**Yaseen**

Senior Business Systems Analyst | Tech-Savvy | API Integration | SQL | SDL Tridion | Monitoring (Splunk/Datadog)

* Experienced Senior Business Analyst / Systems Analyst with over 10 years of domain expertise in healthcare, retail, and banking. Strong background in system integration, business analysis, and digital transformation. Hands-on with APIs (REST, SOAP), XML, JSON, and data modeling. Adept at content management using SDL Tridion, SQL-based data analysis, and log monitoring using tools like Splunk and Datadog. Proven success working in Agile environments delivering robust enterprise solutions.
* Skilled in leading complex projects and applying SDLC methodologies like Agile, Scrum, and Waterfall. Proven success in business process management, modeling, and re-engineering.
* Extensive knowledge in healthcare technologies such as EHR implementation, payer systems, and Medicaid care programs, alongside a strong understanding of banking systems Known for delivering results, managing milestones, and ensuring project success across diverse industries.
* Proven success in translating complex business needs into functional solutions, applying insights from leading enterprise commerce platforms (Oracle Commerce / ATG, Commerce tools) to optimize digital experiences and complex data structures.
* Experience as a Business Analyst with expertise in Banking, Investment, Capital markets, Wealth Management, Asset Management, compliance, and regulations.
* Deep knowledge of regulatory compliance (HIPAA, HITECH, CMS, GDPR, CCPA), EDI transactions (837, 835, 270/271), ICD-9/ICD-10 coding, and Fraud Management Systems (FMS), with extensive experience in managing and optimizing healthcare and financial systems such as EHR, EMR, MMIS, TriZetto Facets, and Claims Management Systems.
* Experienced in designing and generation of Reports and Dashboards using Informatica Power Analyzer Data Analyzer and Business Objects.
* Experience in conducting JAD, JRD, Requirement Workshops, GAP , Impact , Cost-Benefit , Risk Analysis creating artifacts BRD, FRD, SDD, SRS; UML Modeling, created use cases, sequence, class, activity diagrams.
* Extensive experience in SDLC lifecycle, Waterfall & Scrum Methodologies.
* Deep understanding of Retail/e-Commerce/PoS, CRM and Retail Banking domain.
* Skilled in business analysis methodologies including GAP, risk, cost-benefit, root cause, and PESTLE analysis.
* Proficient in creating key artifacts such as BRD, FSD, SRS, RTM, and UML diagrams for process modeling, documentation, and system optimization.
* Proficient in API testing and documentation using Postman and Swagger for SOAP/REST APIs. Strong collaboration skills working with stakeholders, product owners, and scrum teams in agile environments, utilizing methods like MoSCoW, KANO, and Planning Poker for prioritization.
* Expertise in SQL, ETL tools (Informatica, AWS Glue), and data integration.

**TECHNICAL SKILLS:**

* **SDLC:** Waterfall, SAFe, Agile, Scrum, CI/CD OOD, TDD, XP, BDD RUP, RAD, Kanban
* **Modelling tools:** MS Visio, Balsamiq, Tableau, SAP Business Objects
* **Business Analysis tools:** Rational Rose, JIRA, Rally, MS Project, IBM Doors, Confluence
* **AWS Cloud tools:** EC2, Lambda, Elastic Beanstalk, Auto Scaling, RDS, S3, Redshift
* **Languages:** VB, C#, C, C++, JAVA, SQL, SAS, PL SQL, MS SQL, .Net, Python
* **Web Technologies:** XML, JSON, HTML5, CSS3, JavaScript, AngularJS, REST, SOAP
* **Defect Tracking Tools:** HP ALM QC 11.0, Team Foundation Server 2011-2013
* **Testing Tools:** CODED UI 3, QTP, SOAPUI, UFT, Selenium, Cucumber, Postman, HP load runner, J-meter
* **CRM and ERP:** Salesforce CRM, Oracle Sales Cloud, SAP ERP
* **Framework:** Data Driven, Keyword Driven, Hybrid, BPT, Linear

