Haritha K

Healthcare Lead Data Analyst

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**Professional Summary**

Detail-oriented Business Data Analyst with 11+ years of experience in Health Care domain on various areas like Claims Processing, Billing, Insurance and Reimbursement, Medicaid and Medicare Services, and Pharmacy Benefits Management.

Experience in Mapping ICD 9 codes with corresponding ICD 10 Diagnosis and Procedure Codes and Property & Casualty insurance, specializing in business intelligence, data analysis, and claims/policy operations. Proven ability to drive insights through data visualization (Power BI, Tableau), improve operational KPIs, and deliver data-backed recommendations. Direct experience in Guidewire suite (Policy enter, Claim enter), SQL, and stakeholder reporting. Adept at collaborating with cross-functional teams to define business needs, implement solutions, and track key performance metrics (KPIs).

**TECHNICAL SKILLS**

**Skills**

* **Business Analysis**: Requirements gathering, BRD/FRD documentation, process mapping, gap analysis
* **Data Analysis & BI**: SQL, Power BI, Tableau, Excel dashboards, KPIs & metrics reporting
* **Insurance Expertise**: P&C underwriting, policy admin, claims (FNOL, subrogation, litigation), WC
* **Project Tools**: JIRA, Confluence, SharePoint, Agile/Scrum methodologies
* **ETL/Integration**: Guidewire Datahub, Apache NiFi, SSIS, BI Visual Studio
* **Testing & QA**: UAT, test case creation, post-production validation
* **Tech Stack**: SQL Server, MySQL, R, Python (basic), MS Office, AB Initio, Teradata, Oracle.
* **SDLC Methodology**: Agile, Scrum, Waterfall, UML

