##

## **Bhavya Thandra**

609-222-4616

bhavyathandra@gmail.com

**Summary**

* Certified Business/System Analyst with 7+ years of experience and strong knowledge in Healthcare Claims and Benefit Enrollment Process.
* Working on Contributing to all phases of the Software development Life cycle such as Analysis, design, development, testing and maintenance.
* Contributing on developing the Software Development Plan and executing the process using various Software development methodologies like Agile-Scrum, Waterfall, Hybrid.
* Hands on working experience in gathering requirements, reporting, documentation, planning and analyzing.
* Hands on experience in interacting with Developers and Business Users.
* Experience in Software Development Life Cycle (SDLC) methodologies such as Traditional
* Waterfall Model, Agile methodology and Rational Unified Process.
* Experience in performing Impact Analysis, Gap Analysis, SWOT Analysis and Risk Analysis.
* Conducted multiple JAD sessions, Workshops and requirement facilitation sessions with end-user/clients/stake holders and the IT group.
* Expert in documenting Business Process Design, authoring Business Requirements Document (BRD), Use case Specifications, Functional Specification Document (FSD), Detailed Design Specifications (DDS), Document Input Design (DID), System Requirement document (SRS), Requirement Traceability Matrix (RTM) and Functional and Non-Functional Specification Document (FSD) in and User Interface Specification (UIS).
* Worked on developing SQL Database objects like Tables, Stored Procedures, Views, Indexes, Triggers, Constraints, CTE, Temporary Tables, User defined data types and functions using PL-SQL.
* Well versed in Relational Database Design/Development with Database Mapping, SQL Queries, Stored Procedures and Packages using Oracle, MS SQL Server and MySQL Databases.
* Well versed with agile scrum process like facilitation of scrum ceremonies, resolving impediments, enforcing time-box and managing requirements churn.
* Extensively used Joins and sub-Queries to simplify complex queries involving multiple tables and optimized the procedures and triggers to be used in production.
* Proficient in Test Automation.
* Defined constraints, indexes, views, and triggers to enforce data and referential integrity based on architect requirements.
* Proficient in analyzing and creating Unified Modeling Language (UML) Diagrams such as Use case diagrams, Activity diagrams, Sequence diagrams, Data flow diagrams, Business flow diagrams.
* Gathering data from different source like SQL Server, My SQL and Excel and developed reports using Server Reporting Services (SSRS).
* Used Share point as Source Control to store Packages, Reports, Archives, and SQL Scripts and shared it among team members.
* Proficient knowledge in Healthcare EDI transactions-837,835,270/271, 276/277.
* Worked with application owners to update workflow tasks for the current state, future state and approvals for automated processes.
* A team player with excellent communication, analytical & co-ordination skills and also help in managing projects.
* Highly organized and ability to work constructively in fast-paced environments.
* Result oriented, motivated and an organized team player with a capability of working for a common goal.
* Experience in the area of Software Testing (Manual and Automation) with a solid understanding of Test Planning, Test Design, Test Execution
* Composed, Professional and a well-balanced individual with strong understanding of business relationships and business requirements.
* Commendable knowledge in different phases of Testing (Unit testing, Integration testing, functional testing and Regression testing) and verifying performance, reliability and fault tolerance issues.
* Ability to manage team in handling critical situations to meet the deadlines for successful completion of the tasks/project. Possess high level of accuracy and attention to detail.
* A motivated, committed, quick learner, goal-oriented team player with good communication, analytical, leadership, interpersonal, business and problem-solving skills.

