **User Stories** throughout the Agile Lifecycle and created **UML diagrams** including **Use Case**, Activity, and ER diagrams with MS Visio.
- Developed the **Requirement Traceability Matrix (RTM)** for future references, tracked the progress, and raised tickets on **ServiceNow (SNOW)** for resolutions.
- Maintained defects by prioritizing against the backlog items and tracked until completion using JIRA.
- Implemented customized CRM tool using Salesforce to capture the calls and chats of the customers for analysis.
- Imported data from Excel sheets into Leads, Accounts, Contacts and Opportunities objects using Data Loader and Import Wizard.
- Designed various types of Email templates for auto response to customers.
- Facilitated meetings with Salesforce developers in presence of Sales and Marketing team to discuss about the data that needed to be ingested into Sales cloud and Marketing cloud.
- Designed and implemented **SQL queries** and **stored procedures** and used functions including joins, unions, outer joins, group by, order by and aggregate functions to extract data for timely reporting and validation.
- Designed and **developed Data Models** and **Data Marts** to support the BI Data Warehouse.
- Performed **reverse engineering** to finalize the source systems and assisted in extracting the data into ODS.
- **Mapped data** from various sources to the target database tables.
- Created the **Enterprise Data Warehouse (EDW)** and ETL (Extract, Transform and Load) of data into DWH.
- Created API documentation using Swagger tool.
- Analyzed domain specific API's while conducting the Interface analysis, to interpret the data formats in the WSDL/WADL for a thorough understanding of business requirements and supported integration of compliance REST API's with Business Rules Engine.

- Performed API testing using Postman and SoapUI to check if the API's were returning the data in JSON, XML format as defined in the API documentation using Swagger tool and required by workflow.
- Collaborated with Development, QA, and Production Support teams to communicate, verify, and test the desired functionality changes.
- Assisted Testing team in creating Test Plans, Test Scenarios, Test Cases and collected Test Data for successful completion of Integration Testing and Functional Testing.
- Performed Manual testing using Integration testing, System testing, User Acceptance Testing with UAT cases and resolved issues with the users.
- Created various charts, graphs, and reports for business analysis using Tableau Business Intelligence tool.
- Extracted reports to various formats, Snapshots, Dashboards, and Email generation according to application requirements in Salesforce.

**Environment:**

**Agile/Scrum, Service Oriented Architecture (SOA), MS Visio/Excel, JIRA, Confluence, Tableau, Swagger, Salesforce CRM, Informatica, UML, ServiceNow (SNOW), Swagger, REST, Postman, SoapUI, JSON, XML**

<p><b>Client: AbbVie Inc., Waukegan, IL</b>  <b>Title: Sr. Business Systems Analyst</b></p>	<p><b>Mar 2016 – April 2017</b></p>
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**Project:** AbbVie decided to reduce costs, improve efficiency and scrupulously adhere with PDMA compliance requirements for sample programs by developing a new system for sampling management with multiple modules and a data warehouse for business analysis.

**Responsibilities:**

- Conducted a critical evaluation of the information gathered from different sources, reconciled conflicts, and decomposed high level information into more understandable details using **Agile Scrum methodology**.
- Ensured compliant data exchanges with NCPDP, HIPAA and HL7 regulatory transactions in the both the medical and pharmacy industries.
- Documented all aspects of IT, in accordance with FDA regulations and ensured the compliance of regulations set forth by FDA, DHHS, and SOX.
- Documented functional specifications for Patient Clinical Information, Health Records, Pathology Test Ordering and Results, Physician Requirements and Hospital needs.
- Collaborated with Business Analysis team to prepare a **detailed Business Requirement document (BRD), Functional Requirement Document (FRD) and System Requirement Document (SRS)**.
- **Gathered, defined, and organized business and functional requirements** including acceptance criteria for use by developers to implement a capability.
- Shared and saved documents on **Confluence** for future reference.
- Created **User stories** using **JIRA** based on the requirement and updated acceptance criteria and created tickets for resolution using SNOW.
- Created **mock-ups, low fidelity and high-fidelity wireframes** for the allocation module, order module, transaction module, reconciliation module, reports module, analytics module, and dashboard module.
- Assisted the Product Owner to Prioritize the Product Backlog items for developing Sprint tasks by taking suggestions from the cross-functional development team.
- Wrote and prioritized **user stories** in Product Backlog with Product Owner.
- Analyzed the Iteration **Burn Down charts** and reviewed defects.
- Delivered the **technical user stories** to the developers within an **Agile environment** resulting in delivery of small enhancements, programs, features, modules and/or project components in a timely and cost-effective manner.
- Monitored change requests and documented requirements and integrated with **Use Cases**.
- **Identified and documented Issues, risks and gaps** and the descriptions and impact, and provided recommendations.

