

# Harshit Shah

Business Analyst

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## SUMMARY

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- Multiple years of Business Analysis experience with in-depth knowledge of business processes in the Health Care domain
- Well versed with different areas of healthcare such as Claims, Provider, Medical Management, Medicare, Medicaid, Membership, Enrollment, Plan & Benefits configuration, Customer service and Portals (Member/Provider/Broker) • Experience with many technical aspects of project implementation such as API implementation, API Gateways, analyzing API responses such as JSON and XML, building Data dictionaries, Data mapping, technical system sketches and Data flow diagrams.
- Experience in documenting User stories throughout all stages of the life cycle, assigning them points, assigning stories to appropriate sprints and seeing them through development as well as testing.
- Implemented many projects in Scaled Agile Framework to help implement Agile on a Scaled level Using Safe model and various teams within such as Portfolio, Value stream, Program and Scrum Team
- Well versed with all Scrum Ceremonies such as Program Increment planning (PI Planning), Backlog Grooming, Daily standup, Scrum of Scrum meetings, Poker planning, Sprint retrospective and project status meetings. • Experience in writing test cases and User Acceptance Testing (UAT)
- Experience with Agile tools such as Rally and JIRA for User story documentation, Sprint management and Test management.
- Advanced proficiency in Microsoft, Particularly Word, Spreadsheets.Excel, PowerPoint, Visio, and MS Project. • Ability to understand the Business Process and capture the Business rules in Models and documents. • Expert in gathering requirements for different type of small, medium, and ultra-large-scale projects such as large transformational and multi departmental impact type projects.

## SKILLS

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**Programming and Scripting** SQL, Data Analysis, JSON, Scripting, MS Spreadsheets, Data Analytics

**Agile Methodologies** Sprint Planning, Scrum, Scaled Agile Framework, Agile Software Development, Agile Methodology

**Requirements Management** User story documentation, Traceability Matrix, Business Requirement Management, Requirements Elicitation, Business Requirements, Study Design

**Process and Data Modeling** Process Modelling, GAP Analysis, UML Diagrams/Use Case, Process mapping, Data Mapping, Presentation Software

**Tools and Technologies** JIRA, MS SharePoint, MS Visio, MS PowerPoint, MS Word, MS Spreadsheet, Python, MS Statistics

## EXPERIENCE

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### Business Analyst

Aug '22 — Present

Medica

- As a BA in Platform Engineering team , worked on different platforms such as HR1,HR2,Healthedge, Metavance..
- Responsibilities:
- Act as a pivotal link between business stakeholders and technical teams, ensuring effective communication and project success.
- Continuously gather and meticulously document comprehensive project requirements in close collaboration with business stakeholders.
- Conduct in-depth analysis of existing business processes to identify opportunities for optimization and enhancement.
- Actively manage and customize Azure DevOps, promoting efficient project management and fostering collaborative team efforts.
- Tailor Azure DevOps boards, backlogs, and pipelines to align seamlessly with project requirements and industry best practices.
- Utilize Azure DevOps boards and dashboards to track and oversee project progress, ensuring transparency and accountability.
- Utilized Apptio portal to track and analyze project financials, optimizing resource allocation and budget management.
- Played a key role in PI (Program Increment) planning, ensuring the alignment of multiple project teams and their objectives.
- Continually extract and analyze data from various sources to provide valuable insights into project performance and business metrics.
- Generate reports and dashboards that facilitate data-driven decision-making by stakeholders.
- Maintain the role of an effective intermediary between business stakeholders and technical teams, ensuring the clarity of project requirements.
- Contribute to change management processes by aiding in the documentation, evaluation, and implementation of change requests.

- Collaborate closely with quality assurance teams to define test plans and acceptance criteria, guaranteeing the delivery of high-quality software solutions.
- Continue to develop a well-rounded skill set in IT project management and analysis through my current role in healthcare and Azure DevOps.

### **Sr. Business Analyst**

Jun '21 — Jul '22

CVS Healthcare

- Key Projects:
- Worked on Member and Broker portal implementations for various Clients as Business Analyst. Responsibilities:
- Worked on Agile methodology as a part of Software development life cycle (SDLC) for Project development.
- Documented user stories related to API implementation on various member and broker portal client engagements. Sound technical knowledge and exposure to supporting IT teams in requirements solutioning, including building new API's.
- Participated in Core Project team meetings and present related project status for open communication.
- Well versed with different API's, API gateway, API documentation using Swagger and Testing API's using Postman
- Ensure quality, accuracy, and completeness of requirements for all projects that I am responsible for and bridge the gap between business and technology teams.
- Develop and manage project deliverables such as the User Stories, Features, Epics, Product Backlog, Sprint Backlog status reporting and RAID logs.
- Play a role of business analyst at the Scrum team level of SAFE model and actively involved at the program level in terms of getting a full picture of all modules within the project.
- Escalate critical issues, problems, risks, and conflicts that require executive decision or intervention and follow-up to ensure resolution.
- Documented multiple User manuals, User guides, online helps, Training materials, Release notes, technical requirements, Operational Readiness documents, Traceability matrix, User stories and Functional requirement documents.
- Facilitated Scrum meetings such as, Storytime Sessions, Product Backlog Grooming meetings, Sprint Planning meetings, Daily Scrum, Sprint Review meetings and Sprint Review meetings.
- Worked with the development team to prepare the completed Product Demo for Sprint Review meetings.
- Worked on defining the standard for 'Done' in scrum, this will mark the completion of a story.
- Involved in prioritizing User Stories by assigning User points, refining the acceptance criteria for individual stories, and breaking larger Stories into smaller Stories during Backlog Grooming sessions.
- Actively participated in story sizing and story splitting activities.
- Performed Business analysis activities such as defining the business requirements, project scope management, stakeholder expectations management, communications management, and reporting.
- Worked with PMO by ensuring Change Initiatives meet business objectives, focusing on identifying process gaps, advice design changes to the processes and defining new roles & responsibilities.
- Developed & refined requirements template, ensuring continuous improvement and refining requirements gathering process.
- Key role in designing Defect Management Process, effectively executing Defect Life Cycle.
- Trained cross-functional teams on Defect Management Process.
- Involved in change management through proper tracking and documentation of project change requests and impacts to schedule, costs, and quality.
- Participated in EPMO monthly meetings to review project implementation methodologies adopted, requirements process, pros, and cons of the PMO techniques in actual project implementations through-out the organization to achieve constant improvements in project execution.

