

# SUNNY RAJPUT

## BUSINESS ANALYST



+91-8447356529



Sunnyrajput0607@gmail.com



H-1263 Exotica Dream Villa,  
Greater Noida, 201308

### EDUCATION

AKTU University, Lucknow

MBA 2018

B. TECH 2016

### CERTIFICATE



- Entry Certificate in Business Analysis (ECBA).
- Certification of Competency in Business Analysis (CCBA).
- Professional in Business Analysis (PBA).
- PMI Agile Certified Practitioner (PMI-ACP).
- Career Essentials in Data Analysis by Microsoft and LinkedIn.
- Certified Business Analysis Professional (CBAP).
- Six Sigma- Green Belt

### CORE COMPETENCIES

Planning & Monitoring

Elicitation and Collaboration

Requirement Gathering, BRD, FRD

Business case, User story & Use cases

Root Cause Analysis, Solution design

Data Analysis & Strategy Analysis

Stakeholder & Risk Management

Requirement Analysis, Scrum

Business process improvement

Healthcare domain experience

Google analytics, Data mining

Predictive modelling, Interpersonal

Lead Generation, Gap Analysis

Agile Methodology

### TECHNICAL SKILLS

Programming Language

HTML, CSS, JS, PYTHON, C#, UML

Data-Base

MY SQL SERVER & ORACLE

Business intelligence (BI)

POWER BI & TABLEAU

### TOOLS & SOFTWARE

MS VISIO, VS CODE, MS OFFICE, RALLY, JIRA, KANBAN, JUPYTER, GOOGLE SHEET, & MS TEAMS



### PROFILE SUMMARY

"Dedicated and results-oriented **Business Analyst with five years** of experience in **spearheading** requirements gathering, **facilitating** use case development, and **executing** documentation. Proficient in both Agile and Waterfall methodologies, I have **analyzed** business needs to **orchestrate** technical solutions and **streamlined** processes. **Collaborating** effectively, I **implemented** strategies to **enhance** efficiency and innovation in a dynamic environment."

- ❖ **Conducted comprehensive requirement gathering sessions** with stakeholders to elicit business needs and objectives.
- ❖ Produced detailed Business Requirements Documents (**BRD**) and Functional Requirements Documents (**FRD**) to clearly articulate project scope, objectives, and deliverables.
- ❖ **Collaborated** closely with cross-functional teams to prioritize project tasks and ensure alignment with strategic business goals.
- ❖ **Facilitated** communication and collaboration between stakeholders and development teams.
- ❖ **Applied** Agile methodology to streamline project workflows, enhance team collaboration, and deliver high-quality solutions within tight deadlines.
- ❖ **Led** scrum activities such as sprint planning, daily stand-up, sprint demos, and retrospective sessions.
- ❖ Provided **training, mentoring, and support** to scrum teams to follow agile values, principles, and practices.
- ❖ **Maintained** comprehensive documentation throughout the project life-cycle, including project plans, meeting minutes, and status reports.
- ❖ **Built and maintained** relationships with key stakeholders.
- ❖ **Managed** project timelines, resources, and deliverables using project management tools, ensuring timely completion of milestones.



### PROFESSIONAL EXPERIENCE

EXL Service Private Limited, Noida | AUG 2019 – PRESENT

- ❖ **Documented** requirements and project specifications, ensuring all documentation was accurate and up to date throughout the project life-cycle.
- ❖ **Updated** and **maintained** documentation on data files, ensuring accuracy and accessibility for stakeholders.
- ❖ **Worked** closely with engineering and product development teams to capture and store key data points for analysis.
- ❖ **Constantly looked** for ways to **improve monitoring, detect problems,** and **enhance** value delivery to customers.
- ❖ **Developed** and **maintained** data visualizations and dashboards using Power BI, communicating insights effectively to key stakeholders.
- ❖ **Created** visually appealing presentations and executive-level reports, **conveying** insights to both technical and non-technical audiences.
- ❖ **Gathered** feedback and **made** iterative improvements based on user input.
- ❖ Provided training sessions to business users on using reports and dashboards effectively.
- ❖ **Applied** Six Sigma methodologies to **identify** and **eliminate** process inefficiencies, resulting in significant cost savings and improved performance metrics.

