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| Vijaya Madhuri Goparaju  BUSINESS ANALYST/SCRUM MASTER | Over 11 years of IT experience (including 6 years in the USA) as Business and Data Analyst in a variety of industries such as Healthcare, Pharmaceutical, Property Management and Finance. Hands on experience in complete project management life cycle in Agile, Data Analysis/Processing, Business Modeling, Claims Processing, User Acceptance Testing, Manual Testing, Use Case Development and Business System Migrations. Credentials include M.S. in Business Analytics, MBA in Health Systems Management (both in the USA), and Bachelors in Bio-Medical Engineering backed by professional certifications. |

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Pivot tables |  |  | | --- | | Workflow Analysis |  |  | | --- | | Web-based reporting tools  Root-cause Analysis |  |  | | --- | | Gap analysis |  |  | | --- | | Project Management |  |  | | --- | | Development team trainings |  |  | | --- | |  |   **Software**   |  | | --- | | CONFLUENCE |  |  | | --- | | JIRA  JIRA ALIGN & SAFE |  |  | | --- | | TRELLO |  |  | | --- | | TEAM FOUNDATION SERVER |  |  | | --- | | SPSS MODELER |  |  | | --- | | ADVANCED MS EXCEL |  |  | | --- | | MS VISIO  AMAZING CHARTS | |  | **Work History**   |  |  |  |  | | --- | --- | --- | --- | |  | **2022-Oct –**  **Present**  **2022- Mar– 2022- Sep**  **2020-Mar – 2022-Feb** |  | Business Analyst & Scrum Master  *Eli Lilly and Company*  *Location: Austin, TX-USA*  **Tools:** JIRA,JIRA Align, Microsoft Advanced Excel, Lucid Charts   * Worked as a Lead BA for the Team which developed the application for Lilly pharmaceutical products. * Facilitated the requirement analysis from the PO and solving the issues of the business while developing the application. * Worked as Hyper care Lead for bringing the product Live into the market. * Point of contact for external audit engagements related to preparation of GAAP audited financial statements.   Scrum Master  ***Legato Health Technologies***  ***Location: Bengaluru, India***   * **Tools:** JIRA,JIRA Align, Confluence, Microsoft SharePoint, Microsoft Visio, Visual Studio, MS Office, and Microsoft Advanced Excel, * Monitored a cross-functional team of 15 resources both off-shore 7 on-shore in order to deliver quality product. * Streamlined techniques to support agile methodology implementations. * Scrum Master for off-shore/on-shore development teams and work closely with the business teams to resolve requirement issues and converted these into Functional backlog using JIRA. * Tracking & communicating the Project Progress with Stakeholders and Product Owners * Active Liaison in Monthly IT  & Business Check-out Releases of the deliverables.   Sr Business Analyst & Scrum Master  ***Sutherland Healthcare Solutions, Sutherland Global Services,***  ***Location: HYDERABAD, TELANGANA***   * **Tools:** Team Foundation Server, Microsoft SharePoint,Microsoft Visio, Visual Studio, MS Office, and Microsoft Advanced Excel, JIRA * Sutherland Healthcare provides an Analytics-driven business process and technology solutions to optimize healthcare's financial and clinical performance by providing transformative solutions to the entire healthcare ecosystem, including health systems, health plans, Health IT, and the government sector focusing on US based healthcare system * Served as Scrum Master for up-to two cross-functional teams developing and modifying healthcare applications to serve Industry standards and data * Responsible for defining the scope of the project, gathering business and system requirements, and documenting the BRDs and FRDs * Communicated Agile based Project requirements, Business Issues, Solution and made recommendation * Scrum Master for off-shore/on-shore development teams and work closely with the business teams to resolve requirement issues and converted these into Functional backlog using Team Foundation Server (TFS) * Responsible for managing the Sprint Backlogs, Product Backlogs, and successful delivery of functionalities in bi-weekly Scrum Cycles * Responsible for data analysis of eligibility request and response messages for US Healthcare DB * Performed GAP Analysis Impact Analysis for all the business requirements having an Impact Application. * Synthesized current business intelligence data to produce reports and polished presentations, highlighting findings and recommending changes. * Streamlined techniques to support agile methodology implementations. |  |  |  |  |  | | --- | --- | --- | --- | |  | **2019-Jan - 2020-Mar** |  | Sr Business Analyst/Scrum Master  ***Yoopha Health Tech Pvt Ltd***  ***Location: Chennai, India***   * **Tools**: Microsoft Visio, MS Office, and Microsoft Advanced Excel, XMind Zen Prototyping tool, JIRA, TRELLO, Zoho, Yoopha tracking system, Tableau and Adobe Reader. * Is responsible for analyzing and understanding the documenting capabilities needed to address business challenges, providing strategic business analysis services to the organization * Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process * Identify improvement opportunities (proactive and reactive) * Elicit and clearly document business and systems requirements * Provide leadership to team members and peers by collaborating with others; articulating ideas and viewpoints to senior management, peers and others; * Identifying and initiating projects; managing resources; driving the resolution of issues; and holding self