**Avinash R Saikrishna@meridiansoft.com**

**Sr. Business Systems Analyst 380-388-3683**

**EXPERIENCE SUMMARY**

Passionate Business Analyst with 10 years of experience in analyzing business system requirements. Performed research, designed and implemented multiple levels of user requirements and gaining user satisfaction with innovative, action-oriented and data-driven IT products. Has solid experience in dealing with business needs that includes new product launches, process optimization, KPIs improvement, and new business feature enhancements. Has broad experience in different domains like Ecommerce, Healthcare, and Hospitality. Top key expertise areas are solutions hypothesis, defining scope, prioritization, orientation, testing, implementation, and training.

**TECHNICAL SKILLS**

**SDLC Processes:** Agile Scrum, Agile SAFe, Waterfall

**Programming Languages:** HTML, CSS, JAVA, SQL, DWL, REST/SOAP Web Services

**Analytical:** GAP Analysis, System Impact Analysis, Opportunity Analysis, Business Rule Analysis and Development

DMS Tools: MS Office, Confluence wiki, SharePoint, Miro, MS Visio, draw.io and Product Plan

**Testing Tools:**  HP QC, Postman, SOAP UI, HP LoadRunner

**Database:** Oracle, Teradata, Azure data lake, AWS S3, SQL Server, MySQL, DB2, PostgreSQL

**Documentation**: Requirement elicitation and its management, data dictionary, user stories, product backlog, functional & technical specs, test scenarios, and traceability matrices

**Project Management Tools:** HP ALM, ServiceNow, Jira, Agile Craft, Azure DevOps Boards, MS Project, Kanban

**Software/Tools:** SQL, Eclipse, Anypoint platform, Jenkins, AWS code commit, GitHub, MuleSoft ESB, Salesforce, IntelliJ

**ETL & Reporting Tools:** Informatica, Tableau, Power BI

**OS/Environments:** Windows, IOS, Linux

**EDUCATION**

**JNTU - Hyderabad, INDIA, 2013**

Bachelor of Technology, Major: Computer Science

**Wilmington University – DE, 2016**

Master of Science Technology, Major: Information Systems

**EXPERIENCE DETAILS**

**Medtronic, Northridge**, CA **05/22 – Present**

**Sr. Business Systems Analyst**

**Responsibilities:**

* Performed**requirements elicitation** by researching and understanding stakeholders' business needs using a variety of analysis techniques. Converted these needs into verified and validated functional and non-functional requirements for development.
* Created and maintained various **software development artifacts**, including context diagrams, textual use cases, swim lane diagrams, report specifications, wireframes, user interface specifications, and non-functional requirements specifications
* Lead business analysis efforts for large-scale software development projects, specializing in data governance and digital transformation initiatives.
* Utilize **Jira** and **Confluence** to document and manage functional and non-functional requirements, ensuring full traceability from requirements through to testing and defect resolution.
* Implement and manage **Salesforce Marketing Cloud** solutions, including email marketing, customer journey management, and analytics, to enhance customer engagement and drive marketing effectiveness.
* Facilitated requirement workshops, Joint Application Design (JAD) sessions, and structured walkthroughs. Utilized effective communication techniques to ensure that requirements were understood, conveyed, and met.
* Manage test cases, defects, and requirement traceability using **HP ALM** to ensure quality and compliance across the software development lifecycle.
* Perform **gap analysis** on business processes and identify areas for automation, improving operational efficiency by 20%.
* Collaborate with product managers, development teams, and QA to prioritize the product backlog, manage sprint releases, and mitigate risks.
* Develop detailed **business process models** and **workflow diagrams**, supporting cross-functional teams in implementing system enhancements.
* Ensure project deliverables align with business objectives, generating **data-driven reports** and **dashboards** for executive stakeholders using Power BI.
* Assess production support issues, conducting root cause analysis and documenting required system or data corrections. Collaborate with the technical team to implement corrective actions.
* Collaborated with project managers and cross-functional teams to ensure timely delivery of projects. Monitored project progress, adjusted schedules, and managed competing deadlines effectively.
* Collaborated with IT teams to design and implement digital solutions, including websites, patient facing mobile applications, and cloud platforms.
* Worked with cross-functional teams to implement recommended changes and achieve regulatory compliance.
* Worked with in all phases of **AgileSDLC** and closely with the team to understand new business and technical potential.
* Collected and conducted quantitative analysis data of data center operations and infrastructure.
* Prepared the Business Workflow using MS Visio with input, output, and pre-and post-conditions.
* methodologies, including functional, regression, and UAT, to ensure software quality.
* Developed roadmaps for the organization’s products related to medical device information and interactions with patient notification; also automated the smart insulin pen data collection process.
* Facilitated UAT sessions with end-users to validate system functionality and ensure alignment with business needs.
* Collaborated with development and QA teams to prioritize and address identified issues.
* Developed test cases, scenarios, and scripts for UAT based on business requirements.
* Conducted post-implementation reviews to assess project success and identify areas for improvement.
* Partnered with business stakeholders to understand the strategic objectives and align **microservices-based solutions** with business processes and requirements.
* Worked closely with product owners and development teams to create **BDD scenarios** in Gherkin format, clearly outlining business logic and acceptance criteria for each microservice.
* Supported the design and execution of automated tests using **Test-Driven Development (TDD)** and **BDD**, ensuring the quality and reliability of deployed services.
* Developed test plans and test cases, managed defects with development teams, and coordinated User Acceptance Testing (UAT) with end-users.
* Created data mapping document for our existing system and to-be system. And participated in data analysis for verification purposes.
* Provided **SDLC** Methodology for developing HIPAA EDI applications used by hospitals to completely automate payment posting for **Medicare**, **Medicaid**, and commercial payers' electronic payments files.
* Worked with the solution architect to understand the existing data model and modify the data model to accommodate the required changes.

