

NAGA VENKATA

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PROFESSIONAL SUMMARY

- Business Analyst with 4+ years of experience improving healthcare, banking, fintech, and enterprise operations through data-driven analysis, workflow optimization, and cross-functional delivery.
- Skilled in SQL, Power BI, Tableau, ETL/ELT pipelines, KPI modeling, and data quality validation with a strong ability to translate complex business needs into actionable requirements, process models, and analytical solutions.
- Experienced in mapping clinical and financial systems, designing dashboards, documenting BRDs/FRDs/user stories, and improving system interoperability using FHIR/HL7 and CRM/ERP platforms.
- Adept at supporting Agile delivery, UAT, and system enhancements while strengthening reporting accuracy, operational efficiency, and stakeholder decision-making across analytics, clinical, finance, and operations teams.
- Proven ability to collaborate with cross-functional groups and deliver scalable analytical and functional solutions that enhance business outcomes and accelerate insight-driven decision-making.

TECHNICAL SKILLS

Analytics & BI: Power BI, Tableau, Looker Studio, Excel (Power Query, Pivots, Macros), DAX, Data Modeling, Exploratory Data Analysis (EDA)

Databases & Data Engineering: SQL, MS SQL Server, MySQL, Snowflake, Amazon Redshift, ETL/ELT Pipelines, Source-to-Target Mapping, Data Warehousing, Data Quality Validation

Business Analysis & Systems: BRD, FRD, SRS, RTM, User Stories, Acceptance Criteria, Use Cases, BPMN, Process Flow Modeling, ERD, Wireframing, AS-IS/TO-BE Modeling

Platforms & Integrations: Salesforce (SOQL), SAP FI/CO, Epic, Athena, EHR/EPM Systems, AWS (S3, Lambda), Cotiviti, FHIR/HL7, CMS/NCQA Reporting Frameworks

Methods & Analysis Techniques: Agile (Scrum/Kanban), SDLC, Business Process Management, Gap Analysis, Impact Analysis, Cost-Benefit Analysis, RCA, A/B Testing, KPI & Metrics Analysis, Data Profiling

Testing & Quality Assurance: UAT, Functional Testing, Regression Testing, Test Case Design, Defect Triage, Traceability Validation

Collaboration & Documentation Tools: Jira, Confluence, Visio, Lucidchart, Miro, MS Teams, Slack, SharePoint

PROFESSIONAL EXPERIENCE

Business Analyst

Oct 2024 - Present

Providence Health Plan | Portland, OR

- Consolidated clinical data from Epic and Athena using FHIR and HL7 mapping techniques which improved interoperability and cut cross-system discrepancies by 30%.
- Produced Cotiviti risk adjustment and quality extract specifications using CMS and NCQA guidelines which ensured error-free submissions and strengthened regulatory compliance.
- Brought clarity to sprint planning by leading JAD discussions and translating requirements into structured Jira user stories which raised delivery accuracy by 25%.
- Elevated measure performance visibility by building Power BI dashboards with DAX and automated Dataflows which reduced recurring manual reporting work by 40%.
- Applied SQL profiling and reconciliation scripts to validate Epic and Athena feeds which increased data accuracy by 35% and reduced downstream quality issues.
- Identified high-impact clinical gaps by examining outreach metrics and care-gap closure patterns with SQL and Power BI which informed population health interventions for 100K+ members.
- Strengthened engineering alignment by preparing FRDs, BPMN workflows, and TO-BE models which clarified business logic and reduced requirement-related rework.
- Improved audit readiness by aligning FHIR, HL7 v2, CCDA, and X12 encounter data with CMS and NCQA standards which enhanced overall data quality and reduced integration inconsistencies.

Business Analyst

Apr 2024 - Oct 2024

PNC Bank | Hartford, CT

- Mapped payment, reconciliation, and exception workflows in Visio and validated steps with SQL Server which standardized processes across 10+ banking functions and reduced manual handling errors.
- Delivered operational insights by designing Power BI and Tableau dashboards with DAX and structured data models which improved real-time visibility into daily transactions and strengthened AML and KYC oversight.
- Translated business needs into BRDs, FRDs, and RTMs using compliance and control frameworks which ensured feature designs met regulatory expectations and reduced review cycle delays.
- Evaluated control gaps across new banking features through risk assessments which strengthened internal controls and lowered exposure to processing defects and audit findings.
- Improved the reliability of customer and transaction data by using SQL and Salesforce SOQL to validate source inputs which reduced recurring reporting inconsistencies and enhanced analytics accuracy.
- Supported release readiness by planning UAT and regression cycles and coordinating defect triage activities which increased deployment stability and reduced post-release issues.
- Partnered with Operations, Risk, Finance, and Technology teams to refine workflows using process analysis and SQL insights which improved automation potential and reduced manual intervention points.
- Investigated reconciliation breaks and operational exceptions by analyzing underlying data patterns in SQL and BI tools which helped teams address root causes faster and reduce resolution timelines.

