

# AJOY DUTTA

Preferred Locations: Noida | Gurugram | Kolkata

+91 9560971604 | ajoydutta134@gmail.com

## Professional Summary

Subject Matter Expert in U.S. healthcare operations with 9+ years of experience at Optum (UnitedHealth Group). Strong expertise in business reporting, dashboard creation, KPI analysis, and operational data analysis. Skilled in Excel automation, SQL, Power BI dashboards, and AI tools to support data-driven decision-making. Currently transitioning into a Healthcare Business Analyst role.

## Core Skills

- Advanced MS Excel: Formulas, Pivot Tables, Automation, Macros, VBA
- SQL: Data extraction & analysis
- Power BI: Dashboards, KPI reporting, DAX basics
- Python: Analytics (basic to intermediate)
- KPI Analysis: Quality, Accuracy, Productivity, TAT
- Root Cause Analysis (RCA)
- U.S. Healthcare Operations: Claims Processing, CPT, ICD-10
- SOP Documentation
- AI Tools: ChatGPT, Microsoft Copilot, Google Gemini

## Professional Experience

### Subject Matter Expert - Healthcare Operations

*Optum Global Solutions (UnitedHealth Group), Noida*

*July 2016 - Present*

- Act as Subject Matter Expert supporting healthcare operations teams.
- Create and maintain production, quality, accuracy, productivity, and TAT reports.
- Design Excel dashboards and automated reports using advanced formulas, pivots, macros, and VBA.
- Develop Power BI dashboards to visualize operational KPIs and performance trends.
- Perform KPI analysis and Root Cause Analysis (RCA) to identify quality and productivity gaps.
- Support leadership and onshore stakeholders with data-driven insights for decision-making.
- Prepare SOPs and process documentation aligned with operational metrics.
- Train team members on reporting, KPIs, and performance tracking.

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## Education

- Bachelor's Degree - University of North Bengal, 2014

## Certifications

- Diploma in Computer Applications
- Duet Certified Trainer