

# **RADHIKA UNDAVALLI**

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## **PROFESSIONAL SUMMARY**

- Strong cross-functional IT leader with the ability to create cohesive, effective and productive teams that successfully define, plan, and execute strategic enterprise-wide initiatives
- Consistently successful in providing deliverables that meet or exceed customer and stakeholder expectations through effective collaboration to define requirements, process flows, test strategies and acceptance criteria
- Tactful and efficient in managing sensitive stakeholder communication detailing project status on schedule, scope, budget, performance variance and critical issues
- Passionate, resilient and focused in maximizing opportunities to refine and expand skill-set in order to add greater value to teams and stakeholders
- Value-Added Leadership: Cross-Functional Supervision, Team Building & Mentoring, Client Relations & Presentations, Business & IT Planning, Vendor Management
- IT Project Lifecycle: Requirements Analysis, ROI Analysis, Costing & Budgeting, Project Scheduling, Testing/QA/Rollout/Support
- Experienced in Agile Scrum Software Development Life Cycle (SDLC). Familiar with SDLC tools like Jira, Confluence, and Mingle and Rational

## **Career Highlights**

- Created responsive and nimble processes and improved trust with the client management team by providing relevant data
- Introduced and helped setup and adopt the agile methodology within the Data Warehouse BI Reporting team that has successfully reduced time to go-live.
- Worked closely with Client Management team encouraging them to adopt new end of month reports developed by the Business Intelligence and Reporting team; championing to go-live with the reports despite challenges, where by increasing the visibility of the IT team and ensuring ROI on millions of dollars invested in Cognos to build these reports
- Created an IT Request In-take Process with a leadership governance committee to support internal organizations requiring IT support.
- Led the initiative to create a comprehensive IT Software Inventory Database and IT Business Analysis Catalog so that upgrades, purchases, maintenance, security and compliance tasks are streamlined.
- Effectively mentored and managed the team of business analysts by developing standards for providing meeting notes and outcomes, business requirements documentation in user stories, managing story reviews and tracking stories to completion.
- Adapted to changing organization and keeping the team focused and engaged
- Was identified as a high performance, high potential employee at MSI and have grown quickly within the organization

## **TECHNICAL SKILLS**

- Management Tools: Rational Unified Process, Jira, Mingle, Confluence, SharePoint
- Reporting Tools: Crystal Reports, Cognos
- Languages: C, C++, SQL, Visual Basic, LISP, ML
- Databases: MS Access, MS SQL Server
- Platforms: MS Win7/XP/2000/NT/98/95, Linux
- Other Tools: Rational Requisite Pro, Rational Rose, ClearCase, ClearQuest
- Software: MS Office, MS Visio, MS Project, MS FrontPage, Dreamweaver, Photoshop
- Web Technologies: HTML, CGI, Perl
- Testing Tools: LoadRunner, WinRunner

## **PROFESSIONAL EXPERIENCE**

### **MedSynergies Inc.**

**Oct, 2013 to Sept, 2016**

#### **Manager – IT Business Analysis**

Owned by Optum/United Health Group

MedSynergies is a leading healthcare Revenue Cycle Management company. MSI's MSIGHT platform helps hospitals successfully understand physician-alignment components, translating practice-level metrics into meaningful, actionable intelligence. MSIGHT's flexible structure allows practices and hospitals to integrate with existing technologies, while eliminating the need for multiple vendors to achieve the same level of success

