Sampath
Contact: Cathy Kopa
UNIVERSAL Technologies
518-542-6312
Ckopa@univstech.com

Professional Summary:

IT Professional with experience as a Business Systems/Process/Data Analyst and Programmer with extensive experience in Business Requirement gathering, Business Process flow, and Business Process Modeling and Analysis.

- Robust experience working in different methodologies including **Waterfall, Agile Scrum, Scrum-Waterfall Hybrid** and other industry standard methodologies including Extreme Programming, Spiral, Kanban and SAFe.
- Expertise delivering health insurance projects including **Medicaid** and Medicare involving benefits and **eligibility.**
- Well-versed working with diverse users and stakeholders to elicit, analyze, communicate and **gather requirements** using elicitation techniques such as Brainstorming sessions, workshops like JAD, Document Analysis, Interviewing, Prototyping, Requirements Workshops, Questionnaires and Interface Analysis, Job Shadowing, Focus Groups.
- Experience performing Gap Analysis, Risk Analysis, Cost Benefit Analysis, Feasibility Study, SWOT Analysis and Impact Analysis.
- Proficient creating Unified Modeling Language (UML) diagrams including **Use Cases,** Activity, Sequence, Data Flow and ER Diagrams using Balsamiq and MS Visio and assisted in Business Process Modeling.
- Created business rules, Vision documents, business glossary, functional and technical specifications in documents including BRD (Business Requirement Document), FRD (Functional Requirement Document), SRS (System Requirement Specification), RTM (Requirement Traceability Matrix) in verification and validation of requirements with stakeholders and presented the results to top executives.
- Expertise in managing requirements from project inception through release phase, tracing requirements using Requirements Traceability Matrix (RTM) and delivering projects on time and within budget.
- Expertise in **SQL** and executed queries using joins, unions, group by, order by and aggregate functions to extract data from different databases (Oracle DB, MS SQL Server) for timely reporting and validation.
- Understanding of **Data warehousing concepts** including **Data modelling, Data mapping, Data integration**, Star **schema**, Snowflake schema, and **ETL process** using informatica power center and used it extract the data from the source system and transform according to the business rules and load it into the target systems.

SDLC Methodologies	Traditional Waterfall, Agile Scrum, Scrum Waterfall Hybrid, SAFe, XP, Spiral, Kanban, RUP,
PM/Requirement Management tools	Rally, JIRA, Confluence, HP ALM, MS Project, SharePoint, MS Office 365 Online, Bitbucket, ServiceNow, RequisitePro, GIT,
Languages	HTML/HTML5, CSS/CSS3, SQL, XML, JSON, Java/J2EE, JavaScript, SOAP, REST, C#.NET, jQuery,
Database/ETL	Oracle DB, MS SQL Server, MS Access/Excel, TOAD, Informatica Power Center, IBM DB2, MySQL, SQL Developer, Sybase

Data Warehousing	Data Mapping, Data Analysis, Data Modelling, Data Marts, OLTP, OLAP, Star/Snowflake Schema
Design/Modelling/Mapping Tools	MS Visio, Balsamiq, Lucid Chart, Mockup Screens, Unified Modelling Language (UML) Diagrams, Rational Rose, JSP, Servlets, JSTL, Maven, Spring MVC, Hibernate, Jenkins,
Reporting/BI	Tableau, MS Power BI, SAP Business Objects
Tracking/Testing Tools	HP Quality Center (QC), JIRA, HP ALM, LoadRunner, Log4j, Postman, Rational ClearQuest, SoapUI, Test Manager, JUnit,
Other Tools	MS Word/Excel/PowerPoint/Outlook, Splunk Enterprise Software, Windows XP, Tomcat

Education/Certification:

- Masters in Computer Information Systems, Bellevue University, Bellevue, NB
- Bachelors in Electronics & Communication Engineering, Karunya University, Coimbatore, Tamilnadu, India
- Certified Scrum Master, International Scrum Institute

Professional Experience:

Client: NYC Department of Social Services (DSS), New York, NY	**Sep 2018 – Present**
Title: Sr. Business Systems Analyst	

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.