## ACHIEVEMENT

- Developed a unified call center platform, enhancing member experience and reducing handling times.
- Achieved a 30% lower cost to serve and improved call handling metrics.
- Established a centralized Transformation Office (TO) for better governance and oversight of 60+ initiatives.
- Acted as a strategic enabler, improving resource allocation, portfolio planning, and project execution.
- Facilitated enterprise-wide alignment, ensuring all stakeholders worked towards a unified vision.
- Applied advanced analytics to develop a flexible scoring model to identify and prioritize vulnerable patients.
- Gained experience in using data sets to predict at-risk populations and improve patient care.
- Contributed to timely care delivery, reducing mortality rates among high-risk patients.
- Developed scalable and expandable economic models to improve contact center operations.
- Enhanced skills in workforce management, including hiring and managing additional staff.
- Achieved a 75% improvement in call answer speed and a 15% reduction in abandoned calls.
- Gained expertise in automating manual processes, reducing onboarding time and effort.
- Learned to implement pre-boarding engagement strategies, leading to an 80% increase in new hire engagement.
- Experience in deploying digital tools to enhance HR operations.
- Achieved a significant reduction in HR tasks (40%) and a high engagement rate (80%).

## LANGUAGE

- English
- Hindi

## PERSONAL INFORMATION

Father's Name: Mr. Sushil Rajput  
Date of Birth : 06/July/1996  
Nationality : Indian

## PROJECTS

### **Member Journey Transformation – Call Center Modernization at a Mid-Market Pharmacy Benefit Manager (PBM)**

**Description:** - The "Member Journey Transformation" project aimed to modernize the call center operations of a mid-market Pharmacy Benefit Manager (PBM) facing challenges such as extended hold times, lost transfers, and high levels of abandoned calls. EXL was engaged to overhaul the existing disjointed and manual processes, leveraging technology and innovative solutions to create a unified member experience. The project involved a rapid assessment of current operations, followed by the implementation of an omni-channel contact center platform hosted on AWS Connect. This platform incorporated advanced features such as conversational AI, smart agent desktop, and automated customer satisfaction scoring to enhance agent productivity and improve member interactions.

### **Job Responsibility**

- ❖ Conducted in-depth **analysis** of existing call center operations, including **documentation, process flows, and job descriptions, to identify pain points and opportunities for improvement.**
- ❖ **Collaborated with stakeholders and subject matter experts to gather requirements** and define success indicators for the transformation project, focusing on reducing **member communication times, call volumes, and improving member satisfaction.**
- ❖ Facilitated discussions with **critical stakeholders** to gain insights into business metrics, client surveys, and **member feedback**, informing the scope and roadmap of the project.
- ❖ Prioritized efforts in two key areas: member contact center and overall technology stack, working towards creating a unified face of the company in member engagements.
- ❖ Worked closely with technology teams to integrate systems across the tech stack, enabling departments **to communicate** in near real-time and support a future-state ecosystem.
- ❖ Contributed to the design and implementation of an omni-channel contact center platform hosted on AWS Connect, incorporating EXL EXELIA.AI™ conversational AI solution and smart agent desktop to improve agent experience and productivity.
- ❖ Implemented automated customer satisfaction scoring (CSAT), sentiment analysis, and structured call summarizations to enhance member interactions and drive higher satisfaction.
- ❖ Transitioned the client to extended support, monitoring the environment, analyzing interactions, and continuously improving virtual agent performance post-implementation.

## BENEFITS TO THE COMPANY

- Improved operational efficiency with a 30% reduction in cost to serve.
- Enhanced member satisfaction with a 20% improvement in CSAT/NPS.
- Reduced agent handling time by 10% through automation.
- Increased automation with 86% of conversations handled by AI.
- Streamlined processes with a unified view of member experience.
- Enhanced system integration for improved performance.

## ≡ Enterprise Transformation Office – Driving Digital and Operational Excellence at a Global Wholesale Food Distribution Company

**Description:** – A global wholesale food distribution company embarked on a cross-functional transformation journey encompassing various business areas such as finance, supply chain, human resources, and marketing. With over 60 ongoing high-value initiatives running independently across multiple business units, the company lacked centralized governance and enterprise-wide alignment. EXL Health was engaged to create a Transformation Office (TO) aimed at enabling program management and driving digital transformation efforts across functions.