- Managed a team of 6 business analysts in the IT Services group - Built a team of high performing business analysts through training, team building activities, business analysis boot camps, workshops and BA forum/norms.
- Participated in scrum ceremonies - sprint planning, daily stand-ups, iteration reviews and retrospectives
- Facilitated the definition, documentation, communication and management of business processes
- Collaborate with all stakeholders to identify artifacts that are required for clear definition and communication of business requirements and functional requirements, including Use Cases, process flow diagrams, functional specifications and GUI designs
- Plan, schedule and ensure timely completion of assigned projects
- Developed milestones and detailed project plans to support implementation timelines
- Prepared executive dashboard reports regarding status of assigned projects.
- Facilitated sprint review/sizing meetings to get the user stories sized, receive task breakdown and act as liaison between business and development team, clarifying questions related to requirements and being point of escalation for any blockers
- Decompose high-level information into details, abstract up from low-level information to general understanding, and distinguish user requests from the underlying true needs
- Identified any issues with timelines ahead of time and worked with management to resolve
- Developed monitoring solutions and created reports for audits, analyze usage, gap analysis and other routine reporting needs
- Served as an SME on specific modules/work flows ex: Financial Assistance Charity screening approval workflow, patient registration workflow, Billing workflow, A/R Follow up workflow etc
- Worked with cross-functional on-site and off-site teams to design and implement workflows and planned production go-lives and post go-live monitoring and issue resolution

### **Conifer Health Solutions**

**Oct, 2012 to Sept, 2013**

#### **Business Analyst**

A Tenet Healthcare subsidiary in partnership with CHI, Catholic Health Initiatives (CHI) Client Integration (road map of revenue cycle system integration of 54 facilities)

- Gathered, documented and analyzed business requirements, rules and functional specifications for building specific automated workflows within the revenue cycle model eliminating the need for manual processes and streamlined existing workflows to meet various client integrations (ex: conifer proprietary application with STAR systems) keeping in mind future integrations
- Identified operational inefficiencies, integration issues, production issues and offered alternative suggestions and provided customized solutions when required
- Provided production support during integrations and performed extensive and complicated cleanups on occasion
- Identified any issues with timelines ahead of time and worked with management to resolve
- Developed monitoring solutions and created reports for audits, analyze usage, gap analysis and other routine reporting needs
- Served as an SME on specific modules/work flows ex: Financial Assistance Charity screening approval workflow, patient registration workflow, Billing workflow, A/R Follow up workflow etc
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**WellPoint NextRx****2009 to 2010****Business Analyst** NextRx was acquired by Express Scripts in late 2009**PDE Life Cycle Redesign (GOLD) Project**

- Contributed to design of modules used for creating prescription drug events (PDEs), correcting errors and resubmitting PDEs, PDE tracking, data exchange between internal and external systems, generating coordination of benefits (COB) and explanation of benefits (EOB) documentation, and corresponding with members
- Worked on enhancements related to co-pay calculation, accumulators, formulary changes (exclusion drugs), and new CMS requirements for additional fields on PDE; played key role in creating detailed test scenarios/test cases and conducting end-to-end testing of assigned modules
- Assisted in executing project with goal of both ensuring Benefit Builder and ProPBM (McKesson Application- Pharmacy Benefits Management) releases were completed earlier in project timeline and enhancing testing infrastructure, test plans, and end-to-end testing process
- Participated in implementation of fully integrated and efficient system for maintaining PDE data in single repository, which has capacity to interface and query data from primary claims adjudication systems
- Created future state using swimlane diagrams, analyzing current state model and interviewing SMEs to reduce redundant processes and streamline existing processes

**Innovation First Notice****2004 to 2008****Business Analyst**

Innovation First Notice was formerly First Notice Systems owned by Concentra. Innovation First Notice, Inc. provides claim-reporting outsourcing services and software, and claim reporting assessments to healthcare, and property and casualty insurance markets using complex business rules.

- Worked with clients like Sedgwick Claims Management Services Inc., Ameriprise Auto and Home Insurance and Crawford & Co., to customize application to best suit their unique business needs; claims intake questions were driven by rules, which also set triggers for outbound EDI distributions and escalations for critical claims
- Interfaced with end users to determine business requirements; gathered and documented requirements critical to business processes and analyzed them for consistency, flexibility, and completeness
- Developed screen mockups and use cases as initial efforts in building application
- Conducted Joint Application Development (JAD) sessions with IT teams

**EDUCATION**

M.S., Computer Science, West Chester University of Pennsylvania, Pennsylvania, 2004

Bachelor of Engineering in Electronics and Communications, JNTU, India, 2001