**Manikanta Reddy**

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**PROFESSIONAL SUMMARY**

* Around 9 years of experience as a **Senior UX/UI Analyst** with a deep understanding of healthcare regulations, policies, and standards.
* An experienced professional with a demonstrated history of crafting and executing strategic plans to maximize resource utilization, elevate patient results, and streamline operational effectiveness.
* Knowledge on claims process and adjudication in the **Medicare Part A, B, C** and **D, Medicaid**, Managed care, Private and **TPA, PPO, HMO,** and **POS.**
* Experienced in validating **EDI transactions** such as **EDI 835, EDI 837, EDI 834, EDI 276, EDI 277, EDI 270, EDI271**, and **EDI850** between the provider and **Medicare** and Medicaid entities to verify patient’s eligibility and benefits to enhance the accuracy of insurance coverage information.
* Developed and integrated **FHIR interfaces**, ensuring healthcare system interoperability and compliance. Provided technical expertise and mentorship for successful implementation and data exchange.
* Having extensive domain knowledge of healthcare data privacy and security regulations, with a comprehensive understanding of **HIPAA, PPACA, and HITECH** requirements.
* Proven expertise in integrating healthcare systems using **FHIR, HL7, and EDI** standards, ensuring seamless data exchange and interoperability.
* Utilized a structured approach to problem-solving, breaking down complex issues into manageable components.
* Applied structured methodologies to analyze processes, identify gaps, and propose improvements.
* Designed and executed **ETL** processes for healthcare data migration across **Cloud** and **Traditional** databases using **AWS, GCP, and Azure** and conducted **Data Cleansing, Data Validation, Data Verification**, and **Data migration** using **ETL** tools like **Talend** and **Informatica** to facilitate data migration processes.
* Well-versed in **Agile** and **Waterfall** methodologies within the **Software Development Life Cycle (SDLC),** with a strong ability to adapt and leverage each approach based on project requirements and team dynamics.
* Proficiency in documenting **Business Process Design**, authoring **Business Requirements Document** (**BRD**), Use case Specifications, **Functional Specification Document** (**FSD**)
* Experience in developing **Epics**, **Storyboards**, **Screen Mockups**, and **Screen Flows** for design feedback
* Proficient in analyzing and creating **Unified Modeling Language** (**UML**) **Diagrams** such as **Use case diagrams**, **Sequence diagrams, Data flow diagrams**, Business flow diagrams using **MS Visio** and **Rational Rose**.
* Worked within various **Agile frameworks** such as **Scrum, and Kanban,** adapting to the unique needs of each project and team.
* Created wireframes, storyboards, user flows, process flows, and site maps to effectively communicate **UX/UI** interaction and design ideas.
* Developed high-fidelity **UX/UI** prototypes using tools such as **Sketch, Figma**, and Adobe **XD** to visualize and test design concepts.
* Excellent business communication and presentation skills. Adapt at creating, editing, and coordinating extensive communication networks, to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.
* Actively participated in **Agile** ceremonies, including **daily stand-ups**, **sprint planning**, **retrospectives**, and demos, fostering collaboration, transparency, and continuous improvement within cross-functional teams.
* Expertise in **Source-to-target mappings**, and meticulous documentation of data flow between various systems, **databases,** and **data warehouses**.
* Collaborated with **UI/UX** designers to create intuitive and user-friendly interfaces.
* Generated well-structured and detailed documents, such as the **Business Requirements Document (BRD)** and **Functional Requirements Document (FRD),** to define business needs and functional specifications.
* Proficient in Developing and executing **Test Plans, Test Case, Test Scenarios,** also performing **Functional, Usability Testing** and ensuring that the software meets the system Requirement.
* Proficient in **SQL** and **PL/SQL**, adept at developing complex queries, optimizing database performance, and implementing stored procedures, functions, triggers, and packages across **Oracle** and **SQL Server** platforms, particularly tailored for healthcare datasets.
* Expertise in designing and developing interactive dashboards and reports in **Tableau** utilizing a wide range of visualizations and advanced features such as calculated fields, parameters, and **LOD** expressions to meet diverse end-user requirements.
* Proficient in leveraging the full suite of **Power BI** tools, including Power View, **Power Query**, and Power Pivot, to create visually compelling dashboards, scorecards, and **KPI** reports, driving actionable insights and informed decision-making.
* Conducted **Gap Analysis**, **Root Cause Analysis**, **Impact Analysis**, and **SWOT Analysis** to identify discrepancies, and underlying issues and assess the consequences, enabling informed decision-making.
* Proficient in designing business models using **UML** diagrams and conducting collaborative sessions with cross-functional teams, utilizing Lucid chart, **MS Visio**, and strong communication skills.
* Strong expertise in data mapping, modeling, and schema design, including **OLTP/OLAP** and E-R models, facilitating effective project development and stakeholder engagement.

**TECHNICAL SKILLS**

* **Computer Skills: Data visualization, Data Cleaning, Data Mining, Data Warehouse, Microsoft. Office** (Access, Word, Excel, PowerPoint), **Citrix workspace, Relay, Microsoft Teams, problem-solving and analytical abilities**, **Mathematical and statistical skills**.
* **Analysis Tools: My SQL, SQL server, Tableau Desktop, MS-Excel, Power BI, VISIO**, **Microsoft Azure.**
* **Languages: SQL, SAS, Python, R.**
* **Cloud services skills: AWS, Google Cloud Platform (GCP), Microsoft Azure** and **Data Bricks**.
* **Tools: Git, JIRA, Informatica**.
* **Databases: Oracle, MS Access, SQL.**
* **Operating systems:** Windows, LINUX, Mac OS and DB2.
* **Expertise:** Application of information technology in healthcare strategically, **advanced healthcare data analytics**, **electronic health records**, HL7, FHIR, LIMS, EDC, ELN, information analysis and system design, database design, oracle, evidence-based practice, **clinical and business intelligence**, healthcare operations, population health, convergence of healthcare and IT, and legal aspects of healthcare IT.

**PROFESSIONAL EXPERIENCE.**

**Senior UX/UI Analyst Oct 2021- Present**

**Elevance Health, Indianapolis, IN**

**Responsibilities**:

* Proficient in **EDI** standards such as **ANSI X12, HL7**, and **HIPAA** transactions, ensuring compliance and accuracy in healthcare data exchange.
* Experienced working on EDI Transactions (**835,837,270,271,820,277,278**) claim submissions, remittance advice, and eligibility inquiries. and Gained knowledge and experience in EDI data mapping and migration.
* Ensured compliance with regulatory standards such as **HIPAA**, **HITECH** Act, and **CMS** guidelines.
* Gathered and documented detailed business requirements from stakeholders, including healthcare providers, payers, and IT teams, for integrating electronic health records (EHRs) with EDI systems and processes.
* Conducted **Joint Application Design (JAD)** sessions to understand the current workflows, pain points, and desired functionalities related to the integration of EHRs and EDI transactions.
* Implemented **B2B mapping tools** and leveraged the **AS2 protocol** for secure and reliable data exchange, facilitating the seamless integration of electronic health records (EHRs) with EDI transactions.
* Translated business requirements into **functional specifications**, **user stories**, and **acceptance criteria**, ensuring alignment with industry standards such as **HL7**, **ANSIX12**, **HIPAA**, and CMS guidelines.
* Collaborated with cross-functional teams, including data analysts, developers, and subject matter experts, to design and document the **Integration architecture**, **data mappings**, and **interface** specifications between **EHRs** and **EDI** systems.
* Applied best practices in responsive **UX/UI** design, ensuring optimal user experiences across various devices and screen sizes.
* Utilized **UX/UI** design systems and established design guidelines to maintain consistency and improve efficiency in the design process.
* Facilitated workshops to break down **Epics** into manageable **User stories**, ensuring clear and actionable tasks.
* Ensured accuracy and consistency in all project documentation and deliverables.
* Utilized **Agile** **Software** **Methodology** using **Scrum** **framework**. Actively participated in creating the user stories and prioritizing user stories along with tracking of burn up, burn down charts to estimate sprint delivery
* Facilitated all Aspects of **Scrum** **Framework**, including **Product Backlog**, release backlog, sprint planning session, daily **Scrum** **Meeting**, sprint reviews and sprint retrospectives.
* As **Scrum** **Master** communicated dependencies and potential risk to the completion of the sprints including resources, costs and systems.
* Collaborated with cross-functional teams, including product managers, developers, and stakeholders, to ensure alignment **on UX/UI** design objectives and project requirements.
* Configured **CMS** settings to optimize content delivery and performance across multiple platforms.
* Analyzed and mapped **EDI** transactions using **ANSI X12** standards and **HL7** protocols.
* Analyzed requirements and designed data mapping rules for integrating EHR systems with EDI, ensuring compliance with standards like **HL7, X12**, and **EDI FACT** across multiple file formats **(CSV, Excel, PDF)**
* Developed process flows, data flow diagrams, and wireframes to visualize the end-to-end integration process.
* Expertise in database management systems including **Oracle**, **MS Access**, and **SQL** Server for storing and retrieving Healthcare data.
* Analyzed the existing reports of the reporting system in the database. Checked the consistency of the data after **ETL** process using **SQL** queries.
* Regularly consulted with **SMEs** to gather detailed insights and ensure requirements were comprehensive and accurate.
* Documented **SME** knowledge and insights to create a knowledge base for future reference.
* Collaborated with **SMEs** to understand complex business processes and translate them into technical requirements.
* Documented project artifacts such as Stakeholders Analysis, Business Requirement Document (**BRD**), Functional Requirement Document (**FRD**), Test cases and Test Plans.
* Established and enforced **UI/UX** design standards to ensure consistency across all projects.
* Documented project processes, procedures, and artifacts using version control systems like **Rational ClearCase**, creating milestones for various phases of the Software Development Life Cycle (**SDLC**).
* Participated in **Agile ceremonies**, such as sprint planning, backlog grooming, and review sessions, to prioritize and refine requirements based on stakeholder feedback and project constraints.
* Maintained a **Traceability Matrix** to ensure all functional requirements were addressed at the use case and test case levels, ensuring comprehensive coverage and traceability.
* Collaborated with development teams to incorporate use cases, activity diagrams, sequence diagrams, and object-oriented designs (**OOD**) using **UML** and **Visio** for the integration solution.
* Facilitated **User Acceptance Testing** (**UAT**) and coordinated user feedback sessions to validate the integration solution, ensuring it meets business requirements and regulatory compliance.
* Designed and developed **Use Cases**, Activity Diagrams, Sequence **Diagrams** and Business Process using **MS** **Visio** or Rational Rose Modeler.
* Conducted **Gap analysis** to identify potential gaps or discrepancies between existing systems and the desired integration solution, proposing recommendations for bridging those gaps.
* Designed **SQL scripts** for extracting and transforming healthcare data into EDI formats, implementing error handling for data validation and integrity.
* Optimized **SQL queries** and **stored procedures** for efficient healthcare data integration, leveraging **Oracle**, MS Access, and SQL Server databases.
* Employed **Power BI** to integrate health records with **EDI**, leveraging **DAX** queries to create dynamic dashboards and reports offering real-time insights into claims processing, compliance, data anomalies, and facilitating informed decision-making in healthcare operations.
* Leveraged **MS Excel** functions such as **X-LOOKUP, VLOOKUP**, **pivot tables**, and other advanced Excel functions for data analysis and reporting tasks.