**Technical Skills**

* **Web Technologies:** ASP.Net, ADO.Net, HTML, CSS, JavaScript, XML, Bootstrap.
* **Programming:** C, C#, Python (Basics).
* **Databases:** MS SQL Server, Oracle, MySQL, MS Access.
* **Automation:** Selenium RC
* **Tools:** TFS, Sharepoint, JIRA, Rally, Orbus, MS Office, Visual Studio, VISIO, Eclipse, SSIS, Lotus Notes, ARIS.
* **Reporting Tools:** SSRS, Business Objects, Crystal Reports

Professional Experience

**Hill-Rom (Welch Allyn Headquarters), Feb 2019 –Present**

**Role: Senior Business Analyst**

Business analyst in medical device manufacturing company worked on developing an enterprise application(RetinaVue Network) that communicates with a medical devices(RV100, RV700, Topcon, DRS etc.,) and an Artificial Intelligence technology (AutoDX Algorithm) by extracting the some of the major functionality from an existing application to add more business value.

**Responsibilities:**

* Worked on Classifying the device and document the prototype for the FDA (Food and Drug Administration) clearance.
* Contributed in validating the Tools based on the SOP standards of the organization.
* Working on planning and executing the Data Migration strategy by analyzing the data already stored in different Data warehouses, Databases and applying the data modeling techniques, creating Star schema, Snowflake schema to align the data and port them over to newly constructing application prior release to make it seamless for the customer.
* Working with ETL tool INFORMATICA POWER CENTER for Extraction, Transformation, loading (ETL) data from various data sources such as Flat Files, Oracle, XML and Teradata into Data Warehouse, Data Vault and Data Marts
* Performing Data Cleansing, Data scrubbing, Data Mapping and Data validation using ETL tools such as Informatica and SSIS
* Working in collaboration with the Data Security Team to ensure the security of the PHI data transferred between the Enterprise application (RetinaVue Network) to Medical Device (RV100, RV700, Topcon, DRS etc.,)
* Working with the developer to develop web application which includes Front-End, Back-end and middle-ware development using languages such as HTML, CSS, JavaScript, XML, web Services, API etc.,
* Analyzing various API responses and working with the API server developers to follow best industry practices.
* Gathering requirements from Stakeholders, Business, Product Managers breaking down the Epic requirement into User need, Software requirements, User Stories and Acceptance Criteria
* Using SharePoint for publishing the Business Requirement Document, development and analysis document to the business and maintaining the single share location.
* Working in collaboration with the system Engineers and Quality Assurance Teams in versioning and Document approval Process using SAP GUI.
* Worked with the test team to Understand and formulate the test protocols and automation test scripts driven from the requirement.
* Developing a Test plan that is best suitable for the project following the test protocol of the Organization.
* Analyzing the test Cases and verify the Functional and Non-Functional implementation of the business by mapping them to user stories to be functionally covered and tested.
* Writing Test Cases, Test Scripts and performing various testing methodologies such as Unit testing, Integration testing, System testing, Sanity testing, smoke testing, Interface testing, Regression testing, User acceptance testing-UAT.
* Conducting various Usability testing session on a regular basis with the customers to understand the performance of the product and improvise based on the feedback to make better business decisions.
* Performing Gap analysis, Impact analysis, Cost benefit analysis, Risk analysis, ROI Analysis on the requirements.
* Modelling the requirement using UML diagrams such as Activity, Sequence, ER diagrams.
* Eliciting requirements using techniques such as Interviewing, Questionnaires/Surveys, Document Analysis, Interface Analysis, JAD sessions, brainstorming sessions and Requirements Workshop.
* Performing Quantitative analysis, Qualitative analysis and maintaining the project quality also delivering the project within budget and time.

**Environment:** Microsoft Azure Devops, Modern requirements 2.0, Oracle, SQL & PL/SQL Server, DB2, MS Visio, MS Office Suite, MS Project, MS SharePoint, Informatica.

 DETLA Dental, San Diego CA Oct 2018 – Jan 2019

**Role: Senior Business Analyst**

Business analyst in Healthcare for Claims processing, Front end Edits validation with the vendor products, Benefit Management Administration and Back end process with the EOB’s and the Remittance. The above all roles involve with the input source of EDI 837 I, P, D and the Output is through EDI 835 Payment Remittance EOB’s.