- **Wrote SQL queries** using functions including joins, unions, outer joins, group by, order by and aggregate functions to extract data for timely reporting, validation and **created stored procedures**.
- Collaborated with business users, in-house technical team and external vendor to conduct data mapping and migration, system configuration/customization for the ERP system.
- Assisted Data modelers in creating Data Models and Data Marts to support the Business Intelligence Data Warehouse.
- Collaborated with developers in creating **Enterprise Data Warehouse (EDW)** and assisted in ETL process (Extract, Transform and Load) of data into a data warehouse using Star schema.
- Integrated third party data sources for business processing and analyzed using REST and SOAP web services.
- Documented the API requirements using Swagger tool and performed API testing using Postman tool.
- Assisted the QA team in designing Test plans and Test Cases for Manual testing and User Acceptance Testing (UAT) using Selenium, Cucumber, and HP ALM.
- Performed Manual testing of System, Integration, Regression, User Acceptance Testing (UAT), Load/Stress Test, and Performance Test.
- Performed business analysis and created various reports, charts, dashboards and graphs using QlikView.

**Environment:**

Agile/Scrum, Service Oriented Architecture (SOA), MS Visio, **JIRA**, **Confluence**, QlikView, Swagger, Informatica, UML, Selenium, Cucumber, HP ALM, Postman, **ServiceNow (SNOW)**, REST, SOAP, Swagger

**Client: RxCrossroads, Louisville, KY**

**Feb 2015 – Feb 2016**

Title: Business Systems Analyst

**Project:** The project was to develop a **web-based application** where the web site and the supporting system were developed to provide online Health and Group insurance services to customers, employee organizations and Agents. This includes Health insurance, Policy and Claim Service modules. The existing **mainframe-based batch processes** were gradually **replaced** with distributed processes.

**Responsibilities:**

- Interacted with Stakeholders, Product Manager and senior Business Users in **defining, documenting and diagramming** the business needs and Business Process flow.
- Followed **Agile methodology** for project execution and used Storyboards as one of the requirements elicitation techniques.
- Developed Claims Processing and Claims Scrubbing in HMO, PPO, **Medicaid and Medicare** using Facets.
- Automated the claim processing and payment process including basic and detailed edits of the received claims.
- Created **business process models** using BPMN 2.0 on Current State and Future State for functional and technological process improvements.
- **Elicited and gathered user and business requirements** through open-ended discussions, brainstorming and **storyboarding/prototyping**.
- Generated **User Stories, Business Rules**, and Storyboards for **multiple Agile projects**.
- **Developed flowchart** and process diagram using MS Visio.
- Used **JIRA** for planning and tracking the portfolios, stories, roadmaps, themes, ideas, defects, tasks, tests and issues.
- Generated User Stories, Business Rules Version One and UI Mockups using **JIRA**.
- Pre-groomed **user stories** by **gathering requirements** through facilitated meeting sessions with stakeholders and brought user stories to ready state.
- Used **JIRA** to maintain traceability of requirements and defects.
- Assisted Product Owner in prioritizing the backlog using different techniques including Moscow and Kano.
- Assisted developers in **Continuous Integration** and **Continuous Deployment (CICD)** using Jenkins.

