Swaroop Sarnadgowd
Business Analyst | Clinical Data Manager

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SUMMARY

Around 5 years of progressive experience working as Healthcare Business Analyst in Medicaid/Medicare systems, payer-provider ecosystems, and healthcare data integration. Strong expertise in **requirements elicitation, process re-engineering, and regulatory compliance** with a proven record of improving claims adjudication, eligibility, and provider workflows.

Well-versed in **HIPAA, HEDIS, HL7, FHIR, ICD, and EDI standards**, with deep knowledge of MMIS, payer reimbursement models, and clinical data management. Skilled at bridging the gap between business and technology by producing **BRDs, FRDs, workflows, and test strategies**. Hands-on with **SQL, Informatica, Snowflake, Tableau, and Power BI**, enabling actionable insights and compliance reporting. Experienced in Agile and Waterfall environments using Jira, Confluence, and Azure DevOps.

EXPERIENCE

Healthcare Business Data Analyst   California
Cedars Sinai Hospitals   06/2024 - Present

- Partnered with cross-functional teams to analyze and translate CMS and state healthcare policy changes into **BRDs, FRDs,** and NFRs, ensuring compliance and scalability in Medicaid and Medicare systems.
- Led requirement gathering sessions (**JAD workshops, stakeholder interviews, surveys**) to capture business needs for eligibility, claims adjudication, and provider engagement initiatives.
- Served as SME for **HIPAA EDI X12** transactions (**837/835, 834, 270/271, 276/277**), validating enrollment, eligibility, and claims processing workflows across MMIS and vendor systems.
- Designed process flows, use cases, and swim lane diagrams for Medicaid claims, prior authorization, and eligibility determination processes. Conducted gap analysis, risk assessments, and ROI studies to modernize Medicaid systems and optimize operational efficiency.
- Supported **FHIR**-based **API** development for patient data exchange, ensuring seamless interoperability with EMR/EHR systems (**Epic, Cerner**).
- Coordinated Agile ceremonies and managed backlogs in **Jira/Confluence**, achieving a 15% reduction in sprint spillovers. Authored source-to-target mappings (**STM**) for Informatica and Snowflake pipelines; implemented data quality rules for claims and **HEDIS** datasets.
- Built Power BI and Tableau dashboards to track provider performance, claim denials, and HEDIS quality measures. Facilitated **UAT/SIT** execution, created traceable test cases in Jira Xray, and ensured CMS audit readiness.
- Developed training materials, **SOPs**, and KT sessions for Medicaid eligibility teams and providers to drive adoption of updated workflows.

Healthcare Business Data Analyst   Ohio, Remote
Sentara Healthcare   08/2022 - 05/2024

- Gathered, analyzed, and documented **business requirements** for **Medicare/Medicaid claims processing**, leveraging **interviews**, **workshops**, and **stakeholder engagement**.
- Facilitated **backlog refinement sessions**, prioritized epics and user stories, and ensured clear acceptance criteria aligned with healthcare compliance standards (HIPAA, etc.).
- Supported **backlog grooming** and **sprint planning** by identifying **test dependencies** and preparing **test cases** aligned with **user stories** in **Azure DevOps Boards**.
- Collaborated with **stakeholders** to define **business** and **functional requirements** for **Medicare claims data processing**.
- Conducted **gap analysis** to identify inefficiencies in **claims adjudication workflows** and proposed **system enhancements**.
- Developed **BRDs** and **FRDs** for **healthcare data integration projects**, ensuring compliance with **HL7** and **FHIR standards**.
- Led **UAT efforts**, creating **test scenarios** and coordinating **testing sessions** with end users to validate system changes.
- Used **advanced analytics** to detect **overutilization of services**, **billing discrepancies**, and potentially **fraudulent activities**, ensuring **data integrity** and **compliance**.
- Applied **Software Development Lifecycle (SDLC)** methodologies to structure and manage projects, ensuring **timely delivery** and **robust solutions**.
- Leveraged **iterative Agile frameworks** to quickly adapt to changing requirements, fostering **continuous improvement** in analysis outcomes.
- Partnered with **product owners** and **developers** to ensure business requirements were clearly translated into functional solutions and prioritized in the backlog.
- Integrated and harmonized data from **Electronic Health Records (EHR)**, **claims systems**, and **financial platforms** to provide a **unified view** of healthcare operations.
- Partnered with vendors to validate **EDI transactions** (**X12 271**, **276**, **834**) and supported **API integrations** (**FHIR**, **JSON**, **XML**, **RESTful APIs**), enhancing **system interoperability**.
- Built **real-time tracking tools** to monitor **healthcare performance metrics**, helping organizations measure the success of **cost-saving initiatives**.
- Used **Tableau** to break down complex **claim datasets**, revealing insights into **service categories**, **provider performance**, and **patient demographics**.
- Wrote complex **SQL queries** to extract **claims data**, clean inconsistencies, and ensure **accuracy** before further analysis.
- Used **SQL scripts** to identify and correct **anomalies**, ensuring the **reliability** and **consistency** of **Medicare claims datasets** for analysis.
- Developed **HL7 FHIR-compliant messaging** for **IN1/IN2 claims**, enabling secure **interoperability** and faster **claims data exchange** between internal and external systems.
- Designed **data models**, **source-to-target mappings**, and **data dictionaries** (**SQL**, **Visio**), increasing **claims data accuracy** and reducing mapping errors by 20%.
- Developed interactive dashboards and visual reports using **Tableau**, enabling data-driven decision-making for clinical and operational stakeholders.

