**Neethu Janga**

**Senior Business Analyst**

**Email:** grace@kanspark.com

**Phone No: +1** 860 364 8588

**PROFESSIONAL SUMMARY**

* Around 8 years of extensive professional experience as a **Business Analyst** with proven skills in **Business Analysis**, **System Analysis**, **Validation**, and **Project Management** within the Healthcare Industry.
* Solid understanding of **Business Requirements Gathering**, **Data Warehousing**, **Data Modeling**, **Translating Requirements into Specifications**, and **Application Design**.
* Developed and implemented **data governance** strategies to ensure the integrity and security of healthcare data. ● Oversaw the implementation of **data governance** initiatives to enhance data quality and regulatory compliance.
* Validated data in compliance with the regulatory standards set forth by **HITECH, HIPAA, HEDIS, SNOMED-CT,** and **ICD** coding.
* Worked with **EDI Transactions** like **EDI 835** (Medical Claims Payment), **EDI 837** (Medical Claims Submission), and **EDI 270** (Eligibility Inquiry) before, as well as with **EDI** data migration.
* Maintained knowledge of diagnostic coding conventions such as **ICD-9-CM** and **ICD-10-CM**.
* Developed **Cerner** applications for Citrix Workspace and Relay to handle claims processing and **Uniform Billing (UB04)** for medical services under **CMS (1500).**
* Experienced in assessing processes for **inefficiencies, bottlenecks,** and potential for automation or improvement in the **Claims Payment Process.**
* Utilized **HEDIS** data to locate care gaps, create interventions, and create dashboards to monitor development against quality measures.
* Experienced in multiple Software Development Life Cycle (**SDLC)** models, including **Waterfall** and **Agile** methodologies, and created **user stories** using the **JIRA** tool.
* Working experience in an **Agile** environment and using **Scrum** concepts like Product Backlog, Sprint Planning, User Stories, Daily Standup Meeting, Retrospective etc. Working with Product Owners to develop and prioritize the backlog.
* Employed **UML methodology** in creating UML Diagrams such as **Use Cases, Sequence Diagrams, State Diagrams, Activity Diagrams, and business processes and workflows.**
* Assisted in facilitating interoperability by utilizing healthcare standards like **HL7** messages and **FHIR.**
* Managed Epic ambulatory services while working with the clinical applications of the **EMR** and **EHR.**
* Examined **Medicare** and **Medicaid** reimbursement procedures and provided recommendations that improved operational efficiency and reduced costs for healthcare organizations.
* Created process models, and revised the Business Requirement Document **(BRD)**, **Use Case** Diagrams and **flow charts** to support **Product Owners** to identify Functional Requirement Specifications **(FRS)**, **Software Requirement Specifications (SRS).**
* Conducted **Gap Analyses, Root Cause Analyses**, and **Impact Analyses** to find inconsistencies, analyze problems at their root, and weigh the ramifications so that decisions could be made with knowledge.
* Expertise in designing and developing **Test Plans** writing **Test Scenarios**, **Test Cas**es and **Test Scripts**. Experience in manual testing and User Acceptance Testing (**UAT**).
* Participated in Joint Application Development (**JAD) sessions** to develop detailed specifications as per user & stakeholder requests.
* Designed and executed **ETL** processes for healthcare **Data Migration** across Cloud and Traditional databases using **AWS,** and **Azure**.
* Experience with implementing **data governance** best practices and tools such as **Collibra**, **Informatica MDM**, and **Alation** for data management and compliance.
* Architected and implemented **ETL** processes using **Azure** Data Factory to facilitate seamless data migration and transformation for healthcare datasets, ensuring high data integrity and compliance with **HIPAA** regulations.
* Conducted **Data Cleansing, Data Validation, Data Verification**, **Data migration** using **ETL** tools like Informatica to facilitate data migration processes.
* Proficient in gathering and analyzing business requirements for **EDW** initiatives, including data integration, **data modeling** and **ETL** processes.
* Worked on complex ad-hoc **SQL queries** using Joins, DML, DDL, pivots, views, constraints, and functions using **Oracle**, **MS SQL Server**, and **MySQL**.
* Leveraged **Alteryx** to streamline and automate data workflows. Developed workflows for **Data Blending, Data Cleansing, and Predictive Modeling**, reducing manual effort and increasing efficiency.
* Conducted analysis on more than one million rows of healthcare data to identify healthcare business trends and develop dashboards and stories using **Power BI, Tableau.**

**TECHNICAL SKILLS**

**Computer skills:** Data cleaning, Data Mining, Data Visualization, Microsoft office.

**Analysis tools:** My SQL, Microsoft SQL server, Tableau Desktop, Microsoft Azure, Power BI Desktop, Spreadsheets, Visio.