**WORK EXPERIENCE:**

**Cigna Healthcare – Plano, Texas Oct 2021- present**

**Sr. Business Systems Analyst**

**Responsibilities:**

* Proficient in eliciting and documenting business requirements for healthcare systems, including creating Business Requirements Documents (BRDs), Functional Requirements Documents (FRDs), and System Requirements Specifications (SRS) aligned with healthcare regulations (e.g., HIPAA, PPACA), ensuring full compliance.
* Spearheaded the adoption of Agile and SCRUM methodologies in health care application development, including tele medicine and patient management systems, managing iterative software releases to improve clinical decision-making tools while ensuring regulatory compliance.
* Assisted in interfacing EMR system with decision support analytics that summarize patient profiles.
* Analyzed CMS comparison documentation highlighting changes of 5010 format and ICD10 diagnosis and procedure codes.
* Created API documentation and specifications, ensuring clarity and understanding for development and support teams.
* Established version control processes for APIs, enhancing the maintainability and governance of integration points.
* Engaged in the design of data flows utilizing application connectors to streamline the transfer of healthcare data.
* Applied principles of digital commerce platform optimization from extensive experience with Oracle Commerce (ATG) and Commerce tools to enhance member journey mapping and content personalization strategies within Cigna's digital health portals.
* Leveraged expertise in complex product catalog management to design efficient data models for Cigna's diverse healthcare benefit plans and provider networks, improving data integrity and search functionality
* Leveraged RWS Tridion Sites to centralize and optimize healthcare content delivery across multiple channels, ensuring compliance with HIPAA, HITECH, and CMS regulations.
* Collaborated with cross-functional teams at Cigna to define and document precise acceptance criteria for system enhancements, utilizing Gherkin (Given-When-Then) syntax to ensure clarity and testability.
* Developed and maintained comprehensive test suites for Cigna's healthcare applications, leveraging Gherkin scenarios to validate functional accuracy and regulatory compliance.
* Trained Cigna team members on Gherkin best practices, improving the quality and consistency of acceptance criteria documentation across multiple projects.
* Utilized Gherkin to create executable specifications for Cigna's A2P messaging platform, ensuring clear communication of requirements and facilitating automated testing. Developed automated testing strategies for applications to ensure reliability and maintain high-quality standards.
* Coordinated with development teams to implement CI/CD pipelines for seamless deployment of specific applications.
* Participated in the creation of API gateways to manage and secure access to backend healthcare services.
* Developed monitoring dashboards to track API performance and usage metrics in real time.
* Used data mining tools performed in a SQL database to analyze EHR data.
* Proficient in Oracle, Microsoft SQL Server, and other database technologies, utilizing advanced SQL scripting techniques to support efficient data migration, transformation, and integration for healthcare applications, ensuring seamless integration with EHR systems.
* Designed and implemented complex SQL queries to extract, transform, and load (ETL) data from various sources.
* Led the requirements gathering and solution design for an enterprise-wide A2P messaging platform at Cigna, significantly improving member engagement and communication efficiency.
* Managed the integration of A2P messaging capabilities into Cigna's digital health platforms, enabling scalable and secure automated communications for millions of members
* Developed and maintained SQL scripts for automated data reporting, improving operational efficiency.
* Conducted performance tuning of SQL queries to enhance system responsiveness and minimize execution time.
* Collaborated with QA teams to develop testing strategies for unit, integration, and end-to-end testing of APIs.
* Developed a comprehensive integrations catalog to document available APIs and their usage across the organization.
* Established monitoring and alerting systems for APIs to ensure uptime and performance metrics were met.
* Collaborated with data governance teams to ensure compliance with data security and privacy regulations in API design.
* In-depth knowledge of healthcare data security and regulatory compliance (HIPAA), with hands-on experience working with SaaS EHR system implementations, ensuring adherence to data protection and privacy standards during cloud data migrations and system integrations.
* Utilized SQL for analyzing patient data and healthcare metrics to drive process improvements, enhance clinical workflows, and optimize patient outcomes. Leveraged Splunk for log monitoring, ensuring real-time performance insights and adherence to healthcare regulations.
* Generated reports using SQL server Reporting Services (SSRS), and created user-friendly templates, indexes, using XML and worked on project life cycle and SDLC methodologies including RUP, RAD, Waterfall and Agile.
* Conducted impact analysis for changes to APIs, assessing the potential effects on existing integrations.
* Developed a set of best practices and guidelines for API design and implementation, promoting consistency across the organization.

