Contacts Summary

* Seasoned Business/Systems Analyst with Several years of experience in Business, Data analysis/modeling, business requirements gathering, database design and development of Web Based, and Client/Server applications, Data Warehousing concepts and web design and development.
* Good Business Knowledge in Health Insurance, Life insurance and retirement services (401k, 403b, IRA).
* Expertise in managing Technical Product Managers, Information Architects, UX Designers, Mid-Tier Dev, UI Dev, QA Analysts and other BA’s) on the web redesign of a post-trade matching and settlement application.
* Proficient in using Pivot Tables for analysing a large data. Productive and creative in using Microsoft Excel and Power BI for Business and reporting.
* Supported Project Management and team in execution of the Agile System Development Methodology.
* Worked closely with various levels of users, from external customers to internal marketing and operations units to help ensure that systems meet user needs.
* Worked within Medicaid System to support company compliance with the rules and regulations of the programs, also involved within the Medicaid management information system to review reports as well as research, interpret and analyse data related to Medicaid system.
* Performed in an analyst role, planning the activities required to implement large-scale open systems business development.
* Excellent working knowledge in Software development methodologies such as Agile, Waterfall.
* Created Use Case, activity, logical, component and deployment views with rational tools to extract business process flows and workflows thereby helping development and quality assurance teams in understanding the requirements.
* Worked on ETL (Extract, Transform and Load) of data into a data ware house/date mart and Business Intelligence (BI) tools like Business Objects Modules (Reporter, Supervisor, Designer, and Web Intelligence, WEBI reports and Domains - Security, Universe, Document etc.).
* Determined the project tasks schedules and resource needs for full cycle development and Worked closely with the development group and lead analysts to help ensure that the project is on track and on time
* Prepared work-plans and project status reports.
* Identified testing requirements based on business and technical specifications and Worked with management and business groups in developing test plans
* Provided logical and innovative solutions to complex problems
* Identifying options for potential solutions and assessing them for both technical and business suitability.
* Supported Business units with system operations, maintenance including defining option to address defects, defining enhancement requirements and assisting with unit, user acceptance and regression testing processes.
* Excellent service skills and the ability to successfully and consistently satisfy client expectations when working in a solution center Environment.



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Technical Skills

**SDLC Methodology: Water Fall, Agile**

**Agile Tools: Jira, Rally, VersionOne**

**Quality Tools: HP ALM, Mercury**

**Guidewire skills: Guidewire Claim Center**

**Reporting Tools: Crystal Reports**

**Databases: MS SQL, Teradata, DB2**

**DW Tool: Informatica**

**DQ Tool: Data Flux 2.3 (DMS)**

**Languages: C, C++, MS SQL**

Education

**MBA-International Business**

Schiller International University

Largo, Florida -Dec 2008

**PGDBM- Finance & Insurance**

Sister Nivedita College of

Professional Studies

Hyderabad, India- June 2004

**Bachelor of Commerce & Accounting**

Andhra University

Vishakhapatnam, India- May 2002

Achievements



**Agile Product Owner Trained & Certified**



**Extra Miler Award Winner- Dec 2013**



**Best Intern Award- Dec 2008**

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**Best Intern Award- May 2004**

Experience

**Healthfirst Inc., Nov 2021-Till Date**

**Business Analyst**

Digital Provider Atlas (DPA) is the team that supports the needs of Provider Data Management. In Healthfirst Organization, Provider Data Management (PDM) uses several tools like Pega, PLM, Orderly, etc. Atlas is new robust tool that the DPA team is building to support the services and procedures to enable healthcare organizations to gather, aggregate and manage the comprehensive information about the Providers who supply services. The Atlas is a tool that supports hospitals and Provider system track and manage the Provider Information. It will effectively manage the Payer’s End-to-End Provider onboarding time, reduce operational inefficiencies and improve the quality of Provider data while enabling the value-based collaborations.

