

# RUSHITA SAGI

■ Miami, USA    ■ +1 7869065449    ■ [rsagi003@fiu.edu](mailto:rsagi003@fiu.edu)  
33172

## EDUCATION

Master of Science : Information Systems, **02/2025**

**Florida International University** - Miami, FL

GPA: 3.7/4

Bachelor of Technology : Electronics And Communication Engineering, **05/2023**

**Lendi Institute of Engineering And Technology** - Vizianagaram, AP

GPA: 7.63/10

## PROFESSIONAL SUMMARY

Developed skills in fast-paced business environment, including data analysis, stakeholder communication, and strategic planning. Seeking to transition into new role where these skills can be applied and further developed. Committed to leveraging analytical expertise and problem-solving abilities to contribute to organizational success.

## SKILLS

- Business & Analytical Skills: Requirements Gathering, BRD Documentation, User Stories, Process Mapping, Data Validation, EDI Claims Processing, RCM, Agile/Scrum, Gap Analysis.
- Compliance & Domain Knowledge: HIPAA, GDPR, CCPA, Healthcare & Insurance Systems, CRM Platforms.
- Tools & Technologies: SQL, Tableau, Excel, Azure DevOps, JIRA, Salesforce, MS Visio, Lucidchart, PowerPoint, AWS (basic exposure).

## WORK HISTORY

**BUSINESS ANALYST** 09/2023 to Current

**Cigna**, Portland, OR

- Coordinated migration of 3 legacy healthcare systems (Dental, Life, Disability) to cloud platforms, ensuring 99.9% uptime and reducing downtime by 20%
- Managed EDI transactions (834, 837, 270/271) for enrollment and claims processing, improving data accuracy by 15%
- Developed data mapping documents and validated datasets using SQL to ensure data integrity across migrated systems
- Built Tableau dashboards to visualize claims processing trends, enabling stakeholders to make data-driven decisions
- Implemented HIPAA compliance protocols by conducting audits and collaborating with 5+ cross-functional teams across Agile sprints

**BUSINESS ANALYST** 03/2023 to 07/2023

**Robotic IT Solution**, Hyderabad, India

- Enhanced CRM systems and conducted JAD sessions with SMEs for requirement gathering
- Wrote BRDs, designed user stories in Azure DevOps, and certified data using SQL
- Created Tableau dashboards and ensured compliance with HIPAA and EDI standards
- Monitored RCM workflows for claims processing and payment reconciliation, identifying gaps decreased claim rejections and enhanced payment turnaround by 10%

#### **TECHNICAL BUSINESS ANALYST** 05/2022 to 12/2022

**Corpteam Solutions**, Hyderabad, India

- Oversaw cloud migration of 3+ billing systems and automated EDI claims processing, improving data accuracy and reducing processing time by 15%
- Ensured GDPR /CCPA compliance in CRM integration workflows
- Created 10+ use cases and sequence diagrams using MS Visio to define system interactions and user workflows for CRM enhancements
- Utilized JIRA, SQL, and AWS for sprint tracking and data testing

---

## **CERTIFICATIONS**

LEAN SIX SIGMA YELLOW BELT SIX SIGMA GREEN BELT  
(CSSGB) SNOWFLAKE HANDS ON ESSENTIALS  
DATAWAREHOUSE  
CISCO CERTIFICATION ON PYTHON

---

## **PROJECTS**

Business Analytics Capstone, Miami,USA

August 2024 - October 2024

- Devised ARIMA models for revenue forecasting, enabling precise inventory management.
- Applied K-Means clustering to identify five customer segments, resulting in targeted marketing strategies and 12% restructured retention.
- Utilized Python for geospatial analysis, pinpointing 10 optimal locations for distribution vehicles and boosting efficiency.
- Created data visualizations in Tableau and Power BI, simplifying reporting time.

FIU Transportation System Optimization, System Analysis & Design Course Project

Jan 2024 – Apr 2024

- Modeled AS-IS and TO-BE processes using Lucidchart and Visio to identify bottlenecks in campus shuttle operations.
- Recommended route optimization based on data flow diagrams and simulation results, estimating a 20% reduction in wait times.
- Created a swim lane diagram to clarify stakeholder responsibilities and streamline coordination across departments.

ATOM Pink Tank, Miami, USA

November 2023 - April 2024

- Led cross-functional workshops to analyze and address operational challenges, driving a 25% improvement in efficiency and fostering stronger stakeholder engagement.
- Presented strategic recommendations to senior executives, influencing the adoption of three initiatives streamlined workflows and enhanced decision-making processes.