Clinical Data Manager   Princeton, New Jersey
Stellar IT Solutions   05/2022 - 08/2022

- Coordinated clinical data management activities supporting **FDA** and ICH regulatory submissions.
- Structured databases and **CRFs** in accordance with **CDISC/CDASH** guidelines, standardizing trial data collection.
- Authored data management plans, edit check specs, and CRF guidelines to strengthen study documentation.
- Executed data validation, query resolution, and reconciliation in Medidata Rave, improving dataset quality.
- Monitored vendor data transfers, ensuring accuracy and timely delivery while reducing discrepancies by 15%.
- Delivered risk-based monitoring reports and discrepancy metrics to project leaders and sponsors.
- Mentored junior data managers, providing guidance on **CRF** design and database validation.

Jr. Business Analyst   Bangalore, India
IQVIA   11/2019 - 12/2020

- Documented requirements, use cases, and acceptance criteria for laboratory and research systems (**LIMS/ELN**).
- Contributed to healthcare and prescription access programs, tracking timelines and dependencies in MS Project.
- Developed **SOPs**, validation protocols, and compliance documentation for **GxP**-regulated systems.
- Built Tableau dashboards showcasing drug access, prescription patterns, and pharmacy coverage.
- Assisted in UAT preparation and execution, logging issues and confirming fixes. Applied Excel (**PivotTables, Power Query**, **XLOOKUP**) to cleanse and transform healthcare datasets for reporting.
- Collaborated in **Agile sprint** ceremonies, participating in backlog refinement and sprint reviews. Produced traceability matrices (**RTM**) ensuring full coverage of requirements during testing cycles.

Clinical Pharmacist   India
BLDEA's College of Pharmacy
03/2018 – 03/2019

- Monitoring in patients along with the physicians to assess the appropriateness of the prescribed medications and identifying possible interactions in the medication to avoid possible side effects.
- Assisted in developing and implementing individualized medication plans to improve patient outcomes and safety.
- Counseling patients on the usage of careful use of medications such as antibiotics and their present condition
- Assisted in prescription processing and medication dispensing, adhering to strict quality control and safety standards.
- Actively participated in educational seminars, workshops, and conferences to expand clinical knowledge and stay informed about emerging trends in pharmacy practice.

EDUCATION

Masters in Health Informatics   Park, IL
Governor's State University Park   01/2021 - 08/2022
Bachelors in PharmD   Vijayapura, India
SSM College of Pharmacy   08/2014 - 08/2018

SKILLS

Healthcare Systems & Standards: HIPAA, HITECH, HEDIS, HL7, FHIR, ICD-9/10, CPT, LOINC, SNOMED-CT, OASIS, EDI (837, 835, 270/271),
CMS/Medicare/Medicaid, MMIS.

Business Analysis & Requirements Management:
BRD, FRD, NFR, User Stories, Use Cases, Process Mapping, Gap Analysis, UAT/SIT, Traceability Matrix, Agile (Scrum, SAFe), Waterfall, JAD Sessions, Change Management.

Business Analysis Tools: Jira, Confluence, Azure DevOps, Trello, MS Project, MS Visio, Lucid chart, BPMN, Axure.

Databases & Querying: SQL Server, Oracle, MySQL, Snowflake, Teradata, MS Access; SQL, T-SQL, PL/SQL.

ETL & Data Tool: Informatica, Talend, SSIS, ADF, Collibra

Analytics & Visualization: Power BI, Tableau, QlikView, Excel (PivotTables, Power Query, VLOOKUP, XLOOKUP, Macros).

Data & Analytics:
SQL (T-SQL, PL/SQL), Snowflake, Oracle, SQL Server, Teradata, Informatica, Talend, SSIS, Azure Data Factory (ADF), Collibra, Data Modeling, Data Validation, Data Governance.

Tools & Platforms:
Jira, Confluence, Azure DevOps (ADO), Trello, MS Project, Lucid chart, MS Visio, SharePoint, ServiceNow, Git.

Soft Skills & Domain Expertise:
Healthcare Payer/Provider Systems, Claims Adjudication, Eligibility G Enrollment, Case Management, Provider Data Management, Clinical Data Management, EHR/EMR Integration (Epic, Cerner), Stakeholder Communication, Cross-Functional Collaboration.