

Mohammad Rashad Nadeer Kutty

Immediate Joiner

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AL KHAIL HEIGHTS 3B, Al Quoz, Dubai

PROFESSIONAL SUMMARY

Certified Business Analysis Professional (CBAP) with over 7 years of experience in IT solutions and product management. Proven track record in delivering high-impact projects on time and within budget, driving business growth through data-driven insights, and optimizing processes.

SKILLS

- **Requirements Elicitation & Documentation:** BRD, FRD, SRS, User Stories, Use Cases, Process Flows, Change Requests, Traceability Matrix
- **Requirement Gathering Techniques:** Interviews, Document Analysis, Brainstorming Sessions, Focus Group Discussions
- **Requirements Prioritization:** MOSCOW, Business Value Methods
- **Analysis & Modelling:** Gap Analysis, Scope Analysis, UML, BPMN
- **Data Analysis:** Excel, SQL, Tableau, Power BI
- **Product Management:** Agile Methodologies, Jira, Product Roadmapping
- **Quality Assurance & UAT:** Functional Testing, User Acceptance Testing

PROFESSIONAL EXPERIENCE

• Pioneer RCM

Bengaluru, India

Senior Business Analyst

November 2019 – July 2024

- **Analysis & Modelling:** Conducted gap, scope, and impact analysis on business processes using use case diagrams (UML), context diagrams (Data Flow Modelling), BPMN (process modelling), and flow charts, identifying key areas for process improvement.
- **Data and Process Modelling:** Developed data and process models that clearly communicated business requirements, enhancing client satisfaction by 35%.
- **Data Mapping & HL7 Compliance:** Conducted data mapping and ensured HL7 compliance for healthcare data standards, improving data interoperability and integration.
- **Quality Assurance & UAT:** Conducted functional testing and user acceptance testing, facilitating an on-time, on-budget, and successful “go-live” of the application.
- **Requirements Elicitation & Documentation:** Elicited and translated business requirements into comprehensive documents including BRD, FRD, SRS, User Stories, Use Cases, Process Flows, Change Requests, and Traceability Matrices, leading to a 25% improvement in project clarity and execution.
- **Requirement Gathering Techniques:** Organized and led requirement gathering sessions utilizing interviews, questionnaires, interface analysis, document analysis, brainstorming sessions, and focus group discussions, resulting in detailed and actionable requirements.
- **Requirements Prioritization:** Utilized MOSCOW and business value methods to prioritize requirements, ensuring critical features were developed first and stakeholder expectations were managed effectively.
- **Wireframes and Mockups:** Created wireframes and mockups to improve user interface design efficiency by 30%.

• Oracle Cerner

Bengaluru, India

Business Process Analyst

May 2018 – November 2019

- **Analysis & Modelling:** Analyzed workflows and implemented process improvements, leading to a 15% increase in recovered claims revenue.
- **Implementation of Cerner Soarian Financials and Cerner EHR:** Successfully led the implementation of Cerner Soarian Financials and Cerner EHR systems across multiple hospitals, streamlining clinical workflows, enhancing patient care, and reducing processing time for medical records and billing by 20%. Received commendation from hospital administration for improving operational efficiency.

- **LegalMD Global Consulting Services Private Limited**

Associate Product Manager

Bengaluru, India

April 2017 – April 2018

- **Product Management:** Delivered impactful product presentations, increasing sales conversions by 25%.
- **Client Relationship Management:** Fostered key client relationships, driving a 35% year-over-year growth in client acquisitions.
- **Market Research:** Conducted thorough market research, leading to the development of two new service offerings.

PROJECTS

- **Disease Surveillance and Outbreak Management System:** Enhanced disease tracking and outbreak response through Conduent's system, improving real-time analytics and public health management efficiency by 15%.
- **MNE Connect Platform:** Optimized medical claims processing by integrating clients into the MNE Connect platform, increasing processing efficiency by 25%.
- **Implementation of Cerner Soarian Financials and Cerner EHR:** Led the implementation of EHR systems in Arkansas hospitals, improving clinical workflows and patient care, resulting in a 20% increase in efficiency.
- **Cratio CRM Implementation:** Implemented Cratio CRM to enhance sales and support operations, leading to a 20% increase in customer satisfaction.

EDUCATION

- **Bangalore University** Bangalore, India
Master of Business Administration (MBA) in Health Care Management & Marketing *2014 – 2016*
- **Mahatma Gandhi University (MGU)** Kottayam, India
Bachelor of Commerce, Commerce (Specialization in Computer Applications) *2010 – 2013*
- **International Indian School** Jeddah, Saudi Arabia
High School Diploma, Higher Secondary, Commerce *2000 – 2010*

CERTIFICATIONS

- **IIBA - Certified Business Analysis Professional (CBAP):**
- **Scrum Alliance - Certified Scrum Product Owner (CSPO):**