

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 & Wire frames 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)

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.

ACHIEVEMENTS

- Badged as "Floor Enthusiast" for actively participating in collaborative CSR activities (2024).
- Received recognition for achieving 100% productivity at Allstate. (2023)
- Led CSR initiatives, educated school students on Cybersecurity (202

LANGUAGE

- English
- Hindi
- Odia

PROFILE SUMMARY

Detail-oriented and analytical Business Analyst with 3+ years of experience in bridging the gap between business needs and technology solutions. Demonstrated expertise in data analysis, process optimization, and delivering insights that drive strategic decisions. Adept at stakeholder management, requirements elicitation, and translating complex data into clear, value-driven business solutions.

WORK EXPERIENCE

Allstate India Private Limited

2022 – 2025

Designation : Associate Analyst

Role : Business Analyst

- Insight-driven BA with experience in optimizing healthcare operations through data , collaboration, and process improvement.
- Partnered with SMEs on US healthcare casualty and property liability insurance projects. Led cross-functional workshops to identify gaps, solve problems, and streamline workflows.
- Delivered clear , comprehensive documentation - BRDs, FRDs, User stories, UML artifacts (use cases, wireframes, swim lanes).
- Supported integration efforts with EHR/EMR systems, payer and provider networks, and external healthcare platforms.Presented updates, solutions, and key insights to stakeholders and senior management.
- Developed a growing understanding of healthcare regulations (e.g. HIPAA) , US healthcare policies , and industry best practices to support effective solutions for complex payer operations.

PROJECTS-Allstate India Private Limited

Project 1

Project Title : Healthcare Digital Transformation & Workflow Automation

- Description : Developed AI-based automation tools to streamline claims processing and data security.
- Conducted stakeholder interviews to gather insights and assess existing systems.
- Collaborated closely with development , UI/UX , and QA teams for end-to-end solution alignment.

Project 2

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

- Description : Designed workflow traceability tools, improving healthcare process tracking and reporting.
- Analyzed the trends of the current process and collaborated on a process simplification project ,suggested on creating a new template to increase the pace and shorten the TAT.

Project 3

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

- Description : Assisted in integrating digital claim files (DCF) with NextGen healthcare systems.
- Collaborated with stakeholders to enhance payer-provider networks and healthcare IT infrastructure.
- Partnered with UX designers to align wireframes and technical stories with user needs.

Designation : Senior Associate**Role : Business Analyst**

- 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 datasheets. , 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.

I declare that the details above are correct and true to the best of my knowledge.

Madhumita Sahoo