

Amartya Reddy Narahari | Business Analyst

Location: IL | Phone: (312) 462-1855 | Email: amartyareddy1305@gmail.com | [LinkedIn](#)

SUMMARY

Results-driven Business Analyst round 5 years of experience with expertise in insurance and healthcare technology, specializing in claims processing automation, AI-driven risk stratification, and CRM optimization. Skilled in gathering requirements, UML modeling, process mapping, and road mapping to streamline operations. Proficient in data analysis (SQL, Power BI, Google Analytics, Adobe Analytics) to drive insights for process improvements and decision-making. Adept at collaborating with cross-functional teams, project managers, and stakeholders to develop scalable solutions. Experienced in regulatory compliance (NAIC, FHIR) and optimizing workflows using JIRA, RTM, Visio, and CRM platforms (Salesforce, HubSpot).

SKILLS

Languages	SQL, Python, R, VBA
Databases	MySQL, SQL Server, Snowflake, PostgreSQL
Visualization tools	Power BI, Tableau, Excel (Pivot Tables, Power Query)
Analysis & Documentations	JIRA, Confluence, Microsoft Visio, Lucidchart, UML, RTM, Process Mapping, Road Mapping, BRD, FSD, User Stories, Test Cases, UAT
Tools	HP ALM, TestRail, SharePoint, ServiceNow, Google Analytics, Google Analytics, Adobe Analytics, CRM (Salesforce, HubSpot)
Methodologies	Agile (Scrum & Kanban), Waterfall, Lean Six Sigma, SDLC, Data - Driven Decision Making

EDUCATION

Masters in Business Analytics, DePaul University, IL	2024
Bachelors in Business Administration, Sri Sri University, India	2019

PROFESSIONAL EXPERIENCE

Business Analyst, MetLife, IL Project: Digital Claims Transformation (DCT) Initiative <ul style="list-style-type: none">Conducted stakeholder interviews with claims teams, underwriters, and compliance officers to gather and document business requirements, process workflows, and automation needs.Developed UML diagrams (Use Case, Activity, Sequence) in Visio and Lucidchart to define claims processing automation and enhance system documentation.Created and maintained a Requirement Traceability Matrix (RTM) in JIRA and Confluence to track end-to-end requirement coverage, while leading Agile ceremonies (Sprint Planning, Stand-ups, Sprint Reviews, Retrospectives), defining user stories, test cases, and acceptance criteria, resulting in a 20% improvement in sprint velocity.Designed process maps and roadmaps to identify inefficiencies in the claims lifecycle, fraud detection process, and risk assessment, leading to 30% faster claims resolution.Integrated ERP systems (SAP & Oracle Financials) with claims processing workflows, improving policy administration, financial reconciliation, and compliance reporting.Performed SQL-based data analysis, integrating insights with Power BI to track claim approval rates, fraud trends, and policyholder behavior.Implemented Google Analytics to monitor the claims submission portal's user behavior, identifying usability bottlenecks and improving customer experience.Collaborated with Salesforce CRM teams to integrate policyholder data for personalized customer engagement, claims history tracking, and service automation.Managed UAT cycles, defined test scripts in HP ALM and TestRail, worked with QA teams to validate functionality, and tracked defects to ensure smooth deployments.	April 2024 - Present
Business Analyst, CitiusTech, India Project: AI-Driven Patient Risk Stratification System <ul style="list-style-type: none">Gathered business and functional requirements by conducting workshops with healthcare providers, insurance analysts, and data science teams to define project scope.Maintained an RTM in JIRA and SharePoint to track business objectives, data requirements, and model performance metrics, ensuring traceability from requirements to implementation.Created process maps and roadmaps for AI-based predictive analytics in patient risk assessment, leading to 25% fewer false-positive alerts and optimized hospital readmission forecasting.Analyzed EHR and claims data using SQL, Power BI, and Python, uncovering risk factors and improving AI-driven patient stratification accuracy by 18%.Integrated Salesforce CRM and HubSpot to optimize patient engagement workflows, enabling automated communication for high-risk patients and improving healthcare coordination.Ensured compliance with FHIR regulations, performing data security audits and documenting protocols for AI-driven risk stratification models.Developed and managed user stories and test cases to ensure AI model validation aligned with clinical data integrity and real-world patient outcomes.Led UAT and model validation efforts, defining test cases, collaborating with QA teams, and ensuring AI-generated risk scores met clinical decision-making requirements.Documented BRD, FRS, and data flow diagrams to ensure alignment on predictive analytics-based patient risk stratification.	May 2019 - May 2022