**Hertz Corporation, Estero, FL 05/19 – 05/22**

**Sr. Business Systems Analyst**
**Responsibilities:**

* Conducted thorough **requirements elicitation** to gather and document stakeholders' business needs. Converted these needs into functional and non-functional requirements for development, ensuring alignment with business objectives.
* Managed requirements throughout the Requirements Management Lifecycle, including the creation and execution of a Requirements Management Plan, Requirements Traceability, establishing requirements baselines, and managing requirements change control.
* Working directly with Market Access function to understand specific business needs. Collect complete and accurate requirements by means of interviews, workflow analyses, facilitated discussion to deliver data or technology solutions.
* Working on Access and Reimbursement business processes and gaps, identify demand and responsible for defining solutions to address business demand.
* Worked with Scrum teams that worked with product management to identify which redaction product they should integrate with and then to develop a prototype of that product integrated into the current think client application.
* Hands on experience in working closely with Process SMEs to prepare Process Definition Document (PDD) & Solution Design Document (SDD) and educated SMEs to work with Bots in production.
* Conducted research into application development issues and products, providing insights that guided project direction and decision-making.
* Develop and execute marketing automation strategies using **Salesforce Marketing Cloud**, optimizing campaign performance and enhancing lead generation.
* Supported multiple business processes, assisting in business process redesign and documenting new workflows and procedures.
* Utilized **BDD** to define clear user stories and acceptance criteria, ensuring alignment between business goals and the technical architecture of microservices.
* Analyzed business and industry data, including KPIs and financial reports, using data analytics tools to provide actionable insights and drive process improvements.
* Developed detailed functional specifications and managed changes throughout the project lifecycle, maintaining clear communication with all stakeholders.
* Integrated multiple data sources into a single dashboard, allowing stakeholders to view real-time compliance data and make informed decisions.
* Manage test cases, defects, and requirement traceability using **HP ALM** to ensure quality and compliance across the software development lifecycle.
* Worked within **mainframe environments**, **SQL**, **Salesforce environments**, and **J2EE development environments**. Collaborated with developers to optimize system performance and support business needs.
* Supported the Product Owner in managing the product backlog, organizing user stories into themes, and documenting dependencies across modules.
* Collaborated in the production of JavaScript, react.js, node.js, mongo-db, REST, XML, JSON, DataPower, Web services, python, Java, and J2EE based network security management tools.
* Performed data mapping and analysis with standard statistical methods, data profiling and data quality techniques and interpreting the results to SME’s.
* Managed and organized the product and sprint backlogs, working with Scrum Masters to prioritize features based on business value and technical feasibility.
* Collaborated with developers to create DevOps CI/CD automation pipeline ecosystem using source code, SDKs, and REST APIs prepared for AWS EC2 instances in Gov Cloud.
* Lead cross-functional initiatives to establish data governance practices and MDM strategies that improve overall data quality.
* Collaborated with cross-functional teams to adapt current integration processes, ensuring seamless incorporation of changes in source systems and alignment with new business user requirements.
* Partnered closely with technical and quality assurance resources throughout the project lifecycle to ensure that requirements were accurately implemented and tested according to the defined acceptance criteria.
* Assisted Product Owners in UAT planning and execution, integrating it with QA test planning when necessary to streamline the testing process and ensure comprehensive coverage.
* Collaborated with UI/UX, API and System teams to support development initiatives and created and managed REST API documentations in Confluence.
* Working in software integration testing and web services API testing using SOAP UI. Worked with QA team in creating a test suit, test cases, test file and test definition.
* Map datasets from XML input files for all Benefit Language display, Care Gaps data from HEDIS Rules Engine, data load from EOD. prior to UI consumption to ensure data integrity & quality.