**Responsibilities:**

* Conducted business analysis, acted as a liaison between project manager, business users & IT team.
* Written User Stories and acceptance criteria to communicate the needs of the business and customers.
* Managed well with the product dashboard and Communications to internal teams.
* Coordinated with Product Manager to understand the features and changes in Product requirements and supported the release planning and sprint planning activities.
* Collected and evaluated business requirements, functional specifications, project schedules, documentation and test plans.
* Identified appropriate ETL solutions to address specific business requirements and data challenges
* Ensured Data used in the system is accurate, consistent and reliable.
* Collaborated with Stakeholders to understand business requirements and define data quality standards.
* Thoroughly worked on data integration process that impacts the quality and availability of data used for analysis.
* Worked closely with ETL development team to ensure the integrated data meets the analytical and reporting needs of end users.
* Created Mapping Documents, Report Mock-ups and modified existing report mock-ups and finalized for development.
* Helped Scum Master to maintain continuous velocity stream and ensured quality and eliminated escaped defects.
* Worked with the testing team to create the testing scenarios, Queries and helped them to understand the logic.
* Prepared Business Context Diagram, Use Case diagrams and corresponding Activity Diagrams using MS Visio to depict the workflows to be incorporated into the development of Pega Business Process Management (BPM) tool.
* Actively worked on Process Improvements.
* Identified options for potential solutions and assessing them for both technical and business fitness.
* Worked closely with various levels of users, from external customers to internal marketing and operations units to help ensure that systems meet user needs.

**Environment:** Microsoft Office 365 Professional (Outlook, Word, Excel, Visio, Access, etc.), Microsoft

SharePoint 2010, MS Visio, Microsoft SQL Server, ServiceNow, Informatica, VersionOne, Pega (Version8.8)

**AIG Farmington, CT April 2018- Nov 2021**

**Business Analyst**

The Current Infrastructure is based on Windows 2003 Servers, which is outdated and unsupported. Through this transition, we will be mitigating security and stability risk, avoiding costly extended support agreements and making transition to “Connext” a better, more modern overall over all user experience.

The Goal is to establish parity with eStation within Connect (either by reusing or creating components and data sources) so that eStation can be decommissioned. The Objective is to transition all fields’ users by October 2108 and fully decommission eStation by year end 2018.

**Responsibilities:**

* Created detailed process flows for claims and billing, mapping them to Guidewire's functionalities for efficient processing.
* Conducted business analysis, acted as a liaison between project manager, business users & IT team, and used MS Office for the documentation.
* Assisted with the integration of Guidewire with the existing billing and claims systems for a smooth transition, ensuring minimal disruption during the migration
* Prepared documents such as business requirements document (BRD), systems requirements specification (SRS), high level design documents (HLDD), and traceability mapping / matrix with the assistance from the business group, and the IT team members.
* Worked on gathering and documenting requirements for Guidewire product implementation, focusing on Claims, Billing, and Policy modules.
* Conducted gap analysis on Business, System, Data requirements.
* Worked cross-functionally to ensure UI design guidelines and best practices are followed and the design and performance can be achieved despite the technical constraints associated with applications requiring interactions around large amounts of data
* Facilitated JAD sessions with SMEs and business analysts from other feeder systems for a detailed analysis and a better understanding of impact of various projects on each other.
* Worked with testing team to create the testing scenarios, Queries and helping them to understand the logic.
* Provided recommendations for improving testing approaches, processes and procedures
* Actively worked on Process Improvements.

**Environment:** Guidewire, Microsoft Office 2010 Professional (Outlook, Word, Excel, Visio, Access, etc.), ServiceNow, Microsoft SQL Server, Informatica, HP ALM.

**Cigna Health Insurance, Bloomfield, CT Feb 2016- April 2018**

**Product Owner/Business Analyst**

The Goal of Integrated Specialty Pharmacy (INSRx) project is to provide guided analytics to the Enhanced Specialty Care Option Program leadership and other Pharmacy Leadership team members that will help gauge the success of the INSRx Program through improved savings. In addition, there will be redirection outcomes reporting which will enable leadership teams to identify the efficiency in site of care selection at the time of Prior Authorization rather than retrospectively. There is also a need for new outreach and savings opportunity analysis based on additional Prior Authorization and Claim data available.

**Responsibilities:**

* Conducted business analysis, acted as a liaison between project manager, business users, & IT team.
* Written User Stories and acceptance criteria to communicate the needs of the business and customers.
* Developed Strategy and direction for the Project and set long and short-term goals.
* Gathered, Prioritized and managed product requirements.
* Worked with the development team on daily basis to answer questions and make decisions.
* Conducted Sprint Planning, Backlog Refinement (Grooming), Sprint Demo, Sprint Retrospective.
* Lead the scrum team in Program Incremental (PI) Planning and Prioritized User Stories per business needs.
* Managed well with the product dashboard and Communications to internal teams.
* Coordinated with Product Manager to understand the features and changes in Product requirements and supported the release planning and sprint planning activities.
* Collected and evaluated business requirements, functional specifications, project schedules, documentation and test plans.
* Created Mapping Documents, Report Mock-ups and modified existing report mock-ups and finalized for development.
* Prepared Business Context Diagram, Use Case diagrams and corresponding Activity Diagrams.
* Helped Scum Master to maintain continuous velocity stream and ensured quality and eliminated escaped defects.
* Worked with the testing team to create the testing scenarios, Queries and helped them to understand the logic.
* Actively worked on Process Improvements.

