

NARENDRA KOLLA

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PROFESSIONAL SUMMARY

Senior Data & Business Analyst with 9+ years of experience across healthcare data systems, including analytics, engineering, and SDLC coordination.

NARENDRA KOLLA

Senior Data Analyst with over 9+ years of experience in the healthcare analytics, data engineering, and business intelligence, delivering actionable insights through data integration, visualization, and analytics across systems like Medicaid, CHIP, and Epic-integrated systems through scalable and secure solutions.

Demonstrated subject matter expertise in HIPAA-compliant analytics, FHIR and HL7 integration, and Medicaid reporting standards. Advised teams on secure and scalable data handling.

Designed and maintained complex data warehouse environments using modern ETL tools and optimized data models for healthcare programs.

Conducted root cause analysis and performance audits across multiple healthcare data projects. Applied learnings to improve data integration and visualization strategies.

Applied extensive experience in Agile and Waterfall frameworks to support healthcare data projects from planning to deployment. Ensured traceability, sprint execution, and user acceptance testing were thoroughly documented.

Partnered with QA teams, DBAs, and product owners to ensure reliable data flow across systems. Provided expertise in schema design, data profiling, and optimization strategies.

Maintained strong communication with technical and non-technical stakeholders to ensure transparency, progress alignment, and post-deployment support.

Supported and trained junior analysts and interns in SQL, Power BI, and data validation techniques. Encouraged collaborative problem-solving and peer learning within teams.

Led requirement gathering workshops and structured interviews to drive report and dashboard development.

Captured business logic and compliance needs effectively.

Delivered detailed documentation for lineage, data dictionaries, and mapping specifications. These materials supported internal training, compliance audits, and executive briefings.

Reviewed and refined reporting logic based on feedback and evolving metrics. Drove continuous improvement across data and reporting layers.

NARENDRA KOLLA

Senior Business Analyst with over 9+ years of proven expertise in the healthcare domain, driving end-to-end Software Development Life Cycle (SDLC) processes to deliver compliant and scalable healthcare IT solutions.

Deep understanding of complex healthcare programs including Medicaid, CHIP, and HIPAA regulations, with extensive experience translating clinical policies and business rules into actionable requirements for technical teams.

Skilled at conducting detailed requirement elicitation using workshops, interviews, and document analysis to capture comprehensive business needs aligned with healthcare program objectives.

Expert in authoring thorough Business Requirement Documents (BRDs), functional specifications, and traceability matrices that ensure alignment between stakeholders, developers, and auditors.

Adept at coordinating and facilitating comprehensive User Acceptance Testing (UAT) processes, gathering feedback from clinical, compliance, and operational teams to validate that deliverables meet business goals and regulatory standards.

Proficient in managing all SDLC phases within Agile, Scrum, and Waterfall frameworks, driving sprint planning, backlog refinement, retrospectives, and change control to ensure project transparency and on-time delivery.

Extensive experience in performing gap analysis, business process modeling, and impact assessments to identify improvement opportunities and inform system design decisions.

Proven ability to define and monitor Key Performance Indicators (KPIs) and reporting metrics that align with organizational strategic goals and compliance requirements.

Strong advocate for healthcare data governance, including implementing and maintaining role-based access control (RBAC) and PHI protection to ensure security and audit readiness.

Effective communicator and collaborator, skilled at bridging the gap between clinical stakeholders, program managers, technical developers, and QA teams to ensure shared understanding and smooth project execution.

Experience mentoring and training junior analysts on healthcare program logic, documentation best practices, and stakeholder engagement strategies to foster team growth and knowledge sharing.

