

Requirements Inc.

Account Manager: Shruti • shruti@requirementsinc.com • 703 468 1923
Consultant: Consultant Name • email@email.com • 703 703 7031

Consultant Name

Senior Business Analyst with 6 years experience in Financial Services and Healthcare industries.

- Six years experience as a Business Analyst with extensive knowledge and experience across the project life cycle in Software Development Life Cycle (SDLC) in the fields of Title Insurance, Investment Banking and Mortgage industry, e-Commerce and trading industry.
- Extensive experience in facilitating user group meetings and gathering system requirements for web application development using Rational RequisitePro, Rational ClearQuest, Rational ClearCase and Telelogic DOORS.
- Strong visual modeling and business process modeling skills using Rational Unified Process (RUP) with tools like Rational Rose, MS Visio and StarUML.
- Strong knowledge in developing Use Case Models, Activity Diagrams, Sequence Diagrams and UML CASE tools.
- Experienced in developing Use Case Models, Entity Relationship Diagrams (ERD), Activity Diagrams, State Diagrams and Data Flow Diagrams (DFD).
- Strong experience working with Rapid Application Development (RAD).
- Led Joint Application Development (JAD) sessions to expedite and streamline the requirement gathering process.
- Expertise in writing and implementing test plans, test scenarios, test cases, traceability matrices for Black Box, System Testing, Integration testing and User Acceptance Testing.
- Experienced in writing SQL queries to manipulate Oracle database and performing manual testing.
- Acted as a liaison between business owner, SME and development teams.
- Worked in team environment and developed relationship with external customers and internal counterparts.
- Excellent analytical, organizational, communication and documentation skills along with good process management skill to gather requirements to bring out the quality product.
- Excellent problem solving skills with the ability to handle multiple tasks effectively and quickly master new concepts and subjects.
- Strong knowledge in developing Use Case Models, Activity Diagrams, Sequence Diagrams and UML CASE tools.
- Experienced in developing Use Case Models, Entity Relationship Diagrams (ERD), Activity Diagrams, State Diagrams and Data Flow Diagrams (DFD).
- Strong experience working with Rapid Application Development (RAD).

KEY ROLES

- Business/Systems Analyst
- Requirements Analyst
- IT Analyst
- Project Manager

DOMAIN EXPERTISE

- Mortgage
- Insurance
- Healthcare

KEY COMPETENCIES

- Structured Business Analysis
- Adopting Use Case Methodology for Enterprise Systems

CERTIFICATIONS

- HIPAA
- SOX

ARCHITECTURES

- SOA
- MDA

EDUCATION

- Masters in Computer Science, SUNY, Buffalo, NY
- Bachelors in Engineering, Trinity College, St. Louis, MO

TECHNICAL SKILLS

- | | |
|---------------------------------|---|
| • Business Modeling | UML, UML CASE Tools, Rational Rose, MS Visio |
| • Requirement Management | Telelogic DOORS, Rational RequisitePro |
| • Change/Repository Management | Rational ClearQuest, Rational ClearCase, Concurrent Versions System(CVS), Visual SourceSafe (VSS) |
| • Processes | RUP, SDLC, Agile Modeling |
| • Programming Languages/Reports | ASP.NET, VB.NET, VB 6, COM, C, Object Pascal, java script, VB Script, Crystal Reports |
| • Databases | MS-SQL Server 7.0/2000, MS Access, Ingress II |
| • Operating Systems | MS-DOS, UNIX (Sun OS 5. 5.3), Windows (98, 2000, NT, XP) |
| • Project Management | MS Office Suite, MS Project, Visual Source Safe |

CERTIFICATIONS

HIPAA | ProHealth Inc, New York NY
SOX Auditor | Ernst and Young, McLean VA

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PROFESSIONAL EXPERIENCE

United Healthcare, Richmond, VA & Raleigh NC

ReconMED

Business Applications Analyst

Nov '08 – Current

This is the
company
brief

United Healthcare is an operating division of UnitedHealth Group, the largest single health carrier in the United States. United Healthcare delivers innovative products and services to approximately 70 million Americans. United Healthcare's nationwide network includes 560,000 physicians (and other care professionals), 80,000 dentists and 4,800 hospitals. Our management programs provide more affordable access to drugs for 13 million people.

Project specific domain keywords must be highlighted in yellow. Highlights can be removed once the resume is

This is the
objective.

ReconMED was devised to streamline the process of creating, managing, and reconciling a patient's medication list from admittance through discharge, reducing the risk of Adverse Drug Effect (ADE). The other main goal is to achieve System integration of various components to streamline the business process.

This is the
overview
section.

