**Chetan Trivedi** 

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**8 + years** of experience as a **Business Systems Analyst** in various domains such as **Casualty**, **Fleet management**, **Healthcare, Banking**. Adept in SDLC methodologies such as **Waterfall** and **Agile** (**SAFe, Scrum).** Excellent analytical and communication skills complemented by work ethics in order to achieve the targets as a team player.

### Certifications

* Scrum master (SMAC)
* Automation Anywhere (RPA-BA)

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### Professional Summary

* Experience as a **Business Systems Analyst** in requirement gathering and analysis, working with **SMEs**, **Stakeholders**, **Process Analysis**, **Delivering Artifacts** and **Development**, **Testing** and **Maintenance** operations.
* Well versed in creating artifacts like **BRD, RTM, FRD**.
* Proficient in interacting with **Subject Matter Experts** **(SME)** in order to gather specific requirements using techniques such as **Stakeholder Interview, Document Analysis and Brainstorming, Focus group.**
* Used **WSDL** and **UDDI** to keep track of web response as well as request of the services and methods for the **Orchestration process.**
* Good experience with **GAP** and **Impact analysis**, **Root cause analysis**, **Risk analysis** and other techniques.
* Experience with **SLA** and identifying request and response modules.
* Mastery in the use of **Agile** tools such as **JIRA** to document and visualize stories and manage tasks as per team using **Burnup** and **Burndown** charts as **KPIs.**
* Comprehensive knowledge of webservice concepts involving **RESTful, SOAP** also **APIs** like**, Bulk, Metadata API**.
* Created **PDD** (**Process Definition Document**) in order to provide architectural reference and logical flow for the **Automation**.
* Experienced in client-side concepts such as **OOPS (Object-Oriented Programming**), **DOM** (**Document Object Modelling**), server-side validations and applications.
* Exposure to languages like **JavaScript, jQuery, HTML, CSS** and working understanding of **JAVA, SQL,** and alongside handling **AJAX requests**.
* Proficient in using MS Visio for creating **UML** diagrams like **Use Cases, Class Diagrams, Entity Relationship diagram (ER), Activity Diagrams** and **Process flow** diagrams.
* Excellent grasp about agile methodologies and scrum ceremonies like **Sprint planning, Daily standups, Sprint review** and **Retrospectives.**
* Good understanding of **Data Warehousing concepts - OLAP, OLTP, ETL, ELT** as well as **Data lakes.**
* Involved in **Functional** testing, **Unit** testing, **Regression** testing using tools like **Postman, Selenium** and **Cucumber.**
* Experience with **EDI 837 forms**, **EDI 835** forms with **ERA** **Explanation of benefits (EOB)** & **Explanation of payments (EOP)**.
* Experience with compliances like **TILA, Respa, FINRA, FDIC, FINREC,** **HIPAA, HL7** (**ADT, ORU** etc), **FHIR APIs** as well **SOX** and **DOT** as regulations.
* Used **SQL Queries** in order to create corresponding mapping using **Informatica** for **ETL** **processes**.
* Developed a strong grasp of the **Healthcare industry**, particularly from a perspective to assist the stakeholders understand the **Impact and Feature functionality** with respect to medical claims processing according to the eligibility.
* Experience with **FHIR** messaging structures and bundling resources for **RESTful** data transfer.
* Constructive information mapping involving **Demographics**, **billing** **modules** and **Identifiers** to the claims **database segments**
* Involved in validating and testing data segments for **270/271** eligibility request, **EDI 837 claims transaction set**, **276/277** claim status request and response transactions.
* Involved in creation of **Ad-hoc** and **Canned** reports in order to provide time segmented data references which supported the application engine and interface.

