

SUMMARY

Results-driven Business Systems Analyst with 4+ years of experience delivering enterprise solutions across healthcare, Salesforce CRM, ERP, and cloud platforms. Skilled in business analysis, requirements elicitation, process improvement, system integration, SQL, Power BI, Agile, and end-to-end SDLC, with hands-on experience supporting EHR/EMR, Epic, HL7/FHIR, and enterprise applications. Proven ability to translate complex business needs into scalable technology solutions that improve operational efficiency, data quality, compliance, and business outcomes through cross-functional collaboration and data-driven decision-making.

SKILLS

**Business Analysis:** Requirements Elicitation, BRD, FRD, User Stories, Use Cases, Functional Specifications, Business Rules, Gap Analysis, Process Mapping (BPMN), As-Is/To-Be Analysis, Business Process Improvement, Workflow Automation, Acceptance Criteria, UAT, RTM, Stakeholder Management, Change Management

**Enterprise Applications:** Salesforce CRM, Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Health Cloud, SAP S/4HANA (MM, SD, FI/CO), Workday HCM, Oracle ERP Cloud, Oracle HCM, Microsoft Dynamics 365, Enterprise Systems

**Data & Analytics:** SQL, Python, Advanced Excel, Power BI, Tableau, Data Analysis, Data Modeling, Data Mapping, Data Validation, Data Governance, Master Data Management (MDM), Dashboard Development

**Healthcare Systems:** EHR/EMR, Epic, Cerner, HIPAA, HL7, FHIR, Care Management, Revenue Cycle Management (RCM), Claims Processing, Prior Authorization, Provider Data, Member Data

**Integration Technologies:** Enterprise Application Integration, REST APIs, GraphQL, SOAP APIs, MuleSoft, ETL, Postman, JSON, XML

**Cloud & AI:** Microsoft Azure, AWS, Microsoft Copilot, Generative AI, AI-Assisted Business Analysis

**Project & ITSM Tools:** Jira, Confluence, ServiceNow, Azure DevOps, ITIL v4

**Databases:** Oracle Database, SQL Server, PostgreSQL, Snowflake

**Certifications:** Certified Python Essentials, AWS Certified Machine Learning Engineer – Associate

WORK EXPERIENCE

UnitedHealth Group | Business Systems Analyst Apr 2025 - Present

- Designed future-state workflows for care management, discharge planning, provider referrals, and member services, improving coordination between clinical and operational teams while reducing case processing time by 40+ hours per month.
- Led business analysis for EHR/EMR modernization initiatives, partnering with clinicians, hospital operations, and engineering teams to implement enhancements across Epic and Cerner, improving documentation accuracy and workflow efficiency.
- Defined business requirements and decision logic for prior authorization, claims adjudication, and provider credentialing solutions, enabling faster approvals and reducing manual reviews across high-volume healthcare operations.
- Collaborated with Salesforce Health Cloud, Workday HCM, Oracle ERP Cloud, and enterprise applications to implement business enhancements, streamline cross-system workflows, and improve operational efficiency across healthcare business units.
- Developed Python and SQL validation scripts and Power BI operational dashboards for 5M+ member, provider, and claims records, improving data quality, accelerating executive reporting, and supporting operational decision-making.
- Defined business requirements and validated HL7, FHIR, REST API, JSON, and XML integrations supporting EHR/EMR interoperability between Epic, Cerner, laboratories, pharmacies, and enterprise healthcare applications.
- Managed business readiness for 35+ production releases by leading impact assessments, facilitating stakeholder reviews, coordinating UAT, and supporting go-live activities to ensure compliant, low-risk healthcare deployments.
- Partnered with production support, infrastructure, and application teams to resolve 250+ production incidents, performing root cause analysis, implementing corrective actions, and improving application availability across enterprise healthcare systems.

Worksmart Technologies | Business Systems Analyst Aug 2020 – Dec 2023

- Gathered, analyzed, and documented business requirements for 20+ enterprise system enhancements, producing BRDs, FRDs, user stories, and process models that accelerated delivery and improved stakeholder alignment.
- Partnered with business, development, QA, and product teams to redesign 15+ business workflows, eliminating manual bottlenecks and reducing processing time by 35+ hours per month while improving operational efficiency.
- Collaborated on Salesforce, SAP S/4HANA, and Workday enhancement projects by documenting functional requirements, performing data mapping, and validating business processes that improved enterprise system adoption.
- Developed complex SQL queries and performed data analysis on 2M+ records to validate business rules, identify data quality issues, and deliver accurate reporting that supported executive decision-making.
- Led User Acceptance Testing (UAT) for 25+ production releases, preparing test scenarios, managing defect triage, and ensuring successful deployments with minimal post-production issues.
- Built Power BI dashboards and automated KPI reporting by integrating data from multiple enterprise systems, reducing manual reporting effort by 20+ hours per month and improving leadership visibility.
- Facilitated Agile ceremonies, managed product backlogs, refined user stories, and coordinated with stakeholders across 5+ concurrent projects, ensuring timely delivery of high-priority business capabilities.
- Performed production support and root cause analysis for enterprise applications, resolving 150+ business-critical incidents, improving system stability, and creating knowledge documentation to reduce recurring support requests.

EDUCATION

Rivier University, USA

Masters in Computer Science

St. Peter's Engineering College, India

Bachelor of Engineering in Electronic Communication Engineering

PROJECT EXPERIENCE

AI-Driven Operating Room Capacity & Surgical Resource Optimization Platform

- Technologies:** Business Analysis, Python, SQL, Microsoft Azure, Azure OpenAI, Power BI, Machine Learning, Epic (EHR/EMR), HL7/FHIR, REST APIs, Data Modeling, Agile
- Gathered requirements from surgeons, perioperative nurses, and hospital operations teams to build an AI-driven operating room scheduling solution, reducing manual scheduling effort by 40+ hours monthly and improving operating room utilization across 12 surgical suites.
- Defined business rules, data mapping, and enterprise integrations between Epic, Cerner, SAP S/4HANA, Workday HCM, and Azure OpenAI using HL7, FHIR, REST APIs, and SQL, reducing scheduling conflicts by 25% while improving patient and resource readiness.
- Developed SQL data models and Power BI dashboards to monitor operating room capacity, surgery turnaround time, staffing, and equipment availability, enabling hospital leadership to optimize daily scheduling decisions and reduce surgical delays by 20%.