Client: Delta Dental, Lansing, MI	**Jun 2017 – Sep 2018**
Title: Sr. Business Systems Analyst	

Project: The scope of the project was based on rectifying errors confronted in the automated claims filing process and reducing errors associated with HIPPA transaction related to CPT and HCPC codes. This project helped the IT capture, index and display data efficiently in the company's EDI legacy system. The

Splunk Enterprise integrated helped management to check all the information post the patient claims were submitted.

Responsibilities:
- Studied existing business applications and processes, current source system, **collected end user requirements** using interviews, requirement workshops, brainstorming sessions and suggested improvised business process model.
- Participated in **scrum ceremonies** including sprint planning, daily scrum, sprint review and sprint retrospectives.
- Performed Document analysis and **GAP analysis** to analyze As-Is business process and the To-Be system, assisted in fixing the scope of the project and verified the compatibility of the existing system infrastructure.
- Conducted **requirement gathering sessions** with the purpose of creating and defining the Business Requirement Document (BRD) to incorporate the high-level requirements and System Requirements Specification (SRS) for functional, non-functional, data and GUI requirements.
- Conducted thorough analysis of Business Requirements and created design specification to accomplish and achieve business needs related to Healthcare transactions.
- Collaborated with FACETS Team for HIPAA Claims Validation and Verification Process (Pre-Adjudication), conducted claims validation and pending/denied Claims Analysis for the **Medicaid programs.**
- Liaised and coordinated in resolving **EDI mapping (Data mapping**) issues arising from data transfer process, analyzed mandatory and situational fields and compared with the user's manuals for EDI.
- Participated in walkthroughs and meetings specifically for Claims filing processing, weekly status meetings to present status and incorporate any digressions from the original scope.
- Captured process flows by preparing **Use Cases**, Activity Diagrams and Sequence Diagrams and other **UML diagrams** for a clear understanding of the project vision using MS Visio and Lucid charts.
- Created **Mock-Ups** and **Wireframes** of user interface using Balsamiq for client verification.
- Primary liaison between the business line and the technical areas throughout the project cycle.
- **Wrote SQL queries** to extract and analyze data from FACETS Database, produced weekly and monthly reports, and performed **Data analysis** and Data validation.
- Assisted Data Analyst in all stages of development processes including extraction, transformation and loading **(ETL) data** from various sources including IBM WebSphere application server, Sterling file gateway, and Sybase facets performance analytics.
- Created Splunk indexes involved on searchable data from any app, server or network device in real time including logs, config files, messages, alerts, scripts and metrics.
- Responsible for identifying and documenting business rules and creating **detailed Use Case** and requirement document.
- Developed new ways to boost efficiency and deliver results in a fast-changing environment to achieve company goals and reviewed client business requirements to identify gaps.
- **Mapped code sets** according to the implementation and companion guides using Informatica Power Center for **ETL** and reported the claims statues using Tableau and Splunk Enterprise.
- Used SoapUI for testing REST and Web Services calls and performed manual testing to test the functionality.
- Assisted testing team to successfully conduct User Acceptance Testing (UAT), based on the Design Document and User Requirement Document for the Functional and Performance Testing.
- Used **JIRA** for issue tracking, user story management and requirement traceability and **Bitbucket** as the version control repository for pulling and push code.
- Implemented various IT processes on **ServiceNow** including Incident and Problem Management, Change Management, Service Catalog and other **ServiceNow modules.**
- Assisted in analyzing and gathering machine generated data for insights into operational intelligence.

- Provided insights into issues in the automated claim review process and assisted in the easy correlation and real-time monitoring of events across all layers and components of the claim processing chain through data analytics.

Environment:
Agile (scrum), MS Excel/Word/Visio/Project, Lucid Chart, Mockup Screens, Balsamiq, HP Quality Center, JIRA, Tableau, Splunk Enterprise Software, MySQL, Oracle, Informatica Power Center, XML, REST API, SOAP, SoapUI, Bitbucket, ServiceNow

Client: Walgreens, Deerfield, IL	**Mar 2016 – May 2017**
Title: Sr. Business Systems Analyst	

Project: The scope of the project was to enhance the existing "Balance Rewards Card" of online web portal to provide an easy-to-use and intuitive end user experience on any device – from desktop to tablet and mobile and Mobile Project which was enhancement to the Mobile Point of Sale application.