**Responsibilities:**

* Created Questionnaires for in Person Interview, Meeting, and JAD Sessions.
* Created BRD (Business Requirement Document) and got Sign Off from the Users.
* Analyzed and documented Business requirements using Requisite Pro and detail design for full understanding of the business.
* Analyzed, Documented and managed all Project Requirements with RUP Methodologies.
* Used MS Visio to create Business Flow Diagrams and Work Flow Diagrams.
* Created Business Process, Data Flows, Data Models, Integration Diagrams.
* Wrote SQL Statements to extract Data from Tables.
* Good Expertise in EA tools.
* Created Use Cases and did intensive Use Case Analysis.
* Developed User Acceptance Test Cases and completed User Acceptance Testing.
* Expertise in implementation of Automation framework using Selenium.
* Used Test Director Tool for implementing Test Scripts and Tracking Defects.
* Used MS Share Point for sharing documents, calendars and other artifacts between users in different locations.
* Worked as a liaison between technology and the business clients to improve business processes and support critical business strategies.
* Contributed in process development, issue solving process, and creation of the process flow documents and diagrams.
* Conducted JAD session with management, vendors, users and other stakeholders for open and pending issues.
* Followed Standardized processes and procedures implementation
* Created reports for business analysis purposes using Crystal Reports.
* Extensively worked on EDI transactions: 270/271,278-13/278-11,837,276/277,835.
* Extensively worked on HIPAA compliance.
* Extensively involved in HIPAA 5010 User Acceptance Testing (n.). Defined and maintained Test Cases for EDI transactions.
* Involved in reporting the bugs in ClearQuest, interacting with the developer for resolving the same and retesting the resolved bug.

**Environment:** HIPAA,MS Access, OS 390, Oracle, SQL & PL/SQL Server, DB2, MS Visio, MS Office Suite, MS Project, MS SharePoint, C, C++, .Net, Informatica, Clear Quest, Legacy Claim Processing.

**State of Nevada, Carson City, NV Oct 2017 – Sep 2018**

**Role: Business/Quality Analyst**

MDM (Master Data Management) is one of the systems developed and owned internally by State of Nevada. Database Conversion from legacy system DB2 to SQL server was the project implemented. I am involved in basic conversion project where the mappings were supposed to be enhanced. This project is associated with the Dept. of Education. Also, worked with multiple departments of state that include dept of transportation, dept of health, dept. of corrections where in TOAD was used as it was a provocative Approach, dept of public safety on various project implementations.

**Responsibilities:**

* Played a key role in leading few modules of the project and contributed in the Change management of the project.
* Analysis and design of ETL processes.
* Created source to target mapping and the logical flow diagrams to make the ETL design simpler.
* Directly interacted with the business to update and follow up with procedures.
* Extensively worked on Database stages for data extraction, transformer stages for data transformation and finally load data into the respective tables in a normalized form.
* Develop, run, update and export salesforce.com reports, analytics and dashboards to support and monitor daily activity and key performance measures
* Played a key role in the project composed of twenty developers.
* Estimated the project right from the requirements stage.
* Involved in identifying the source and target database. Worked in naming conventions and worked closely with the data analysts form data generation.
* Peer reviewed the code and helped the team by creating template mappings and workflows.
* Responsible in making timely delivery of the modules.
* Focused on elimination Problems even before occurring.
* Created multiple documents which would be helpful during the maintenance of the project.
* Responsible in Onsite coordination with the client.
* Worked as a Business Analyst with ETL experience using SSIS.
* Was involved in managing the Daily Stand-up meetings and also ensured that quality standards were enforced as per the build-release schedule.
* Created and evaluated the performance measures and reports
* Developed a detailed test plan and test cases to cover all the requirements.
* Hands on experience with SSIS, SSRS and SSMS tool for data transfer and conversion.
* to resolve Developed Flowchart and process diagram using Microsoft Visio.
* Analyzed data architecture, documented and delivered data mapping, performed risk analysis.
* Frequently communicated with developers technical issues.
* Identified Key performance indicators like on time delivery, quality in products and was responsible for drastic change in the overall performance.
* Followed a structured approach to organize requirements into logical groupings of essential business processes, business rules, and information needs.

