

ANIL REDDY GUNDA

Business Analyst

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PROFESSIONAL SUMMARY

Strategic and detail-oriented Business Analyst with 3.5+ years of experience driving digital transformation, system optimization, and data-backed decision-making across the healthcare, financial services, and SaaS sectors. Recent experience at UnitedHealth Group includes streamlining claims processing, supporting regulatory compliance (HIPAA, ICD-10), and leading UAT for enterprise health systems. Prior experience at Kellton Tech involved delivering end-to-end CRM enhancements, automating reporting through Power BI and SQL, and improving delivery efficiency in BFSI projects. Proficient in requirements gathering (BRD/FRD), gap analysis, data visualization, and Agile/Scrum frameworks. Adept at bridging business and technology teams to align solutions with stakeholder goals, reduce operational costs, and enhance user satisfaction.

CORE SKILLS & TOOLS

- **Business Analysis & Requirements:** BRD/FRD Documentation, User Stories, Functional Specs, Gap Analysis, As-Is/To-Be Process Mapping, Requirement Traceability Matrix
- **Project Execution & Methodologies:** Agile, Scrum, SDLC, Sprint Planning, Product Backlog Grooming, Change Management, Release Coordination
- **Testing & Quality Assurance:** UAT Coordination, Regression Testing, Defect Tracking, Test Scripts, Real-World Scenario Validation, QA Collaboration
- **Data & Reporting Tools:** SQL (Joins, CTEs, Window Functions), Power BI, Tableau, Excel (Pivot Tables, VLOOKUP, Dashboards), KPI Monitoring, Reporting Automation
- **Healthcare & Compliance:** HIPAA 5010, ICD-10, Claims Adjudication, Member Eligibility, EHR Systems, Regulatory Documentation
- **BFSI & CRM Systems:** CRM Enhancements, Salesforce Support, Loan Processing Workflows, Customer Data Management, Payment Integrations
- **Tools & Platforms:** JIRA, Confluence, MS Visio, Lucidchart, Balsamiq, SharePoint, Microsoft Office Suite, Postman (API Testing)
- **Collaboration & Communication:** Stakeholder Management, Cross-Functional Teams, SOPs, Training Sessions, Demo Walkthroughs, Vendor Liaison

EXPERIENCE

United Healthcare Group, USA | Business Analyst

Jul 2024 – Present

- Partnered with **IT, Finance, and Operations** teams gather business requirements and optimize **Workday ERP workflows**, resulting in a **15% reduction in processing delays**.
- Led **end-to-end UAT cycles** for Workday enhancements from planning to **regression testing** ensuring **zero post-release issues** and full system stability.
- Drafted **BRDs, FRDs, and SOPs** to guide automation of **claims adjudication**, reporting, and reconciliation processes across teams.
- Built interactive reports and dashboards using **SQL** and **Excel** to track **claims activity, compliance KPIs, and provider reimbursement performance**.
- Acted as a **key liaison** during **production issue escalations**, helping streamline accountability and keep resolution timelines on track.
- Facilitated **system walkthroughs** and **live demos** using **Visio, Lucidchart, and SharePoint** to drive smoother onboarding and **end-user adoption**.
- Conducted **gap analysis** and **impact assessments** for new **EHR integrations** and provider network setups, reducing mismatches by **30%**.
- Played an active role in **Agile ceremonies**, helping refine backlogs, monitor **sprint progress**, and improve team alignment using **JIRA**.

Kellton Tech, India | Business Analyst

Nov 2020 – Dec 2022

- Collaborated with business and technical teams to gather requirements and enhance internal **CRM and core banking systems**, streamlining workflows and improving data accuracy across departments.
- Designed **Power BI dashboards** powered by **SQL queries** to visualize account performance, customer behavior, and operational KPIs, reducing manual reporting time by **25%**.
- Created detailed **BRDs, FRDs**, and process diagrams to support product enhancements and compliance workflows for large-scale banking operations, boosting delivery efficiency by **20%**.

- Managed **UAT coordination** across multiple modules, including test case reviews, regression testing, and issue resolution in collaboration with QA and development teams.
- Automated reconciliation processes and recurring data reports using **Excel**, **SQL**, and **VBA**, resulting in significant improvements in reporting accuracy and turnaround time.
- Participated in **Agile ceremonies** and used **JIRA/Confluence** to prioritize user stories, align cross-functional teams, and track sprint progress for timely release delivery.

EDUCATION

Master of Science in Information Systems Saint Louis University, St. Louis, Missouri	Dec 2024
Bachelor of Engineering in Computer Science BML Munjal University, India	Jun 2021

CERTIFICATIONS

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- CBAP® – Certified Business Analysis Professional (IIBA)
 - Certified Business Process Analyst
 - Salesforce Certified AI Specialist
 - Agile Scrum Foundation – EXIN (Expected Aug 2025)
 - Google Data Analytics – Coursera (Expected Sep 2025)