### **Job Responsibility: –**

- ❖ **Collaborated with stakeholders** across various business units to understand their transformation **needs and requirements**.
- ❖ Conducted thorough **analysis of existing processes, systems, and data to identify** areas for improvement and optimization.
- ❖ **Worked closely with the transformation team** to define project scopes, objectives, and deliverables.
- ❖ Utilized **data analytics and visualization tools** to generate insights and support decision-making related to digital transformation initiatives.
- ❖ **Developed business cases, requirements documents, and project plans** to guide the implementation of transformation projects.
- ❖ Participated in **solution design sessions**, providing expertise on business processes and requirements.
- ❖ **Facilitated communication** and alignment between different stakeholders, ensuring that project objectives were clearly understood and met.
- ❖ **Monitored project progress and performance metrics, identifying risks and issues** and recommending corrective actions as needed.
- ❖ **Conducted post-implementation reviews** to assess the effectiveness of transformation initiatives and identify opportunities for further improvement.
- ❖ Contributed to **the development of best practices** and standards for business analysis within the Transformation Office, promoting **continuous improvement** and excellence in project delivery.

## BENEFITS TO THE COMPANY

- Established robust program management office with strong governance covering 60+ initiatives.
- Introduced leading practices and high-end technology for streamlined transformation.
- Fostered enterprise-wide alignment for digital and operational excellence.
- Drove approvals for high-value projects, serving as a strategic partner.
- Positioned company for success in evolving digital landscape with TO as catalyst.

## ≡ Staffing and operating model increase contact centre operations and patient satisfaction.

**Description:** – Leveraging human ingenuity, deep domain expertise, and highly comprehensive solutioning experience, EXL Health created a process that provided our client with a scalable and expandable economic model for improved contact centre operations

### **Job Responsibility**

- ❖ **Collaborated with stakeholders** to understand the client's needs and challenges in contact center operations.
- ❖ Conducted a comprehensive **analysis of staffing requirements** and operational processes.
- ❖ Leveraged domain expertise to design a scalable and expandable economic model for improved contact center operations.
- ❖ Recommended the right mix of **people, processes, and technology** to address the provider's needs.
- ❖ **Identified staffing needs and recommended** additional resources, including contact center representatives and registered nurses.
- ❖ Managed the allocation of resources to **support appointment scheduling**, medication refill requests, and other patient interactions.
- ❖ Evaluated and recommended **Workforce Management** as a Service (WFMAaaS) to support internal reporting and capacity planning.
- ❖ **Collaborated with IT teams** to integrate technology solutions into existing contact center processes.
- ❖ Facilitated **the adoption of agile methodology** within the project team.
- ❖ Participated in **sprint planning, daily stand-ups, and sprint reviews to ensure project progress** and alignment with client objectives.
- ❖ **Communicated project progress**, findings, and recommendations to stakeholders, including the client's leadership team.
- ❖ Managed **stakeholder expectations** and addressed any concerns or issues that arose during the project.
- ❖ **Maintained detailed documentation** of project activities, findings, and outcomes.
- ❖ Prepared regular progress reports and presentations for stakeholders to provide **updates on project status and achievements.**
- ❖ Continuously monitored the effectiveness of implemented solutions and identified opportunities for further optimization.

### **BENEFITS TO THE COMPANY**

- Accurate same day appointment scheduling
- Increased contact centre productivity
- Improved service levels and turnaround time
- Improved ease of contact in Press Ganey surveys.
- Improved patient access metrics (fill rate, scheduling lag, and no-show rates).
- Improved customer satisfaction scores.
- Reduced cost per contact.
- 75% improvement in speed of answer for calls.
- 15% reduction in abandoned calls.
- 100% of messages returned and call backs completed in 1 day.

## ≡ Increased employee engagement with automated onboarding.

**Description:** – Digital Transformation agenda was meant to enhance the new hire experience and increase employee engagement. The global Covid-19 pandemic has affected HR operations and practices all over the world. EXL's vision for a fully digital HR system and their farsightedness in ensuring that their systems were upgraded helped them weather the worst of the pandemic as they continue to hire and onboard their employees successfully using Tidy.

