

Madhumita Sahoo

Business Analyst

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PROFESSIONAL OVERVIEW

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

- Healthcare Operations and Management
- Requirements Gathering and Analysis
- Agile and Scrum Methodology
- Business Process Improvement and Optimization
- Digital Transformation in Healthcare
- Critical and Analytical Thinking
- Jira
- Balsamiq
- Power BI
- MS Power Point
- SQL
- MS Excel

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 for claim settlements on US Healthcare casualty claims in health and property liability insurance using the medical records of claimants , payers and health plan providers.
- Strengthened requirement elicitation, user story creation, stakeholder management and document preparation such as BRD, FRD, thereby contributing to efficient project delivery and operational excellence.
- Ensured that key product features (e.g., claims management, provider portals, member services) meet healthcare business requirements and compliance standards.
- 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.

- Spearheaded digital transformation initiatives, collaborating on AI-driven automation for predictive analytics and process improvement.
- 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

- Advancing in Business Analytics- IIBA, COEPD, 2025
- 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 (2023).

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

Madhumita Sahoo