Binu George

Business Analyst
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Career Overview

Dynamic professional with 4+ years of experience in Business Analysis and 6 years of experience in Quality Analyst in the domain US Health care experience.

Adept at understanding business processes and operations to identify appropriate solutions to business problems.

Analytical, result oriented and relationship builder with a proven track record of working with cross functional teams and achieving high levels of customer satisfaction.

Technical Proficiency

- SDLC Models – Agile Scrum, Waterfall
- Project Management – MPP
- Wireframe tools – Axure, Balsamiq Mockups
- Documentation tools – MS Visio, MS Office Suite.
- Databases – MS SQL Server

Education

- Certificate course in Business Analysis from IIBA, EEP.
- Bachelor of Science in Computer Science and Statistics, MNR degree college (Affiliated to OU), Hyderabad.

Career Highlights

- Strong ability to interact and communicate at all levels and manage multiple stakeholders. Excellent rapport building skills and high customer centricity.
- Good knowledge of elicitation techniques to derive business requirements and problem statements. Ability to analyze them and create documentation to drive the requirements gathering phase of the project.
- Ability to probe for details and clarify information to create detailed project related documents such as Business Requirements Document (BRD), Functional Specification Document (FSD), Project status reports, Use case specifications and flow charts.
- Hands on experience and knowledge of various visual representation tools – Extensively used Visio for workflow diagrams using Unified Modeling Language (UML)- Use Case Design and Analysis, Use Case specifications. Familiar with wire frames and prototyping.
- Understanding business change needs, assessing the impact of these changes. Ability to identify interdependencies of various project activities. Liasioning with teams across the entire software development life cycle.
- Sound hands on experience in networking domain with an emphasis on Layer 2 and Layer 3 protocols.

Professional Experience

Worked on a couple of projects performing business analyst duties to deliver high quality business solutions. The role required me to work with cross functional teams of the client as well as work independently. Have been part of select project teams throughout the entire project life cycle and have exposure to both methodologies
– Waterfall and agile.

Cognos IT Solutions Pvt. Ltd. (From 16th Sept. 2019 to till date)

Content Management System (Nov 2019 to till date)

Description: Benefitalign has developed a CMS product for various clients

to manage the landing pages of their application or website pages.

Environment: Java, & SQL Server

Roles and responsibilities:S

- ☐ Requirements gathering and analysis by using various methodologies such as interviews and workshops. Documenting the requirements and communicating them to the technical team.
- ☐ Working with the Product Owners on Artifacts such as Product Backlogs, Sprint Backlogs, Sprint Burn-Down and Release Burn-Down Graphs.
- ☐ Creating project related documents specifically BRD, FRD.
- ☐ Creating workflows, process flows and UML diagrams using tools such as Visio.
- ☐ Encouraging the team to come up with reusable elements and use the best practices.
- ☐ Working actively through all the stages of the SDLC, interacting with cross functional teams – technical and testing, bringing in clarity, resolving issues and building consensus.
- ☐ Evangelized the benefits of Scrum to ensure its smooth adoption.
- ☐ Tracking the requirements throughout the SDLC Phases.

Other Experience

United Health Group (From 10th Dec 2010 – 12th Sep 2019)

Health Insurance Enrolment System:(SEP 2016 TO Oct 2018)

Description: This Enrolment System is used to enrol the individual members in a health insurance program. Different functionality we handle in this project are processing Incoming application from the individual, verify their eligibility, enrol them in a particular plan, sending and receiving correspondence, and handling financial transaction.

Environment: Java, SQL Server

Roles and responsibilities:

- Gathered customer requirements from different business user teams to meet the client need.
- Works closely with Client and Business team to understand business requirements.
- Develop and maintain project documentation – such as business requirements, information/data Requirements.
- Assisting Business architect to prepare the Business Requirement Document (BRD), Business Vision Document (BVD), FRD, Use case document, business rules/user stories.
- Prepare Release planning document, Effort estimation document, Requirement tractability matrix, Gap Analysis document, and Scope Definition document.
- Manage requirements traceability information and work with Project/Business managers to track the requirements status throughout the project.
- Explain Use cases/Business Rules to the development team and testing team as per CR.
- Works collaboratively with developers, testers, business analysts and project managers, andprovide support until the project live.

Revenue Cycle Management System (RCM) (Oct 2015 to Aug 2016)

Description: This product is used to manage the revenue from patient registration to patient billing process. The various functionalities handle by this system are Patient registration and eligibility check, provider consultation, claim coding and billing, claim verification, claim submission, claim payment or denial, claim appeal and redetermination, invoice generation

Environment: .Net, SQL, AWS

Roles and responsibilities:
- Works closely with Client and Business team to gather the business requirements, understand the system requirements and implementing the solution.
- Responsible for Requirement ownership, and requirement prioritization.
- Work with Product owner, Business Architect and lead business analyst to prepare Business requirements and functional requirements.
- Worked with product owner, lead analyst and business analysts to prepare the user stories, product backlog, and sprint backlog.
- Worked closely with product owner, scrum master, test manager, and scrum team to achieve the sprint goal.
- Explain the business rules to the development team and testing team, and track the product development progress.

Automated Claim Adjudication System (ACAS) (DEC 2010 to OCT 2015)

Description: This system is developed to adjudicate healthcare claims using Mainframe technology. This system will handle the claims once the provider submit the claims to insurer. This system auto adjudicate the claims as per Health insurance plan provided by the Payer.

Environment: Mainframe, ORACLE.

Roles and responsibilities:
- Adjudicating all types of provider, institutional (IP/OP) and dental claims as per health insurance plans.
- Interacting with the clients through e-mail & conference call for Process related clarification & weekly review.
- Handling customer queries, and handling critical claims.
- Research, communicate, advise and negotiate resolutions on provider network issues.
- Performing Root Cause Analysis and Provide feedback to management on team and group performance.
- Worked with IT development team to build new GUI, which saved time and made the process easy

Personal Details:

- ☐ Father's Name: Chacko George
- ☐ Date of Birth: 19th July 1988
- ☐ Passport: L1267143.
- ☐ Notice Period: 30 days

Declaration:-

I hereby declare that all the above given information is true to the best of my knowledge and belief.
Place: Hyderabad