**Regulations:** HIPAA, HITECH, EDI, ICD-10-CM, ICD-10-PCS, HL7, CPT, FHIR, SNOMED-CT, HEDIS.

**Languages:** Python, R, SQL, XML **Cloud:** Azure Data bricks, AWS, GCP.

**Management Tools:** Git, Jira, Visio.

**ETL Tools:** Informatica, Azure Devops, Alteryx.

**Databases:** ORACLE, MS SQL, MY SQL, SQL server. **Operating Systems:** Windows, Mac OS, Linux.

**PROFESSIONAL EXPERIENCE**

 **Senior Business Analyst September 2021 - Present**

**Client: Elevance Health**  [**Indianapolis, IN**](https://www.google.com/search?sca_esv=3ccb936e91fffbe3&hl=en-US&sxsrf=ADLYWIKIzmBhK_9kTU5cEuRA5peQz90HyQ:1718991844377&q=Indianapolis&si=ACC90nyvvWro6QmnyY1IfSdgk5wwjB1r8BGd_IWRjXqmKPQqmxLO4PnFcW6LKj2AR07QngmTkc4EzVDdcqmeCJx4d9nqTrGsNlKQlrw76gnlX3jOJk9NCiSGyM7pEW1JIRDFht3jNsaIdYkRWybl5oGW4tuWP2kwQrsfOBYqVj6AxuIRXRDG1IFy6-5F1wfTG0fBym2cBQma&sa=X&ved=2ahUKEwizyoXSn-2GAxVXEFkFHe0tAF8QmxMoAHoECDwQAg) **Responsibilities:**

* Performed **Data Migration** and Converted paper-based medical records' data into the new system.
* Developing annual operating plans, capital budgets, and forecasts and building business cases for new business initiatives (**cost/benefit analysis**).
* Engaged with 40+ Lead product owners to align company roadmaps with team members’ practical software development needs.
* **Integrated** the laboratory, regulatory, and insurance data from various databases with the **Hospital and Patient data**.
* Participated in User Acceptance Testing (**UAT**) and Quality Assurance (**QA**)testing to ensure functionality.
* Handled facility, professional, and **Medicaid** and **Medicare** claims processing.
* Leveraged Electronic conducted **data mapping** from the internal database and validated **HL7** messages to ensure regulatory compliance.
* Health Records (**EHR**) system expertise to analyze and optimize data workflows, ensuring accurate and efficient health tracking.
* Used **Agile Methodologies** for iterative development, rapid prototyping, and adapting to changing user needs.
* Implemented effective business processes, a **business requirement document** (BRD) was created.
* Configured and deployed a **data governance** tool for a hospital system, enabling better data quality monitoring and management.
* Proficient in creating complex **Exce**l spreadsheets for **Data Analysis**, including pivot tables, charts, and advanced functions to extract valuable insights and support decision-making.
* Developed intricate data models and data flows in **MS Excel** to streamline information gathering and analysis, improving data accuracy and reporting efficiency.
* Acted as liaison between external clients and SMEs token rate and standardized product requirements specification documents such as **URS/FRS/Use Cases**.
* Leveraged **AWS services** such as S3, Glue, and Athena to extract, transform, and analyze large-scale datasets, enabling data-driven decision-making and insights generation as a Data Analyst.
* Leveraged **Azure Databricks** distributed computing capabilities to optimize data processing workflows, reducing data processing time by 40%, enabling faster data access and analysis for healthcare providers.
* Successfully integrated **Electronic Health Records** (EHR) systems with **ServiceNow**, enhancing data accessibility and reducing administrative overhead.
* Conducted thorough requirements gathering and analysis for a **Healthcare Logistics** project, resulting in streamlined transportation processes and a 10% reduction in delivery times.
* Demonstrated expertise in conducting gap analysis to identify discrepancies between current coding practices and **ICD-10** requirements.

Performed **Data Mapping** and data lineage analysis to ensure accurate data flow and integrity throughout the **EDW** environment.