**Cardinal Health, Dublin, Ohio 03/18 – 04/19**

**Business systems analyst**

**Responsibilities:**

* Collaboratewithscrummasters,technicalleads,productowners,projectmanagers,andthirdpartiesto groombacklogandplansprints.
* Attend and facilitate the various Scrum ceremonies to keep the team in alignment with Product andSolutionRoadmap.
* AgileTechnicalProductOwner role ongeographicallydistributedscrum/Kanbandelivery teams.
* ExecuteSQLQueries,Storedprocedures,functions,packages,tables,views,triggersusing OracleSQL Developer, MSSQL Server foradhoctasksandHadoop Impala,Hivefor DataLake(Azure).
* Created and maintained the solution vision, roadmap, and backlog of work through the project'slife cycle.
* DefineScrumTeam’sbacklog, plan iterations, participateinPI Planningceremonyandcontribute to
* Regularly demonstrate the Scrum Team’s sprint incremental development during the System Demothat occurs every two weeks with the stakeholders and the business members in the Agile ReleaseTrain (ART).
* Excellentcompetencyin project management tools(JIRA,Confluence, etc.)
* Provenabilitytohandlecompetingdemandsandmultiple, changingdeadlines.
* Used regular expressions, text parsing, and data mining techniques to search for defined datapatterns withinmillions ofclaim lines and within unstructuredrawclaims data from multiplebusinesses.
* Handsonexperiencein GlobalDataFormats (GDFs), CommonDataStructure/Format(CDS/CDF)in DataLake(Azure–Hadoop)tostructure datafrommultiple schemas/entities/businesses.
* FamiliarwithMasterDataManagement,EntityResolutionprocessesinhealthcareentities’datalikeMember, Coverage, Providers,Clearinghouses, Claims,encounters,Longterm care etc.
* Experience inWaterfall,Agile Scrum &KanbanSDLCmethodologies.
* Responsible for creating ETL/metadata documents for Business users to document the mapping / lineage of transactional and reference data elements using MS Excel.
* Utilized **Jama Software** to manage functional requirements, ensuring alignment with business objectives and full traceability through to project completion.
* Created **test plans**, managed **test case execution**, and tracked defects using **HP ALM**, ensuring high-quality software releases.
* ActasastrongliaisonbetweenProductManagement,ProductOwners,anddevelopmenttoensureatransparentandproductive workflow environment.
* Assisted in developing strategic plans to improve STARS ratings by analyzing key performance areas and identifying improvement opportunities.
* Managed HEDIS data collection and validation for health plan quality reporting, ensuring compliance with CMS and NCQA guidelines.
* Drive the developmentofandcontinuedimprovements to theautomationframework(s).
* Maintain/updatesystemdataflowchart,HeatMaps,TreeMaps,Visiodocuments,andsystemdocumentations.
* Used DDL,DML andDCL commandsinImpala, OracleSQLdeveloper,MSSQLServer etc.
* Createdmockup diagramsusing MSVISIOandprovidedthescreen shots replicatingthe changestotheUserInterface (UI)as pertherequirements.
* Reviewallthesystemsdesignbyassuringadherencetodefinedrequirements,decomposefeaturestouser stories, clearlywritten acceptancecriteria, formallyacceptuser storiesetc.
* Product and project management skills including requirements elicitation, documentation, planningandtrackingprojectthroughtheentireproduct lifecycle.
* Excellentteamcollaborationskillsandeffectivecommunicationwithinternalandexternalbusinessandtechnical stakeholders.

**Environment**:PL SQL, TIBCO Spotfire, Data bricks, Python, Power BI, ETL, SharePoint, Salesforce, database, ActiveMQ 5.3, JSP, JSTL, XML, HTML, CSS, React.JS.