**Education:** Bachelor’s Degree completed from Acharya Nagarjuna University completed in 2013.

**Professional Experience**

***PRIME HEALTH CARE SERVICES.***

***Data analyst (Health care)*** Texas, USA **|** Mar 2022 – Present

#### **Responsibilities:**

* Directs data analytics team of data analysts and business analysts providing on-demand and recurring data analytics and reporting for traditional and Managed Care Medicaid programs. Dashboards and reports are developed in SQL. Visualization dashes are Excel or Tableau.
* Explore data in a variety of ways and across multiple visualizations using Power BI.
* Experience in creating Power BI Dashboards (Power View, Power Query, Power Pivot, Power Maps)
* Utilized Power BI to create various analytical dashboards that helps business users to get quick insight of the data
* Published and maintained workspaces in Power BI Service, allotted the time refresh for the data, maintained the apps and workbooks.
* Used DAX functions to create measure and calculated fields to analyse data for logical visualization and used Power Queries to transform the data.
* Converted the Boulder Tables from Excel to Power BI with better Graphs and visualizations for the understanding and improvement of business.
* Conducting requirements gathering meetings to elicit requirements
* Performed complex ad hoc SQL queries from BAs in both SSMS and Teradata SQL Assistant.
* Experience in Mapping ICD 9 codes with corresponding ICD 10 Diagnosis and Procedure Codes.
* Worked with different Business Areas like Claims and Enrolments to document proposed ICD 9 - 10 Code changes.
* Analysis of functional and non-functional categorized data elements for data profiling and mapping from source to target data environment. Developed working documents to support findings and assign specific tasks
* Worked with data modelers in developing database models for the operational data store, data warehouse, and federated databases to support client enterprise Information Management Strategy.
* Worked with data investigation, discovery and mapping tools to scan every single data record from many sources.
* Performed data analysis and data profiling using complex SQL on various sources systems including Oracle and Teradata
* Performing data management projects and fulfilling ad-hoc requests according to user specifications by utilizing data management software programs and tools like Perl, Toad, MS Access, Excel and SQL
* Coordinated with the stakeholders and project key personnel to gather functional and non-functional requirements during JAD sessions.
* Writing BRD (Business Requirement Document) from gathered requirements.
* Prepare policy briefs, reports, public hearing testimonies, presentations, and petitions.
* Prepare and publish periodic management reports.
* Created the Reporting requirements documents.
* Designed, developed, and evaluated data mart prototype (SQL 2005), ETL process (SSIS) and OLAP cube (SSAS) for Computer Maintenance Management System (CMMS)
* Created DTS and SSIS Packages to vendors in which records were loaded Daily, also to other data resources such as Excel, Access, flat file, and XML to Create and maintain a centralized data warehouse.
* Developed application using Visual Basic and drafted reports using Crystal Reports and MS Access.
* Prepared test Data sets and performed data testing using the PL/SQL scripts. Also, used MS excel for data mining, data cleansing, data mapping, and data dictionary and data analysis.
* Responsible to import the data from Crystal reports by using Business Objects Live office into Microsoft Excel and Word.
* Configured the Data mapping between Oracle and SQL Server 2005.
* Deriving Use Cases from developed matrix where necessary.
* Dealt with data mapping issues between various source systems and staging area and data-marts.
* Evaluated HIPAA Gateway Application Interface for all inbound and outbound messages (Healthcare Eligibility 270 and 271, Healthcare Claim Status request 276 and 277, Healthcare Claim 837 and 835)
* Created DTS Packages for migration of data between MS SQL Server database and other databases like MS Access, MS Excel, and Flat Files.
* Performed customer data analysis, to extract, transform and load data to the customer data Warehousing system.
* Provided technical Expertise on the use of Rational Clear Case, Rational clear quest, and Requisite pro, which were used for Data archiving and Requirements Management.
* Creating relevant supporting documentation for requirements i.e., Excel spreadsheets, graphs etc.
* Direct exposure on SharePoint for Tracking Requirement Documents, Status Reports,
* Implementation Guide and Support Documentation
* Involved in Policy management, Issue management, Change Management
* Analysed the complex data for reporting and Performance Analysis
* Validated the External data to ensure the accurate reporting.
* Completed implementation for more than 160 Physician Practices involving 27 different EMR systems.
* Coordinated the integration of clinical applications and electronic health record (EHR) systems to the HIE.
* Held meetings and discussions with business users and subject matter experts for detailed requirements gathering.
* Responsible for configuration and build of the Lab, Radiology & Transcription Interfaces using the Medicity HIE tools.
* Responsible for the support of existing HIE clients concurrent with the expansion to additional ambulatory offices.
* Collaborated with clients and peers to design and build solutions documentation.
* Responsible for analysing and resolving data integration issues between multiple applications.
* Managed the creation and submission of various test messages associated with the HIE interface build.
* Prepared User Acceptance Testing and Integration Testing test cases for evaluating the interface between applications.
* Interacted with Technical team in understanding Operational and Technical functions of the existing Payment Engine.
* Participated in Facets Table data modelling; planning, designing, implementation of the data warehouse and conducted testing by developing complex SQL queries.
* Worked with project team representatives to ensure that logical and physical data models were developed in line with corporate standards and guidelines.
* Provided technical expertise and support in data analysis and data reporting.
* Created Test Strategy Planning (TSP) and assisted testing team to implement test plans during UAT kick off.
* Performed Count Validation, Dimensional Analysis, Statistical Analysis and Data Quality Validation in Data Migration.
* Communicating with development and QA teams regularly to ensure accurate understanding and interpretation of requirements
* Performed extensive testing in Facets subscriber/member, evaluated groups, eligibility, and enrolment, and validated outbound 834 Extracts to the different vendors.
* Architected integrated HIPAA, Medicare solutions and Facets.
* Assisted project delivery lead in the creation and maintenance of project related documents (project status sheets, project plans, timelines, etc.)

***Environment:*** ***Windows, Microsoft Office SharePoint 2007, JAVA/J2EE, Rational Requisite Pro, MS Office, SQL Server, Agile, WebSphere, MS Project, SSRS, Cognos, Crystal Reports, UML, MS Office, Power BI, Teradata , Oracle ,Guidewire Policy Center 8.0, Confluence by Atlassian, JIRA.***