**Environment:** MS project, MS Visio, Excel, Power Point,

**CVS Health New York May 2019-Sep 2021**

**Business System Analyst**

**Responsibilities:**

* Involved in gathering business requirements, design and development for the BPA, EPSDT, EDMS, EDI, Claims, Financials, Recipient, Prior Authorization and Managed Care modules.
* Ensured all artifacts compiled with HIPAA 5010 policies and guidelines.
* Worked on EDI transactions like 270,271,834,837 and 835.
* Gathering requirements and preparing functional documents for Facets 4.71.
* Created complex workflow diagrams using BPMN 2.0 to represent the existing and the TO-BE process and performed GAP Analysis.
* Created Source to Target mapping for ETL workflows and conveyed the requirements to ETL team.
* Created Business Process Modeling Diagrams/Swim Lane Flows using BPMN notations and MS Visio indicating future state of database.
* Verified New Electronic Medical Record Management System and performed GAP Analysis between current systems and to be future system.
* Managed and updated a repository of Gherkin features and scenarios for CVS digital health platforms, ensuring consistent and reusable acceptance criteria across projects.
* Facilitated communication between business stakeholders and technical teams by using Gherkin to create a shared understanding of requirements and expected system behavior.
* Traceability of requirements to test cases by implementing a Gherkin-based approach
* Directed the content management strategy and execution for critical CVS Health digital initiatives, leveraging RWS Tridion Sites to ensure accurate and compliant member communications
* Streamlined content versioning and approval workflows using SDL Tridion's capabilities, reducing time-to-market for vital CVS Health information and updates.
* Worked with the business/functional unit to assist in the development, documentation, and analysis of functional and technical requirements within FACETS.
* Worked and supported on EDI Translators to analyze EDI files submission for Professional, Inpatient, Outpatient, pharmacy claims and dental claims Errors with ICD10 codes.
* Involved in modifying the implementation of CMS416-EPSDT Annual Participation file, Health Check reports EPSDT system for ICD10 diagnosis and procedure codes.
* Involved in analyzing requirements for data migration, data reconciliation, mapping rules, staging rules and transformation rules for the ETL processes.
* Designed Process Flow Diagram to represent source to target mapping of the data from source to ODS and to EDW.
* Tested Data Mart Prototype SQL, ETL process (SSIS and SSRS) for Dental Patient Management System where data was transferred from AS-400 which was the old Database to EDW.
* Prepare statistical and medical quality performance reports.
* Involved in analyzing and processing of managed care recipients and managed care participants (MCPs) associated with HH (Health Homes), SI (Supplemental Income) and CSP (Coordinated Service Program) plans processing.
* Ensure current Edits and Audits are applicable for ICD 10 Diagnosis codes and ICD-10-Procedure Coding System (ICD-10-PCS) PCS Codes.

**Environment**: MS project, MS Visio, Excel, Power Point, ITRACE, SharePoint, MS Visual Studio 2010, SQL, QC, HIPAA 4010/5010, FACETS 4.71, EDI 837, 835, 834, ICD 9 CM ICD 10 CM

