



# Aniket Gupta

Routa Digital | Business Analyst | Web & App Development | Certified SFPC® / SFC™ | PSM & PSPO Trained | ECBA & CCBA Trained | ex- R1 RCM | OPTUM (UHG) | MetLife |

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Over 5.5 years of experience in US Healthcare operation & 1 year in Website & Application development as a Business Analyst, bringing to the forefront visionary mindset and understanding of Software development lifecycle (SDLC) from requirement gathering, elicitation, documentation, solution design, implementation. Blend of my experience and expertise can help introduce innovations and improvisation to the product.

## EXPERIENCE

### Business Analyst

Oct 2023 - Present

Routa Digital India, Noida

- Involved in initial meetings with the client or stakeholders to gather current requirements (Requirement Gathering) and validate future state requirements against the statement of work, assist with creating detailed Business requirement document (BRD) including the Scope of work (SOW) for the product.
- Worked closely with stakeholders in understanding the scope, analyzing business and functional requirements, and segregating them into high level and low-level requirement.
- Worked on Agile & Waterfall Methodology for SDLC, create UI/UX flow wireframes using, Balsamic, and figma, and managed development by creating Project Plans, Milestone plans & Sprint plans as per the product requirements.
- Created Data flow diagrams (DFDs), Process Flow Diagrams, UML Diagrams, and data Modeling by using draw.io, MS Visio & Mapping based on the system designs and client requirements.
- Worked on JIRA to manage the tasks, create and manage the User Stories/Epics, groom stories, and maintain the Product Backlog to streamline the development of the project.
- Created Sprint plans and Involved in agile ceremonies (Daily stand-up, Sprint planning, Sprint review, Sprint retrospective & Scrum meetings), and ensured that quality standards enforced as per the build-release schedule.
- Performed requirement Gathering, Gap Analysis, Handling Change Request, go-live assistance till post implementation support, and functional testing.
- Involved actively in the entire development process till the delivery (Product Live) and sharing updates with clients or stakeholders on Basecamp.
- Worked with cross-functional team during development, Integration Testing, Functional Testing, and UAT to deliver end-to-end solution.
- Prioritized Requirements using MOSCOW and Business Value methods.
- Quality assurance testing the accuracy and effectiveness of process improvement.

### Senior Analyst

Sep 2022 - Oct 2023

R1RCM Global PVT Ltd., Noida

- Validating daily depository receive through multiple payors and reconcile through R1 post software, collaborate with payor to identify EOB and scrubbing them to identify patients' deductibles, co pay, over payment etc.
- Inventory allocation to the team, generate production and quality matrix and share with management to track targets and team performance.
- Worked with senior Business analyst to identify gap in process and giving requirement to enhance R1 Post software.
- Collab with quality assurance team, payors team and draft requirement document to improve business process and handover to business analyst.
- Involved in the User acceptance testing to identify solution is align as per requirement and improve acceptance rate.

## Associate

Oct 2018 - Jul 2022

OPTUM Global Solution PVT Ltd. (UHG), Noida

- Complete coding transactions with the required ICD, CPT and other requirements.
- Complete transactions for claims, submissions, rejections, Payment posting as per defined in SOP s
- Contribute towards creation of knowledge updated & stay updated with process knowledge / changes.
- Identify gap to enhance process and create process improvement plan
- Giving requirement to RPA team to creates automation for the process
- Ability to work on RPA
- Handling Team member query's
- Other activities including assignment of work to team members, maintain production report, leave / birthday tracker.
- Cross training on multiple queues & process.
- Directly involved in user acceptance testing (UAT)

## Insurance Associate

Oct 2016 - Nov 2017

MetLife Global Operation and Support Center, Noida

- Process death claim, Review employer statement, Enrollment form, beneficiary designation form, Death certificate and claimant settlement.
- Coverage benefits determination from CALLIGO, CSLN and PIOS application.
- Validate benefits and Reduction from Citrix Application (Plan Master)

## EDUCATION

### Master of Business Administration (M.B.A.)

Jul 2016 - Jun 2018

*Amity University, Noida*

## Certification

- Scrum Foundation Professional Certificate
- Scrum Fundamentals Certified
- Project Management Essentials Certified
- JIRA with real-world examples (+Confluence bonus) completion
- Business analyst and project management collaboration endorsed by IIBA

## SKILLS

**Expert in:** Business Analysis, Requirement Elicitation, Gap Analysis, Stakeholder Management, Agile Methodology, BRD & FRD, SRS, SDLC, Wireframe, RPA, Team Management, Process Automation, scrum, User Stories, Market Research, Microsoft 365, Power BI, Tableau, SQL, JIRA, MS Visio / draw.io