Business Intelligence Analyst

May 2023 - Dec 2023

I-Soft Corp | West Haven, CT

- Reviewed e-commerce and banking workflows through GAP and KPI analysis which improved integration readiness for more than 10 third-party partners supporting payments and onboarding.

- Built Tableau and Excel dashboards using Power Query and structured data models which broadened visibility into payment performance, refund trends, and inventory behaviors across 20+ product lines.
- Supported BI delivery cycles by coordinating Jira sprint plans and monitoring progress which helped stabilize release timelines for over 5 analytics enhancements.
- Applied SQL and MySQL validation to transactional datasets which decreased recurring data defects across more than 200 customer and payment scenarios and strengthened financial accuracy.
- Combined SQL, MySQL, and API sources to create decision-support dashboards which guided planning for resource allocation, customer segmentation, and operational improvements.
- Improved requirement transparency by preparing BRDs, FRDs, and user stories aligned to BI reporting needs which enhanced communication between analytics, product, and engineering teams.
- Strengthened fraud and checkout analytics by examining exception patterns and refining workflow logic which improved customer-journey consistency and reduced manual review work.
- Outlined reporting dependencies by documenting AS-IS and TO-BE flows with BPMN diagrams which increased adoption of BI processes and reduced ambiguity across operations teams.

Business Process Analyst

Jan 2021 - Jul 2022

Adani | Visakhapatnam, India

- Reviewed end-to-end operational workflows using GAP and impact analysis which improved efficiency by 25% across more than 10 business initiatives.
- Outlined clear future-state processes by creating BPMN diagrams, TO-BE models, and data flows in Visio which reduced ambiguity and improved engineering alignment by 40%.
- Strengthened documentation quality by translating business needs into BRDs, FRDs, and structured user stories which ensured consistent understanding during development and testing.
- Improved release outcomes by coordinating UAT cycles and executing 50+ test cases which reduced defect leakage by 30% and boosted deployment stability.
- Enhanced KPI visibility by developing Power BI dashboards with DAX and Power Query which shortened reporting cycles by 60% and eliminated roughly 15 hours of manual work each month.
- Increased decision accuracy by performing SQL-based validation and root-cause checks in MS SQL Server which contributed to a 12% reduction in customer churn.
- Supported process-quality improvements by performing source-to-target mapping and evaluating data quality issues which minimized errors in operational logs used for decision-making.
- Accelerated project delivery by guiding Agile ceremonies and refining sprint plans with Jira which helped the team achieve a 95% on-time completion rate.

PROJECTS

Healthcare Data Quality & HEDIS Analytics Platform

- Elicited requirements from Quality, Population Health, and Informatics and mapped Epic/Athena fields to FHIR resources in SQL Server which raised HEDIS data completeness and measure readiness.
- Defined and implemented source-to-target validation rules with SQL Server and Python scripts and tracked defects in Jira which fixed data integrity issues across 30+ clinical attributes and improved reporting accuracy by 35%.
- Modeled KPIs and built Power BI reports using DAX and Dataflows which automated daily HEDIS monitoring, cut manual reporting by 40%, and provided leadership with operational dashboards.

Enterprise Payments Operations Insights Hub

- Gathered cross-functional reporting requirements and documented end-to-end payment and reconciliation workflows in Visio which standardized exception handling across Operations, Risk, and Finance.
- Designed ETL mapping and SQL/SOQL transforms to consolidate transaction, reconciliation, and alert feeds which increased exception detection accuracy and consistency of reporting by about 30%.
- Developed Tableau KPI dashboards with drill-throughs and SLA views which enabled five teams to prioritize incidents, reduce investigation time by 25%, and improve reconciliation throughput.

EDUCATION

Master of Science in Business Analytics

Aug 2022 - Dec 2023

University of New Haven | Connecticut, USA

Bachelor of Technology in Electronics & Communication Engineering

Jul 2017 - Jul 2021

Andhra University | Andhra Pradesh, India

CERTIFICATIONS

- Google Data Analytics Professional Certificate - **Coursera**
- IBM Business Analyst Professional Certificate - **Coursera**
- Microsoft Power BI Data Analyst (PL-300) - **LinkedIn Learning**
- Tableau Data Analyst Skill Path - **DataCamp**
- SQL for Data Analysis Specialization - **Coursera**
- Agile Business Analysis (Agile BA) - **LinkedIn Learning**