Janvi Patel

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SUMMARY

Detail-oriented and analytical Business Analyst with over 2 years of experience in analyzing business processes, gathering requirements, and implementing data-driven solutions. Skilled in stakeholder communication, process optimization, and driving operational efficiency. Adept at working with cross-functional teams to improve business strategies and deliver results.

SKILLS

- **Technical Skills :-** SQL (Querying, Data Validation, Database Optimization), Power BI (Dashboard Creation, Data Visualization), UiPath (Automation Workflows), Python (Basic Scripting), JIRA (Project Management).
- **Analytical Skills :-** Data Analysis, Requirements Gathering, Process Improvement, Data Validation, Trend Analysis, Reporting.
- **Domain Knowledge** :- Clinical Trial Data Management, FDA 21 CFR Part 11 Compliance, Insurance Claims Processing, Regulatory Standards.
- **Soft Skills** :- Stakeholder Collaboration, Problem-Solving, Communication, Team Coordination, Workshop Facilitation.
- **Tools & Technologies: -** SQL Server, Power BI, UiPath, Microsoft Teams, JIRA, Microsoft Excel, Python (Pandas, NumPy), ERP & CRM Systems

EXPERIENCE

Business Analyst, Clario, June 2024-Current USA

- Led the enhancement of the Clinical Trial Data Management System (CTDMS) to improve data accuracy, streamline reporting processes, and provide real-time insights for clinical trial sponsors, resulting in a 30% improvement in data accuracy.
- Developed and executed SQL queries to extract, update, and validate clinical trial data, ensuring real-time data consistency and reducing errors in patient records and trial progress tracking.
- Designed and implemented Power BI dashboards for sponsors to monitor key metrics such as patient enrollment, adverse events, and trial progress, enabling faster and more informed decision-making.
- Collaborated with data engineers to optimize database performance, implement real-time data validation rules, and ensure seamless integration with existing systems.
- Worked closely with clinical trial specialists to ensure the system complied with regulatory standards, including FDA 21 CFR Part 11, and met the specific needs of pharmaceutical clients.
- Conducted stakeholder workshops to gather requirements, identify pain points, and improve the system's user interface for data entry, resulting in higher user satisfaction and reduced errors.
- Partnered with the QA team to conduct thorough testing of the system, ensuring it met all business, technical, and regulatory requirements before deployment.

Junior Business Analyst, CSAA Insurance Group, A AAA Insurer, May 2021-December 2022 USA

- Spearheaded the automation of the Claims Processing System using UiPath, reducing manual effort, cutting claim processing time by 50%, and improving overall efficiency.
- Developed and executed SQL queries to analyze claims data, calculate key metrics such as average claim amounts and processing times, and identify trends to improve decision-making.
- Designed and implemented Power BI dashboards to track and visualize claim processing metrics, including approval rates, average settlement times, and regional performance, enabling managers to identify bottlenecks and improve workflows.
- Collaborated with developers to design and implement automation workflows for data entry, document verification, and claim status updates, reducing errors and speeding up the claims process.
- Worked closely with customer service representatives to identify pain points in the claims process and implement solutions that improved the customer experience and satisfaction.
- Created a customer portal to provide real-time updates on claim status, allowing customers to track their claims easily and reducing the volume of inquiries to customer service teams.
- Partnered with the QA team to test the automated system, ensuring it met all business requirements and functioned reliably before deployment.

EDUCATION

Master of Science

Applied Statistics and Decision Analytics, Western Illinois University, Macomb, Illinois

Bachelor of Science

Psychology And Minor in Business, Southern Illinois University at Edwardsville, Illinois

CERTIFICATIONS

- Post baccalaureate certificate in Business Analytics