- **Wrote SQL scripts** for creating performance evaluation reports.
- Pulled data from different databases and migrated data back and forth using SQL.
- Used various functions including joins, triggers, aggregate, union, and index.
- **Created SQL scripts and stored procedures** for enhancing the performance of the query.
- Created Macros using Visual Basic to make Data Migration Testing more useful and compared results from the **legacy databases** to the new database.
- **Mapped data** from various sources to the target database tables.
- Used API's to integrate various service providers through RESTful API services.
- Performed the API documentation and completed the API testing using Postman.
- Scripted business logic of the web services and documented the WSLA document using XML.
- Identified bugs during the test phase and reported using JIRA.
- Assisted the Testing team in creating Test Plans, Test Scenarios, Test Cases and collected Test Data for successful completion of Integration and Functional testing.
- Conducted User Acceptance Testing with UAT cases and resolved issues with the users.
- Generated different reports for predictive and exploratory analysis using IBM Cognos reporting tool.

**Environment:**

SharePoint, XML, Agile Scrum, Rational RequisitePro, Cognos, MS Office Suite, MS Project/Visio, HTML, Windows, JIRA, Jenkins, SQL, Visual Basic, RESTful, Postman

<p><b>Client: Fidelis Healthcare, New York, NY</b> Title: Business Systems Analyst</p>	<p><b>Sep 2013 – Jan 2015</b></p>
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**Project – Business Intelligence Data Warehouse:** The scope of this project was to create a **data warehouse** for business analysis and the trend of customer behavior. Integrated Tableau for creating reports and dashboards for the management team.

**Responsibilities:**

- **Established a Waterfall-Scrum hybrid analysis** and development methodology.
- Conducted user interviews, **gathered requirements**, and **analyzed the requirements** using RequisitePro.
- Conducted analysis of HIPAA compliance and took part in discussions for designing the healthcare transactions system and data warehouse to be HIPAA compliant.
- Identified and **documented data sources** and transformation rules required to populate and maintain data warehouse content.
- Responsible for indexing of the tables in the data warehouse.
- Wrote **multiple SQL queries** using functions including joins, aggregate, order by, union, group by, like, triggers and created stored procedures for frequently used queries.
- Performed **Data mapping** and **logical data modelling**, created class diagrams and ER diagrams and used **SQL queries** to filter data within the database.
- Performed **source system analysis, data transformation**, loading, validation for data marts, operational data store and data warehouse.
- Planned, tested, and implemented system enhancements and conversions.
- Developed the **ETL Informatica Mappings** for importing data from ODS.
- Coordinated with the data modelers and data architects regarding the architecture and schema (Star schema or snowflake schema).
- Performed analysis on **enterprise data/report integration** and provided functional specification to development team to build Enterprise Reporting Systems.
- Assisted in presenting reports and analysis to help guide management.
- Generated multiple reports for analysis and testing of the EDI conversion using Tableau.
- Tested the ETL Informatica mappings and other **ETL Processes (Data Warehouse Testing)**.
- Set up different configuration environment for compatibility testing and manual testing.
- Prepared Test Plans for each release, wrote Test Cases and executed as part of Functional Testing.
- Prepared Test Reports and Deliverables and submitted for version releases.

- Evaluated testing results for each potential release build using HP Quality Center and Bugzilla reports, listing summarized bug information in priority sequence, recommended viability of release for production.
- Developed various reports, graphs, charts, and dashboards for business analysis using Tableau.

**Environment:**

Waterfall-Scrum, SharePoint, XML, Rational RequisitePro, MS Office/Project/Visio, HTML, Windows, HP Quality Center, Bugzilla, Tableau, SQL, Informatica

**Client: Amazon, Hyderabad, India**

**Nov 2012 – Aug 2013**

Title: Business Analyst / Risk Investigator

**Project – Digital transformation:** Developed a tool called Jupiter to improve the investigation of a Risk/Fraud Investigators in identifying the fraudster accounts on digital platforms by checking the legitimacy of the credit/debit card along with Billing and Shipping address used in placing an order.