Responsibilities:
- Followed **Agile environment** with daily scrum meetings, grooming sessions, planning and sprint cycles.
- **Gathered business requirements** by interviewing subject matter experts, asking detailed questions and carefully recording the requirements in a format that could be reviewed and understood by both business and technical teams.
- Collaborated with Product Owner and Team lead (SME) in understanding existing system functionalities and created **Project Charter document** and obtained sign-off from Business Owner.
- Prepared **detailed Business Requirement Documents (BRD)** to incorporate high-level business requirements, and Software Requirements Specification (SRS) for functional, non-functional, Data and GUI requirements.
- Assisted the PO and Scrum Master to break down Epics into User Stories using different prioritizing techniques.
- **Designed UI screen mockups** and **prototype**s for the proposed system using Mockup Screens to provide a user-friendly front-end for the proposed system.
- Collaborated with the compliance team to validate requirements were HIPAA compliant.
- Developed Use Cases, flow diagram, and sequence diagram using UML diagrams in MS Visio.
- Created **stored procedures** and **triggers** in testing and fetching of the backend data of the customer enrollment using Oracle SQL Developer.
- **Created SQL queries** to pull data for analytics throughout the project life cycle from relational database.
- Assisted programmers and developers during designing, coding, testing, deploying, maintenance, and supporting client initiatives.
- Liaised between senior IT management and development for reporting the status of projects, identifying issues and assessing the impact, and proactively recommending solutions.
- **Managed requirements churn** and collaborated with business to ensure requirement changes were captured and completed before code freeze for sprints and conducted the functionality demo for the business when delivering the sprint items.
- Assisted technical writer in creating the **API Documentation** to describe how to use the Software by thoroughly understanding the API, arguments, return type and languages and interface it supports using open API tools.
- Managed the **Change Request** and analyzed the Impact of the Change request on the application regarding Project Plan, Scope, and Schedule.
- **Tested Web Services** including SOAP and REST using SoapUI to test the complete business process flow of the enhanced system.
- Conducted User Acceptance Testing (UAT) and collaborated with team members in analyzing and fixing bugs.
- Conducted reviews with QA team for Test Scenarios, Test plans, Test cases and analyzed Test results, generated reports in Quality Center/ALM related to defects and validated defects after bugs were fixed.

- Performed Regression Testing, System Testing, Integration Testing, Functionality Testing, Multi Browser Testing and Devise Testing (Mobile App, Mobile Web).
- 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.
- 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.
- Used Tableau and other in-house reporting tools for project data in terms of charts and graphs and to make decisions.

Environment:
Agile Scrum, MS Word/Excel/PowerPoint/Visio, Tableau, Mockup Screens, UML, Rally, HP ALM, HP Quality Center, SQL, Oracle DB, SoapUI, SOAP, REST, SQL Developer

Client: Cigna Health, Bloomfield, CT	**Dec 2014 – Feb 2016**
Title: Business Systems Analyst	

Project: The project was in Coordination of Benefits (COB), a Federal Health Care Financing Administration (HCFA) Program. Medicare Coordination of Benefits is the process for ensuring that payment of Medicare beneficiaries' claims is properly shared among insurers when the beneficiary is covered by private insurance in addition to Medicare. By coordinating benefits, the COBC assists Medicare in paying claims more accurately the first time, which saves costly follow up and mistaken payments.