**Cambia Health, Portland, OR 02/17- 03/18**

**Senior Business Analyst**

**Responsibilities:**

* Recommended changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA (4010A1) / EDI formats and accredited standards like ANSI. Worked on various modules of MMIS.
* Facilitate all agile ceremonies including daily stand-ups, weekly grooming, retrospective, and review and planning session.
* Drive weekly backlog grooming sessions with the team, ensuring work items are estimated and ready-for-work per the Product Owners priorities.
* Used SQL for querying and analysis purposes on various source tables and conditions applied and Wrote SQL joins, sub queries.
* Assessed the current system documentation for the Clinical Research Collaborations CRC System and provide recommendations for consolidating and updating the existing system documentation.
* Experience with **HEDIS Healthcare Effectiveness Data and Information Set**for benchmarking managed care effectiveness and evaluating provider payer relationships.
* Used multiple data sources by blending data on a single worksheet in Tableau Desktop
* Generated numerous Business Requirement Documents & Functional requirements specification documents, Use cases, system flow and workflow diagrams.
* Provide technical support for routine security related issues.
* Ensured compliance on all submissions in preparation of clinical data to regulatory documentation for the biological licensing.
* Produce and explore requirements in collaboration with product owner, scrum master and project manager at the level of detail required for Sprints
* Used SQL Server Reporting Services SSRS to schedule reports to be generated on predetermined time.
* Active involvement in ETL design for data integration and master data management.
* Expertise in performing Bug and Defect management using bug-tracking tools like JIRA and HP QC/ALM.
* Implemented process using EDI X12 270 / 271 verifying enrollment for all sub-contractors increasing enrollment accuracy up to 99%.
* Strong knowledge of managed care payer requirements and procedures.
* Maintained the quality of data analysis, researched output and reporting, and ensured that all deliverables met specified requirements.
* Utilized advance features of Tableau software like to link data from different connections together on one dashboard and to filter data in multiple views at once.
* Utilized JIRA to develop and track agile epics, stories and tasks.
* Mentor developers on how things work in the business domain and represent the Product Owner in Scrums
* Involved in EDI X12 process transactions tracking and reporting.
* Facilitating daily scrum meetings, enforcing time-boxes and responding to the impediments, tracking baseline, sprint planning and sprint retrospective.
* Conducted configuration and maintenance of EDI X12 formats related to Medicare, Medicaid Diversion and Commercial Payors.
* Responsible for providing database solutions using MS Access/ SQL Server/ Oracle database.
* Experienced with Microsoft SharePoint 2010, Business Intelligence Analytics SQL Server Integration services SSIS, SQL Server Analysis services, Performance Point Services,
* Ensuring Product backlog is of manageable size, preparing Product Release Burndown charts
* Lead data analysis and reporting for HEDIS and STARS initiatives, ensuring timely and accurate submission of quality data to CMS and health plans.
* Perform in-depth analysis of healthcare data to identify trends, gaps in care, and opportunities for improvement in clinical and operational workflows.
* Collaborate with clinical teams to develop and implement strategies to improve STARS ratings and enhance quality measures.
* Create dashboards and reports to monitor key performance indicators (KPIs) related to HEDIS measures, member satisfaction, and care outcomes.

**Environment:** Agile,MS Visio, FACETS, EDI X12, HIPAA, ETL, Tableau, SQL, MS Office Suite, MS SharePoint, ETL, Informatica, JIRA.

