Yasaswini Reddy Naga

Business Analyst

Saint louis, MO | +1 (617) 671-9774 | yasaswinibunny22@gmail.com | LinkedIn

SUMMARY

Strategic Business Analyst with 3+ years of experience driving decision-making and operational excellence. Demonstrated ability to synthesize complex data into actionable insights, optimize business processes, and align technological solutions with organizational objectives. Adept in stakeholder engagement, requirements elicitation, and translating business needs into high-impact analytical deliverables. Proficient in leveraging tools such as SQL, Tableau, and Excel to uncover trends, forecast outcomes, and support enterprise-level strategy. Recognized for bridging the gap between technical teams and business leadership to deliver scalable, value-driven solutions in fast-paced environments.

SKILLS

Business Analysis: Requirements elicitation, stakeholder management, gap analysis, SWOT analysis, business process modeling (BPM), root cause analysis, use case development, impact analysis

Data Analysis & Visualization: SQL (joins, subqueries, CTEs), Microsoft Excel (pivot tables, VLOOKUP, macros), Power BI, Tableau, Google Data Studio, data storytelling

Tools & Technologies: JIRA, Confluence, Microsoft Office Suite, Visio, Lucid Chart, Trello, Asana, SAP ERP, Smartsheet

Documentation & Reporting: Business Requirement Documents (BRD), Functional Requirement Documents (FRD), user stories, test cases, traceability matrix, user manuals

Software Development & QA: Agile (Scrum/Kanban), SDLC, STLC, UAT coordination, defect tracking, regression testing

Process & Workflow Improvement: Process mapping, workflow automation, lean principles, Six Sigma, KPIs and metrics tracking

Soft Skills: Analytical thinking, problem-solving, strong communication, time management, collaboration, adaptability, stakeholder engagement, presentation skills

EXPERIENCE

Business Analyst, Humana   **Dec 2023 – Present**

- Extracted claims data for over 5 million members using SQL to identify anomalies in billing codes, reducing incorrect claims resubmissions by 18% and saving approximately $1.2M annually.
- Built 15+ Tableau dashboards for executive and operations teams to monitor performance metrics for Medicare Advantage programs, decreasing reporting preparation time by 40% and improving data accuracy across departments.
- Worked with care coordination and IT teams to gather and document 30+ detailed business and functional requirements for a care plan digitization project, which increased staff compliance with workflow standards.
- Investigated prior authorization delays by reviewing workflows and stakeholder interviews; proposed improvements reduced average processing time from 5.2 days to 2.4 days, improving patient satisfaction scores.
- Conducted weekly root cause analyses on service request failures, identifying common breakdown points and contributing to procedural changes that lowered escalations by 26% over a 6-month period.
- Led UAT coordination for 3 SAP ERP–EHR integration updates, validating 50+ defects, tracking resolution in JIRA, and ensuring no critical issues during production deployment across Humana's primary care ecosystem.
- Analyzed member engagement data using SQL and Excel to identify trends in wellness program participation, informing a targeted outreach campaign that increased preventive screening enrollment by 12.7% quarter-over-quarter.

Business Analyst, Cybage Software   **Jan 2021 – Nov 2022**

- Facilitated requirements gathering for 4 client software platforms in retail and logistics sectors, documenting 100+ user stories, functional specs, and workflows that ensured consistent delivery across Agile development cycles.
- Conducted stakeholder interviews with more than 20 client representatives across global time zones to identify business needs, capturing accurate acceptance criteria and reducing requirement changes during development.
- Created over 25 detailed process flowcharts using Visio and Lucidchart to map current and proposed workflows, enabling development teams to reduce turnaround times on feature delivery.
- Reviewed 200,000+ data records during legacy system migrations, using SQL and Excel validations to flag inconsistencies and support data cleansing processes that improved import accuracy.
- Coordinated UAT and QA cycles for 5 major feature rollouts, preparing 200+ test cases, validating system behavior, and tracking over 60 defects across multiple sprints in JIRA.
- Produced weekly executive-level reports summarizing risks, open issues, timelines, and resource utilization for all active projects, supporting on-time delivery across 100% of client implementations during tenure.
- Collaborated with cross-functional teams to redesign client inventory workflows, leading to a revised module that cut manual reconciliation efforts by 35%, validated through post-deployment metrics over a 3-month window.

EDUCATION

Masters in Applied Analytics, Saint Louis University, Missouri   **Jan 2023 – May 2024**
Bachelors of Business Administration, Saanvi Degree College, India   **Aug 2019 – Aug 2022**

CERTIFICATIONS

Databricks Generative AI Fundamentals   **Jan 2025**

PROJECTS

Airline Delay Mitigation System – Python, SQL, Power BI

- Analyzed 500K+ flight records to predict delays with 89% accuracy using advanced data processing techniques.
- Developed interactive Power BI dashboards for real-time monitoring and incident response, enabling quicker decision-making.

Financial Performance Forecasting Platform – Python, ARIMA, Regression Analysis

- Created predictive models using ARIMA and regression, enhancing forecasting accuracy.
- Automated anomaly detection for financial discrepancies, ensuring data integrity and timely alerts.

Auto Retail Inventory Optimization System – Python, SQL, Inventory Management Algorithms

- Implemented EOQ and safety stock analysis to reduce stockouts by 20% and minimize inventory costs.
- Designed a centralized dashboard designed to monitor stock levels, reorder points, and supplier lead times, optimizing supply chain efficiency.