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## PROFESSIONAL SUMMARY

- 11+ years of experience as a **Senior Business Analyst** in the healthcare industry, specializing in healthcare technologies and systems.
- Proven track record in integrating **Health Information Exchange (HIE)** protocols for secure multi-system data exchange, utilizing **HL7** and **FHIR** standards.
- Demonstrated expertise in health data exchange standards, including **HL7**, **FHIR**, **CDA**, **API**, and **EDI**, facilitating seamless interoperability between healthcare systems.
- Supported the implementation of custom templates and forms in **Athena EMR** to capture structured data for clinical encounters, improving documentation accuracy.
- Specialized **in HL7 integration**, enabling smooth communication between disparate healthcare systems like **PACS, RIS**, and **EMR/EHR** platforms, ensuring standardized data exchange.
- Extensive experience in healthcare standards like **HIPAA**, **HITECH**, and **FHIR**, ensuring compliance and data privacy in claims processing and patient data.
- Strong command over **Microsoft's ALM tools**, including TFS, Azure DevOps, and Jira, to manage project backlogs, user stories, and workflows.
- Proficient in advanced **SQL, data analysis**, and relational **database management (SQL Server, Oracle)** to support informed decision-making.
- Proficient in managing projects using **Agile** and **Waterfall methodologies**, ensuring timely delivery and alignment with business objectives.
- Adept at gathering and analyzing complex **business requirements**, translating them into precise technical specifications for healthcare projects.
- Expertise in maintaining and managing the **Requirements Traceability Matrix** (RTM) to ensure all requirements are met.
- Extensive expertise in designing and integrating **RESTful APIs** across Medicaid systems, ELN, LIMS, and EHR platforms using HL7 and FHIR standards.
- Authored and maintained **SOPs** for API lifecycle management, data validation, ETL workflows, and system release protocols ensuring regulatory compliance.
- Developed and maintained **user stories, Business Requirements Documents (BRDs), and Functional Requirements Documents (FRDs)** for healthcare project.
- Led multiple cross-functional teams, guiding efforts in requirements gathering, user story development, and backlog management in **JIRA.**
- Facilitated **JAD** sessions to gather, define, and prioritize business requirements from cross-functional stakeholders, ensuring alignment across multiple departments.
- Coordinated with **QA teams** to validate solutions against requirements, ensuring high-quality deliverables.
- Proficient in **SQL** and **Python**, developing custom **ETL solutions** to streamline data conversion processes and automate manual tasks.
- Led process mapping initiatives using **Miro and Visio** to visualize claims routing, FHIR workflows, and lab data ingestion across multiple stakeholder groups.
- Led the development and integration of **RESTful APIs** using **Python** and Flask/Django frameworks for seamless **data exchange** in healthcare systems.
- Experienced in database management with **SQL Server**, **Oracle**, and **PL/SQL**, ensuring **data integrity** and performance optimization.
- Skilled in process modeling and mapping techniques, using tools like **Visio** and **BPMN** to optimize business

## SKILLS
**Business Intelligence & Analytics:** Requirements Gathering, KPI Development, User Stories, RTM, BRDs, FRDs, Dashboard Design (Tableau, Power BI), Test Case Development, Excel, ServiceNow, Azure DevOps.
**ETL & Data Integration:** Data Mapping, Data Conversion Protocols, Integration Strategies, MMIS Data Conversion Frameworks.

**Programming & Scripting Languages:** SQL, PL/SQL, Python (Panda and NumPy)
**Operating Systems:** Windows, LINUX, UNIX, Mac OS.
**Databases:** SQL Server, Oracle, MMIS database schemas, Healthcare Data Repositories.
**Cloud Technologies:** AWS Lambda, S3, GCP, Azure.
**Project Management Methodologies:** Agile, Waterfall, Jira.
**Data Governance Tools:** Collibra, Alation, Data Lineage Tracking, Data Quality Standards.
**Healthcare Systems:** EHR, MMIS, ELN Integration, HIE Protocols, PHI Encryption, HL7v2, FHIR, EHR/EMR/PHR Systems, DICOM, Imaging, Medicaid Claims Management, Medicare Claims Processing
**Healthcare Standards and Compliance:** HIPAA, HITECH, GDPR, CCPA, SOX, Compliance Documentation.