SKILLS

- Programming & Querying: SQL, Python
- Business Analysis Tools: Jira, Confluence, MS Visio, Excel
- ETL Tools: SSIS, Informatica, Talend
- Cloud: Azure (Data Factory, DevOps, Databricks), AWS
- Reporting Tools: Power BI, Tableau
- Healthcare Tech: HL7, FHIR, HIPAA, MMIS, EHR (Epic, CHIP, HIE), EDI (837/835)
- Frameworks: Agile, Scrum, Waterfall, Change Management
- Databases: MS SQL Server, PostgreSQL, MySQL

PROFESSIONAL EXPERIENCE

NARENDRA KOLLA

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Reviewed and refined reporting logic based on feedback and evolving metrics. Drove continuous improvement across data and reporting layers.

Translated evolving business needs into analytics features by working closely with program managers and clinical stakeholders. Ensured flexibility and rapid response to policy updates.

Built and deployed Power BI and Tableau dashboards tailored to healthcare performance monitoring. Aligned visualizations with stakeholder KPIs, executive goals, and audit readiness.

Built reusable SQL logic for validation, anomaly detection, and reporting triggers. Helped reduce manual review efforts and improved upstream data readiness.

Established standards and reusable components for ETL pipelines, data cleansing routines, and documentation practices. Promoted data quality and reporting consistency across teams.

Integrated cloud technologies including Azure and AWS to deploy scalable, secure reporting solutions. Used Azure DevOps for continuous integration, testing, and delivery.

Provided mentorship on best practices for documenting technical features, managing code repositories, and presenting data insights to leadership.

Designed and supported role-based access control and version governance in BI platforms. Protected PHI and aligned reporting environments with audit requirements.

Programming Language: SQL, Python

ETL Tools: SSIS, Informatica, Talend

Cloud Technologies: Azure (Azure DevOps pipelines, Databricks), AWS

Reporting Tools: Tableau, Power BI

Frameworks: Agile, Scrum, Waterfall

Database: MS SQL Server, PostgreSQL,MySQL

Healthcare Technologies & Standards: HL7, FHIR, HIPAA, MMIS, EHR systems (Epic, CHIP, HIE), Claims & Eligibility Data (EDI 837/835)

PROFESSIONAL EXPERIENCE

Senior Data AnalystNov 2023 - Present

State of KY, Remote

Project: Medicaid Data Warehouse Integration

Responsibilities:

Collaborated with cross-functional stakeholders and clinical teams to design Medicaid-compliant data models that aligned with healthcare program needs, ensuring HIPAA regulations were strictly adhered to across warehousing layers.

Conducted in-depth analysis of Medicaid business rules and regulatory documentation, incorporating CHIP-specific logic into transformation layers and reporting outputs.

Acted as the primary healthcare data SME, interpreting Medicaid eligibility shifts and communicating downstream impacts to analytics, compliance, and engineering teams.

Participated in all Agile ceremonies, including sprint planning, story refinement, and retrospectives, ensuring accurate mapping of healthcare objectives to technical deliverables.

Championed standardization in technical documentation, sprint hygiene, and code reviews to support knowledge transfer and reduce onboarding time.

Facilitated and executed robust UAT cycles, preparing test scripts and coordinating feedback from compliance and operational users for Medicaid reporting.

Created and managed comprehensive traceability matrices linking Medicaid policy elements to ETL components and dashboard metrics for audit clarity.

Authored detailed BRDs, data mapping sheets, and functional specifications for Medicaid eligibility, claims, and encounter data pipelines.

Produced detailed data dictionaries and end-to-end lineage documentation, supporting internal training, regulatory audits, and schema changes.

Automated data quality assurance routines using parameterized SQL procedures and validation scripts to ensure dataset integrity across reporting cycles.

Built scalable and modular CI/CD pipelines through Azure DevOps for the rapid deployment of Medicaid analytics applications and dashboards.

Developed comprehensive Power BI dashboards connected to Azure and on-prem sources, monitoring key Medicaid KPIs such as eligibility trends, claim rejections, and provider distribution.

Implemented performance tuning strategies including SQL indexing, caching, and parallelism to reduce latency in Medicaid data queries.