**L Brands E-commerce, Columbus, OH 01/16 – 02/17**

**Business Analyst**

**Responsibilities:**

* Writing Features and user-stories for Rally after gathering, negotiating, and analyzing requirements from Business-Units, Clients or Vendors.
* Worked with vendor e-commerce tools helping construct and integrate in-house e-commerce applications with Business-to-business (B2B) and Business-to-consumer (B2C) sales of tangible goods.
* Participated in functional design sessions, creates, and executes SQL test scripts, and aids in the solution of data issues.
* Responsible for articulating and translating the product vision into feature(s) and tactics for the integration project and maintain liaison between business partners and IT teams to provide effective technical solutions leveraging Amazon Web services and Pivotal Cloud foundry services for E-Commerce applications and customer facing websites.
* Ensures delivery of scope, partners with delivery teams to ensure user stories are clear, removes barriers for team members and resolves open issues/questions quickly and efficiently. Collaborated with users and development team identifying possible solutions to cater to various user needs.
* Supports defining minimum viable product (MVP). Owns scrum team backlog and performing grooming, prioritization and refinement of Integration of Applications and Services with project management tools like Jira, Confluence and Wiki.
* Sets the quality standard for delivery. Develops test plans (user story acceptance criteria), accepts each story, and potentially features and participates in team demos and retrospectives to validate quality, provide feedback to team and improve team processes. Partners across functions as needed to coordinate delivery plans, testing, training, and support.
* Leads problem resolution as needed to ensure that internal and external customers receive efficient service and periodically support applications in Development, Test and Production environments.
* Product and project management skills including requirements elicitation, documentation, planning and tracking project through the entire product lifecycle.
* Created Physical Inventory process for retail stores, consisted of data integration and inventory processes with third party vendor.
* Mapped all retail customer-facing processes, including AS-IS/TO-BE, role definition, training docs.
* Determined project scope and engineering requirements, estimated schedules, tracked item completion, certified milestones, and maintained project documentation and corporate e-commerce web site Testing.
* Extensively used JIRA to record and maintain the artifacts such as Product backlogs, Sprint backlogs, user stories / Data stories, Impediment’s list, tasks, defects, and issue tracking using customized JQL.
* Generated reports using Tableau for understanding the trends as well as to analyze patterns as per regions and predicting probability of occurrence for a better data visualization as per the business requirements.
* Elicited requirements on Web Application, and types of Data sources and Reports from different Business Owners, Stakeholders,and development teams by facilitating Interviews, re-engineering and JAD session.
* Involved in ARI team investigation over 20 Abuse patterns and involved in-group designs and building the software systems, risk models and operational processes that minimize risk and build trust.
* Created and maintained various daily, weekly, monthly reports and ad-hoc reports, including gross activation, sales, upgrades, revenue, and data usage to identify trends in overall performance.
* Used Spring Framework and STS IDE in Java 6, 7 and 8 for development of restful authentication and authorization services and APIs.
* Work on extended authentication and identity management services utilizing RBAC in Spring framework.
* Serve as LISA service virtualization implementation project manager for large financial service agile web development projects. Utilize XML, JSON, REST, and Java.
* Published application programming interfaces (APIs) in a secure, scalable environment and Ensured consistency between multiple API implementations and versions.
* Work with/on DataPower, SSL, Web services, Performance tests, Selenium Builder, Automation, API specifications, ROI Metrics, SharePoint Development experience and certification.
* Experienced with front end and back-end solutions with various technology stacks.
* Identify Risks, Dependencies and mitigate or escalate them as needed.
* Identify configuration and seed data from requirements and get it implemented in various Env’s.
* Engage Business and Clients via prototype demos to ensure team is building right product and is aligned with overall platform strategy.
* Responsible for delivery of committed Objectives by the team and specify features for e-commerce self-service web site for ordering and configuration.

**Environment**: Waterfall, MS Visio, MS Office Suite, MS Access, SQL version, PL SQL, Teradata, Rational Rose, HP Quality Center, MS Project, MS Visio, MS Office (MS Excel, MS Word, MS PowerPoint), HTML, CSS, React.JS.

**Hydus Technologies, Hyderabad, INDIA 03/13to 12/14**

**Business Analyst**

**Responsibilities:**

* Assisted the project managers in developing project plan that included Project Schedules, Milestones tracking, and Meeting minutes using MS Project.
* Created Business Process Workflow diagrams of Current and Expected System, using MS Visio and makes sure that both business and technical teams understand the process.
* Elicited business requirements by conducting JAD sessions, Interviews, Focus Groups and Brain Storming sessions.
* Drafted and Managed Business Requirement Document (BRD) and Functional Requirement Specifications (FRS) in Share Point Enterprise 2016and led the Requirement Workshops where the specifications get converted into User Stories.
* Created and maintained Requirement Traceability Matrix (RTM) correlating the system requirements to functional- nonfunctional requirements and then to test cases.
* Worked closely with Data Analyst Team and assisted in assuring the integrity of the collected data.
* Requirements gathering from Subject Matter Experts, project stakeholders and Business users to obtain maximum details of requirements and involved in documenting Business Requirement Documents.
* Liaison between the Business needs (business users and sponsor) and the technical team (development and testing staff), ensuring technical solutions satisfied business requirements.
* Conducted JAD sessions involving the management, development, and user teams for clarifying requirements and facilitating better communication.
* Careful documentation of business requirements ensured that they are aligned with UI from the initial stage itself.
* Experience in Medicare advantage and dual advantage.
* Participated daily standup meetings with the Developers.
* Facilitated user interviews and workshops to gather requirements.
* Involved in GAP Analysis and Technical Feasibility study with the technical leads and other SMEs.
* Created process flow diagrams in MS Visio.
* Worked with other team members for requirement analysis and clarifications and recommending changes for the gaps identified.

**Environment**: Waterfall, MS Visio, MS Office Suite, MS Access, SQL version, PL SQL, Teradata, Rational Rose, HP Quality Center, MS Project, MS Visio, MS Office (MS Excel, MS Word, MS PowerPoint), HTML, CSS, React.JS.