

MADHUMITA SAHOO

Business Analyst

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CORE COMPETENCIES

- Business Analysis Planning and Monitoring.
- Elicitation and Collaboration.
- Requirement Life cycle Management.
- Requirement Analysis and Design Definition.
- Strategy Analysis
- Solution Evaluation
- Stakeholder management
- Project management

TECHNICAL SKILLS

- Documentation Tools: MS Suite.
- Prototyping & Wireframe Tools: Axure & Balsamiq
- Modeling Tools: MS Visio, Draw.io.
- Database: SQL
- Project Management tool:- JIRA
- Reporting Tools: Power BI, & Tableau.

EDUCATION

- Masters in Healthcare Management, Administrative Staff College of India, (2020-2022)

ACHIEVEMENTS

- Badged as “Floor Enthusiast’ for actively participating in collaborative CSR activities (2024).
- Received recognition for achieving 100% productivity at Allstate. (2023)

DOMAIN

- US Healthcare
- Insurance

PROFESSIONAL OVERVIEW

Healthcare Business Analyst with over 3 years of experience in healthcare data analysis and IT system implementation. Skilled in requirement gathering, stakeholder engagement, Agile/Scrum methodologies, and delivering data-driven insights for process optimization. Proficient in tools like Power BI, JIRA, SQL, and Excel. Strong domain knowledge in US healthcare, RCM, and insurance claims.

WORK EXPERIENCE

Allstate India Private Limited

Designation : Associate Analyst

Mar 2022 – Jan 2025

1.Project Title : Enhancement in Work Flow Traceability Tool to trace the timelines and status of the work. (Agile methodology)

Tools : Jira, Power BI , MS-Excel

Description : The Workflow Tracker is designed to enhance the efficiency, accuracy, and transparency of insurance claim processing. By tracking the number of claims processed and analysing their complexity, the system aims to streamline workflows, optimise resource allocation, and improve decision making.

Analyzed trends in the current process and collaborated on a simplification project. Suggested a new template to increase efficiency and reduce TAT by 25%.

Role : Business Analyst

Responsibilities :

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added **user stories** into **product backlog** using the **JIRA tool**.
- Prioritized and validated the requirements using **Moscow and FURPS** technique, added user stories to sprint backlog based on prioritization order.
- Collaborated with the Product Owner and Scrum Master for **business value (BV) and control points (CP)**, and assisted in creating the **DOR** and **DOD** checklists.
- Participated in sprint ceremonies to remove road blocks in the project. Generated Sprint, Product Burn down/Burn up charts to track the project progress.
- Participated in product planning and UAT to successfully deliver each sprint component.

2. Project Title : Integration of DCF (Digital Claim File) with Next Gen (Waterfall methodology)

Tools : Power BI, SQL, Balsamiq, MS-Excel , MS-Visio

Description : Assisted in integrating digital claim files (DCF) with NextGen healthcare systems.

Role : Business Analyst

Responsibilities :

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**. Gathered requirements from business heads using Elicitation Techniques and created a Business Requirements Document (BRD).
- Translated BRD into **Functional Requirements Document (FRD)**, Collaborated with the technical team, and prepared **SRS Document**.
- Created UML diagrams and wireframes to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project.
- Assisted Testing Team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
- Ensured compliance with healthcare data security regulations (like HIPAA).

AIG HOSPITAL

Designation : Senior Associate

Jan 2022- May 2022

Responsibilities :

- Delivered actionable insights on patient flow, operational efficiency , and performance metrics through data analysis and reporting.
- Consolidated and transformed data from multiple sources - including Excel, SharePoint and SQL databases into unified , structured data sheets. Designed and implemented data models in Power BI to enhance accuracy, consistency and effectiveness.
- Designed Power BI dashboards for operational trend analysis and KPI tracking.

CERTIFICATIONS AND COURSES

- Professional Training in Business Analytics- IIBA, COEPD, 2025
- Advancing in Scrum Fundamentals Certified, 2025
- Microsoft Power BI, 2025
- Role of Generative Artificial Intelligence in Healthcare , Udemy 2024
- Advanced MS Excel , Udemy 2021
- Introduction to US Healthcare System , Alison 2021.