**Walmart – Georgia Jun 2016- Apr2019**

**Retail Business Analyst**

**Responsibilities:**

* Executed ad hoc reporting requirements for executive management team.
* Performed simple SQL queries, created tables, and generated reports in BO.
* Managed Schedules and collaborated with different teams working on each project.
* Facilitated JRS sessions to identify business rules and requirements and documented them in a departmental review.
* Created requirements documents BRD, SRS, Design Specification and Business Process Flow (As-Is and To-Be).
* Managed the requirements and the traceability matrix using rational requisite pro.
* Used MS Visio for Mockup screens and Wire frames, developed User Stories and documented Acceptance Criteria.
* Developed training materials for end users to facilitate the adoption of new integration tools and processes.
* Supported project management activities, including risk assessment and mitigation strategies for integration initiatives.
* Monitored integration performance metrics and provided recommendations for optimization to stakeholders.
* Collaborated with IT security teams to ensure compliance with data protection policies in API integrations.
* Documented integration workflows and processes for future reference and knowledge sharing.
* Led retrospective meetings to gather feedback on integration processes and identify areas for improvement.
* Engaged with third-party vendors to facilitate integration of external applications into the internal ecosystem.
* Evaluated and selected appropriate data transformation tools to support integration objectives.
* Assisted in defining service level agreements (SLAs) for API performance and availability with stakeholders.
* Executed data cleansing initiatives using SQL to enhance data quality and usability.
* Worked closely with stakeholders to gather feedback and enhance existing SQL-based applications.
* Participated in the assessment of third-party tools that integrate with SQL Developer for enhanced functionality.
* Conducted workshops to educate users on writing effective SQL queries for their data needs.
* Participated in stakeholder meetings to communicate project progress and address concerns promptly.
* Developed dashboards to visualize integration performance, providing insights into operational efficiency.
* Facilitated discussions around integration architecture to ensure scalability and flexibility for future needs.
* Prepared project documentation, including integration design specifications and user guides for ongoing support.
* Actively contributed to the knowledge base by documenting best practices and lessons learned throughout the project lifecycle.
* Performed Data Analysis and Data Mapping to generate Crystal Reports.
* Identified and resolved potential problems before they occurred, minimizing the impact to schedule and cost, tracked issues, mitigated risks and provided corrective action plans

**Environment**: SAFe, Jira, .Net, IBM BPM, WebSphere, HTML, CSS, JavaScript, XML, ServiceNow, HP QC, SAP ERP, SOA, Java, JSP, SoapUI, SQL, SAP MDM, Teradata, Salesforce.

**JPMC - India Aug 2014-Dec 2015**

**Business Analyst**

**Responsibilities:**

* Interacted with Business Users and stakeholders to gather the requirements and Creating application Prototypes and screen mock-ups and experience in using VISIO, MS office.
* Gap analysis of all dimensions required to build the new Data Warehouse and worked extensively in Fixed Income, Securities, Derivatives, Equities etc.
* Involved in developing mapping document indicating the source tables, transformation required, business rules, and target table's columns and data types for Data models dealing with Swift.
* Involved in documenting the business requirements and data specifications for Business Objects Universes and Reports and documented functional and non-functional requirements.
* Conducted JAD sessions involving the user community to identify, analyze and formalize requirements and establish working relationships with business functions and solution delivery teams to meet the individual needs of the business functions.
* Conducted quality assurance testing to verify system functionalities and ensure that they met business requirements.
* Assisted in creating documentation for system functionality, operational processes, and training resources.
* Monitored system implementation progress and communicated updates to stakeholders, addressing any issues promptly.
* Engaged with external vendors to evaluate third-party integrations necessary for enhanced system capabilities.
* Provided ongoing support during the post-implementation phase to address any issues or concerns raised by users.
* Developed metrics and KPIs to measure the effectiveness of the new loan origination system post-launch.
* Participated in retrospective meetings to gather feedback on the implementation process and identify lessons learned.
* Collaborated with marketing teams to communicate new system capabilities to customers, enhancing overall user experience.
* Facilitated discussions with business units to prioritize future enhancements based on user feedback and business needs.
* Engaged in continuous improvement efforts by analyzing system performance and user feedback for ongoing optimization.
* Developed reports and dashboards to track loan processing metrics, providing insights to management for decision-making.
* Coordinated with IT security teams to ensure data protection measures were in place for sensitive customer information.
* Actively contributed to project documentation and knowledge sharing, promoting best practices across the organization.
* Collaborated with external clients and SMEs to gather and document business requirements, producing URS, FRS, BRDs, and Use Cases for mobile and UI applications in the banking sector.
* Translated business needs into technical specifications while ensuring compliance with financial regulations such as GDPR and PCI-DSS.
* Analyzed business requirements and designed technically feasible solutions to ensure compatibility across system components.
* Collaborated with stakeholders to create detailed Use Cases, technical user stories, and roadmaps for development, aligning system capabilities with business goals.
* Supported the implementation of Agile methodologies in banking projects, contributing to sprint planning, backlog management, and feature prioritization.
* Assisted with data mapping for system integrations, optimizing system performance with Splunk and ensuring secure client data exchange using JSON.

**Environment:**Abinitio, Business Objects 6.5, Rational Requisite Pro, Oracle 9i, Win2K, Splunk, JSON.

**EDUCATION:** Master’s in computer science – Rivier University