**ZARNA PANDYA (Senior Business Analyst)**

**Richmond, TX 77407 |**  **847-848-5159 | **[**Zarna.Parikh@gmail.com**](mailto:Zarna.Parikh@gmail.com)

 [**https://www.linkedin.com/in/zarna-pandya/**](https://www.linkedin.com/in/zarna-pandya/)

**SUMMARY**

Senior level Business/Implementation Analyst with over 17 years of IT (Finance) & Healthcare Projects experience. Possess strong communications and analytical skills in developing client relations and delivering projects on time. Ability to see big picture, think strategically and apply solutions from many angles sets me apart from my peers.

**SKILLS**

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| Process development | Presentation Skills |
| Project Management | IT solutions |
| Agile | Critical thinking |
| User acceptance testing (UAT) | Scope and project definition |
| Business systems analysis | Requirements gathering |
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**EXPERIENCE**

MCKESSON, Houston, TX (Contract)   
**Senior Business Analyst** 03/2022 –08/2022

* Participated in software development planning while creating technical requirements and working directly with the Subject Matter Expert to provide key insights based on previous software defects.
* Provided input on possible improvements to standards, tools and procedures for use on projects.
* Set up meetings and documented Meeting minutes/action items for team members and ensured those action items are assigned and completed on time.

FISERV OUTPUT SOLUTIONS**,** Sugar Land, TX   
**Senior Business/Implementation Analyst** 01/2014 – 12/2021

* Acted as a technical liaison with client and other IT departments for healthcare card/system support and implementation.
* Responsible for eliciting requirements development and maintenance for project scope specifications (Client/Management approval, acceptance criteria provided by the Product team, assisting Quality Assurance team with internal testing and performing client User Acceptance Testing before code release and project deployment.)
* Ensured projects are identified, tracked, reported and issues are resolved to ensure the clients’ needs are met in a timely and professional manner.
* Provided consultation to the client before, during and after conversion including training internal and external healthcare clients on the use of web-enabled tools offered by Fiserv.
* Gathered user feedback and analyzed usage data post-launch to inform future enhancements and updates.
* Responsible for disaster recovery documentation, testing and implementation in the event of system/facility shutdown during disaster.
* Trained 3 Junior Business Analysts who executed complex projects deployment within 3 months after training.

US FAMILY HEALTH PLAN – CHRISTUS HEALTH, Houston TX (Contract)

**Provider Relations Representative** 06/2013 – 12/2013

* Maintained all system provider changes in ‘TheSys’ operating system routed from Provider Relations Representatives, Claims Department, Utilization Department, and Customer Service.
* Collaborated with accounting department to ensure W-9 integrity on all providers entered in system.
* Contacted both in-network and out-of-network providers to verify information received on W-9 is correct to ensure accurate claims reimbursement.
* Responsible for researching and correcting any provider errors reported by Department of Defense.
* Resolved claims inquiries with out-of-network providers and in-network physicians in a timely and efficient manner.
* Coordinated and oversaw the registering of providers for EDI.

WALGREENS BOOTS ALIANCE, Deerfield, IL

**Business Analyst** 02/2005 – 04/2013

* Conducted internal audit investigations to monitor network pharmacy claims for fraud, waste and abuse resulting in $400K in recovery recommendations.
* Worked closely with audit vendors and lawyers to review and analyze audit results in order to determine if corrective action or further investigation was needed.
* Directed the accounting department to withhold payment to pharmacies when potential fraud, waste and abuse were identified.
* Performed ad-hoc analysis (SQL queries) and generated Business Objects reports to identify historical financial loss, developed forecasts and took steps to improve finances by updating Pharmacy operating system.
* Analyzed data in order to identify trends through the review of historical, qualitative and quantitative data and developed recommended courses of action to address adverse trends.
* Compiled and reviewed complex data to assess multi-million-dollar projects.
* Documented and maintained use case models to support business reporting using the Snowflake and Enterprise Data Warehouse (EDW).
* Maintained a working knowledge and understanding of business operations in order to define new business needs, problems and issues related to pharmacy programs.
* Applied analytical skills to business requests and communicated these business wants/needs in a clear and precise manner to enhance Pharmacy operating database.
* Gathered and documented business process requirements, participated in system enhancements, performed testing, prepared/presented reports, kept up with technological changes, and acted as liaison between various business units.

**EDUCATION**

* Masters of Business Administration  
  Business Management/Marketing, **Keller Graduate School of Management, Chicago, IL**
* Bachelor of Science

Business Management, **DeVry University, Chicago, IL**