**Environment:** Microsoft Office 2010 Professional (Outlook, Word, Excel, Visio, Access, etc.), Microsoft

SharePoint 2010, MS Visio, ServiceNow, Microsoft SQL Server, Rally, Teradata(V5.3.3), Toad (3.8), Tableau (9.0), HP ALM

**TriZetto Corporation, Denver, CO** **Aug 2013 – Dec 2015**

**Lead Business Systems analyst**

TriZetto delivers world-class, healthcare IT solutions that enable healthcare organizations to work more efficiently and collaboratively to deliver better health. TriZetto solutions help health plans and TPAs increase administrative efficiency, improve the cost and quality of care, and succeed in the retail healthcare market. TriZetto solutions help physicians and health systems simplify business processes and

execute strategies for population health management, accountable care, and value-based initiatives. TriZetto’s healthcare expertise, innovative solutions and comprehensive services help simplify healthcare for everyone.

**Responsibilities:**

* Gathered, analyzed, documented business and technical requirements from both formal and informal sessions and validated the needs of the business stakeholders.
* Facilitated JAD sessions with SMEs and business analysts from other feeder systems for a detailed analysis and a better understanding of impact of various projects on each other.
* Extensively worked on Facets Modules such as Membership, Claims processing, Eligibility and Capitation.
* Worked on user interface design processes, standards, and best practices for web distributed applications.
* Extensively interacted with the stakeholders and the IT Department in finalizing the requirements according to the Compliances/Regulations and HIPAA Regulations.
* Created Mapping Documents, Report Mock-ups and modified existing report mock-ups and finalized for development.
* Acted as a mentor and provided coaching and guidance to Stage-I and Stage-II SAs on work related issues.
* Supported major projects involving configuration changes to Facets (4.8V-5.01V)
* Worked on ensuring the configured TriZetto products and services are functioning as expected and will meet end user requirements.
* Participated in interdepartmental workgroup sessions designed to facilitate effective solutions to ongoing systematic transaction processing problems.
* Created job aids such as; training materials and workflows for configuration and related tasks.
* Demonstrated good judgement in defining methods & techniques for obtaining solutions and worked on advanced problems of diverse scope and complexity where analysis of situation and data requires a review of a variety of factors.
* Worked with testing team to create the testing scenarios, Queries and helping them to understand the logic.
* Provided recommendations for improving testing approaches, processes and procedures
* Acted as a peer leader for the testing efforts of Facets and QNXT configured solutions for projects

**Environment:** HL7, HP Quality Center, MS Project Plan, MS Visio, Microsoft SQL Server, Oracle 10g, MS Office Suite, DB2, SharePoint 2010, Facets, QNXT (Version 5.1).

**State Farm Insurance, Bloomington, IL Aug 2012- Jul 2013**

**Lead Business Analyst**

State Farm Insurance is a group of insurance and financial services companies in the United States. The company also has operations in Canada. The group's main business is State Farm Mutual Automobile Insurance Company, a mutual insurance firm that also owns the other State Farm companies. The corporate headquarters are in Bloomington, Illinois. State Farm is ranked 37th in the 2012 Fortune 500, which lists American companies by revenue.

**Responsibilities:**

* Interacting with the stakeholders to get a better understanding of client business processes and gather business requirements.
* Created detailed process flows for claims and billing, mapping them to Guidewire's functionalities for efficient processing.
* Worked on Guidewire Claims System, Claims Data Flow.
* Gathered and documented detailed business requirements for Guidewire Claims and Billing Center configuration, focusing on claims workflows, policy data, and billing integration.
* Worked on Claims Downstream processing, statistical reporting.
* Performed data analysis to identify root cause for potential problems.
* Worked closely with the development team to ensure seamless integration between Guidewire ClaimCenter and other legacy systems.
* Worked cross-functionally to ensure UI design guidelines and best practices are followed and the design and performance can be achieved despite the technical constraints associated with applications requiring interactions around large amounts of data.
* Identified Use cases from the requirements and wrote Use Case Specifications
* Worked with developers and designers of BPM System to make sure development understands business process and detailed technical requirements.
* Designed Data Flow Diagrams (DFD’s), Entity Relationship Diagrams (ERD’s), and web page mock ups using modeling tools.
* Planned and documented procedures for data processing and prepared data flow modeling for the application.
* Utilize SharePoint Designer to build workflows and processes. Work with development team for back end custom code, etc.
* Worked closely with ETL development team to ensure the integrated data meets the analytical and reporting needs of end users.
* Developed detailed Test plan, Test Cases, Test scripts for testing the functionality, GUI and security testing.