ReconMED contracts with numerous participating third-party payers to create a master database of prescription information (including the drug name, prescriber, dosage, instructions, pharmacy and the fill date). The database is continuously updated with the most current information. By interfacing this database with a healthcare provider's Patient Admission Information Records System (PAIRS), ReconMED can search for our patients' recent medication information. Within seconds of admission ReconMED can retrieve 12 months outpatient medication data and distribute it to the physicians and pharmacists within the healthcare provider's facility.

Components: Medical Reconciliation Processes upon Admission, Transfer and Departure

This is the
benefits
section.

ReconMED results in improved patient care, increased efficiency, lower costs, and full compliance with the Joint Commission's medication reconciliation requirements and FDA reporting requirements. ReconMED is a Health Insurance Portability and Accountability Act (HIPAA) compliant solution that meets and exceeds measures outlined in its guidelines including Section 164.312 of the HIPAA Final Security Rule (user authentication, access control, audit controls, encryption, integrity, and transmission security).

Responsibilities:

- Assisted in the definition and the roll out of product roadmap across multiple releases, working with physicians, technology and operations.
- Performed market analysis to determine requirements both at a product and feature/functionality level for the FDA validation module.
- Conducted JAD sessions to elicit requirements from medical personnel while ensuring feasibility with technical leads.
- Produced key product requirements document including use case diagrams and scenarios that provide detailed explanation of what is to be delivered and the priority of each request.
- Conducted brainstorming sessions to aid high level analysis to identify key actor roles and functions and documented use case diagrams.
- Maintained the UML models in Rational Rose and promoted the creation of repeatable models for the Transfer and Departure subsystem.
- Created business processes for existing manual workflows for the Medical Reconciliation Process within the organization and enhanced the processes into textual use cases.
- Conducted usability analysis in coordination with UI design engineers.
- Managed requirement artifacts and documentation using Telelogic DOORS.
- Led requirement review sessions with both internal and external stakeholders to ensure that product requirements respond appropriately to the needs of Center for Orthopedics, their doctors and other end-users.
- Assisted in the creation of the data model for the project
- Reviewed test cases to ensure accurate and complete testing of user requirements.
- Led User Acceptance Test before the go-live of the project.
- Coordinated overall timeline and operational readiness tasks for releases.
- Coordinated change management using Tracker.

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First Meridian, Annandale VA
Management Information System
Senior Business Systems Analyst

April '07 – Current

First Meridian is a century-strong mortgage company that has doubled their business by serving the borrower needs for housing affordability and payment capacity with a solid property evaluation and a low investor risk which allows customizing the right loan for every client.

In order to provide excellent customer service and reduce the cost on storage and increase streamline processes, they decided to implement a system that would provide **electronic loan origination** and a paperless work environment.

My expertise was sought in developing an application that can serve as Meridian front end internet system that would tie-in with "Loan Work" and serve as an end-to-end solution for customers to avail **competitive quotes, compare rates, assess qualification criteria, eligibility for home equity products, checking the application status and closing formalities.** The project aimed at facilitating complete **mortgage transactions** online and to minimize customer service costs. The application also included a **mortgage guide**, that navigates the online user right from the **pre-approval process** to the **closing** interactively, complementing phone and web support at critical junctures.

Components: Quotes system, Amortization Engine, Customer Billing, Loan Accounting

Benefits of the system were: Increased scalability, shorter time to automate newer loan types, detailed investor reporting

Responsibilities:

- Organized and setup process owner and stakeholder meeting sessions to define application scope and performed gap analysis to come up with application boundaries and touch points for the **origination workflow** using Rational RequisitePro.
- Developed the scope and vision document that defined the primary goals, objectives and scope of the **Loan Work** project.
- Implemented Service-Oriented Architecture (SOA) for linking business and computational resources on demand to achieve the desired results for service consumers (which can be end users or other services).
- Identified various business processes and developed process flow diagrams for the **pre-approval** business processes and validated the processes with Subject Matter Experts.
- Identified and documented business and customer requirements, using RequisitePro and defined application's functional requirements.
- Employed Rational Unified Process (RUP) to develop an Object Oriented model of the application and wrote Use Cases.
- Developed class diagrams and sequence diagrams to validate different business processes.
- Used Rational Rose to formalize business modeling and data modeling (ER Diagrams) and developed application's business architecture for rapid and controlled **Loan Work** application development.
- Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, information needs and ensured that critical requirements are not missed for the **approval and pricing engine.**
- Worked as an Interface between business users, testers and application development team so that all users understand business needs and drivers clearly and are on-board.
- Involved in Incident Reporting and Change Control procedures to track changes during the development of the online loan application system.

EDUCATION

Masters in Computer Science

Pace University, New York, NY

Bachelors in Economics

Grinnell College, Grinnell, IA