

# NAKHLA MUSKAN

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## PROFESSIONAL SUMMARY

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**Dynamic Business Analyst** with a strong foundation in **Software Engineering** and a burgeoning expertise in the **US Healthcare sector**. Passionate about transforming complex challenges into actionable solutions, I excel at bridging the gap between technical teams and business stakeholders. Leveraging my experience in **SCRUM methodology**, **requirements documentation**, and **data-driven analysis**, I craft functional specifications, user stories, and wireframes that drive **scalable, patient-centered healthcare solutions**. Always focused on delivering real-world impact, I thrive on turning intricate problems into clear, actionable insights — making a difference in both business processes and patient experiences.

## ACADEMIC PROJECTS

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### Patient Intake Optimization

*Tools: Lucidchart, Excel, Power BI, SQL*

Redesigned a US clinic's intake workflow to **eliminate 3 bottlenecks**—**cutting** average patient intake time by **28%**.

### Claims Processing Dashboard

*Tools: Power BI, SQL, Google Sheets*

Delivered a real-time dashboard for claims denial rates and aging, slashing stakeholder **analysis time** by **35%**.

### Telehealth Feature Analysis

*Tools: Miro, Notion, Excel*

Led competitor research and **crafted BRD** with wireframes for appointment scheduling and EHR integration.

## CERTIFICATIONS

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### Google Data Analytics – Coursera

*(SQL basics, data lifecycle, business insights capstone)*

### Excel Skills for Business (Advanced) – Macquarie University, Coursera

*(Pivot tables, automation logic, formula optimization)*

### IBM Data Fundamentals – IBM SkillBuild

*(Data governance, ethics, practical analytics cases)*

## EDUCATION

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**Bachelor of Software Engineering** – University of Central Punjab, Lahore (Oct 2021 – Present)

- CGPA: 3.6/4.0
- Relevant Coursework: Data Analytics, Business Intelligence, Statistics, Market Research

## TECHNICAL SKILLS

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**Business Analysis:** BRD, FRD, User Stories, UML Diagrams, Process Reengineering

**Tools:** Power BI, Excel, Lucidchart, SQL, Miro, Notion, Google Sheets

**Methodologies:** SCRUM, Agile

**Soft Skills:** Communication, Stakeholder Engagement, Critical Thinking