**EXPERIENCE**


**Client: MEDICA, Minnetonka, MN**                                                    **Nov 2023 – Present**
**Role: Senior Business Analyst**

- Spearheaded the requirements gathering for MMIS data conversion, significantly reducing manual errors.
- Crafted detailed BRDs and FRDs to ensure accurate translation of business and technical needs.
- Led Scrum ceremonies, including sprint planning, daily stand-ups, and retrospectives, to streamline Agile workflows for MMIS enhancements.
- Acted as the bridge between business stakeholders and development teams, translating healthcare business requirements into technical user stories and system specifications.
- Acted as the primary SME in the development of detailed user guides, process flows, and FAQs, ensuring that all user-facing materials aligned with product functionality and business requirements.
- Demonstrated expertise in health data exchange standards, including HL7, FHIR, CDA, API, and EDI, facilitating seamless interoperability between healthcare systems.
- Designed and implemented HL7 FHIR-based APIs to enable seamless integration and data exchange between MMIS and external healthcare systems.
- Designed and implemented workflows for payer operations, including EDI transactions (837, 834, 270/271, and 276/277), ensuring compliance with HIPAA standards.
- Conducted gap analysis for payer systems to ensure seamless integration of eligibility, enrollment, and claims processing modules into the MMIS platform.
- Developed FHIR resource mappings for key data entities like Patient, Practitioner, and Claims, ensuring compliance with interoperability standards.
- Utilized Miro to design interactive process maps illustrating MMIS enrollment, claims routing, and FHIR API workflows, enhancing stakeholder alignment and visualization.
- Created detailed user stories, capturing user needs, acceptance criteria, and desired outcomes to guide development efforts.
- Facilitated business process modeling sessions to analyze, document, and optimize workflows for provider enrollment and claims processing.
- Spearheaded the design and implementation of provider management frameworks, ensuring compliance with federal and state Medicaid guidelines.
- Directed full project lifecycle management, from initial requirements gathering through planning, execution, and delivery, ensuring alignment with business goals and timely completion within budget.
- Collaborated with cross-functional teams to analyse and document payer-specific requirements for Medicaid and Medicare systems.
- Configured and tested FHIR bundles and transactions, ensuring accurate and efficient batch data exchange between MMIS and third-party systems.
- Led end-to-end Business Process Reengineering initiatives, identifying inefficiencies in healthcare data management and implementing streamlined workflows that reduced operational costs
- Created technical maps, diagrams, and flowcharts that provided a comprehensive view of systems and processes, improving transparency and supporting effective troubleshooting and enhancement planning.
- Utilized Agile methodologies to manage the project lifecycle, including sprint planning and retrospectives.
- Produced detailed user stories, design documents, and acceptance criteria for MMIS modules, streamlining workflows for project teams in an Agile setting.

- Managed multiple project activities under strict deadlines, coordinating with project teams to stay aligned despite shifting priorities.
- Created process maps and facilitated group sessions to streamline claims processing, enabling MMIS billing modules to handle complex claim types effectively.
- Proficiently managed the RTM to maintain alignment between initial requirements, project deliverables, and stakeholder expectations.
- Managed JAD sessions to create a collaborative environment, enabling stakeholders to contribute their insights and identify gaps in existing processes or systems.
- Conducted gap analysis of existing IT processes against ITIL standards, identifying areas for improvement and recommending actionable changes.
- Led ETL solutions leveraging SSIS, SQL, and PL/SQL to automate data integration and improve the accuracy of business intelligence outputs.
- Designed, developed, and tested RESTful APIs to enable secure, scalable, and standards-compliant integration between MMIS and external Medicaid partner systems.
- Implemented security best practices in Azure DevOps, managing user permissions and access controls to protect sensitive information and ensure compliance with organizational policies.
- Created detailed wireframes and prototypes for MMIS modules, such as claims processing, eligibility verification, and provider management, using tools like Figma, Adobe XD, or Balsamiq.
- Leveraged MS Excel (pivot tables, v-lookups, macros) to validate claims datasets and support reporting needs.
- Conducted user acceptance testing (UAT) for billing and claims systems, ensuring functionality met business requirements and provided a positive user experience.
- Created detailed SOPs covering ELN data ingestion, FHIR mapping, and system interface validation to standardize project delivery and support compliance audits.
- Built Tableau reports to visualize data trends and identify potential conversion issues.
- Experienced in quantitative and qualitative risk analysis, utilizing statistical methods and data analytics to evaluate the impact of market changes on business operations.

