

Nikhil Korvi

Senior Business Data Analyst

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Professional Summary:

- Senior Business Data Analyst With Over 10 Years Of Experience In Delivering Business Solutions Across Healthcare, Insurance, And Banking Domains, Specializing In Requirement Elicitation, Process Reengineering, And Stakeholder Communication.
- Expertise In Gathering And Documenting Functional And Non-Functional Requirements Through Stakeholder Interviews, Jad Sessions, And Workshops, And Translating Them Into Brds, Frds, Use Cases, And User Stories For Development Teams.
- Skilled In Creating Detailed Process Maps, Workflow Diagrams, And Uml Models (Use Case, Activity, Sequence Diagrams) Using Tools Such As Microsoft Visio And Lucid Chart To Visualize Business Operations And Identify Areas For Improvement.
- Proven Ability To Act As A Liaison Between Cross-Functional Business Units And It Teams, Ensuring Business Needs Are Clearly Translated Into Actionable Technical Specifications And Prioritized In Agile Backlogs Using Jira And Azure Devops.
- Proficient In Facilitating Agile Ceremonies Including Print Planning, Daily Stand-Ups, Sprint Retrospectives, And Backlog Grooming, With A Strong Understanding Of Agile/Scrum And Waterfall Methodologies.
- Experienced In Supporting User Acceptance Testing (Uat) By Preparing Test Cases, Validating Outcomes, Documenting Defects, And Ensuring Alignment With Original Business Requirements.
- Experienced In Leading Cross-Functional Requirements Efforts As The Primary Or Sole Business Analyst, Including Public Health And Insurance Domains.
- Experienced In Supporting Medicaid Encounter Data Processes, Claims Auditing, And Edi File Validations (837 Formats).
- Adept At Interpreting State Healthcare Regulations To Inform Qa, Compliance, And Audit Frameworks.
- Adept In Conducting Gap Analysis, Impact Analysis, And Root Cause Analysis To Support Decision-Making For Product Enhancements, Regulatory Compliance, And System Modernization Initiatives.
- Hands-On Experience In Change Management, User Training, And Documentation Of Standard Operating Procedures (Sops), Ensuring Smooth Adoption Of New Business Systems And Processes.
- Familiar With Data Governance And Compliance Frameworks (Hippa, Gdpr, Sox), Ensuring Proper Documentation, Audit Trails, And Secure Access To Business-Critical Systems.

Technical Skills:

Requirement Gathering & Management	Jira, Azure Devops, Confluence, Ms Word, Excel, Sharepoint
Process Modeling & Documentation	Microsoft Visio, Lucid Chart, Uml, Bpmn, Wireframes
Project Management & Agile Tools	Jira, Trello, Azure Boards, Ms Project, Rally
Business Analysis Techniques	Brd, Frd, Use Cases, User Stories, Rtm, Swot, Gap Analysis, Cost-Benefit Analysis
Communication & Collaboration	Microsoft Teams, Zoom, Slack, Outlook, Google Workspace
Sdlc Methodologies	Agile (Scrum/Kanban), Waterfall, Rup
Testing & Qa Support	Uat, Test Case Design, Defect Tracking

Experience:

Mercury

Feb 2023-Till Date

Senior Business Data Analyst

Responsibilities:

- Collaborated With Cross-Functional Business Teams To Gather Reporting And Dashboard Requirements Related To Client Retention, Claims Performance, And Underwriting Efficiency.
- Served As The Lead Business Analyst For Multiple Enterprise Projects, Managing End-To-End Documentation, Stakeholder Engagement, And Traceability Activities.
- Facilitated Jad Sessions And Coordinated Across Legal, Compliance, And Executive Leadership To Define Reporting And Integration Specifications.
- Mentored Junior Bas And Business Users In Agile Story Writing, Process Flow Documentation, And Change Request Management.
- Documented Functional And Non-Functional Requirements For Power Bi Reports, Ensuring Alignment With Business Goals And Azure Data Architecture.
- Defined Key Business Metrics (Kpis) Such As Loss Ratios, Claim Frequency, And Broker Performance, And Ensured Proper Representation Within Power Bi Visualizations.
- Conducted Process Mapping And Workflow Documentation Using Microsoft Visio To Define As-Is And To-Be States For Reporting And Data Request Processes.
- Facilitated User Story Writing And Backlog Grooming In Azure Devops To Prioritize Power Bi Report Development And Enhancements Based On Business Impact.
- Led Stakeholder Review Sessions To Validate Power Bi Dashboard Wireframes And Report Prototypes, Capturing Iterative Feedback And Driving Design Improvements.
- Worked With Data Architects And Engineers To Translate Business Rules Into Logic For Azure Synapse Data Models Used In Power Bi Datasets.
- Created And Maintained The Requirements Traceability Matrix (Rtm) To Ensure Business Needs Were Met Through Development, Testing, And Deployment Phases.
- Coordinated Uat (User Acceptance Testing) By Writing Test Cases, Engaging Business Users, And Validating Power Bi Dashboards Against Defined Acceptance Criteria.
- Defined User Access And Row-Level Security (Rls) Requirements For Power Bi Dashboards To Ensure Compliance With Internal Data Governance Policies.
- Authored Sops, Training Materials, And User Guides For Business Users To Adopt And Navigate Power Bi Dashboards Efficiently.
- Collaborated With The Compliance And Legal Teams To Ensure Dashboards Aligned With Hipaa And Gdpr Data Handling Standards, Leveraging Microsoft Purview For Metadata Governance.
- Supported Business Process Improvement Initiatives Involving Complex Policy And Claim Data Mappings, With Relevance To Property & Casualty Insurance Governance.
- Conducted Stakeholder Sessions On Data Lineage And Validation Rules For Audit Tracking In Insurance Reporting Pipelines.
- Analyzed The Impact Of Data Model Or Source Changes On Existing Power Bi Reports And Coordinated Re-Validation With Business Stakeholders.
- Acted As A Liaison Between Business Teams And Bi Developers, Ensuring Accurate Implementation Of Requirements And Mitigating Reporting Gaps.
- Led Business Workshops And Knowledge-Sharing Sessions To Drive Self-Service Analytics Adoption And Improve Overall Data Literacy Across The Organization.