Responsibilities:
- Facilitated **requirements workshops** with various stakeholders and consolidated information from Interviews, **Prototyping,** and brainstorming to documents and analyzed requirements and design.
- Captured **detailed business, functional**, and **User Interface system** specifications using standardized company templates for the business, development, and QA team.
- **Analyzed** and **gathered requirements** for Healthedge / HealthRules software in an Agile environment including all configurations, claims testing, benefit plans, lines of business, enrollment, billing, and EDI.
- Performed changes to the Healthedge payer system used for processing claims.
- Conducted Gap Analysis on the **AS-IS** and **TO-BE** business processes and technology and identified potential pitfalls, risks, and issues.
- Performed process analysis and defined executed data migration plans for local data for global applications.
- Performed database support including activities requiring correction, deletion or summarization of medical history of members and provider information.
- **Executed SQL queries** to test the database for records that detect and submit functional acknowledgement and remittance advice in the claims application that has been submitted to Medicare.
- Collaborated on the development of user requirements and design specifications using standard **UML techniques** including **use case,** activity and sequence diagrams.
- Assisted in consolidating the summary of Benefits for the health benefits products.
- Documented (RTM) in MS Excel for traceability of requirements through test cases.
- Created test cases and collaborated with QA team in functionality testing of the application by inserting varying data on different test runs and generated test reports using MS Excel and attached the Test cases in **JIRA.**
- Tested API request and response using XML/ JSON and SoapUI.
- Used Excel pivot tables, charts and graphs to generate reports and sent to higher management.
- Performed Smoke, Functional, Integration, End-to-end and Regressions Tests in each environment.

Environment:

Waterfall, **SQL Server, UML**, Test Manager, Windows XP, MS Visio/Access/Project/Excel, UML Diagrams, SoapUI, XML, JSON, **JIRA**

Client: Kaiser Permanente, Denver, CO	**Sep 2013 – Nov 2014**
Title: Business Systems Analyst	

Project: The project was about Enhancement of ICD 9 to ICD 10, in which the current exhaustive Procedural and Diagnostic code sets were being replaced by a new version complying with Federal mandated ICD 10 standards. The standards adopted under this final rule will replace the ICD-9 code sets, with greatly expanded ICD-10 code sets.

Responsibilities:
- Conducted formal interviews, Live Meetings and JAD sessions with business users and Subject Matter Experts (SME's) to **gather requirements.**
- Analyzed current **business process flow** by understanding preset business rules and conditions.
- Collaborated with the ICD-10 team to create organization's ICD-10 map by mapping ICD-9 to ICD-10 Diagnosis Codes.
- Conducted **Fields Mapping** by explaining each column name in the backend database tables.
- Created requirements analysis and design phase artifacts using Requisite Pro, Rational Rose and MS Visio.
- Designed and developed **Use Cases**, Activity Diagrams and Sequence Diagrams using Rational Rose.
- Documented, organized and tracked requirements using Rational RequisitePro.
- Incorporated and implemented all HIPAA standards, Electronic Data Interchange (EDI), and transaction syntax.
- Analyzed the applications to determine the impact of the HIPAA final rule on EDI Transaction Set and Code List implementation and defined the changes to bring the affected systems into HIPAA compliance.
- Developed Requirements Traceability Matrix (RTM) mapping UAT plan and BRD.
- Developed Functional Testing Approach for ICD-10 Remediation and included in UAT Plan.
- Conducted AS-IS and TO-BE analysis and assisted in developed process models and systems integration structure.
- Created different EDI scenarios for batch processing and ensured day-to-day EDI transmission, Reject tracking and Reconciliation.
- Assisted end users and IT staff in the use of data to satisfy informational and reporting requirements and implementing and using SQL and DBMS.
- Performed data mapping, logical data modeling, and used **SQL queries** to filter data within the Oracle and Sybase.
- Conducted Smoke Testing of the new ICD-10 UAT region and recorded all testing results in RTM.
- Developed (UAT) User Acceptance Testing plan to guide a select group of key end-users in testing the user interface and functionality of the application.
- Performed System testing, Regression testing and UAT for several claim types and test scenarios.

Environment:
MS Word/Excel/PowerPoint/Visio/Access, Rational Rose, RUP, XML, C#.NET, Oracle, RUP, UML, SQL, Quality Center, RequisitePro, Sybase

Client: Aurobindo, Hyderabad, India	**Jul 2012 – Aug 2013**
Title: Business Systems Analyst	

Project: The objective of this project was to develop an online web portal for the pharmaceutical manufacturing company.