### **Business Analyst**

Oct '20 — Jun '21

Facebook(Medical

- Key Project:
- Project was to reposition the Commercial and Medicare products along with implementing a new provider network strategy related to telehealth rider to offer telehealth on as many new products as possible.
- Implementing new Dual (Medicare/Medicaid) benefit DSNP product, worked on product configuration, UM rules, claims processing and vendor integration requirements.
- EMR integration for clinical platform, including API integration between the EMR and Clinical platform
- Responsibilities:
- Created Business process diagrams, activity diagrams and sequence diagrams to clearly documented process flows to Technical as well as non-technical team members.
- Heavily involved in identifying downstream data flow impacts related to system replacement project, identified all connecting interfaces for upstream and downstream application to make sure all interfaces stay intact post parent system replacement, conduct data mapping exercise, identify complex data translation rules to caplet accurate data mapping, document data flow diagrams and complex Data dictionaries.
- Managed Project Risk Management and Business Process Analysis reviews over the implementation of different stages of the Software Development Life Cycle (SDLC)
- Documented and Managed user stories in JIRA and work with IT team to determine story points for user stories.

- Participated and facilitated meetings such as PI Planning, Sprint backlog, Sprint retrospective and Daily standup meetings.
- Documented SOPs, User manuals, Process playbooks, Best practices manual, Process guides and Operational process documents.

### Business Analyst

May '19 — Oct '20

LTI-Florida

- Conduct workshops with business users, perform stakeholder analysis, validate problem/opportunity, and clarify success metrics, create Requirement Management Plan and Scope Document.
- Conduct gap analysis & identify opportunities for enhancements to business process & applications.
- Engaging Build and Test team to implement and test the requirements. Collaborate project estimates and seek funding approval from business.
- Manage projects, work closely with SMEs/Architects, and stake holders to ensure successful delivery.
- Set up JIRA framework, engage team, facilitated various scrum ceremonies which includes daily scrum, sprint planning, sprint demo and retrospective meetings.
- Work with product Owner, key stakeholder to make Product Roadmap, Product backlog. Create Sprint Backlogs and Release Backlogs with the entire team. Remove the impediments for the scrum team.
- Gathered requirements from the Business Owner (BO) for modification of reports by conducting interview sessions and meetings.
- Acknowledge the task receipt and send tentative milestones to Business Owners keeping them aware of the due dates.
- Created/Modified User stories based on the requirement needs and uploaded them on SharePoint.
- Conducted requirements review sessions with developers to provide them in depth explanation of requirements.
- Hands on experience with working on Database used in fetching the tables and columns for report fields.
- Created test plans with detailed test cases and uploaded them on SharePoint.
- Used SQL as a platform to perform data validation and data profiling using SQL queries.

### Business Analyst

May '18 — May '19

New Jersey Institute of Technology

- Extract burn down charts from JIRA on a bi-weekly basis.
- Identify, analyze, and implement business process improvement and process re-engineering opportunities. Perform quantitative Data Analysis and Data profiling for Data domains like Provider, Member and Claims and provide appropriate data quality rules to maintain integrity of data.
- Supported a product redesign project involving various plans concentration on benefits such as medical, Rx Drugs, Specialty drugs, Ambulatory patient services, ER benefits, Hospitalization, Maternity & New-born care, Mental health and Substance use disorder, Rehabilitative and habilitative services, Laboratory services, Preventive and wellness services, Pediatric services and DME devices.
- Documented User stories related to plan benefit setup including cost sharing models consisting of Copay, Deductible & coinsurance as well as Visit limits and Unit limits.

### Business

Aug '15 — Jul '17

WDIPL-Healthcare firm-Mumbai

- Tracked and communicated team velocity and sprint/release progress and maintained process documentation.
- Conducted project planning sessions with users and project team to capture user stories, size user stories (effort estimation) and prioritized user stories.
- Played a key role in getting required details from end users to define accurate acceptance criteria for each story, to have a quality test done by QA and UAT.
- Developed scrum artifacts such as User Stories, Product Backlog, Sprint Backlog and Sprint Burn down chart.
- Conduct daily Scrum meetings to prioritize and track the Sprint backlog items.
- Prepared Product Demo for Sprint Review meetings in conjunction with the IT teams.
- Involved in prioritizing User Stories by assigning User points, refining the acceptance criteria for individual stories, and breaking larger Stories into smaller Stories during Backlog Grooming sessions.

### EDUCATION

**Master Of Science in Information Technology**, New Jersey Institute Of Technology (GPA: 3.55)

Sep '17 — May '19  
Newark, United States