### Technical Skills

* **Methodologies**: Agile, Waterfall
* **Framework**: Scrum, Kanban, SAFe
* **BI** **Tools**: Tableau, Power BI, Crystal Report
* **Modelling** **Tools**: MS Visio, Lucid Charts, Balsamiq, InVision
* **Databases**: Oracle, MS SQL Server, MongoDB
* **Environments** / **Protocols**: Java-Eclipse, SOA, AngularJS, Salesforce lightning, TDD, ATDD, BDD, FDD, Developer, Dev-Pro, Partial and Full sandbox.
* **Documentation** **Tools**: MS Office Suite, SharePoint, Swagger, Confluence, MS Access, MS Excel
* **Web** **Technologies**: XML, JSON, HTML, AJAX, SOAP, RESTful, JavaScript
* **Project** **management** tools: JIRA, Rally
* **Testing** **tools**: Soap UI, Postman, Selenium, Swagger.
* **RPA tools**: Automation Anywhere, UI Path

### Professional Experience

**Technical Business Analyst**

**AIG Inc, (Remote)**

**May 2021 - To present**

* Participated in DSU in order to provide the daily status update for the current iteration and functionality that has been undertaken.
* Involved in Daily BA sync up in order to get a hold of the workload distribution and provide new updates that are being inculcated in the functionality.
* Coordinated with the Project manager as well as Lead BA for Bi-weekly status reporting and SME updates.
* Worked on Forms in order to establish the structure in North America region.
* Worked on Delete content functionality which involving item deletion, deletion vs expiry, authority as per entitlement. Also include this action for Forms, Policy shell/ Production edition and Document pack set.
* Undertook Search on content functionality in order to establish elastic search for the forms.
* As per the elastic search, drafted feature file in order to explain the flow for Metadata, Content and Metadata + Content.
* Involved in analysis of wireframes in order to narrow down the requirements.
* Engaged with Product owners and SME in order to absorb the requirements moving forward and improved the current feature file accordingly.
* Provided inputs in backlog refinements sessions and concluded sprints by sending out signoff emails to the PO along side getting UX design approval.
* Collected inputs from BA/PO touchpoint meetings regarding any new updates or change requests for the implemented functionality.
* Followed the SAFe framework and was a part of PI planning events in order to sort out dependencies in breakout sessions.
* Worked behind the scenes in order to prepare business centric presentations as deliverables.
* Created scenarios for an additional module for search on content which inclined towards toggling between search types.
* Worked on Bulk upload functionality involving both Standard and Manuscript forms.
* Contributed to SharePoint support modules to add a user as per member, visitor and owner entitlements.
* Worked with the testing team in order to establish performance testing estimated for obtaining accurate results.
* Performed information gathering and reverse engineering in order to collect user count estimated from different business units and analyzed latest transaction breakdowns for EMEA, APAC and NA regions.
* Provided inputs in vote of confidence and PI retrospectives involving process improvements.

**ENVIRONMENT**: SAFe, Agile, RESTful webservices, SharePoint, Invision, MS Visio, MS Excel, MS Outlook, MS Word, Power point, Rally, Confluence, Dynatrace, Angular JS, Access framework.

**RPA Business Analyst**

**Element Fleet Management, Hopkins, MN**

**Jan 2020 - April 2021**

* Organized several **Focus group sessions**, **Interviews**, **brainstorming sessions** with the business to identify the business processes.
* Maintained **Minutes** **of** **Meetings** of the requirement gathering meetings, process **Walkover** **sessions** and provide action plan and spot potential impediments.
* Created an **Intake form** using **Smartsheet** for the business users to submit their process details to the Project Pipeline for automation demand management.
* Performed the **GAP** analysis identifying **AS-IS** and **TO**-**BE** state in order to create a path for implementation.
* Designed the **System** **Requirement** **Specification** document including the **Use** **cases**, **Flow** **diagrams** (**Activity** **diagrams**, **Sequence** **diagrams**) in order to better visualize the process flow for **Automation**.
* Facilitated **Data** **scrapping** structural modules and generated workflows.
* Worked closely with Process **SMEs** to prepare **Process** **Definition** **Document** (**PDD**) which included the process route and map for the bot & associated my architect developing **Solution** **Design** **Document** (**SDD**) and educated **SMEs** how bots work in production.
* Validated potential processes for development from the **RPA** **Pipeline** which has more **ROI**. Ensured quality and timeliness of automated processes.
* Knowledge on tool to automate web applications, desktop applications, **PDF** documents, Mainframe applications and **Excel** **files**.
* Contributed in enhancing **Business operations** as well as segment **Analysis**.
* Worked closely with **Project** **manager** to find the potential opportunities for **RPA** Implementation as a part of Digital Transformation.
* Assisted my **COE** **team** (**Center** **of** **Excellence**) in creating a best practice guide to ensure client sensitive data privacy, making sure the developers are understanding processes.
* Identifying **Automation** **Potential** and **Calculating** **Automation** **Percentage** and optimizing the overall product to enhance business and IT performance.
* Involved in **Process** **reengineering** modules in order to introduce required functionality and improve information flow across all the channels as well as **OCR**.
* Expertise in implementing an automation of various processes like extracting data from **CSV**, **Excel** **files**, **invoice** **processing**, **order** **processing** etc. with the help of **Automation** **Anywhere**.