**Responsibilities:**

- Developed **project plan**, tracked project timelines using MS Project and prepared weekly project status reports.
- Prepared and delivered **business/system/functional requirements documents**, created **requirements traceability matrix** using business requirements document, Functional design document and technical design document.
- Created **Use Cases** and **BRD** and converted into **FRD** using Rational RequisitePro.
- Developed digital platform and transactions for fraud detections including external frauds and family frauds.
- Collaborated with Partner teams including Lacoste.com and Jungle.com.
- Developed **UML artifacts** including Activity diagram, Class diagram, Process flow diagram, Data flow and Swim lane diagrams.
- Developed the **Requirement Traceability Matrix (RTM)** for future references.
- Extracted data using **complex SQL queries** and functions including joins, triggers, union, aggregate, and like.
- **Cleansed data** and ensured the data warehouse had the right information for providing data.
- Created **data mapping documents** for the movement of data from production databases to the warehouse and from the warehouse to the policy and moved data from various sources to target data.
- Configured increment all aggregator transformation functions to improve the performance of data loading.
- Performed **Database level tuning, SQL Query tuning** for the Data warehouse and OLTP Databases.
- Assisted the data architects and developers with transformation rules.
- Managed, assigned and triaged defects from Unit and UAT testing.
- Reviewed Test Plan and Test Cases/Test Scripts and managed defect tracking and triaging process.
- Generated multiple reports using SQL and in-house reporting tool for analysis and decision making.

**Environment:**

MySQL, JIRA, MS Project/Excel, Oracle, Informatica, SharePoint, HP ALM, SQL, Rational RequisitePro, UML

**Client: ADP, Hyderabad, India**

**May 2010 – Oct 2012**

Title: Business System Analyst

**Project #1:** The scope of the six-sigma project was to improve the productivity and efficiency of the team. There were multiple areas of improvement in the process which were affecting the overall productivity of the team. The quality and accuracy of the process deliverables were also a problem which were identified and included in the scope of this project.

**Project #2:** The scope of Hr.net project was to make the existing Freedom application, which was a payroll calculating machine, a complete payroll and HR solution. ADP developed an application HR net which had all the functions related to HR. Integrated both the application and created a new application called Freedom HR net which was a complete HR and Payroll solution.

**Responsibilities:**

- Liaised between Business and the development team throughout SDLC and involved in complete Software Development Life Cycle (SDLC) with **Waterfall methodology**.
- Responsible for **requirements gathering, conceptual design, analysis, high and low-level detailed design, development**, and system testing.
- Drafted and maintained **business requirements** and aligned with functional and technical requirements.
- Created **UML diagrams** including activity and sequence diagrams using MS Visio.
- Developed **use case model** using MS Visio.
- Created a **development plan** for the overall project and prototypes.
- Conducted user interviews and JAD sessions to gather and **analyze requirements**.
- Conducted GAP analysis to document requirements for existing system enhancements.
- Created **business requirements document** and **functional requirements document** after gathering both functional and non-functional requirements.
- Completed the DMAIC process for Six-sigma project.
- Performed Effort and Impact analysis, SIPOC and CTQ in the Define phase.
- Performed the sigma calculation to define the operational and process capability in the measure phase and collected the data.
- Performed multiple tests to analyze the data including **process mapping**, Cause and Effect diagram, FMEA, XY matrix, Pareto analysis, Regression analysis, Paired T test, Hypothesis test, Why-Why analysis, and RCA summary.
- Developed Kaizen action plan, Solution matrix and Risk register in the Improve phase.
- Developed Control plan, X-bar and R charts for continuous data, P chart for Discrete data and Project closure in the control phase.
- Performed **data migration** from **legacy system** to Hr.net application and integration of Freedom and HR.net applications.
- **Wrote SQL scripts** for creating performance evaluation reports.
- Pulled data from different databases and migrated data back and forth using **SQL** using various functions including joins, triggers, aggregate, and union.
- Created **data mapping documents** for the movement of data from production databases to the warehouse.
- Designed and developed **Data Models** and **Data Marts** that supported the Business Intelligence Data Warehouse.
- Created the **Enterprise Data Warehouse (EDW)** and assisted in ETL process.
- Developed and executed test cases verifying data transfer quality.
- Assisted the Testing team in creating Test Plans, Test Scenarios, Test Cases and collected Test Data for successful completion of Integration and Functional testing.
- Provided support for User Acceptance Testing with UAT cases and resolved issues with the users.
- Generated multiple reports using **SQL** and in-house reporting tool for analysis and decision making.

**Environment:**

MS SQL, MS Visio/Word/PowerPoint/Excel, Hr.net, Sigma calculator, UML