***GENPACT INDIA PVT LTD.***

***Business Analyst* *Travelers Insurance (P&C)*** Hyderabad, India **|** Jan 2020– Mar 2021

#### **Responsibilities:**

* Collaborated with business and technical teams to define project scope, analyze workflows, and optimize policy operations across auto, home, and workers' compensation insurance lines.
* Redesigned "as-is" and "to-be" business processes for Guidewire PolicyCenter, reducing policy administration errors by 25%.
* Led legacy system migration to Guidewire using R Studio and Guidewire DataHub—performed data profiling, cleansing, and mapping—reducing data mismatches by 40%.
* Designed and documented business rules, coverages, and rating logic using UML (Use Case, Sequence Diagrams); supported seamless system integration and QA.
* Defined and prioritized functional/non-functional requirements for the full policy lifecycle: issuance, endorsements, renewals, and cancellations.
* Validated Guidewire Rating Management algorithms to ensure accurate pricing and compliance with underwriting guidelines.
* Managed Agile delivery with JIRA (sprints, velocity, burn-downs) and tracked deliverables in Confluence, helping deliver features on-time with 98% stakeholder satisfaction.
* Created PowerPoint-based training guides and GUI screenshots for underwriters and agents, improving post-deployment adoption and reducing training time by 20%.
* Supported UAT and post-production validation (PPV); resolved live issues to maintain policy data quality and regulatory compliance.
* Provided analytical input on workers’ compensation claims, helping streamline evaluations and enabling faster, rules-compliant settlements.
* Managed **Lean Six Sigma,**Agile, Scrum, Kaizen, and Kanban-based systems in a Scaled Agile Framework (SAFe) and business process improvement programs.
* Designed and wrote use cases with **Rational Rose activity diagrams and use case models as illustrations.**
* Designed automated test cases using **Rational Test Manager and Rational Robot.**
* Performed as a liaison between Stakeholders, Subject Matter Experts (SMEs) business users, and Development Team to identify the business needs, business rules and business process specification for the implementation.
* Worked closely with both internal and external business units of the firm to design custom reports, and use-case models, adhering strictly to the allocated budget and standard accounting principles.
* Participated in writing SQL queries for Data Loading along with the databases team.
* Used advanced excel to aggregate and analyse data structures, formats, missing data, and other issues.
* After some tests and bug fixes, finally implemented the new Database Management system to full capacity, giving the firm a whole new way to serve their growing list of clients.
* Documented Claims assignment details in Vision and business Requirement Documents (BRDs), Functional Requirement Documents (FRDs) using Rational Requisite Pro and Power Designer.
* Performed GAP analysis on the traditional claims system and newly integrated Claim enter and carefully elaborated application enhancement specifications detailing in scope/out of scope items, as-is/to-be process maps and critical test scenarios.
* Designed Use Case modelling originating from First Notice of Loss (FNOL) to Claim-case closure, drafted Narrative Use Cases and created UML diagrams such as Use Case Diagrams, sequence diagrams and Flow Diagrams (business /System) using MS Visio.

***Environment: RUP methodology, Power Designer, MS Visio, UML, SQL, MS Excel, MS PowerPoint, SharePoint.,*** ***Agile Methodology, SQL Server, MS Office, Power BI, Guidewire Policy Center 8.0, Confluence by Atlassian, JIRA.***

***GENPACT INDIA PVT LTD* |**

***Data Analyst Travelers Insurance (P&C)*** Hyderabad, India **|** Jan 2017 – Dec 2020

#### **Responsibilities:**

* Led end-to-end business analysis for Guidewire implementations (PolicyCenter & ClaimCenter) across auto, homeowners, and workers’ compensation insurance lines, improving policy workflow efficiency by **30%**.
* Experience working in the Commercial Package Policy
* Played business analyst role in multiple projects and programs. Procured first-hand information from the clients & take into consideration most of the systems inquiry, functional spec, development, monitoring, testing life insurance and P & C insurance changes
* Gathered reporting requirement and generated reports using Microsoft SSIS and SSRS BI tool.
* Implemented ISO rules, algorithms, rates, forms and routine revisions into the POINTIN system.
* Statistical Bureau Reporting g of the exposure and claims data
* Documented workflow enhancement requirement in SICSnt reinsurance system
* Worked on Point In claims systems of auto lob for MVR (motor vehicle reports) for North American risk services and responsible for business reporting.
* Collected and documented business requirements, use cases, and product configurations including coverages, modifiers, exclusions, and schedule factors using GW templates.
* Performed gap analysis and redesigned policy and claims workflows (“as-is” to “to-be”), significantly reducing manual process errors and accelerating release readiness.
* Collaborated with developers and QA teams to implement automated claim assignment and escalation logic, which reduced claim processing delays by **15%**.
* Conducted data mapping, cleansing, and profiling using R Studio and Guidewire DataHub to support legacy migration, reducing post-deployment data mismatches by **40%**.
* Validated rate books and rating routines using Guidewire Rating Management to ensure compliance, accuracy, and product versioning alignment.
* Built Power BI and Excel-based dashboards for business teams to monitor KPIs such as claim cycle time, backlog trends, and submission conversion rates.
* Captured field-level specifications (FLS), wireframes, and flow diagrams using Visio and Rational Rose to support developers and testers across SDLC phases.
* Responsible for developing a Survey of a large sample of certified internal users to establish risk assessment guidelines for **Lean projects.**
* Identified gaps in existing Policy Administrating Systems and Guidewire Policy Center and diligently designed as-is and to-be process, in scope and out of scope documents.
* Created Use Case models for policy creation to policy end using UML diagrams like Use Case Diagrams, Sequence diagrams and Flow Diagrams using Rational Rose.
* Facilitated JAD/RDW sessions and documented user stories in JIRA; supported sprint planning, burn-down tracking, and backlog grooming with Confluence.
* Partnered with underwriters, PMs, and SMEs to ensure timely delivery of business-ready features; played a key role in 3+ Guidewire module go-lives with **over 200 users onboarded**.
* Created detailed training manuals, process walkthroughs, and GUI guides, resulting in a **20% reduction** in onboarding and support escalations.
* Shared and tracked updated versions of project specific documents such as business Requirement Documents (BRDs), Functional Requirement Documents (FRDs), RTM, using SharePoint.
* Dispensed automated claim segmentation and assignment, automated triggers and escalations and seamless integration based structured walkthrough to the developers to understand the Use Cases.
* Worked with quality control teams to develop test plans, test cases and test scripts based on functional performance criteria and usability.
* Implemented Software Quality Assurance development policies and test procedures. Documented test scripts according to the business specifications and design documents.
* Systematized and Executed UI/GUI Testing, Progression, Regression testing and provided support for User Acceptance Testing (UAT) for multiple iterations involving the entire Policy Holder environment setup.
* Garnered technical prowess on Change Management by performing Impact Analysis for Change Requests obtained during Claims processing lifecycle.
* Frequently used Requirements Traceability Matrix (RTM) for identifying and tracing the linkages among Policy Center, Billing Center and Claim Center
* Conducted policy holder's standpoint based manual application tests.
* Extensive experience in extracting UI based information by querying the Oracle database using SQL queries.
* Use SQL during the testing phase to verify and validate that the correct information is being provided.
* Orchestrated User Acceptance Testing (UAT) and Postproduction validation (PPV) of premium pricing, reimbursement rules to guarantee that all the data model, business rules, workflows and user interface requirements have been fulfilled by the web application.
* Worked closely with PM during RACI review process and release management for seamless integration
* Fully engaged in product release and deployment to end-users after successful development and testing of the product. Participated in preparing training material for agents and policy holders and created thorough documents

