**Kavya Garg**

Healthcare Business Analyst

**SUMMARY**

Detail-oriented Business Analyst with 3+ years of experience in US healthcare operations and digital health systems. Background in clinical practice (BDS) and healthcare management (MBA). Experienced in gathering requirements, documenting workflows, and collaborating with cross-functional teams across agile sprints. Contributed to product enhancements and process improvements at scale. Strong exposure to tools like Jira, Balsamiq, and MS Visio.

**SKILLS**

• Requirement Gathering | User Stories | BRD/FRD | Process Mapping  
• Agile Methodology | SDLC | Sprint Planning | UAT Coordination  
• U.S. Healthcare System | RCM  
• Tools: JIRA, Confluence, MS Office, Visio, Power BI  
• Workflow Optimization | Stakeholder Collaboration | Documentation Lifecycle  
• SQL (Basic) | Reporting | Change Request Management  
• Strong Communication | Cross-functional Teamwork

**WORK EXPERIENCE**

**Cotiviti**  Hyderabad, India

Title-Healthcare Business Analyst April 2022 – January 2025

Responsibilities:-

### **Collaborated with internal clinical teams and compliance staff to document and optimize workflows related to patient care and operational procedures.**

### **Supported documentation of policy-driven processes used in hospital billing, reimbursement, and regulatory compliance, with a focus on accuracy and clarity.**

### **Participated in internal reviews of clinical documentation standards and toolkits, aligning system updates with frontline staff needs and operational goals.**

### **Worked cross-functionally with operations and product teams to support feature enhancements that improved workflow traceability and audit readiness across care settings.**

### **Responded to internal queries from care teams and support staff by interpreting guidelines and translating them into user-friendly process documentation.**

### **Projects**

* **Electronic Claims Library (ECL) tool:** Supported the development of a centralized platform for managing Medicaid related policy and data comparison; contributed to requirement gathering, documentation, and agile sprint planning.
* **ECL Pro Enhancement:** Contributed in documentation and user story creation for a new tracking feature to streamline policy update visibility and improve audit readiness

**Drucare** Hyderabad, India

Title-Business Analyst Trainee January 2022 – April 2022

* Participated in Agile sprints, supporting development teams in requirement gathering and testing of EMR module of HIMS software “Drucare one”
* Assisted in creating user manuals and process documentation to aid system adoption.
* Provider interaction and vendor sessions to understand system enhancements.

**EDUCATION**

**MBA in Healthcare Management** Hyderabad, India

*Administrative Staff College of India* 2020 – 2022

**Bachelor of Dental Sciences** Bengaluru, India

*Rajiv Gandhi University of health sciences* 2015 – 2020

**CONTACT INFORMATION**

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**CERTIFICATIONS**

In progress:-

• Business Analysis – COEPD (IIBA Endorsed)  
• AWS Cloud Practitioner – (Simplilearn)

•Scrum Fundamentals Certified (SFC™)