**Working environment:** MS word, MS Access, MS Visio, TOAD, JIRA, SQL Server Data Tool (SSIS), Tableau, SQL Server Reporting tool.

**New York Life Insurance (P&C), New York, NY Aug 2016 – Sept 2017**

**Role: Business/Quality Analyst**

Personalized portal page & Claims tracking project was aimed at implementing a security-rich, personalized Web service solution - one where customers can access/review policy coverage information, check policy or claim status.

**Responsibilities:**

* Conducted brainstorming sessions with the business users and Subject Matter Experts (SMEs) to gather requirements.
* Created "As-Is Business Models", by meeting with subject matter experts from claims, finance, customer service, and marketing departments.
* Performs financial reconciliation and tracking.
* Conducted GAP Analysis in understanding how the upgraded system carries out the business functions and assists in ensuring the timely and effective implementation and conducted feasibility.
* Prepared Request for Proposal (RFP) documents for vendor evaluation.
* Investigate prospective clients' accounting practices and proposed recommendations to improve record-keeping.
* Transformed from manual to automated accounting systems, working with incomplete raw accounting data.
* Provided training and continuous support to the General Accounting team on the monthly close processes.
* Face to Face interaction with the client.
* Documented the business requirements in the form of BRDs.
* Perform UAT and train staff on new financial reporting system.
* Involvement in Test Execution, Results Analyzing and Defect Reporting.
* Enhancing the Test Scripts.
* Designed and developed Use Cases, Activity Diagrams, and Sequence Diagrams using MS Visio.
* Created simple and parameterized reports and also complex reports involving Sub Reports, Matrix/Tabular Reports, Charts and Graphs using SSRS in Business intelligence development studio (BIDS).
* Aggregated, merged, distributed and modified the data using SSIS.
* Followed Standardized processes and procedures implementation
* Assisted in special projects to enhance accounting, operations and reporting processes.
* Conducting requirement gathering sessions, feasibility studies and organizing the software requirements in a structured way.
* Conducted JAD sessions to define the project and to reduce the time frame required to complete deliverables.
* Managed project to develop and implement IHC financial reconciliation and control reports.
* Worked with SQL queries to extract and validate data from databases.
* Create and track project plan using MS Project and ensure on-time and high quality deliverables to the client.
* Manage and routinely update regional and global defects to facilitate users with completing solutions for the Demand Valuation Financial Reconciliation implementation.
* Facilitated user acceptance testing and test strategies with reporting developers and testers.
* Managed accounting operations, accounting close, account reporting and reconciliations.
* Analyzed and identified Gaps and defined Project Scope in the product design and requirements.
* Analyzes external financial statements results and projections to provide visibility of financial performance to internal/external stakeholders.

**State Street, Boston, MA Nov 2014 – July 2016**

**Business Analyst/ Data Analyst**

This project involved a rewrite of Property & Casualty / Life insurance web application within Personal and Commercial lines for Hanover Insurance. This new enhanced integrated application handles all modules such as Quote Treaty, Annuities, Risk Management, Policy underwriting, Premium Rating, Claims Management and financial Administration with full workflow management functionality like assigning tasks, escalations for underwriter, pricing and other functional experts.

