

NIKITHA MISHRA

Hyderabad, Telangana • +91 (967) 688-4225 • Nikithamishra03@gmail.com

[linkedin.com/in/nikitha-mishra-5ba472253](https://www.linkedin.com/in/nikitha-mishra-5ba472253)

CAREER OBJECTIVE

Overall experience of 4 years and 2.5 years of relevant experience in Business Analysis To leverage my analytical and problem-solving skills as a Business Analyst, driving data-driven decision-making to enhance business efficiency and deliver value. Committed to continuous learning and collaboration to achieve organizational goals.

PROFILE SUMMARY

- In-depth knowledge of SDLC in various phases (i.e waterfall & agile)
 - Proficient in **Waterfall Model**: Gathered requirements using **Elicitation Techniques** and prepared **BRD, FRD, SRS** prepared **RACI Matrix**, BCD, created **UML Diagrams** and **Prototypes** and requirements tracking through **RTM** well versed with **UAT** handling, **Change Request**.
 - Expert in **Agile Scrum**: Creation of **user stories** and Added **Acceptance Criteria, BV & CP, Sprint & Product Backlogs** conducted various **Sprint Meetings; Sprint & Product, Burndown charts** ensured **DOR** and **DOD** checklist.
 - Experienced in **streamlining workflows**, analyzing reimbursement trends, and improving communication processes for operational efficiency.
 - Adept at resolving **complex** accounts, addressing **reimbursement trends**, and supporting management in making **data-backed** decisions.
-

WORK EXPERIENCE

Company Name: Prime Health Solutions (Primera) | Hyderabad, Telangana

Feb 2021 – Aug 2022

Designation: Senior Associate

Project Name: Client Management System (CMS) | Agile |

Project Description: Participated in an agile project to enhance the client management system (CMS), collaborating with stakeholders to gather requirements and refine the product backlog. Designed reports using Power BI for data-driven decision-making, ensured sprint deliverables met the definition of done (DOD), and contributed to process improvements through iterative development.

Role: Business Analyst

Responsibilities:

- Interacted with the stakeholders and gathered requirements by using various **elicitation techniques**.
- Created user stories with appropriate acceptance criteria with the assistance of the product owner. Added **user stories** to the **product backlog** using the **JIRA** tool.
- Prioritized and validated the requirements using **Moscow** and **FURPS** technique, added **user stories** to **sprint backlog** based on prioritization order.
- Collaborated with the product owner and scrum master for **BV** and **CP** and assisted the product owner with the creation of the **DOR** and **DOD** checklists.
- Participated in **Sprint Ceremonies** to remove **roadblocks** in the project.
- Generated **sprint and product burn-down/burn-up charts** to track the project's progress.
- Participated in product planning and **UAT** to successfully deliver each sprint component.
- Managed 30+ inbound calls daily, achieving a **95% resolution rate** by streamlining communication workflows and enhancing stakeholder satisfaction.
- Resolved claim denials, ensuring **98% reimbursement accuracy** and timely payment cycles.

Company Name: Hinduja Global solutions-HGS (Sagility) | HyderabadTelangana Jun 2018 – FEB 2021

Designation: Senior Associate

Project Name: Epic | Waterfall |

Project Description: Worked on a Waterfall project to implement an Epic-based healthcare system, focusing on requirements gathering, process mapping, and workflow design using MS Visio. Developed BRD, FRD, and RACI matrices to document requirements, ensured thorough tracking via RTM, and supported UAT to validate system functionality.

Role: Business Analyst

Responsibilities:

- Conducted **Enterprise Analysis** and under the assistance of a senior BA in creating a Business Case Document, conducted **Stakeholder Analysis**, and prepared **RACI Matrix**.
- Gathered requirements from business heads using **Elicitation Techniques** and created a **Business Requirements Document (BRD)**.
- Translated **BRD** into **Functional Requirements Document (FRD)**, collaborated with the technical team, and prepared **SRS Document**.
- Created **UML diagrams and Wireframes** to visually represent requirements using **MS Visio, Balsamiq, and Axure**.
- Created and maintained **RTM** throughout the project.
- Assisted in testing team by preparing **Test Case Scenarios** and ensured the **UAT** was successful.
- Managed medical billing claims for **both provider and patient sides**, ensuring accuracy in billing processes and timely reimbursement.
- Analyzed reimbursement trends to identify **discrepancies, optimize claim processing, and support value-based care initiatives**

Core Competences: Business Analysis Planning and Monitoring| Elicitation and Collaboration| Requirement Life cycle Management| Requirement Analysis and Design Definition| Strategy Analysis| Solution Evaluation| Stakeholder management| Project management|

Technical skills: Documentation Tools: MS Suite| Prototyping & Wireframes Tools: Axure & Balsamiq| Modeling Tools: MS Visio, Draw.io | Database: SQL| Project Management tool:- JIRA| Reporting Tools: Power BI & Tableau.

Education: 2022-2023 PG Diploma in Data Science| University of Essex| Colchester, UK.
2015-2018 BSc in Math, statistics, Computer Science | Aurora degree and PG college| Hyderabad, Telangana.

Certificate: Certified IT – Business Analyst IIBA [EEP]

Soft Skills: Leadership skills, Skill Management, Empathy.

Language: English, Hindi, Telugu.