* Created **Use Case Diagrams** in accordance with the **Functional Requirement Document (FRD)**.
* Automated data extraction and migration from the old legacy system to the new system were accomplished using **ETL tools**.
* Responsible for optimizing data workflows within **Informatica** to enhance performance and scalability, as well as troubleshooting and resolving any data-related issues that arise during the migration process to maintain seamless system.
* Used **Data Definition** to maintain data quality while storing hospital data in a **MySQL database**.
* Worked on numerous **Ad-hoc** data pulls for business analysis and monitoring by writing SQL scripts.
* Created **SQL queries** to add information to the database, including patient information, diagnoses, and treatment plans.
* Created UMT tables, aggregate tables, Trend reports, DDL, DML, Pivot reports, and List reports using sophisticated **SQL queries**.
* Utilized **Python** to explore and analyze large datasets, identify patterns, and generate visualizations for datadriven insights.
* Skilled in creating data visualizations with Python using **matplotlib** and **seaborn**, effectively communicating key findings and trends through plots, charts, and graphs.
* Leveraged **Power BI** to amalgamate disparate data sources from health records systems, enabling real-time integration of patient information, treatment plans, and administrative records into comprehensive dashboards.
* Combined sheets and **dashboards using Power BI** and stories were created to review **hospital activities**.

**Senior Business Analyst May 2019 – August 2021 Client: State of New York Responsibilities:**

* Proficient in analyzing and documenting end-to-end **claims payment workflows**, including **claim submission**, adjudication, reimbursement, and payment reconciliation.
* Participated in the development of Cerner Applications like **Citrix Workspace**, **Health Quest**, **Relay** to Access Claims Account Server, and Claim Processing.
* Performed **ad hoc** analysis and offered suggestions to support business requirements.
* Developed and put into practice a data management process that increased **data security** and **quality**..
* Experience in conducting thorough system testing and **user acceptance testing (UAT)** to ensure compliance with **ICD-10** coding requirements.
* Data that has been verified in accordance with **HITECH**, **EDI**, **PHI**, and **HIPAA** regulations.
* Checked the validity of the **EDI X12 271** ("eligibility response"), **EDI 276** ("claim status"), and **EDI 834** ("enrollment") for the processing of claims.
* Led initiatives to streamline insurance workflows through the customization and optimization of **Duck Creek's** modules.
* Participated in Software Development Life Cycle (**SDLC**)methodologies like **Agile** and played integral role in **sprint planning** **sessions**, contributing to **backlog refinement**, and tracking progress to ensure timely completion.
* Developed and maintained detailed documentation of **Business Requirements** and workflows for **Healthcare Logistics** projects, enabling seamless knowledge transfer and process continuity.
* Proficient in utilizing **Jira** for project management and task tracking, facilitating effective collaboration and communication within cross-functional teams to ensure project milestones and deadlines are met.
* Skilled in collaborating with **stakeholders**, including insurance providers, claims processors, and IT teams, to gather requirements and implement system enhancements for efficient **claims payment processing** and to verify **EDI transaction sets**.
* Performed in-depth analysis of **SQL queries** used to build tables, pivot tables, and list reports, ensuring that the queries were efficient and optimized for performance.
* Used **SQL** to perform comprehensive source-to-target data mapping for **EDI transactions**, ensuring that all necessary data fields were accurately transformed and loaded into the target systems.
* Handled bundles of **FHIR resources** with Mirth using the **FHIR extension**, and mapping FHIR resources with Mirth using the **RESTFUL API** to interact with non-FHIR systems.
* Code reuse and efficiency improvements for new **C-CDA interfaces**.
* Conducted comprehensive vendor assessments and evaluations for **Warehouse Management Systems** (WMS), ensuring the selection of a solution that aligned with healthcare regulatory requirements.
* Conducted root cause analysis for **Supply Chain Disruptions**, recommending process improvements that led to a 25% reduction in inventory shortages during critical periods.

Developed custom **DAX** (Data Analysis Expressions) formulas to calculate complex financial metrics and ensure accurate representation of co-payment, deductible, and co-insurance amounts in the dashboards.

* Used **Power BI**, for creating several business intelligence dashboards and reports.
* Implemented advanced **data visualization** techniques such as heat maps, trend lines, and scatter plots to highlight patterns and trends in patient data, supporting clinical and operational analysis.