and team accountable for results * Lead or participate in multiple projects by completing and updating project documentation; managing project scope; adjusting schedules when necessary; determining daily priorities; ensuring efficient and on-time delivery of project tasks and milestones; following proper escalation paths; and managing customer and supplier relationships * Serve as a liaison between Operations and IT to assist or gather business requirements needed for system modifications, enhancement and implementations * Support and align efforts to meet customer and business needs * Manage customer relationships and expectations by developing a communication process to keep others up-to-date on project results * Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan) * Monitors, analyzes, and reports on quotes given by clients vS Company's estimates * Stay current with customer needs and strategies; utilizing formal and informal written communication methods (for example, emails, newsletters, PowerPoint presentations, executive updates, task lists, updates) to communicate updates and findings; and facilitating project meetings and presentations to all types of diverse audiences (for example, senior management, Customers, technical staff) * Anticipated impediments to team delivery involving cultural barriers and logistical challenges. * Drove Scrum team progress to overcome obstacles and realize success throughout life of each sprint. |  |  |  |  |  | | --- | --- | --- | --- | |  | **2017-Oct - 2018-Jul** |  | Data Business Analyst  ***Madsen, Kneppers & Associates, Inc***  ***Location: Phoenix, AZ - USA***   * **Tools:** Microsoft Visio, MS Office, and Microsoft Advanced Excel, JIRA, MKA tracking system, Tableau and Adobe Reader * Cost, at Madsen, Kneppers and Associates is responsible for analyzing clients cost estimate data and reports to management for decision making * Responsibilities: * Provide cost estimate analysis using advanced excel tools and pivot charts to represent to the management * Monitors, analyzes, and reports on quotes given by clients vs Company's estimates * Analyzing the plan to assess functionality, performance, reliability, stability and compatibility with other systems * Review functional and design specifications to ensure full understanding of individual deliverables * Performs variance analysis between estimated and actual costs to assist management in decision making or other financial initiatives * Coordinate with management in developing overall budget for assigned projects * Develop financial models to ensure cost-effectives, quality and productivity * Forecast models to support the analysis done using Tableau charts and methodologies * Replicate, and report defects and verify defect fixes in UAT environment. * Drafted strategic business intelligence roadmap, complete with data governance policies and tactical information safeguards. |  |  |  |  |  | | --- | --- | --- | --- | |  | **2016-Dec - 2017-Oct** |  | Business Analyst/Scrum Master Coach  ***Honor Health, John C. Lincoln Hospitals***  ***Location: Phoenix, AZ - USA***   * **Tools:** Microsoft Visio, MS Office, Windows 2012 Server, FogBugz,JIRA,Proto-typing Tools and Adobe Reader * Business analyst at Honor Health is involved in supporting system integration projects and operational analysis activities * Also, facilitates JAD sessions with senior management, software development teams, and user and other stakeholders to refine and document business and functional requirements * Provide GAP analysis for the current provider support system and evaluate impact and scalability for proposed new platform * Administered policy and procedure implementation designed for county health care information * Acted as liaison between stakeholders'/business users and the Development team * Develop strategies in co-ordination with QA groups to implement Test cases for User Acceptance testing * Administering Software Test design, Testing and Quality Assurance Management * Design and implement basic SQL queries for data testing, report data validations * Analyze and Document functional/business problems collaborating with vendors and partners and report to the leadership * Analyze test results including UI, Data Presentation, Output documents, DB field values for accuracy and Consistency * Developed test documentation for assigned areas (test cases, test suites, etc.) * Offered recommendations to management for improvements in operational efficiencies * Handle change requests, and provide post-implementation support which involves the development of project plans with project management skills * Collect, compile, and interpret business data and draft reports * Reported training issues to management to improve quality control * Updated insurance codes to ensure claims process successfully * Conduct clients' meetings, understand and integrate their business needs into technology * Create and update Business Requirement Documents and Functional Requirement Documents * Performed defect tracking and incident reporting and analysis * Backlog grooming, writing user stories and use cases. |  |  |  |  |  | | --- | --- | --- | --- | |  | **2015-Jan - 2016-Nov** |  | Business Data Analyst  ***Paradigm Tax Group***  ***Location: Phoenix, AZ - USA***   * **Tools:** Microsoft Visio, MS Office, FogBugz, and Adobe Reader, PTG Systems * Aradigm IT group provides software and business support systems to in-house tax consultants (CPAs) to