Kavya Garg

Healthcare Business Analyst

**SUMMARY**

Highly motivated and detail-oriented professional with a strong foundation in healthcare and business analysis. Equipped with a background in clinical expertise (BDS) and business acumen (MBA in Healthcare Management), with experience in requirements gathering, process documentation, and healthcare policy analysis. Passionate about learning and contributing to business process optimization in healthcare IT solutions

**SKILLS**

* **Technical Skills**: Advanced Excel, MS Visio, Tableau, Balsamiq, Documentation (BRD, SDD, PDD)
* **Healthcare Expertise**: U.S. Healthcare (Medicaid, Medicare, RCM, Provider), Medical Terminologies
* **Business Analysis:** Requirements Gathering, Process Mapping, Functional Documentation, Workflow Design
* **Soft Skills:** Stakeholder Communication, Collaboration, Problem-Solving, Research & Analysis

**PROFESSIONAL EXPERIENCE**

**Clinical Content Analyst** Hyderabad, India

*Cotiviti*April 2022 – January 2024

* Assisted in analysing and documenting business requirements related to healthcare policies.
* Reviewed Medicaid guidelines to ensure compliance with billing and payment processes.
* Conducted research to support internal teams and client queries on medical policies.
* Helped maintain the integrity of the Payment Policy Library by updating documentation.
* Supported process improvement initiatives to enhance operational efficiency.

**Business Analyst Trainee**  Hyderabad, India

*Drucare Pvt Ltd.* January 2022 – April 2022

* Participated in Agile sprints, supporting development teams in requirement gathering and testing.
* Assisted in documentation of user requirements and functional specifications.
* Assisted in creating user manuals and process documentation to aid system adoption.
* Engaged in with client and vendor sessions to understand system enhancements.

**Operations Intern**  Bengaluru, India

*Aster RV Hospitals* July 2021 – August 2021

* Analyzed pharmacy workflows to optimize turnaround times.
* Assisted in identifying and addressing prescription-related inefficiencies.
* Conducted data analysis to improve patient service processes.

**EDUCATION**

**MBA in Hospital and Healthcare Management** Hyderabad, India

*Administrative Staff College of India*  2020 – 2022

**Bachelor of Dental Sciences** Bengaluru, India

*K.G.F College of Dental Sciences*  2015 – 2020

**CONTACT INFORMATION**

***LinkedIn****: https://www.linkedin.com/in/dr-kavya-garg/*

***Mobile****: +91 9482025631*

***Email****: kavya.garg2209@gmail.com*