 **Business Analyst November 2017– April 2019**

**Client: Clover Health- Tennessee Responsibilities:**

* Demonstrated expertise in **analyzing healthcare data** to ensure compliance with regulatory standards, optimizing processes for filing insurance claims and policies
* Proficient in analyzing diverse **clinical trial datasets**, including demographic, efficacy, safety, and adverse event data, to extract valuable business insights.
* Applied statistical methods, such as **hypothesis testing**, regression analysis, and survival analysis, to assess treatment efficacy and safety outcomes, providing informed decisions.
* Leveraged **Alteryx** Designer to streamline and automate complex healthcare workflows, enhancing efficiency and accuracy across multiple departments.
* Prepared comprehensive business reports and documentation in **MS Word**, ensuring clarity, consistency, and professionalism in all project communications.
* Designed and delivered visually appealing and impactful presentations in **MS PowerPoint**, incorporating data visualization techniques to convey complex information effectively.
* Created clear and concise documentation, including **BRD (**Business Requirement Document**)** , **FRD**( Functional Requirement Document) and **use cases.**
* Implemented **Agile** methodologies, including Scrum and Kanban, to manage and deliver the project, resulting in improved team collaboration and project transparency.
* Worked closely with **QA automation** engineers to integrate automated test scripts into the development pipeline, automating regression and functional testing processes for greater efficiency.
* Demonstrated expertise in conducting requirement gathering sessions with stakeholders to define business rules and criteria for **claims eligibility** determination.
* Gathered patient information from electronic medical records (**EMR’s**) to determine how many patients had insurance.
* Proficient in analyzing and interpreting complex medical documentation to ensure accurate **ICD-10** code assignment.
* Utilized data-driven insights to optimize **Medical Supply Distribution**, reducing transportation costs by 20% while maintaining timely and accurate deliveries.
* Played a key role in the development of a **Supply Chain Analytics** dashboard, providing healthcare executives with real-time visibility into inventory levels, demand forecasting, and distribution performance.
* Effectively managed test assets, including test scripts and test data, in **GitHub**, promoting version control and seamless collaboration with development teams.
* Collaborated with third-party **logistics** providers (3PLs) to integrate their systems with healthcare networks, improving data accuracy and enabling seamless information exchange.
* Developed comprehensive documentation of **PY-Spark** workflows, methodologies, and analysis results, enabling knowledge sharing and supporting reproducibility of analytical processes.
* Developed process flows, data models and user interface designs using tools like **Visio**.
* Proven track record of conducting data analysis to identify trends, patterns, and anomalies in **Claims Data** ensuring accurate and timely payment processing.
* Conducted thorough analysis of business requirements and collaborated with stakeholders to define data mapping rules for **Source to Target Data Integration.**
* Converted patient data in **XML format** from the **CDA** to the MySQL server database.
* Proven track record of conducting data profiling and data quality analysis to identify gaps, inconsistencies, and anomalies within **EDW** systems.
* Created a **Use Case Diagram** in accordance with the requirements after creating and compiling the **business requirements**.
* Performed data extraction from **EHRs**, claims systems, and pharmacy systems using **ETL processes**.
* Created **extensive SQL queries** for data validation using the primary key, foreign key, and unique key constraints.
* Proficient in creating interactive and visually compelling data visualizations using **Tableau**, transforming complex datasets into actionable insights and storytelling dashboards.

Experienced in developing dynamic and customized **Tableau reports and dashboards** to meet the specific analytical needs of stakeholders, enhancing data-driven decision-making processes within the organization.

**Business Data Analyst September 2016- October 2017 Dexcom Health - San Diego, CA**

**Responsibilities:**

* Maintained sizable collections of **patient data** in well-organized spreadsheets in Excel.
* Completed **upgrades**, **data migrations**, **backups**, and **recovery** tasks for databases.
* Participated in the analysis, creation, and documentation of **data specifications** and business requirements, **FRD** and **BRD.**
* To store the data, tables were made in the **SQL database** using **facts** and **dimensions**.
* Examined the effects of the remote patient monitoring system, a connection to a **SQL database** was established using **Tableau**.
* Expertise in designing star and snowflake schema and **ETL data migration** procedures.
* Used **RPM** system devices to analyze patients with specific conditions like diabetes and hypertension.
* Performed reporting and performance analysis on complex patient data.
* Skilled in performing **data mapping**, creating comprehensive data dictionaries, and defining data structures to support data analysis and enhance data quality across diverse business systems and analytical initiatives.
* Collected and arranged patient medical information from **RPM** devices.
* Collaborated with team members using **Git** for version control, aiding in the tracking of changes and contributing to the organization of code and project files during analytical tasks.
* Recognized patterns, trends, and anomalies in the patient data to spot potential medical problems.
* Examined the patient's vital signs and medical history to provide any necessary health warnings.
* Utilized **Python** for basic data analysis tasks such as **data cleaning, manipulation,** and **visualization**, under the guidance of senior analysts, contributing to the team's analytical efforts.
* Reviewed basic **SQL** queries and edited inner, left, and right joins in Tableau Desktop.
* Created **dashboards** and **visualizations** in Tableau to track the usage of the system by patients and evaluate the results.
* Designed dashboards in **Power BI** and **Tableau** to examine how the system performs under various conditions.