**ENVIRONMENT**: Automation Anywhere, Kanban, HTML/CSS, Power BI, SOA, SOAP, REST, Web Services, Microservices, MS Excel, MS PowerPoint, MS Word, XML, MS Visio, JIRA, Confluence, TDD, SharePoint.

**Business System Analyst**

**Cigna, Bloomfield, CT**

**Aug 2017 – Dec 2019**

* Elicited the **Business requirements** using techniques such as **Brainstorming, One-on-one** **interview sessions,** and **Focus group sessions** business processes **(BPM).**
* Performed analysis using different techniques such as **Impact Analysis** and **Risk Analysis, Feasibility Analysis** which acted as a catalyst for the success of the project.
* Performed **Stakeholder Analysis** using **Power-interest** grid.
* Well versed with Documentation of requirements in the **Business requirement document** **(BRD),** **Functional Requirement Document (FRD)** to have maintain transparency of functionality.
* Involved in **Requirements** **walkthrough sessions** with the stakeholders to obtain approval on the elicited requirements to upload accordingly in **Confluence**.
* Involved in scrum ceremonies like **Sprint Planning**, **Daily Standups**, **Sprint Review** and **Sprint Retrospective**.
* Good understanding of the loops and segments in **EDI 837** forms for identifying and managing data encryption nodes in the **Companion guide** and **Implementation guide**.
* Experience with **CPT** and **ICD-10** codes for **EDI** forms such as **834,** **835, 837, 270/271** along with **HIPAA 5010, HL7, X12, FHIR** legal & compliance rules.
* Experience with **Claim lifecycle** functionality and knowledge complemented by plans like **HMO, PPO, POS, EPO**.
* Experience with **Inbound** and **Outbound claim** interoperability transaction set.
* Knowledge of **837** Health Care Claims or Encounters, **835** Health Care Claims payment/ Remittance, **270**/**271** Eligibility request/Response, **834** Enrollment/Dis- enrollment to a health plan.
* Helped in defining **Change** **Management** Process for **Release** **Management** Team.
* Created**UML diagrams** using **MS Visio** and **Balsamiq** which includes **Use-Case Diagrams, Activity Diagrams, and Sequence Diagrams** for **Business Process Flow** description and management.
* **Coached** the team to understand the user stories and the **Transparency** to be maintained as per **Agile methodology**.
* Performed **UDDI** identification along with **WSDL**, for the current **SOAP** and **REST** **webservices**, **response** and **request** methods.
* Facilitated **JAD** sessions with the respective **SMEs** in order to identify the rule engine parameter and application development requirements.
* Experience with **Data Extraction**, **Transformation** and **Loading** and operations like drill down, slicing/dicing using BI tools like **Power BI** and **Tableau**.
* Involved in **Data mapping** for various schemas like **Star** and **Snowflake** including **Fact** and **Dimension tables**.
* Created **Data mappings** documents and worked with business to write **Transformation rules**.
* Experience with **web services** and **APIs** involving **SOAP** protocols and **REST** services with **request and response**.
* Involved **API testing** in order to confirm the functionality and **Authorization** **token** establishment for the data exchange and mapping.
* Good understanding of **Data reconciliation** practices to compare that the data in the new system has been transformed accordingly from the source data.
* Involved with the development team to perform an **Orchestration** for the **Data Synchronization**.
* Contributed to creating the **Test Plans, Test Scripts** includingmappings for test cases with the **QA team.**
* Experience with **User Manual Guide** for the **UAT** participants.
* Experience in working closely with **SMEs** and **System** **Architect** as well as cross functional teams in writing **Client-side validations**, **Transformation rules**, **Database validations** and **Server-side validations**.
* Participated in the **Sprint Review** toassist the Product Owner in confirming **DOD (Definition of done)** by making sure requirement achievement during the **System Demo**.
* Worked closely with **ETL and BI team** during project implementation and actively suggest ways and means to share and optimize work.
* Performed **Data mapping** and **Data analysis** to further use transformation rules for **ETL process** which contributed to the recognition of data flow.