**Environment:** Quality Center, Guidewire, MS Visio, Microsoft SQL Server, SSMS, SSIS, TSQL, Oracle 10g, MS Office Suite, Java, J2EE, VB.Net, Oracle.

**Blue Cross Blue Shield, Jacksonville, FL Jan 2011 – Jun 2012**

**Systems Analyst**

Blue Cross and Blue Shield of Florida is now Florida Blue. Florida Blue, Florida Blue Cross and Blue Shield Company is a leader in Florida’s health industry. Since 1944 they have been continuously developing better solutions to promote more affordable health care across the state. Their mission is to help people and communities achieve better health. Helping people in their pursuit of health reflects Florida’s Blue’s commitment to ensure affordable plans and provide personal support for health and wellness and building strong communities that enable health and wellness for all. The two companies consolidated in 1980 to form Blue Cross and Blue Shield of Florida, Inc., which was renamed Florida Blue as of April 2012.

**Responsibilities:**

* Conducted business analysis, acted as a liaison between project manager, business users & IT team, and used MS Office for the documentation.
* Prepared documents for business requirements document (BRD), systems requirements specification (SRS), high level design documents (HLDD), and traceability mapping / matrix with the assistance from the business group, and the IT team members.
* Prepared Business Context Diagram, Use Case diagrams and corresponding Activity Diagrams using Rational Rose to depict the workflows to be incorporated into the development of Pega Business Process Management (BPM) tool.
* Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.
* Worked on Diamond Claim processing system to process the claims such as Professional, Institutional, Capitation.
* Acted as a SME for key business functions within BCBS product Family.
* Monitored and resolved all customer invoice data issues and coordinate with various vendors and manage all previous balance.
* Identified the scope of business needs and metrics that will drive revenue, growth, determined customer profitability, increase productivity and improve efficiency.
* Held responsible for user training and change management business activities for implementation readiness.
* Designed and developed Use Cases using UML and Business Process Modeling. Applied Unified Modeling Language (UML) methodologies to design Use Case Diagrams, Activity Diagrams and Sequence Diagrams in Rational Rose.
* Provided direction on key requirements for test plans.

**Environment:** Microsoft Office 2010 Professional (Outlook, Word, Excel, Visio, Access, etc.), Microsoft

SharePoint 2010, UML, db2, HL7, Mercury Test Director, MS Project Plan, MS Visio, MS SQL, .NET, Clear Case.

**Lincoln Financial Group, Greensboro NC Mar 2007– Nov 2010**

**Business Analyst**

The project was about consolidating their web instances into one. End goal was to have a single point of entry vs. multiple points. They were creating business functionality for larger enterprise systems. The Enterprise systems deals with registration and populate into one back end system. The system will edit profiles and deal with functionality. 401(K) Defined Contribution (DC) is their employer market division that deals with employer pushing out product to the end client.

**Responsibilities:**

* Provided expertise in strategic planning, business process modeling, business process analysis, object-oriented analysis & design, use case modeling, use case analysis, component-based development, and quality assurance. Followed top down, levelled technique for building Business Process Models.
* Implemented an integrated Agile solution with complete line of traceability for all the artifacts of web development project. Created User Stories for all the existing user roles.
* Prepared business and functional requirements including 401(k) and 403 (b) data flows, developed Use Cases, Wireframes, Process Flows, Data Modelling and Flow Diagrams and documented System Specifications.
* Designed a module to rollover member refunds to qualified retirement plans such as 401(k), 403 (b), IRA.
* Used Quality Center to look up defects and issues raised by testing activities.
* Worked with the UI team to create the User Interface screenshots to be presented to the Business.
* Performed Gap analysis for the modules in production, conducted feasibility study and performed impact analysis for proposed enhancements.
* Provided key input in working with System’s architect to baseline System Performance, identified expected Bottlenecks and set Load and Stress Targets.
* Performed in an analyst role, planning the activities required to implement large-scale open systems business development
* Coordinated with project management and the development group for review and approval of written specifications

**Environment:** Microsoft SQL Server, TSQL, Oracle 10g, MS Office Suite, Java, J2EE, VB.Net, Oracle.