

## Zeal Raval

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### SKILLS

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- Business Analysis, Data Analysis
- Documentation – Business Requirement Specification (BRS), System Requirement Specification (SRS), Use Case Document
- SDLC Methodology – Waterfall and Agile – Scrum
- Screen Mockup, Activity Diagrams, Sequence Diagrams, Process Flow Diagrams
- User Acceptance Testing, End User Training
- Efficient in large scale program implementation, systems integration and an eye for process improvement and automation

### TOOLS

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- Mirth/NextGen Connect
- Atlassian JIRA, Confluence
- Microsoft Office, SharePoint, Visio
- SAP – Material Management, Production Planning, Supply Chain Management
- SQL, Draw.io, LucidChart

### CERTIFICATIONS

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- Certified Professional Scrum Master (**PSM1**)

### EXPERIENCE (4+ years)

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**Business Analyst, North America MedTech Group**

**(Jan 2019 – current)**

#### **Project – Open Healthcare Integration Platform**

Open Healthcare Integration Platform is a **Mirth/NextGen Connect interface engine** which enables health information systems exchange clinical and administrative data. It supports various protocols TCP/IP, HTTP(S), Web Services, JDBC, Email, FTP, JMS etc. and **messaging formats – HL7 v2.x, v3, FHIR, XML, EDI/X12, Delimited Text, CSV** etc.

#### **Key Responsibilities –**

- Engaging with Clients to understand their business needs to **gather requirements** and coordinating with their System's team to understand their existing systems and as-is processes.
- Conducting **demo** for clients as part of **pre-sales** activities.
- Coordinating **elaboration sessions**, tracking issues and action items and **documenting** business requirements (**BRD**).
- Performing **feasibility study** by analyzing client's existing system/data and carrying out **gap analysis** to identify bottlenecks and workarounds.
- Supporting User Acceptance Testing (**UAT**) and conducting **end-user training** sessions.
- Providing **support to multiple clients** for their production/run environment and **resolving queries** with quick turnaround time.
- Maintaining Integration Platform **User and Configuration Guides**.
- Creating/maintaining **data mapping** spreadsheets for multiple clients for their source and destination systems interfaces. E.g. **HL7** messages to exchange – Admission, Discharge, Transfer (**ADT**), Scheduling (**SIU**), Order Entry (**ORM**), Order Result (**ORU**), Immunization – Unsolicited Vaccination Record Update (**VXU**), **HIPAA EDI/X12** for claims, etc.
- Conducting periodic **Product Backlog grooming** sessions with Product Manager and break down high level requirements into manageable **user stories**.
- Creating/maintaining **Use Case** documents for the features provided and/or customized in interface engine.
- Performing **Scrum Master** role during various Sprints to assist Project Manager.
- **Assisting** development and QA team members whenever required.
- **Reviewing** QA test cases and providing feedback to ensure optimal testing coverage.
- **Analyzing defects** and provided inputs to development and QA team members.
- Providing **demo** to internal stakeholders during periodic **Sprint Review** meetings.

### Project – SAP Migration and Plant Modernization

Organization wide large-scale program to roll out SAP and modernize IT systems & processes in 3.5 MTPA steel coil production plant.

#### Key Responsibilities -

- Supported the Operations team in **improving** and documenting standard operating procedures (**SOP**).
- Collaborated with stakeholders and translated their needs into **functional requirements**.
- Prepared **screen mockups** and **flow charts** to define and baseline requirements and workflows.
- Tracked **change requests** and maintained requirement documents in version control system – **SVN**.
- **Assisted SAP** implementation team to understand the requirements and **resolve/clarify queries**.
- Performed User Acceptance Testing (**UAT**) to assure that SAP module changes met defined functional requirements and conducted department wide **end user trainings**.

### Project – SAP PP

Goal of this project was to automate various production planning processes and configure SAP PP module.

#### Key Responsibilities -

- **Collaborated** with **5 different teams** to capture **>1000 maintenance plans** and **analyzed** the same.
- Prepared **process mapping** diagrams to **streamline** maintenance activities by **eliminating redundant jobs** and **segregated** those into 400 plans thereby **reducing the overhead by 60%** and resulted in better data points.
- Collaborated with OPS team and compiled functional requirement specification to **automate routine maintenance plans** in **SAP PP** module.
- Worked closely with implementation team to answer their ad hoc questions and **provided clarification/direction** regarding intended functionalities.
- **Analyzed** material consumption **trend** and **pattern**, liaised with OPS teams to determine and segregate material into broad categories for reordering. **Baselined the master data** for the implementation team to **configure** the **SAP PP** module.
- Coordinated **brainstorming** activities on breakdowns in plant with **4-5 teams** and prepared & presented monthly and annually **MIS reports** to OPS executives.

### Project – EMS

Operational efficiency project with the aim of optimizing energy consumption within a 3.5 MTPA production plant.

#### Key Responsibilities -

- **Coordinated** with various engineering teams to **rectify master data** and enhance EMS system.
- Liaised with OPS heads to capture **business requirements**.
- **Tracked issues, action items, risks** and followed up with required stakeholders.
- Prepared **WSRs** and apprised stakeholders on the same.
- Kept **component diagram** up-to-date.
- Performed in-depth **analysis** and mined the collected data to identify and analyze power consumption as well as load patterns during different runtime windows to determine energy savings.

## EDUCATION

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- **Bachelor of Electrical Engineering**      Sardar Patel University, India – Aug'07 – Jun'11