**ENVIRONMENT:** SAFe, HTML/CSS, Java, Oracle, Power BI, Crystal Reports, Postman, Web Services, Microservices, Excel, PowerPoint, Word, XML, REST, UML & Mock-Ups, JIRA, Confluence, SharePoint.

**Business System Analyst**

**Silicon Valley Bank, Tempe, AZ**

**Feb 2016 – June 2017**

* Proficient with **ETL** processes which involved switching the environments.
* Experience with **Process builder** and **Workflow** to generate a logical flow**.**
* Gathered **Functional, Technical** as well as **Non-functional** requirements from different sources.
* Developed a structured approach to organize logical groups of **Business Rules and Error messages** from requirements.
* Used **Meta data API** in order to manage the meta data for switching the environment as managing **Sandboxes** like **Developer**, **Developer** **pro**, **Partial** and **Full** **sandbox**.
* Exposure to **Profiles** and **Permission** sets as well as email templates.
* Worked closely with the **Enterprise** **Data Warehouse team** and **Business Intelligence Architecture** team to understand repository objects that support the business requirement and process.
* Collaborated with the development team both front and backend to maintain structural integrity.
* Experience working with **SOAP, REST, Meta data, Bloomberg API.**
* Contributed to the **LAP orchestration process** and worked with **external IDs**.
* Experience working with **Cucumber** and **Web Service testing** along with vulnerability test suites to protect applications by executing **Test Generator** and **SQL Injection.**
* Coordinated with warehouse team in order write the **Transformation rules** and **Database validations.**
* Experience with **Master detail**, **lookup relationships** for **Salesforce** **Objects.**
* Assisted programmatical modules involving **Server side**, **Client-side,** and **Database** validations.
* Prepared **UML diagrams** like **Activity diagrams**, **Sequence diagrams** using **MS Visio** to analyses the structure of the architectural design, behavior, and the interaction within the system design.
* Assisted in designing the **Test Cases, Test Scenarios, Test Strategies and Test Plans** for all processing considering different testing such as **Unit Testing, and User Acceptance Testing.**
* Assisted in **Microservice Implementation** to expose apex code to these services as well as experience with **Data loader** for **insert, upsert, update and delete**.

**ENVIRONMENT:** SAFe, Agile, Visual force HTML/CSS, Apex, SOQL, SOSL Salesforce lightning, Tableau, Crystal Reports, SOA, SOAP, Web Services, Microservices, MS Excel, MS PowerPoint, MS Word, XML, REST, UML & Mock-Ups, JIRA, Confluence, TDD, SharePoint*.*

**Business Analyst**

**Data Point Info Solutions Pvt. Ltd. Hyderabad, India**

**Jan 2013 – May 2014**

* Conducted **Interviews** and **Focus group** sessions with stakeholders in order to elicit requirements.
* Involved in **Business requirement document (BRD)**.
* Assisted in **Data visualization** and contributed to creating the **Mappings**.
* Facilitated **JAD (Joint application development)** sessions with key stakeholders, involving architects, leads and SMEs.
* Involved in **UAT** test guide preparation and ensured requirements were being fulfilled.
* Experienced in **Tracking bugs** alongside generating bug reports.

**ENVIRONMENT:** Hybrid, HTML/CSS, JavaScript, Oracle, Java, MS Project, MS Visio, webservices, AJAX.

**Jr. Business Analyst**

**Unitech Software Solutions. Ltd, Delhi, India**

**Sept 2011 - Dec 2012**

* Operated as a liaison between **Technical** and **Management** modules to mitigate conflicting interests and providing new **Business value**.
* Involved in **Functional** and **Technical** requirement document creation.
* Facilitated **JAD** sessions with key stakeholders, involving architects, leads and SMEs.
* Involved in creation of **Test cases** and **Scenarios**.
* Experienced with creating **Static** as well as **Dynamic prototypes**.

**ENVIRONMENT:** Waterfall, HTML/CSS, JavaScript, Oracle, Java, MS Project, MS Visio, webservices, AJAX, MS Excel.

### Education

**Academics:**

**University of Central Missouri – Master’s degree**

**R.G.P.V – Bachelor’s degree**