Responsibilities:

- Conferred with Business Users to **elicit requirements** using various techniques including interviews, requirement workshops, JAD sessions and worked with design and development team on the solution design.
- Analyzed the existing application and mapping of existing functionality to the proposed system.
- Interacted with users to verify user requirements, manage Change Control, and update existing documentation.
- Prepared detailed **Business Requirement Documents (BRD) to incorporate high-level business requirements**, **and Software Requirements Specification (SRS)** for **functional, non-functional requirements.**
- Created **screen-mock-ups** to review requirements and provide feedback on the screen design for GUI development.
- Documented the Requirements Traceability Matrix (RTM).
- Provided estimation of the development team effort required.
- Assisted Product Owner and cross functional team in breaking down the Epics into appropriately sized **User Stories.**
- Coordinated with the testing team during the formulation of Test Plan and Test Cases for Functional, System, Integration, UAT and Regression Testing based on Design Document, User Requirement Document for the Functional and Performance Testing.
- Assisted QA team in developing test plan, test cases, test scenarios based on business requirements and technical specifications.
- Collaborated with the QA team to ensure adequate testing of software by conducting UAT.

Environment:
Agile (Scrum), MS Word/Access/PowerPoint/Outlook/Visio, RTM, SQL

Client: SLK Software, Bangalore, India	**Oct 2011 – Jun 2012**
Title: Java Developer/Business Analyst	

Project: The objective of this project was to implement a web based front end system to be used by the employees, managers and higher-level management having specific role permissions for effective processing of day to day business activities in the company like leave management, project management and resource management etc.

Responsibilities:
- Performed **requirement gathering, analysis, design** and **documentation** of high-level requirements into the BRD, functional, data and GUI requirements into the SRS (System Requirement Specification) as part of the Software Development Life Cycle. Used **Waterfall model.**
- **Developed screens** using HTML5, CSS3 and JavaScript.
- Developed **web-based application using J2EE technologies** including Servlets, JSP, JSTL and Hibernate.
- Designed and developed application based on **Spring framework** using MVC design patterns.
- Used MySQL database for data persistence and executed **SQL operations** including insert, select, alter and updates.
- Conducted code walk through for team members to check the functional coverage and coding standards.
- Implemented business applications using application server including Tomcat.
- Used Maven as build automation tool and deployed the application using Continuous Integration / Continuous Deployment tools including GIT and Jenkins.
- Performed Integration, Regression and UAT testing to verify the application was working according to gathered requirements.

Environment:
Maven, HTML5, CSS3, JavaScript, Servlets, JSP, JSTL, Spring MVC, Hibernate, SQL, GIT, Jenkins, JUnit, J2EE, MySQL, Tomcat

Client: Visual Soft, Hyderabad, India	**Aug 2010 – Sep 2011**

Title: Jr. Java Developer

Project: This was an e-commerce application to help customers sell products online. A particular customer can access his information with proper authentication/authorization only (Encrypted id/passwords). It enables the customer to update the product information online, search for a particular product by full/partial product name, product category and ID. It also provides the customer with up-to-date reports on the sales information based on customer age-group/gender and product Name/category.

Responsibilities:
- Performed **requirements gathering and analysis** of the project using **Waterfall model.**
- Developed presentation layer using HTML, CSS, jQuery and JSP and performed Client-Side validations using JavaScript
- Deployed project descriptor files including web.xml and context definition files for Servlet mappings, Java Bean class definitions, transactions and database connection configuration
- Developed Custom Tag libraries to customize front-end and to enforce security in the front-end at various levels including page, panel, links/button and visible/editable fields.
- Created Servlets to route submittals to appropriate (EJB) components and retrieved information.
- Used MySQL Database related activities and performed queries for the retrieval of data from database.
- Performed Unit, Integration, Regression and Functional Testing after deploying the application in each environment (DEV, SIT, UAT and PROD).

Environment:
Java, JSP, Servlets, MySQL, EJB, JUnit, Log4j, HTML, CSS, XML, JavaScript, jQuery, CSS, HTML