**Client: State Of NC, Raleigh, NC**                                             **Mar 2021 – Oct 2023**
**Role: Senior Business Analyst**
- Directed the collection of requirements through interviews, workshops, and document analysis to establish clear business needs for the ELN integration.
- Created and detailed BRDs and FRDs, accurately capturing both business and technical requirements to guide the integration process.
- Coordinated with stakeholders across various departments to ensure their needs were addressed and communicated project updates effectively.
- Led business process re-engineering (BPR) efforts for ELN systems, identifying inefficiencies in laboratory data management workflows and streamlining processes to improve productivity and reduce manual errors.
- Ensured the integration adhered to regulatory standards such as FDA and GxP, maintaining compliance and safeguarding data security.
- Served as a liaison between CDC, state health program teams, and IT developers, ensuring ELR reporting requirements were captured and implemented.
- Facilitated workshops and requirement gathering sessions to define functional and non-functional requirements for lab reporting modernization.
- Proficient in clinical data terminologies such as SNOMED CT, CPT, and LOINC, ensuring accurate data representation and coding for improved clinical outcomes.
- Developed and integrated clinical decision support tools within the EHR/EMR systems to assist healthcare providers in making evidence-based decisions, improving patient outcomes.
- Developed ETL pipelines to integrate structured and unstructured ELN data into a data warehouse, ensuring data quality and alignment with laboratory standards like HL7 and FHIR.
- Facilitated sprint retrospectives to identify continuous improvement opportunities, enhancing team productivity.
- Leveraged Azure DevOps and Jira for tracking ELN project tasks and managing backlogs, ensuring timely completion of deliverables and task visibility.
- Used Miro to facilitate process mapping workshops, creating BPMN-aligned diagrams that visualized ELN workflows and automated reconciliation logic.

- Conducted data validation using SQL Server Management Studio, ensuring that ELN data migration was accurate and adhered to industry standards.
- Developed process documentation and user stories for ELN integration, simplifying complex workflows for lab data accessibility.
- Designed SQL-based data validation processes to ensure accurate data migration during ELN integration for lab data accessibility.
- Created process maps in Visio to outline ELN data workflows, providing clear visibility for system stakeholders and enhancing data accessibility.
- Facilitated UAT to verify ELN functionality, enabling cross-functional teams to validate the accuracy and completeness of system requirements.
- Extensive experience in writing testable SQL queries for data validation and transformation, ensuring data integrity and accuracy.
- Led sprint planning and backlog grooming sessions in Jira, prioritizing user stories to meet critical ELN integration deadlines.
- Analysed ELN user needs and system specifications, bridging the gap between technical teams and healthcare stakeholders.
- Tracked ELN requirements using RTM, ensuring comprehensive solution coverage and alignment with initial project requirements.
- Led the development of Python scripts to automate lab data extraction and integration into ELN systems, improving accessibility and reducing manual data entry.
- Used Python's Pandas and NumPy libraries to process large datasets efficiently, enabling real-time reporting through Tableau dashboards.
- Tracked sprints and monitored ticket progress in Azure DevOps, ensuring timely completion of deliverables and resolution of issues.
- Designed wireframes and mockups adhering to UX best practices, ensuring seamless navigation and functionality for ELN systems.
- Collaborated with stakeholders to implement FHIR-based interfaces for sharing lab results, patient data, and research findings across systems.
- Designed RESTful APIs using FHIR specifications to enable real-time data exchange between ELN and EHR systems, improving clinical decision-making.
- Built Power BI dashboards to provide real-time visibility into the progress and impact of the ELN integration.
- Produced Tableau reports to visualize data flows and identify potential issues during the integration process.

**Client: Oscar Health, New York, NY**                                                            **Mar 2019 – Jan 2021**
**Role: Senior Business Analyst**
- Directed the collection of detailed business requirements through interviews, workshops, and document analysis to support robust data conversion for PHI integrity.
- Formulated and documented BRDs and FRDs, outlining technical specifications and business needs to guide the data conversion process.
- Coordinated with stakeholders across departments to ensure their requirements were understood and incorporated into the data conversion strategy.
- Collaborated with IT teams to design and assess solutions that met business objectives for maintaining PHI integrity during data conversion.
- Partnered with business sponsors and development leads to design and implement provider portal enhancements and member-facing digital apps.
- Implemented HL7 interfaces for exchanging radiology orders and results between the PACS and RIS systems and other hospital departments.
- Participated in agile project ceremonies such as sprint reviews and retrospectives to ensure project agility and adaptability.
- Managed requirements tracking using RTM, maintaining alignment between project deliverables and initial PHI conversion requirements.
- Elicited business requirements and conducted JAD sessions for PHI data conversion, facilitating effective communication with diverse stakeholders.
- Led data governance efforts to manage PHI integrity through strict access controls and compliance monitoring.

