Nerella Kanaka Durga Sai Bhavya Sree

BUSINESS ANALYST

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LinkedIn

SUMMARY

- Business Analyst with 4+ years of experience in analyzing business processes, gathering requirements, and implementing impactful solutions to drive organizational efficiency and performance.
- Experienced in documentation, including creating detailed Business Requirement Documents (BRDs), Functional Requirement Documents (FRDs), and User Requirement Specifications (URS), utilizing tools such as MS Office Suite and requirement management platforms.
- Expertise in business analysis techniques including Cost/Benefit Analysis, Impact Analysis, GAP Analysis, Risk Analysis, and SWOT Analysis, enabling informed decision-making and risk mitigation strategies.
- Expertise in data analysis and visualization, leveraging SQL, Python, Tableau, and Power BI to extract insights, identify trends, and support data-driven decision-making processes.
- Proficient in conducting User Acceptance Testing (UAT), developing test plans, and executing test cases to ensure the successful implementation and functionality of software releases.

SKILLS

Languages:	SQL, Python
Methodology:	SDLC, Agile, Waterfall, Kanban, Lean Six Sigma
Documentations:	FRD, BRD, SRS, Test Plan, User Guide
Project Management Tools:	MS Project, MS Excel, MS SharePoint, Asana, Trello, Rally
Visualization Tools:	Tableau, Power BI
Tracking Tools:	Jira, HP Quality Center, Rational ClearQuest, RTM
Business Analysis	Cost/Benefit Analysis, Impact Analysis, GAP Analysis, Risk Analysis, SWOT Analysis
ERP Planning & CRM:	SAP, MS Dynamics Nav, Salesforce, HubSpot
Technical Skills:	KPI, User Acceptance Testing (UAT), Alteryx, Requirement gathering, Google Analytics, Data Analysis, MS Visio, Joint Application Development (JAD), MS Office, User Story creation, Software development & testing, Data Modelling, Database Knowledge, Business Intelligence (BI) Tools, Process Mapping, User Experience (UX) Understanding, Quality Assurance (QA) Knowledge, Prototyping
Operating System:	Windows, Linux

PROFESSIONAL EXPERIENCE

Business Analyst | MedStar Health, MD   **Jan 2023 – Present**

- Worked on a project to streamline the patient appointment scheduling process, addressing inefficiencies that resulted in delays and poor resource utilization across multiple MedStar Health facilities.
- Spearheaded the integration of Electronic Health Records (EHR) with the scheduling platform to enable seamless data exchange, improving the accuracy and timeliness of patient information during appointment booking, resulting in a 25% reduction in scheduling errors and a 30% improvement in data accuracy.
- Designed and executed complex SQL queries to retrieve and analyze appointment scheduling data, identifying trends in wait times, patient volume, and appointment availability, resulting in a 20% reduction in scheduling inefficiencies and a 15% improvement in appointment availability.
- Developed detailed Functional and Business Requirement Documents (BRD) to ensure clear guidelines for the design and implementation of the new patient scheduling system, aligning with stakeholder expectations and project goals, leading to a 20% faster project delivery and 15% fewer revisions during the implementation phase.
- Performed a thorough gap analysis of the existing patient appointment scheduling process, identifying key inefficiencies such as high patient wait times, scheduling conflicts, and underutilized appointment slots.
- Made a Context-Level DFD to define the boundaries of the scheduling system, illustrating how external entities like patients, physicians, and administrative staff interacted with the system.

- Created Power BI-based KPI reports to track key performance indicators (KPIs) like appointment booking accuracy, resource utilization, and wait time reductions, enabling leadership to monitor improvements in real-time, which contributed to a 15% improvement in resource utilization and a 20% reduction in patient wait times.
- Utilized Amazon S3 for secure, scalable storage of large volumes of appointment scheduling data, ensuring that the system could handle high data loads while maintaining fast access times.
- Collaborated with leading EHR system vendors (Epic, Cerner, Allscripts) to ensure seamless integration between the scheduling platform and existing EHR systems, improving data flow and reducing manual data entry errors.
- Used impact analysis to forecast the financial benefits of the new scheduling system, including reduced administrative overhead and improved patient throughput, which ultimately contributed to cost savings and higher revenue per facility.
- Implemented FHIR to standardize data exchange between the scheduling platform and external systems, enabling flexible, API-based access to patient appointment data. This improved interoperability and real-time data availability across various healthcare applications.
- Managed the retrieval and handling of medical records in strict compliance with HIPAA regulations, ensuring patient confidentiality and privacy were maintained throughout the appointment scheduling process.
- Managed the project using JIRA for Agile sprint planning, task management, and issue tracking, ensuring timely delivery of system enhancements and continuous collaboration with the development team.

Business Analyst | Capgemini, India   **Apr 2019 – Dec 2021**
- Managed requirements gathering sessions with key stakeholders in a financial services digital transformation project, capturing business goals, challenges, and technical constraints. Delivered Business Requirement Documents (BRDs), ensuring alignment between business objectives and technical feasibility using Agile methodology.
- Collaborated with business and technical teams to translate high-level business requirements into detailed functional specifications, ensuring proper system design and minimizing risks associated with misunderstood requirements.
- Utilized SQL to write complex queries and perform data analysis on customer service workflows. Developed regular custom reports that helped identify bottlenecks, optimize operational processes, and inform key decision-making, leading to a 15% reduction in process inefficiencies.
- Spearheaded the integration of RPA tools (UiPath, Automation Anywhere) to automate routine customer service tasks. This automation led to a 30% reduction in processing times, improving overall operational efficiency and reducing human error in manual tasks.
- Developed custom Tableau reports to track KPIs such as ticket resolution time, first-contact resolution, and customer satisfaction, allowing the team to track progress towards operational goals and enhance customer experience.
- Led risk analysis workshops with key stakeholders to identify potential risks associated with the implementation of the digital transformation project, including data security, system downtime, and integration challenges.
- Used Microsoft Visio to map out the business processes and workflow diagrams before and after automation, ensuring clarity for stakeholders and aligning technical teams on process changes, leading to a 25% increase in process efficiency.
- Provided cost-benefit analysis reports to the leadership team, recommending adjustments to resource allocation that resulted in 15% cost savings and a 20% improvement in service delivery speed.
- Cleaned and transformed raw data from multiple sources using Excel functions such as VLOOKUP, INDEX/MATCH, and PivotTables, ensuring data consistency and integrity for accurate reporting and analysis.
- Conducted SWOT analyses at key project phases to assess internal strengths, weaknesses, and external opportunities, guiding adjustments in financial strategy and management.
- Managed formal sign-off processes post-UAT, ensuring all critical issues were addressed and the platform was ready for production deployment.
- Utilized Confluence for managing and centralizing project documentation, including meeting notes, technical designs, and system configurations. This centralized knowledge base enabled more efficient communication and collaboration, reducing information silos across teams.

EDUCATION

Master of Health Information Technology - University of Maryland Baltimore County, Baltimore, MD, USA
Bachelor of Pharmacy - Gitam University, Visakhapatnam, Andhra Pradesh, India