**Madhumita Sahoo**

Business Analyst

**Email: [madhumita.sahoo96@gmail.com](mailto:madhumita.sahoo96@gmail.com)**| **Mobile:** (+91)7978866462

**LinkedIn:** linkedin.com/in/dr-madhumita-sahoo-4222251a9/|**Address:** Pune , India

**PROFESSIONAL EXPERIENCE**

* Detail-oriented and analytical Business Analyst with 3+ years of experience in bridging the gap between business needs and technology solutions. Proven track record in gathering and analyzing data, identifying process improvements, and delivering actionable insights that drive strategic decision-making. Adept at stakeholder management, requirements elicitation, and translating complex data into clear, value-driven business solutions.

**EDUCATIONAL QUALIFICATION**

* MBA-Healthcare Management from Administrative Staff College of India, Hyderabad (2020-2022)
* Bachelors of Dental Sciences from SOA University , Bhubaneswar (2014-2019)

**SKILLSET**

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| --- | --- |
| * Healthcare Operations and Management | * Jira |
| * Requirements Gathering and Analysis * Claims processing and Healthcare IT integration | * Balsamiq * Power BI |
| * Business Process Improvement and Optimization | * MS Power Point |
| * Digital Transformation in Healthcare | * SQL |
| * Critical and Analytical Thinking * Agile and Scrum Methodology | * MS Excel * MS Visio, draw.io |

**PROFESSIONAL EXPERIENCE**

**Allstate India Private Limited Duration: May 2022- Jan 2025**

**Designation :** Associate Business Analyst

**Location :** Bangalore, India

* Committed to utilizing data-driven strategies and collaboration to create a positive impact in the industry. Worked and collaborated with experts on US Healthcare casualty claims and property liability insurance.
* Facilitated Facilitating brainstorming sessions with cross-functional teams for problem solving activities.
* Collected data from interviews with subject-matter experts to assess existing systems and procedures.
* Strengthened requirement elicitation, took charge of creating comprehensive documentation (BRD, FRD, and SOW), including user stories, work breakdown structures (WBS), blueprints and UML diagrams (use cases, mind maps, swim lanes, and wireframes).
* Successfully employed agile methodologies in SDLC and project management. Involved in designing, developing, and optimizing complex business process flows using, improving efficiency and clarity.
* Involved in project management activities like defect management, project tracking and planning, resource management, scrum calls, etc.
* Gathered requirements & collaborated with Developers, UI/UX Team, QA team, etc.
* 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.

**AIG Hospital Duration: Dec 2021– May 2022**

**Designation :** Senior Associate

**Location :** Hyderabad, India

* Delivered data-driven insights on patient flow, operational efficiency, and performance trends.
* Compiled data from various sources into a single , consumable, data set, including design and implementation of data models. Collected data from various sources , including Excel , SharePoint folders , and SQL databases , into the Power BI model, boosting analysis and reporting accuracy.

**PROJECTS**

**Allstate India Private Limited (2022-2025)**

* **Healthcare Digital Transformation & Workflow Automation**
  + Developed AI-based automation tools to streamline claims processing and data security.
  + 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.
* **Integration of DCF (Digital Claim File) with Next Gen**
  + Assisted in integrating digital claim files (DCF) with NextGen healthcare systems.
  + Collaborated with stakeholders to enhance payer-provider networks and healthcare IT infrastructure.

**COURSES AND CERTIFICATES**

* Professional Training in Business Analytics- IIBA, COEPD, 2025
* Advancing in Scrum Fundamentamentals 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 (2023).

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

**Madhumita Sahoo**