Environment: Power Bi, Microsoft Azure, Microsoft Purview, Confluence, Jira, Microsoft Visio, Sharepoint, Uml, Brd/Frd/Rtm Documentation, Hipaa, Gdpr, Rls, Agile (Scrum), Ci/Cd Pipelines.

United Health

April 2021-Dec 2022

Business Data Analyst

Responsibilities:

- Collaborated With Clinical Stakeholders, Epidemiologists, And Operational Leaders To Gather Business Requirements For Covid-19 Case Tracking, Capacity Planning, And Chronic Condition Dashboards.
- Collaborated With Payer-Facing Teams To Support Medicaid Reporting, Claims Reconciliation, And Encounter Tracking Initiatives.
- Gained Hands-On Experience With 837 Edi Formats (837i, 837p) To Validate Provider Submissions, Claims, And Downstream Encounter Errors.
- Analyzed Provider And Payer Interfaces To Document Data Transmission Patterns And Streamline Medicaid Encounter Reporting Workflows.
- Defined Kpis Related To Infection Rates, Icu Occupancy, Ventilator Usage, And Chronic Disease Management, And Documented Them In Brds And Rtms.
- Translated Business Needs Into Functional Specifications For Power Bi Dashboards, Ensuring Alignment With Azure-Based Data Models And Ehr Datasets.
- Facilitated Daily Stand-Ups, Sprint Planning, And Backlog Refinement In Azure Devops To Manage Feature Delivery For Clinical Reporting Tools.
- Created Process Maps And Workflow Diagrams Using Visio And Lucid Chart To Model Patient Intake, Testing Workflows, And Discharge Processes.
- Partnered With Data Engineers To Validate Data Pipelines In Azure Data Factory And Databricks That Integrated Epic Ehr, Hl7 Messages, And Lab Data.
- Conducted Root Cause Analysis And Impact Assessment Of Data Inconsistencies, Collaborating With Data Stewards And Analysts To Improve Data Quality.
- Coordinated Uat Testing With Healthcare Professionals, Developing Test Scripts And Validating Power Bi Dashboards For Usability And Clinical Accuracy.
- Created Role-Based Access Requirements And Documentation For Power Bi Dashboards To Protect Phi In Compliance With Hipaa Guidelines.
- Utilized Microsoft Purview To Manage Metadata, Track Data Lineage, And Maintain Audit Trails For Sensitive Clinical Data Assets.
- Conducted Root Cause Analysis Of Encounter Rejections By Tracing Upstream Claim Processing Gaps, Aiding Compliance With Cms And Medicaid Regulations.
- Partnered With Qa And Audit Teams To Support Validation Of Claims Lifecycle And Ncpdp-Based Pharmacy Data Reconciliation.
- Interpreted Medicaid Technical Specifications To Support Internal Qa Alignment And Drive Process Enhancements.
- Documented Medicaid Encounter Qa Cases, Supported Crosswalk Mapping For Data Correction, And Ensured Reporting Integrity Across Multiple States.
- Delivered Executive-Ready Reports And Visualizations To Leaders, Highlighting Trends In Population Health, Patient Risk Scores, And Readmission Rates.
- Assisted Data Science Teams In Developing Predictive Models In Azure Ml By Aligning Business Objectives With Feature Selection And Patient Cohorts.
- Worked Cross-Functionally With Care Coordination Teams To Identify High-Risk Patients And Operationalize Interventions Through Data-Driven Dashboards.
- Authored Sops, Business Glossaries, And User Guides To Support Training, Knowledge Transfer, And Data Governance Adoption Across The Analytics Team.
- Ensured Reporting Compliance With Internal Policies And External Mandates, Documenting Audit Requirements And Maintaining Traceability Across Datasets.

