**SAMATHA KYATHAM**

 **Tel:+91-8121582668| Email: samakraj2@gmail.com**

**3+ yrs of experience as a Business Analyst and overall 15 Years Of Experience in heathcare domain**

**Professional experience:**

**Yashoda Hospitals. | Business Analyst- ELECTRONIC MEDICAL RECORDS (EMR) Nov 2022 – Present**

Electronic Medical Records (EMRs) are digital versions of patients' medical records that facilitate efficient and secure storage, retrieval, and management of healthcare information for improved patient care and healthcare processes.

 **Responsibilities:**

* Conducting interviews and workshops with healthcare stakeholders to gather requirements for the EMR system.
* Analyzing existing processes and workflows to identify gaps and areas for improvement.
* Collaborating with technical teams to translate business requirements into functional specifications.
* Assisting in the selection and evaluation of EMR vendors or solutions.
* Supporting the implementation and testing phases of the EMR project.
* Conducting user acceptance testing (UAT) and gathering feedback for further enhancements.
* Used Agile method.
* Conducted Grooming-discovery Sessions To Analyse The Requirements.
* Created User Stories And Tracked users stories as per the groomed requirement
* Eliciated the requirement and provide clarification to the Team.
* Identify CR/s and tok approval from stakeholders
* Developed and identified requirements and converted them into (EPICS,User stories, Tasks & Spikes)
* Developed user stories by applying INVEST method
* Conducted regular sprint reviews and provided a demo to all stakeholders
* Highly involved in UAT activities during the release

**Rainbow Children’s Medicare Pvt.Ltd |** **Business Analyst Apr 2016 – Oct 2022**

**Responsibilities:**

* Collaborated with cross-functional teams, including medical staff, IT, and management, to gather and document business requirements for the EMR system
* Conducted thorough business process analysis to identify areas for process improvement and efficiency enhancement
* Translated business needs into technical specifications and worked closely with IT developers to ensure seamless integration of the EMR system
* Designed and executed comprehensive test plans, overseeing testing phases to ensure data accuracy and system functionality
* Provided end-user training and support, resulting in successful user adoption of the new EMR system
* Played a key role in change management, addressing user concerns and facilitating a smooth transition from manual records to electronic records
* Monitored project progress and communicated updates to stakeholders, ensuring alignment with project goals and timelines
* Successfully achieved project milestones on time and within budget, contributing to enhanced patient care and streamlined healthcare operations
* Enhanced data accuracy and integrity, contributing to improved patient safety and regulatory compliance
* Coordinate all operations including distribution, customer service, human resources and administration
* Strive to meet goals and metrics and provide training, and motivation to staff
* Identify areas of improvement and propose corrective actions that leverage growth opportunities
* Brainstorm ideas with headquarters on effective practices, competitive intelligence, and business opportunities
* Properly address customer and employee satisfaction issues promptly
* Strictly adhere, and comply with high ethical standards, and including all regulations/applicable laws
* Developed Product Specification Documents And User Guides
* Facilitated Daily stand up meetings
* Supported in user story estimation during sprint Planning
* Prepared RTM-requirement traceability matrix.

**Achievements**:

* **Awarded as Best Employee for 5 times in a row**
* **JCIA (Joint Commission International Accreditation)**

**Apollo Health and Life Style Ltd. | Assistant Manager Operations Aug 2007 – Mar 2016**

**Reseponsibilities:**

* Managed administrative activities involving purchase of equipment, maintenance and procurement, safety, security and employee induction etc.
* Prepared monthly reports pertaining to finance required for maintaining office infrastructure and facilities
* Hired and recruited staff nurses and customer care executives
* Rendered adequate assistance to the Department in Project management, cost optimization, implementing business expansion plans and contracts management
* Over saw repairs, maintenance and replacement of office equipment’s, appliances, furniture, furnishings, vehicles and building
* Competently handled the purchasing, implementation and operations of security and surveillance
* Coordinated with various departments within the corporate office and all branch offices
* Ensures availability of daily miscellaneous requirements to provide harmonious work culture to employees
* Supervised administrative activities like general admin, verification of stationery stock, petty cash, courier, florist, pest control and housekeeping
* Properly handled back office operations, inter-office correspondence, mails, monthly billing and cheques, Etc.
* Efficiently prepared corporate invoices, made payment follow up with corporate and dealt with vendors
* Prepared MIS Reports and Duty roster for center staff every month

**EDUCATION**

* M.B.A in FINANCE from Osmania University Hyderabad-2010

**TECHNICAL SKILLS**

* Database: SQL
* Packages: MS-Office, Tally ERP,9
* Platforms: Windows 98/XP/2000/2003
* Project Management Tools: Jira, confluence
* Prototyping Tools: Axure, Balsamiq HTML & Figma
* UML Tools: MS VISIO

**Skills and EXPERTISE**

* Agile Methodology
* Business Analysis
* sprint planning
* sprint review
* estimations
* user stories
* UAT
* Team Management
* Operations Management
* Customer Service
* Client Satisfaction
* Human Resources
* Contracts Management
* Strategic planning
* Financial Management
* Documentation and Reporting
* Cash Flow and KPI Reporting
* Transaction Management
* Account Management
* Revenue management
* All Billing and payment issues