**Environment:** EDI, HIPPA, HITECH, CMS, JAD, AS2, ANSI X12, UML, VISIO, GAP ANALYSIS, ORACLE, DAX, HL7, AGILE, SQL, UML, Power BI,

**Senior UX/UI Analyst May 2019- Aug 2021**

**State of New York**

**Responsibilities**:

* Gathered and documented comprehensive business requirements for the migration from legacy HIE platforms to FHIR-based interoperability solutions, ensuring compliance with **HIPAA, HITECH**.
* Conducted **gap analysis**, impact assessments, and **impact analysis** to identify necessary changes, assess effects on existing EHR systems/processes, and propose mitigation strategies for successful adoption of FHIR standards.
* Collaborated with cross-functional teams, including healthcare professionals, IT specialists, and subject matter experts, to define and validate the functional specifications for FHIR-based data exchange and integration.
* Ensured data integrity and compliance with coding standards like **ICD-9, ICD-10, CPT,** and **LOINC** during the migration and integration processes.
* Collaborated with Laboratory Information Management Systems **(LIMS)** and Electronic Lab Notebook **(ELN)** teams to integrate laboratory data into the FHIR-based interoperability ecosystem.
* Analyzed and mapped data elements from various clinical document formats **(CCD, C-CDA)** to FHIR resources, ensuring seamless interoperability between **EHR, EMR,** and other healthcare systems.
* Designed and optimized **data pipelines** for efficient and secure FHIR resource transfer using Rhapsody for adhering to industry protocols such as **TCP/IP**.
* Maintained organized project documentation and tracked progress to ensure timely delivery of milestones.
* Managed multiple tasks and projects simultaneously, prioritizing effectively to meet deadlines.
* Ensured compliance with FHIR implementation guides like **US-CORE** and **US-CDI**.
* Utilized **Informatica PowerCenter** for **ETL** processes, extracting, transforming, and loading data from various sources into FHIR repositories.
* Led the redesign of a major **UX/UI** product feature, resulting in increase in user adoption and positive feedback.
* Created visually compelling **UX/UI** graphics and layouts for digital and print media, including websites, social media, brochures, and advertisements.
* Developed **UX/UI** brand identity elements, such as logos, color schemes, and typography, to establish a cohesive and recognizable brand image.
* Developed **BRD**, including user stories, wireframes, and functional specifications, for FHIR-based applications and EHR integration solutions using **Adobe XD.**
* Collaborated with developers to design and implement **RESTful APIs** with resource-oriented **URL** structures and **HTTP** operations (**GET, POST, PUT, DELETE**), utilizing data interchange formats such as **JSON, XML,** and **RDF**.
* Engaged with subject matter experts (**SMEs**) to gather in-depth knowledge and insights for projects.
* Facilitated workshops and meetings with **SMEs** to validate requirements and ensure accuracy.
* Leveraged SME expertise to identify potential risks and mitigation strategies for projects.
* Develops business processes that ensure the developed application meets all project requirements, ensures that projects are completed on time, accurate to defined specifications and within budget.
* Translates business and **IT** requirements by reviewing, analyzing and evaluating needs into functional specifications.
* Supports or leads the process of screening, framing and modeling ideas for process improvements or cost savings.
* Conducts and facilitates **JAD** sessions to develop and coordinate the requirements, specifications, design, and testing efforts for medium to large projects.
* Collected and analyzed user feedback to identify areas for improvement in **UI/UX** design.
* Experienced in documentation and conducting walkthroughs on data lineage, system specific data flows, **UML** **Diagrams**, conceptual and logical data models for project stakeholders at various levels in the organization.
* Facilitated **User Acceptance Testing** (**UAT**) to validate the FHIR-based applications and EHR integration solutions against specified requirements and user expectations.
* Leveraged project management platforms like **Trello** to foster collaboration and streamline the **Agile** software development life cycle (SDLC) for FHIR adoption and EHR integration initiatives.
* Worked with cloud services like **AWS** and **Data Bricks** for secure EHR data storage, processing, and integration, collaborating with database administrators for **Oracle** and **DB2** environments.
* Proficient in SQL Server for data manipulation, querying (complex views, stored procedures, triggers, spatial data functions, user-defined functions), and EHR integration; skilled in utilizing SQL queries, stored procedures, and triggers for ETL processes and data integration while maintaining integrity and coding standards.
* Designed **Star schema** and **Snowflake schema** data models through tabular and multidimensional modeling in SQL Server Analysis Services (SSAS) for optimized data analysis and reporting.
* Developed interactive **dashboards** and **reports** using **Power BI**, incorporating **key performance indicators (KPIs)**, trends, and custom visuals to provide actionable insights from claims and EHR data.
* Developed interactive Power BI **dashboards** and **reports** with **slicers**, enabling stakeholders to dynamically filter and analyze FHIR-based clinical data from various perspectives, facilitating data-driven decision-making.

**Environment:** HIE, FHIR, HIPPA, HITECH, ICD-9, ICD-10, CMS, CPT, LONIC, LIMS, HER, EMR, TCP, US-CORE, US-CDI, ETL, URL, HTTP, JSON, XML, UAT, AWS, AGILE, SQL, POWER BI, SLICERS.