- Resolved complex engineering challenges by leveraging T-SQL for performance tuning and optimization of database queries, enhancing overall system efficiency.
- Fostered a collaborative environment by bridging the gap between technical teams and business stakeholders, ensuring data solutions met both functional and non-functional requirements.
- Developed ETL processes to load structured and semi-structured data into Snowflake using SQL and integration tools, improving data accessibility and reducing latency.
- Utilized SQL and PL/SQL to build complex queries and scripts for data validation and integrity checks, ensuring accurate reporting.
- Mapped end-to-end data flows in Miro, linking PHI ingestion pipelines, audit logging mechanisms, and ETL checkpoints for visibility across technical teams.
- Created detailed process flow diagrams, organizational charts, and data models using Visio to support business process re-engineering and system design.
- Designed Python-based encryption modules to ensure the security and compliance of Protected Health Information (PHI) during data transmission and storage.
- Facilitated testing and validation by working with QA teams to verify that data conversion solutions met requirements and participated in User Acceptance Testing (UAT).
- Conducted UAT sessions, consolidated user feedback, and worked with developers to implement change requests.
- Developed SOPs documenting data conversion and PHI validation protocols, which were used during internal audits and UAT handoffs.
- Provided training and ongoing support to users and stakeholders to ensure effective adoption of new data conversion processes.
- Leveraged Azure DevOps for tracking PHI project tasks and sprints, streamlining Agile workflow and ensuring task visibility.
- Conducted backlog refinement sessions to prioritize high-impact tasks, maximizing value delivery within each sprint.
- Developed user-centric wireframes and mockups for PHI systems, adhering to UX best practices and ensuring secure data handling.
- Prioritized project backlogs in Jira based on PHI project goals, facilitating agile sprints and timely deliverables.
- Utilized Tableau for PHI data visualizations, providing stakeholders with clear insights into data conversion status and outcomes.
- Developed reports and presentations detailing risk assessments and market insights for stakeholders, aiding in strategic planning and resource allocation.

**Client: Movano Health, Pleasanton, CA**                                                                                                    **Jan 2014 – Feb 2019**
**Role: Business Analyst**
- Conducted in-depth needs assessments to identify key requirements for the **HIE integration** across diverse healthcare systems.
- Led **requirement gathering sessions** for **HIE integration**, capturing input from technical teams and stakeholders to ensure effective data exchange.
- Created comprehensive **BRDs and FRDs** to document HIE integration requirements, providing clear guidance for development and testing teams.
- Utilized **SQL and data mapping strategies** to ensure accurate HIE data workflows, maintaining consistency across healthcare systems.
- Collaborated with cross-functional teams to establish **Agile frameworks**, enhancing project workflows and improving team efficiency through iterative development and incremental delivery.
- Facilitated group sessions with regulatory teams to ensure **HIPAA compliance**, safeguarding sensitive data in cross-system integrations.
- Maintained a **Requirements Traceability Matrix (RTM) to track HIE requirements**, ensuring all project objectives were met.
- Employed **Azure DevOps to track** HIE project tasks and user stories, ensuring alignment with Agile methodologies and project milestones.
- Developed **UAT test plans to validate HIE functionality**, ensuring alignment with business objectives and healthcare standards.
- Utilized **process mapping** to identify workflow inefficiencies in HIE, improving data exchange efficiency across healthcare systems.

- **Implemented data governance policies** for HIE systems, ensuring regulatory compliance and data quality in patient data exchange.
- Authored system-level **SOPs** detailing FHIR-based resource mapping and error-resolution procedures for interoperability testing phases.
- Participated in **sprint planning** to prioritize high-impact HIE requirements, ensuring alignment with business priorities.
- Documented **integration workflows** to enhance transparency across systems, aligning technical solutions with HIE project goals.
- **Tracked project deliverables using JIRA**, facilitating cross-functional visibility of HIE tasks and requirements.
- Developed **process maps** to outline HIE data workflows in Visio, simplifying complex integration steps for healthcare teams.
- Utilized **SQL and PL/SQL for data migration**, ensuring data accuracy and integrity across integrated HIE systems.
- Facilitated **UAT and testing for HIE systems**, ensuring all requirements were met and minimizing post-deployment issues.
- Utilized **data mapping techniques** to standardize data exchange formats, maintaining consistency in HIE data workflows.
- Monitored project **KPIs to track HIE integration success**, using **Power BI** for real-time data insights and stakeholder updates.
- Engaged in risk assessment sessions, identifying and mitigating risks related to **data exchange** reliability and security.

**EDUCATION**
Bachelors, Acharya Nagarjuna University- 2010