***Environment: RUP methodology, Power Designer, MS Visio, UML, SQL, MS Excel, MS PowerPoint, SharePoint.,*** ***Agile Methodology, SQL Server, MS Office, Power BI, Guidewire Policy Center 8.0, Confluence by Atlassian, JIRA.***

***Selectsys India Pvt Ltd | Associate – Data & Business Support*** Hyderabad, India **|** Mar 2013 – Mar 2017

* Managed sprints i.e. burn down charts, project speed, sprint backlogs and product backlogs using JIRA.
* Managed, Shared and tracked version histories of product backlog documents, sprint backlog documents and burn down charts with Confluence tool.
* Provided operational and analytical support for client-facing insurance and financial services accounts, ensuring data accuracy and timely processing of customer records.
* Set up definitions and process for scoping, document test cases, test phases included integration testing, end to end testing and user acceptance test (UAT) and documenting the results for policy underwriting rules, rewriting rules, policy rate making and pricing.
* Collected and validated policy and claims data for reporting purposes, reducing data entry errors by 15% through structured QA checks.
* Assisted in the preparation of weekly and monthly Excel-based reports for internal audits and business reviews.
* Collaborated with cross-functional teams to track service-level agreements (SLAs) and escalated issues impacting turnaround times.
* Supported migration of historical records into digital databases, ensuring consistency, completeness, and adherence to regulatory formats.
* Maintained organized documentation and supported document control for compliance and audit readiness.
* Collaborated closely with team leads to document business processes, prepare SOPs, and update procedural workflows.
* Trained new joiners on internal systems, data entry standards, and client communication protocols, improving team ramp-up speed.
* Experience working as a in Property and Casualty Insurance
* Gathering and documenting requirement for modified OOTB stories of Guidewire Policy Center Stories
* Representing Product Owner in Scrum meeting and assisting Scrum Master in smooth processing
* Involved in Sprints that covered Elaboration, Configuration and Testing of the Guidewire PolicyCenter following AGILE approach.
* Direct experience in configuring Product/Policy Line Coverage, exclusion and feature design using Guidewire product designer.

***Environment: RUP methodology, Power Designer, MS Visio, UML, SQL, MS Excel, MS PowerPoint, SharePoint.,*** ***Agile Methodology, MS Office, Guidewire Policy Center 8.0, JIRA***

**PROJECT**

***BI Dashboard for Claims Operations***

* Designed and deployed Power BI dashboards for claims cycle time, open case trends, and adjuster performance.
* Automated weekly reporting across departments, improving visibility and reducing manual reporting effort by 60%.
* Partnered with business stakeholders to define KPIs, filters, and visual layouts for real-time insights.

***Guidewire ClaimCenter Process Optimization***

* Led process redesign sessions with claim handlers and product owners to define “to-be” workflows.
* Implemented logic for automated segmentation and assignment of claims, reducing manual triage by 15%.
* Conducted impact analysis for change requests and supported multiple Agile sprints through story grooming and documentation.