Environment: Microsoft Azure, Epic Ehr, Hl7 Messaging Standards, Microsoft Purview, Microsoft Visio, Lucid Chart, Azure Devops, Confluence, Jira, Sharepoint, Brd, Frd, Rtm, Sop Documentation, Agile (Scrum).

Capital One

February 2019 - March 2021

Business Data Analyst

Responsibilities:

- Collaborated With Digital Banking And Payments Teams To Gather Business Requirements For Real-Time Transaction Monitoring, Failure Analysis, And Reconciliation Dashboards.
- Developed Business Requirement Documents (Brds) And Functional Specifications For Tableau Dashboards Tracking Upi, Neft, Imps, And Rtgs Transaction Trends.
- Translated Payment Business Rules Into Sql Queries To Validate Data Accuracy In Aws Redshift For Reporting And Compliance Purposes.
- Conducted Root Cause Analysis On Failed Transactions Using Payment Log Data To Support Fraud Detection And Sla Optimization Efforts.
- Designed Tableau Dashboards To Visualize Transaction Volumes, Success Rates, Retry Counts, And Channel Performance Across Payment Gateways.
- Coordinated With Data Engineers To Define Etl Logic For Ingesting Payment Data From Core Banking Systems Into Aws S3 And Redshift.
- Created Process Flow Diagrams And Payment Lifecycle Models Using Visio To Help Stakeholders Understand Reconciliation Workflows.
- Worked With Qa And Uat Teams To Define Test Cases For Validating Dashboards And Ensuring Report Accuracy Across Aws-Based Datasets.
- Partnered With Compliance Teams To Support Rbi Audit Requirements By Ensuring Secure Data Access And Traceable Reporting Logic.
- Delivered Ad-Hoc Analysis And Insights To Senior Management On Customer Usage Patterns, Peak Transaction Hours, And Merchant Performance.

Environment: Tableau, Sql, Json, Jira, Confluence, Uml, Visio, Brd, Frd, Agile Methodologies.

Mahindra

September 2015 - July 2017

Data Analyst

Responsibilities:

- Assisted In Gathering And Documenting Business Requirements For A Core Banking Modernization Project Focused On Improving Loan Processing And Digital Transaction Workflows.
- Created And Maintained Business Requirement Documents (Brds) And Functional Requirement Documents (Frds) Under The Supervision Of Senior Analysts And Project Managers.
- Designed Process Flow Diagrams And Use Case Models Using Microsoft Visio To Illustrate End-To-End Workflows For Account Opening, Fund Transfers, And Loan Disbursement.
- Coordinated With Banking Stakeholders To Capture As-Is Processes And Contributed To The Creation Of To-Be Models For Digital Transformation Initiatives.
- Logged And Tracked Requirement Changes In Excel And Shared Weekly Updates With Development And Qa Teams To Ensure Alignment Across Sdlc Phases.
- Supported User Acceptance Testing (Uat) By Preparing Test Scenarios Based On Business Requirements And Documenting Test Outcomes For Feedback Loops.
- Used Sas To Generate Summary Reports On Transactional Data, Such As Loan Approvals And Customer Segmentation, Supporting Business Review Meetings.
- Validated Data Received From Banking Systems Using Sql To Cross-Check Account Records And Transactional Accuracy For Audit And Compliance Purposes.
- Participated In Daily Stand-Ups And Sprint Reviews Within A Hybrid Agile-Waterfall Framework, Assisting With Task Updates And Requirement Clarifications.
- Acted As A Liaison Between Development And Operations Teams, Ensuring Clear Communication Of Business Priorities And Resolving Minor Clarification Issues As A Junior Ba.

Environment: Excel, Word, Visio, Sql Server, Brd, Frd, Uat, Jira, Agile-Waterfall Hybrid Methodology.

Junior Business Analyst

Responsibility :

- Assisted senior analysts in gathering and documenting business requirements for internal reporting and process improvement initiatives.
- Supported the creation of Business Requirement Documents (BRD) and Functional Requirement Documents (FRD) based on stakeholder discussions.
- Collected and analyzed operational data using Microsoft Excel to identify trends and support business decision-making.
- Created basic reports and dashboards for management to track performance metrics and operational KPIs.
- Participated in stakeholder meetings and workshops to understand business needs and document process workflows.
- Assisted in preparing process flow diagrams and documentation using Microsoft Visio.
- Supported User Acceptance Testing (UAT) by preparing test cases and documenting testing results.
- Worked with development and QA teams to clarify requirements and track issue resolution.
- Maintained project documentation, meeting notes, and requirement traceability matrices.
- Assisted in preparing training materials and user guides for internal business users.

Environment:

MS Excel, MS Word, MS Visio, SQL (basic queries), BRD/FRD Documentation, UAT Support, SDLC, Waterfall/Agile exposure.