

NANDINI K

nandini.k1246@gmail.com | +1 412-365-5595 | Open to Relocate

SUMMARY

Business Analyst with 5+ years of experience translating clinical and operational data into performance dashboards using **SQL**, **Power BI**, **Tableau**, and **Excel**. Skilled in KPI development, data validation, and financial variance analysis to support leadership decision-making. Proven ability to manage complex datasets, facilitate stakeholder discussions, and deliver actionable insights across multi-disciplinary healthcare teams.

SKILLS

Analytics & BI: Power BI, Tableau, Qlik, DAX, Power Query, Dashboard Deployment, Scorecards

Databases & Data Management: SQL, SQL Server, MS Access, Data Mining, Data Extraction, Data Validation, Data Aggregation

Statistical & Analytical Methods: Financial Variance Analysis, Statistical Significance, Benchmarking, KPI Development, Root Cause Analysis, Trend Analysis

Business Analysis: Requirements Gathering, Specification Definition, Process Documentation, Stakeholder Facilitation, UAT, Agile

Reporting & Governance: Systems Documentation, Data Quality Checks, Report Maintenance, Executive Presentations, Multi-Project Coordination

EXPERIENCE

Business Analyst II

Jan 2025 – Present

HCL Tech

USA

- Owned development of KPI dashboards and performance scorecards for a healthcare provider client using **Power BI** and **SQL**, enabling leadership visibility into operational metrics.
- Led requirements gathering sessions with clinical and quality stakeholders to define specifications for new reporting products, translating unmet analytic needs into functional dashboards.
- Managed complex datasets by identifying, cleaning, and validating data from multiple source systems, preparing reporting marts that reduced manual validation effort by 20%.
- Built financial and operational analyses using **Excel** and **SQL** to interpret variance drivers, presenting findings to support strategic decisions on resource allocation.

Business Systems Analyst

Sep 2021 – Nov 2022

Mphasis

Hyderabad, India

- Delivered end-to-end analytics consulting for a healthcare payer client, conducting data mining and extraction from claims databases to support utilization and cost reporting.
- Designed and deployed **Tableau** dashboards and recurring scorecards that tracked authorization and denial metrics, consolidating 6 data sources into a single reporting view.
- Facilitated workshops with client operations teams to document reporting requirements and system specifications, ensuring alignment between technical deliverables and business goals.
- Validated statistical significance of financial variance reports, reconciling data feeds and documenting systems to ensure accuracy for client leadership presentations.

Healthcare Data Analyst

Jul 2019 – Aug 2021

Centene

India

- Analyzed Medicaid and Medicare claims data using **SQL** to identify utilization trends, developing recurring reports that monitored member eligibility and provider network performance.
- Reconciled member and claims datasets to ensure HIPAA-aware reporting accuracy, creating exception summaries that flagged data quality issues for operational review.
- Analyzed claims denial trends across provider groups using **SQL** and **Tableau**, identified a spike in authorization-related rejections, and produced an exception summary that prompted operations to revise the prior authorization review workflow.

PROJECTS

Healthcare KPI Dashboard | Power BI, SQL, Excel

- Developed an interactive **Power BI** dashboard to track patient access and operational KPIs, integrating data from multiple sources to provide a unified view for performance monitoring.
- Designed data validation queries in **SQL** to clean and aggregate raw datasets, improving data consistency and streamlining stakeholder review of key metrics.

Financial Variance Analysis | SQL, Tableau, Excel

- Conducted financial variance analysis on operational datasets using **SQL**, identifying key cost drivers and creating **Tableau** reports to visualize budget vs. actual performance.
- Built automated **Excel** reports to summarize statistical findings, enabling faster interpretation of variance trends and supporting data-driven recommendations.

EDUCATION

Gannon University

Master's in Information Technology | GPA: 3.9 / 4.0

Erie, PA

Jan 2023 – Dec 2024