Engineered reusable ETL workflows using Talend and Informatica for transforming eligibility, encounter, and provider data into warehouse-ready formats.

Integrated role-based access control (RBAC) within Power BI dashboards to support PHI protection and maintain HIPAA-aligned access segregation.

Mentored junior analysts in best practices for SQL optimization, Medicaid data validation, and secure BI reporting using Power BI and Azure.

Developed anomaly detection logic using SQL triggers and alert rules to notify stakeholders of data quality

issues in near real-time.

Senior Data Analyst

Aug 2020 - Oct 2023

Sacramento Municipal Utility District, Remote

Project: Epic System Integration Assessment

Responsibilities:

Collaborated closely with clinical informatics, hospital operations, and compliance teams to facilitate seamless integration of patient clinical, billing, and operational data within Epic EMR systems, ensuring alignment with healthcare standards and regulations.

Analyzed healthcare workflows and regulatory compliance requirements to develop clear business requirements and data mappings that support accurate, timely clinical documentation and billing processes critical for patient care and reimbursement.

Led validation efforts in partnership with Epic Bridges and interface developers to ensure clean, compliant data transfers, proactively addressing data transformation discrepancies to maintain clinical data integrity.

Directed cross-functional User Acceptance Testing (UAT) sessions with clinical administrators, IT leads, and compliance officers, gathering feedback to refine dashboard logic, reporting structure, and clinical workflow alignment.

Documented and maintained comprehensive change control history for Epic interfaces, ensuring full compliance with internal audit policies and SDLC standards for healthcare data systems.

Authored and maintained detailed Business Requirement Documents (BRDs), data mapping sheets, and functional specifications to align clinical and technical teams on integration logic and healthcare workflow requirements.

Tracked and maintained detailed data lineage logs, mapping Epic source fields to reporting Key Performance Indicators (KPIs) for validation, compliance review, and clinical audit readiness.

Delivered in-depth training workshops and documentation sessions for new team members and interface users, focusing on Epic data logic, clinical workflows, and compliance standards.

Collaborated with technical teams to build and execute SQL scripts for field-level data reconciliation, complementing visual validation performed through Power BI and Tableau dashboards from a business

validation perspective.

Worked closely with reporting teams to design and optimize interactive Power BI dashboards that provide real-time monitoring of integration health, tracking metrics such as latency, data volume, and error rates to support clinical operations.

Created Tableau dashboards with embedded alert systems and auto-refresh capabilities, enabling live monitoring of critical clinical integration points and prompt response to data issues for improved patient care.

Utilized advanced Level of Detail (LOD) expressions and Power Query functionalities within dashboards to provide detailed department-level data breakdowns and conditional clinical metrics for operational decision-making.

Managed Tableau integrations with Epic-certified connectors, establishing governance rules and access permissions to ensure compliant visual analytics aligned with healthcare data privacy and security standards.

Developed scalable business-driven data mapping and transformation strategies to integrate hospital data systems with Epic EMR, enabling seamless flow of clinical, billing, and operational data to improve patient care coordination.

Enforced secure Tableau access control using role-based access control (RBAC) aligned with Epic's user hierarchy and healthcare information sensitivity levels to maintain patient confidentiality and regulatory compliance.

Coordinated the automated deployment of analytics tools through CI/CD pipelines, ensuring production parity, efficient lifecycle management, and timely delivery of healthcare analytics solutions.

Conducted latency and error analyses using interface performance metrics, identifying bottlenecks and collaborating with clinical IT teams to propose enhancements that improve data throughput and integration reliability.

Mentored junior analysts on best practices in clinical data quality assurance, interface logic understanding, and Tableau dashboard development, fostering cross-functional skill growth within the healthcare analytics team.

Data Analyst

Nov 2018 -

June 2020

Oscar Health, New York

Project: CHIP Enrollment Conversion Analysis

Responsibilities:

Partnered with CHIP eligibility specialists, program coordinators, and interpreted healthcare policies impacting pediatric coverage and enrollment workflows.