**UX/UI Analyst**

**Madrigal Pharmaceuticals, West Conshohocken, PA Jan2017-Mar2019**

**Responsibilities:**

* Orchestrated the implementation of **HL7** interfaces to ensure seamless data interoperability among **EMRs**, **LIS**, and **RIS** within diverse healthcare ecosystems.
* Gathered business requirements, conducted **JAD** sessions to understand data flows, message structures, and integration goals for mapping **HL7** and **CDA** standards.
* Analyzed HL7 message **versions**, **triggers** (ORM, ORU, DFT), CDA document types, and defined mappings for clinical data elements like **SNOMED, ICD, CPT, and LOINC**.
* Designed data transformation rules using tools like **Mirth Connect** for bi-directional mapping between HL7 messages and **CDA** documents, ensuring compliance with **US-CORE**, **US-CDI**, **HIPAA.**
* Defined error handling processes, secure data transmission protocols **(TCP/IP, VPN)** for HL7-CDA integration, and facilitated **UAT**, documentation.
* Utilized **Jira** for project management, created user stories, tracked tasks, and managed project timelines following the **Scrum** methodology.
* Utilized Adobe Creative Suite (Photoshop, Illustrator, InDesign) to create and edit **UX/UI** graphic assets, ensuring high standards of visual appeal and quality.
* Managed multiple **UX/UI** design projects simultaneously, delivering on time and within budget while maintaining creative excellence.
* Worked closely with clients to understand their vision and requirements, translating their ideas into effective **UX/UI** visual designs.
* Conducted **gap analysis**, proposed recommendations to bridge gaps between existing data formats and desired HL7-CDA mapping solution.
* Collaborated with marketing teams to design **UX/UI** promotional materials that effectively communicated key messages and drove customer engagement.
* Maintained strong relationships with SMEs to ensure continuous support and knowledge sharing throughout project lifecycles.
* Explored emerging technologies for enhancing HL7-CDA mapping process and data interoperability via protocols like **MLLP** and advocated best practices throughout the project lifecycle.
* Conducted rigorous user acceptance testing (**UAT**) to validate **HL7**/**CDA** data transformations, assuring unfaltering interoperability across **Electronic Health Record** (**EHR**) systems.
* Utilized **Python** scripting to automate data validation, message parsing, and transformations, streamlining the HL7-CDA mapping workflow and integration processes.
* Leveraged **Talend** for **ETL** processes, **Mapping Designer** for data mappings, **Workflow Manager** for data flow orchestration, **monitor** for tracking, ensuring seamless **HL7, CDA** data extraction, transformation, and loading.
* Worked with **SQL Server**, utilizing **complex views**, stored procedures, **triggers**, spatial data functions, and user-defined functions for data manipulation to process **HL7**, and **CDA** data effectively.
* Mastered the ability to design and deploy rich **Graphic visualizations** with Drill Down and Drop-down menu options and Parameterized using **Tableau**.
* Extensive experience in various reporting objects like **Hierarchies**, **Filters**, **Calculated Fields, Sets,** Groups and Parameters in **Tableau**.
* Designed Star schema and Snowflake schema data models within **Tableau** for enhanced data analysis and reporting capabilities, ensuring optimized insights into **HL7-CDA** mapping and interoperability across healthcare systems.
* Created interactive **Tableau dashboards**, **reports**, **data stories** with **drill-down, trends, KPIs** for actionable **HL7-CDA** mapping insights and data visualization.

**Environment:** HL7, JAD, CDA, SNOMED, ICD, CPT, CMS, LONIC, MIRT CONNECT, US-CORE, US-CDI, HIPAA, UAT, JIRA, GAP ANALYSIS, MLLP, HER, TALEND, SQL, TABLEAU,

**UX/UI Analyst June 2015- October 2016**

**Nuwellis Health, Minnesota, MN**

**Responsibilities:**

* Conducted comprehensive **HITECH** privacy and security risk assessments, identifying vulnerabilities and developing remediation strategies to ensure compliance with **HIPAA** Privacy and Security Rules.
* Analyzed audit logs, system activity reports, and ePHI access patterns to monitor for potential **data breaches** and **unauthorized access**, implementing proactive measures to mitigate risks.
* Leveraged encryption and access controls to secure electronic health records in accordance with **HITECH** security standards.
* Maintained and organized comprehensive metadata associated with each stage of the data lineage, including data dictionaries, business glossaries, and technical specifications, ensuring data integrity and traceability.
* Managed metadata repositories within the **data dictionary**, providing a centralized source for information about data assets.
* Implemented **UX/UI** design feedback and revisions efficiently, ensuring client satisfaction and approval.
* Kept up to date with **UX/UI** design trends and industry standards, continuously refining skills and incorporating new techniques into design work.
* Collaborated closely with IT teams to review and enhance the security posture of electronic health record (**EHR**) systems and other healthcare IT systems, aligning with HITECH security requirements for robust data protection and compliance.
* Leveraged **SAS** programming for advanced statistical analysis, data mining, and reporting on healthcare data to facilitate data-driven decision-making and ensure **HITECH** compliance.
* Utilized **R** language for data manipulation, visualization, and predictive modeling, providing insights into potential security risks and enabling proactive risk mitigation strategies.
* Implemented data integration and security projects following the **Waterfall SDLC** methodology, ensuring **HITECH** and **HIPAA** compliance through comprehensive documentation and adherence to guidelines across all phases.
* Employed advanced **SQL** techniques, including **complex queries**, **stored procedures**, and **user-defined functions**, to manipulate and process healthcare data effectively, ensuring compliance with HITECH and data security regulations.
* Leveraged **Tableau's** data modeling capabilities, creating **star and snowflake schemas**, to optimize data analysis and reporting for HITECH audits and security assessments.
* Utilized cloud platforms like **AWS** and **GCP** for secure data storage, processing, and analysis, ensuring scalability and compliance with HITECH requirements while maintaining robust data security measures.
* Proficiently used **Microsoft Office** applications, including **Access**, **Word**, **Excel**, and **PowerPoint**, to facilitate data analysis and reporting tasks.

**Environment:** HITECH, HIPPA, SDLC, WATERFALL, SQL, R, TABLEAU, AWS, GCP, MICROSOFT OFFICE, WORD, EXCEL, POWERPOINT.