server real estate / property management clients with taxation needs * Business Data Analyst role understands business requirements and assists them to convert into technical requirements for data management * Esponsibilities: * Perform data search and analysis, data collection, grouping, validate and cleanup using various in-house tools as requested by the users * Create and manage internal process documentations and presentations usage of various IT sub-systems * Strong facility working within agile development environments * Strong understanding of user acceptance testing protocols and methodologies * Solid analysis of results and fine-tuning of developed applications to improve functionality * Works closely with stakeholders and clients * Participate in Daily Standup calls, User Support meeting with Application Developers tracking software sprint release changes and bug fixes * Provide business clients with software usage support via standard engagement processes * Track and prioritize issues based on Incident analysis, trends and common bottlenecks in software usage * Assist in requirements review and develop test plans for sprint release * Review and analyze test results and capture user feedback for the future enhancements and features. |  |  |  |  |  | | --- | --- | --- | --- | |  | **2014-Aug - 2015-Jan** |  | Systems Analyst  ***Cholla Medical Group***  ***Location: Scottsdale, AZ - USA***   * **Tools:** Windows XP, Health Fusion, Amazing Charts, MS Excel, MS Word, MS Power point, MS SQL, MS Access This project is intended to replace the current Health Care Options (HCO) mainframe policy administration system with a more flexible, maintainable, cost-effective browser based system * The potential users of this application are operational staff of the company to process claims and call center service * Rsponsibilities: * Responsible for pulling and validating the data from multiple third party databases of Patient Health records * Participate in data quality control and validation * Support in data gathering and analysis of data * Assists in the development of market research analysis * Perform research and provide valuable inputs in data management process * Examine user operational inquiries and outline business specifications * Handle responsibilities of master data integration effectively. |  |  |  |  |  | | --- | --- | --- | --- | |  | **2010-Jul - 2013-Mar** |  | QA/Data Analyst  ***Mohan Pharmaceuticals, Hyderabad, INDIA***   * **Tools:** Windows XP, MPG System, MS Excel, MS Word, MS Power point * This project is intended to deliver quality pharmaceutical products and to provide effective data saving on the pharmaceutical products * To design an effective pharmacy management system to minimize time resource by which searching the medicine data in quickest time possible * A system which is user friendly with automating tasks of maintaining of Bill Management, maintaining inventory with quality products * The QC and IT team works closely to improve standards of pharmaceutical products delivered * Responsibilities: * Deliver thorough QC reports to determine product quality and readiness * Develop and initiate more efficient data collection procedures * Provide and run Quality control analysis for the pharmaceutical products and processing required reports for further evaluation * Compile and validate data; reinforce and maintain compliance with corporate standards * Submit the accurate reports in the database of pharmaceutical products * Usage of advanced Excel functions to generate spreadsheets and pivot tables * Review and investigate deviations, excursions and CAPAs. |   **Education**   |  |  |  |  | | --- | --- | --- | --- | |  | **2016-Jan - 2018-Jan** |  | **Master of Science: Business Analytics**  *Grand Canyon University -* Phoenix*,* Arizona  GPA: 3.8 |  |  |  |  |  | | --- | --- | --- | --- | |  | **2013-Jan - 2015-Jan** |  | **MBA: Health Systems Management**  *Grand Canyon University Phoenix -* Arizona  GPA: 3.5 |  |  |  |  |  | | --- | --- | --- | --- | |  | **2006-Aug - 2010-Apr** |  | **Bachelors: Bio-Medical Engineering**  *JNTU -* Kakinada  GPA: 3.0 |   **Additional Information**   * Enabled Tax Accounts at Paradigm Tax Group to adapt to new property management system cutting the tax consulting times by more than half as well as increase customer base by 15%. Helped large patient health care management system (part volunteer) at Honor Health Group to analyze sensitive patient cardio-vascular health data to improve the quality of care giving estimated to be 30-40%. Successfully persuaded executive leadership at Madsen, Knepper Associates to bring in new Cost Analysis tools and technologies to significantly improve (20%) property damage assessments/estimates for North American clients.   **Accomplishments**   * Resolved product issue through consumer testing. * Worked with the Product Owner, providing a check and balance between getting more done and maintaining high quality and efficiency * Coaches the team in Scrum project management practices through Building Organic, self-organizing agile teams, by creating open flow and exchange of information among project team members and external groups   **Certifications**   |  |  |  |  | | --- | --- | --- | --- | |  | **2021-Aug** |  | CERTIFIED SCRUM MASTER (CSM) FROM SCRUM ALLIANCE |  |  |  |  |  | | --- | --- | --- | --- | |  | **2016-Aug** |  | CERTIFIED CLINICAL RESEARCH ASSOCIATE-AFFLUATED TO STATE OF NEW JERSY | | |