Assessed regional disparities, CHIP enrollment patterns, and provided actionable insights to improve outreach in underserved populations.

Delivered audit-ready data packages using HIPAA-compliant workflows, supporting monthly validation cycles and eligibility assessments.

Participated in iterative Agile sprints, collaborating with product owners and business analysts to refine user stories and acceptance criteria tied to CHIP business deliverables.

Maintained and updated a detailed traceability matrix linking reporting outcomes to source data fields and regulatory guidelines.

Developed and distributed BRDs and mapping matrices, supporting traceable reporting through multiple ETL and reporting layers.

Defined all core data transformations, KPI logic, and enrollment criteria, maintaining alignment with program policies and eligibility rules.

Conducted demo sessions with stakeholders, integrating feedback loops into dashboard improvements and analytical refinements.

Provided structured training to new analysts on CHIP data logic, SQL validation scripting, and program eligibility workflows.

Performed advanced SQL-based analytics to assess CHIP enrollment funnel, uncovering timing gaps, drop-off points, and systemic inefficiencies across user segments.

Designed comprehensive, filterable Power BI dashboards with drill-downs, visual hierarchies, and demographic overlays to support dynamic exploration.

Implemented custom calculated columns and conditional fields within Power BI to spotlight population-specific risk indicators.

Created reusable SQL components using joins, CTEs, and window functions, enabling real-time trend reporting across conversion stages.

Quickly updated dashboard logic and integrated technical safeguards such as dynamic schema validation in response to frequent policy shifts, safeguarding reporting accuracy under new eligibility criteria.

Monitored dashboard usage and interaction behavior, applying telemetry tools and performance tuning methods to fine-tune layout and functionality for user engagement goals.

Coordinated with SMEs and QA analysts to conduct integration testing, ensuring data consistency and verifying output across downstream tools.

Embedded encryption, masking, and access layers, incorporating security configurations and audit logging to ensure HIPAA-aligned data protections within all analytic assets.

Junior Data Analyst

May 2016 - Oct 2018

Butterfly Network Health, New York

Project: HIE Data Exchange Monitoring

Responsibilities:

Collaborated with HIE operations teams and clinical data stewards to ensure accurate interpretation of healthcare exchange requirements and maintain alignment with public health interoperability standards.

Analyzed EHR integration outputs from partner facilities to validate successful data flow of patient encounters, immunization records, and lab results into the HIE ecosystem.

Applied secure role-based access controls and auditing logic to dashboards and backend processes, ensuring HIPAA data governance and supporting protected health information workflows.

Designed visual hierarchies in Tableau that applied field-level access protocols, reinforcing patient confidentiality and PHI controls.

Managed deliverables under a Waterfall framework, regularly updating documentation, specs, and sign-offs at each phase.

Contributed feedback during retrospectives and QA cycles to enhance long-term data governance and documentation strategy.

Authored and refined functional enhancement specs, detailing improvement plans and reporting capability

extensions.

Delivered executive dashboard summaries to leadership, illustrating exchange trends and compliance metrics at a high level.

Created real-time Tableau dashboards to track HIE data flow, surfacing anomalies such as latency spikes, partner-specific delays, and system outages.

Developed automated SQL monitoring scripts to extract performance indicators and trend patterns from historical exchange activity.

Designed SQL-driven alert triggers and dashboard indicators to highlight transmission failures, helping to notify stakeholders in real-time.

Mapped and documented full data lineage for HIE exchanges, including field-level definitions and source-to-destination flowcharts.

Executed periodic data profiling and validation audits to identify outliers, anomalies, and schema mismatches across ingestion layers.

Built and tested ETL workflows using Talend, FME, and Alteryx, supporting standardization and schema alignment for inbound data.

Assisted QA teams in end-to-end validation by writing data reconciliation logic and troubleshooting feed discrepancies.