**Responsibilities:**

* Performed requirements gathering, elicitation and documentation of business and functional specifications.
* Delivered and maintained extensive documentation for future extendibility of the system
* Worked on Commercial Lines Property and Casualty Insurance including both policy and claim processing and reinsurance. Worked on UAT testing and took signoff from the Commercial line of Property & Casualty business users.
* Involvement in Preparation of Test Procedures, Test Scenarios, Cases and Test Data.
* Preparing of Business Requirement Document by means of client interviews. Involved in Inception Phase and prepared Logical Data Models that contains set of diagrams and BRD’s (Business Requirement Documents) supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business requirements.
* Worked closely with business units to develop a Business Requirement Document (BRD). Involved in all phases of the Software Development Life Cycle (SDLC) and acted as the main liaison between corporate business managers and IT division.
* Gathered and documented business requirements through focus groups, surveys, interviews, and JAD sessions in order to describe the business needs in terms of the main deliverables.
* Facilitated meetings with Subject Matter Experts (SMEs) to create the process requirements, process improvements and to proper explain the development team the flow of future data modules.
* Implemented power BI for data visualization.
* Involved in working with the data analyst in data modelling in conceptual and physical modes.
* Prepared Business Process Workflow models and process diagrams depicting how business processes are accomplished.
* Conducted various in-person session with both the business and the IT teams.
* Developed reports, mostly parameterized reports using SSRS.
* Combine multiple datasets using SSIS, SSRS
* Used case diagrams (using Rational Rose & UML) and followed Agile at every stage of the process.
* Framing of detailed agenda for JAD, facilitating JAD sessions, taking aggressive efforts towards completion and finalization of documentation towards the end of JAD sessions.
* Worked with the quality assurance team and identifying the requirements to provide a better quality for the business user.
* Created Activity Diagram, detailed Data Flow Diagrams, Use Cases, Flow charts.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance Testing.
* Created and evaluated the performance measures and reports.
* Provided clear and concise documentation regarding requirements management plans, functional requirements, supplemental requirements, test plans and test cases.
* Executed test scripts in different cycles to get the perfection and logged defects in defect tab of Quality center.
* Worked in liaison with the reporting team by documenting the KPI and field mapping.

**Virtusa (P&C), India June 2012 – Oct 2014**

**Role: Business Analyst**

TD Bank or Toronto Dominion Bank is a leading commercial and retail banking services provider. The scope of the project "Online Banking Enhancements (OLBE)" was to redesign and enrich the Online Retail Banking Portal, Improve User Experience and provide a robust Online banking solution that incorporates enhanced features like Customizable Alerts, and Online Bill payments.

**Responsibilities:**

* Functioned as a liaison between the business line, operations, and the technical areas throughout the project life cycle.
* Generating daily and monthly user reports for financial reconciliation and reporting. Devise user acceptance test plan and test scripts, perform testing, and present results to project sponsors.
* Work with Commercial Business to construct ad-hoc pricing procedures for hybrid term loans and other structured financing products.
* Created and maintained User Stories by interviewing the business users to communicate the requirements to development and testing teams.
* Consulted the business users and SMEs to create Product Backlogs to prioritize features and subsequently created Sprint Backlogs.
* Developed Cascading Reports for Employee Reports, Ad-hoc Reports using Report Builder, SQL server Reporting Services (SSRS).
* Participated in daily stand-ups, Sprint planning and Sprint retrospective meetings.
* Developed and managed all systems assurance and financial reconciliation monitoring tools and processes.
* Created and evaluated the performance measures and reports.
* Performed GAP analysis by creating AS-IS and TO-BE documents to identify the potentials of the improved system.
* preparation of account reconciliations in Assurenet GL, generation of international payments, and completion of financial schedules.
* Created and maintained Requirements Traceability Matrix (RTM) to trace technical requirements to their business requirements and the test case requirements to their functional requirements.
* Co-authored detailed Business Requirements Document (BRD), Business Requirements Specifications (BRS) and Functional Requirements Document (FRD).
* Provided As-Is and To-Be flow diagrams for different phases of the project.
* Used Reporting Services (SSRS) to schedule reports to be generated on predetermined time.
* Analyzes external financial statements results and projections to provide visibility of financial performance to internal/external stakeholders,
* Monitored, maintained and supported users of the AssureNET GL and developed KPIs to assist management in monitoring efficiency of AssureNET GL.
* Organized JAD sessions, personal interviews and surveys in the process of collecting requirements including that of G.M.'s and other higher management.
* Designed the business requirement collection approach based on the project scope and SDLC Methodology.

Education

Bachelor’s In computer science engineering – CMR institute of technology, Kandlakoya

Master’s In Digital Sciences – Kent State University, Kent , OH