## Job Responsibility

- ❖ **Collaborate with stakeholders** to understand **the challenges and pain points** of the manual onboarding process.
- ❖ Analyze current **onboarding procedures and identify inefficiencies and areas for improvement.**
- ❖ Coordinate with various departments and **stakeholders** involved in the onboarding process, including HR, recruiters, business partners, and admin teams.
- ❖ Ensure alignment and **collaboration to digitize and streamline** the onboarding experience.
- ❖ **Develop change management strategies** to facilitate the transition from manual to automated onboarding.
- ❖ Address cultural and mindset **changes required** for supervisors and recruiters to adapt to the new digital system.
- ❖ Work with UX/UI designers to create an intuitive and **user-friendly onboarding platform.**
- ❖ Ensure the platform meets the needs of new hires and provides a positive first impression of the **company culture.**
- ❖ **Identify opportunities to enhance** and personalize the onboarding journey for new hires.
- ❖ Map out the onboarding process and identify touchpoints and **milestones for improvement.**
- ❖ Analyze employee engagement levels and **feedback gathered** through surveys and communications campaigns.
- ❖ Use data insights to continuously improve the onboarding experience and increase engagement levels.
- ❖ Conduct thorough testing of the **automated onboarding platform** to ensure functionality and usability.
- ❖ **Identify and address any issues** or bugs to ensure a seamless onboarding experience for new hires.
- ❖ **Provide training** and support to HR teams and other stakeholders on how to use the automated onboarding platform effectively.
- ❖ Ensure **all users are comfortable** with the new system and have access to resources for assistance.
- ❖ **Maintain detailed documentation** of the onboarding process, including workflows, procedures, and user guides.
- ❖ Prepare **regular reports** on onboarding metrics, such as engagement levels and completion rates, **to track the success** of the automated onboarding initiative.

## BENEFITS TO THE COMPANY

- Streamlining onboarding processes saves time and effort.
- Reduction in paper-based processes and administrative overhead.
- Personalized onboarding leads to higher satisfaction and engagement.
- Standardized processes ensure regulatory and policy compliance.
- Positive onboarding experience reflects well on company reputation.

## ≡ Risk stratification scoring model for vulnerable populations.

**Description:** – At the start of the COVID-19 pandemic, the healthcare community faced many uncertainties. ERs were flooded with COVID patients and providers saw utilization rates for scheduled patients drop dramatically, causing a gap in patient care and decreased revenue.

## Job Responsibility

- ❖ **Collaborate with healthcare stakeholders** to understand the challenges faced during the COVID-19 pandemic.
- ❖ **Analyze client requirements** for identifying and prioritizing vulnerable patient populations.
- ❖ Design a risk stratification scoring model that predicts and identifies at-risk vulnerable populations.
- ❖ Analyze extensive **healthcare data sets** to identify patterns and trends related to vulnerability to COVID-19 and adverse effects.
- ❖ Provide insights into the factors contributing to vulnerability, such as medical history, existing conditions, and healthcare **utilization.**

- ❖ **Communicate project progress** and findings to healthcare stakeholders, including the client's provider group.
- ❖ **Identify potential risks and challenges** associated with developing and implementing the scoring model.
- ❖ Collaborate with **data scientists and IT teams** to implement the risk stratification scoring model.
- ❖ **Ensure the model** is integrated into the client's healthcare systems for operational use.
- ❖ Conduct thorough testing of the scoring model to ensure accuracy and **reliability**.
- ❖ Validate the model's predictions against real-**world patient data and outcomes**.
- ❖ Maintain detailed documentation of the project, including requirements, design decisions, and testing results.
- ❖ Prepare **regular reports and presentations** for stakeholders to provide updates on project status and outcomes.
- ❖ **Provide training and support** to healthcare staff on how to use the scoring model for patient outreach.
- ❖ Ensure **all users understand the model's** capabilities and limitations.
- ❖ **Monitor the performance** of the scoring model and identify opportunities for optimization and enhancement.
- ❖ **Incorporate feedback from stakeholders** and end-users to iteratively improve the model over time.

## **BENEFITS TO THE COMPANY**

- Initially piloted in 2020, applied across a population of 45,000 patients.
- Achieved scheduling over 80-85% of vulnerable patients for consults or visits during peak COVID uncertainty.
- Vulnerability model correlated with mortality rate of the population.

## **≡ DECELERATION**

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

DATE:

PLACE: