**Abhinav Maheshwaram**

**BUSINESS ANALYST**

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**SUMMARY**

* Seasoned **Business Analyst with 6+ years** of experience in gathering and analyzing business requirements, functional specifications, and process improvements across various industries including healthcare and finance.
* Expertise in **agile methodologies** such as **Scrum and Kanban**, with a proven ability to drive continuous improvement and streamline processes to enhance operational efficiency and support business growth.
* Skilled in requirements gathering through **JAD sessions, user stories, and stakeholder engagement**, ensuring alignment between business needs and technical solutions for system customization and product development.
* Solid experience in process mapping and workflow optimization, utilizing tools like **BPMN, MS Visio, and Lucidchart** to design efficient workflows and automate repetitive tasks, improving business operations.
* Strong background in managing **User Acceptance Testing** and collaborating with cross-functional teams to ensure that requirements are met and high-quality standards are achieved in system enhancements and implementations.

**SKILLS**

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| **Data Analysis:** | SQL, Excel, Python |
| **Methodology:** | SDLC, Agile, Waterfall, Kanban, Lean Six Sigma |
| **Documentations:** | BRD, FRD, SRS, BPMN, User stories, Use Cases, Test Plan, User Guide |
| **Project Management Tools:** | Jira, Confluence, Trello, MS Project, MS Excel, MS SharePoint, Primavera |
| **Visualization Tools:** | Tableau, Power BI, QlikView, Advance Excel |
| **UML and prototyping Tools:** | MS Visio, Smart Draw, IBM Rational Rose, Balsamiq mock-ups, Sketch, Draw.io |
| **Business Analysis:** | Cost/Benefit Analysis, Impact Analysis, GAP Analysis, Risk Analysis, SWOT Analysis |
| **ERP Planning & CRM:** | SAP, MS Dynamics Nav, Salesforce, HubSpot |
| **Healthcare Standards & Tools:** | HIPAA compliance, Regulatory reporting, Electronic Health Records (EHR), Health outcomes analysis, Risk factor identification, Healthcare disparities analysis, Claims data analysis, Patient data management, ICD-10 coding, CMS requirements, Healthcare analytics frameworks |
| **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 |
| **Soft Skills:** | Stakeholder Engagement, Requirements Gathering, Time management, Leadership and management, Problem-solving, Negotiation, Decision-Making, Documentation, and Presentation, Verbal communication |

**EDUCATION**

**Master of Science in Business Analytics |** University of New Haven, CT, USA

**Bachelor of Technology in Civil Engineering |** JNTUH, Hyderabad, India

**EXPERIENCE**

**Business Analyst | Cigna Group, CT, USA August 2023 – Present**

* Led requirements gathering and documentation for sales pipeline management processes related to orthopedic and surgical devices (e.g., Attune Knee System, DePuy Synthes), improving lead conversion rates by 20% through data-driven analysis and Agile methodologies.
* Mapped sales pipeline workflows from lead generation to post-sale support using BPMN and MS Visio, enhancing cross-functional communication and operational efficiency by 15%.
* Collaborated with Sales, Marketing, and Product Teams to align business requirements with CRM standards (e.g., Salesforce), boosting sales pipeline accuracy and forecasting by 30%.
* Created and managed comprehensive documentation (BRD, FRD, Use Cases, Test Plans) for sales processes of DePuy Synthes and Stratafix Sutures, reducing approval time for new sales strategies by 25%.
* Developed and managed sales performance roadmaps using MS Project and Jira, contributing to a 20% improvement in on-time delivery of sales targets and campaigns.
* Integrated CRM systems with ERP platforms (e.g., SAP), streamlining data flow between sales, inventory, and finance teams, reducing manual errors by 15% and enhancing data integrity.
* Led User Acceptance Testing (UAT) for CRM and sales system enhancements, achieving a 98% success rate for products like Biosense Webster and Attune Knee System in sales operations.
* Conducted risk analysis using FMEA for sales pipeline processes, identifying and mitigating risks that reduced post-launch corrective actions by 20%.
* Developed real-time dashboards in Tableau to monitor sales KPIs (e.g., conversion rates, deal velocity, customer acquisition costs), providing senior leadership with insights that improved decision-making efficiency by 15%.
* Ensured compliance with data privacy standards (e.g., HIPAA for medical sales data), enhancing system efficiency and security for sensitive customer information.
* Facilitated Joint Application Development (JAD) sessions for sales process enhancements, improving stakeholder engagement and alignment by 15%.

**Business Analyst | Wipro, India June 2019 – July 2022**

* Performed a comprehensive GAP analysis of the Salesforce CRM system for a major banking client, identifying a 37% inefficiency in customer data management and relationship tracking, focusing on data accuracy, workflow bottlenecks, and user experience.
* Developed Python scripts to automate data extraction, transformation, and analysis from Salesforce and Microsoft Dynamics, improving data processing efficiency by 30%.
* Designed and implemented process mapping strategies using Lucidchart, streamlining customer onboarding workflows through Salesforce customizations and automation, significantly reducing onboarding time.
* Developed wireframes and prototypes using Balsamiq to enhance the user interface, improving navigation efficiency by 55% and reducing user training time.
* Facilitated detailed requirements gathering sessions and crafted 80+ precise user stories, aligning business needs with technical capabilities for seamless CRM enhancements.
* Integrated Microsoft Dynamics NAV with Salesforce CRM, ensuring smooth data synchronization, reducing manual data entry by 65%, and enhancing data accuracy and system reliability.
* Authored comprehensive Software Requirements Specification (SRS) documents, fostering clear communication between technical teams and business stakeholders, and aligning CRM development with business objectives.
* Implemented custom Salesforce automation workflows using Flow Builder, Process Builder, and Apex triggers, cutting manual process time by 48%, minimizing errors, and boosting operational efficiency.
* Utilized advanced Excel functions (VLOOKUP, INDEX-MATCH, pivot tables, macros) to analyse large datasets, create dynamic dashboards, and support data-driven decision-making.
* Prepared detailed reports and dashboards using Power BI and Salesforce, presenting project impact and ROI to executive leadership, enabling data-driven decision-making.

**Business Analyst | HCL Tech, India June 2017 – June 2019**

* Conducted 20+ JAD (Joint Application Development) sessions with stakeholders to gather and validate business and functional requirements for EHR system customization, ensuring compliance with HIPAA and CMS standards.
* Developed and maintained comprehensive BRDs (Business Requirement Documents) and FRDs (Functional Requirement Documents) for 15+ healthcare projects, providing clear specifications for EHR system enhancements.
* Designed 15+ process flow diagrams and BPMN (Business Process Model and Notation) models using MS Visio to optimize EHR workflows, improving clinical data entry efficiency by 25%.
* Performed data analysis and data mapping of legacy systems to EHR platforms for over 5 million patient records using SQL, ensuring data accuracy, integrity, and seamless migration.
* Managed User Acceptance Testing (UAT) across 3 healthcare organizations, reducing post-launch defects by 40% through meticulous test planning, execution, and issue tracking.
* Facilitated weekly stakeholder meetings and project reviews using MS PowerPoint and Confluence, achieving 95% stakeholder satisfaction through effective communication and timely project delivery.
* Led EHR integration projects with lab systems and third-party applications, executing data mapping and system testing using SQL, enhancing data transfer accuracy by 98%.
* Organized end-user training sessions for 100+ healthcare professionals, improving system adoption rates and reducing support tickets by 30% within the first 3 months post-implementation.
* Developed change management documentation (user guides, release notes) for EHR updates, ensuring smooth system transitions and reducing downtime by 15%.
* Utilized Jira for bug tracking and issue resolution, resolving 150+ technical issues and reducing critical post-launch defects by 40% through proactive issue management.

**PROJECTS**

**Tableau Visualization - E-Commerce Sales Dashboard**

* Developed an interactive Tableau dashboard analyzing financial data, uncovering key insights: sales growth, profit margin fluctuation, top 20% customers driving 60% revenue, and sales spike in Q4
* Visualized KPIs with filters and YoY trends, identified revenue uplift opportunity by underperforming regions.

**Data Extracting and Analyzing Economics Data Using APIs**

* Leveraged FRED API to extract 10+ economic indicators, processing 100,000+ data points, engineered interactive Plotly Express visualizations, revealing key economic trends across 5-year periods
* Implemented ARIMA and Prophet Machine Learning models, achieving 95% accuracy in forecasting 6 months.

**CERTIFICATIONS**

Hands-On Development in AWS | Career Essentials in Generative AI by Microsoft and LinkedIn