

# Chinmoy Adhikari

A result-oriented Business Analyst with 7 years of experience, targeting **Projects, Product, Program Management** in **Health-Insurance, pharmaceutical** or other industries, or **Technical Consulting** in **Health-Insurance, pharmaceutical** with an organization of high repute



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## CORE COMPETENCIES

Data Analytics & Modelling

Digital and Agile Transformation

Requirement Gathering & Analysis

Data Visualization & Dashboards

Reporting & Documentation

Program/Project Management

Business Process Improvements

Big Data Analysis & Cloud Data Migration

Stakeholder Engagement



## ACHIEVEMENTS

- Merit of winning the **Insta Award** for responsiveness toward project deliverables during a critical time at Infosys Limited - 2021
- Won the **Insta Award** for the notion of enlarging the business at Infosys Limited – 2018



## KNOWLEDGE PURVIEW

- Artificial Intelligence
- Machine Learning
- Predictive Modelling
- Information Quality Assurance
- Project Execution/Solution
- Code Optimization
- Data Mining & Cleansing
- Process Automation
- Funnel Optimization



## PROFILE SUMMARY

- Data Analyst with **7 years** of experience with **Infosys**; completed **MBA in General Management** from the **Indian Institute of Management, Calcutta**
- Gained techno-functional experience in leading projects in **Data Analytics, Big Data Analysis** and **Cloud data migration** for North American Healthcare clients; proficient at working in Scrum Methodology with global multi-disciplinary teams
- Keen analyst with excellence in mapping business requirements, designing customized solutions with strong analytical skills and capability to analyze business practices and defining optimal procedures
- Simulated, designed, developed & deployed computationally complex and practical data; built and delivered comprehensive data strategy roadmap; ensured final deliverables were of the highest quality
- Evaluated data findings to communicate findings in a clear, structured manner; developing cordial relations with stakeholders and rendering guidance
- Possessing insightful knowledge of **business process analysis (As-Is, To-Be) and design, Artificial Intelligence and Machine Learning**; managed application-based process re-engineering, process optimization, cost control & revenue maximization from technical solutions using cutting-edge technologies
- Imparted support to businesses by implementing technology solutions in a cost-effective way by determining the requirements of a project or program, and communicating them clearly to stakeholders, facilitators and partners
- Planned, executed & spearheaded projects involving development, administration, resource planning with a flair for adopting modern methodologies in compliance to quality standards
- Skilled in identifying, conceptualizing and documenting appropriate technical solution approaches for various business scenarios and challenges using Agile, Scrum & Waterfall
- Interacting with team members to ensure smooth progress of project work; ensuring adherence to quality norms throughout the implementation process
- Strong management and leadership skills, demonstrable capability to build, organize and manage a team to support a wide range of initiatives



## EDUCATION

2023

**Executive MBA in General Management**

Indian Institute of Management, Calcutta

2015

**B.Tech. in Electrical Engineering**

Electrical Kalinga Institute Of Industrial Technology



## WORK EXPERIENCE

**Infosys Limited, Bhubaneswar, Oct' 2015 - Apr' 2022**

### Growth Path:

**Business Analyst | Jul' 2020 - Apr' 2022**

**Data Analyst | Oct' 2017 - Jun' 2020**

**Systems Engineer | Oct' 2015 - Sep' 2017**

### Business Analyst: Key Result Areas:

- Led a **team of 20** in a project to identify eligible healthcare policy customers by using data extraction and profiling techniques on the basis of premium, and frequency of claims to reduce the client's call abandonment **rate by 12%** from the previous quarter
- Orchestrated a seamless data management system for the delivery of messaging services such as OTP and transaction response messages; Received a **rare 7/7 rating** in Engagement Level Feedback from the client



## CERTIFICATIONS

- Certification in **Scrum Master** from Scrum Alliance - May 2021
- Certification on **Microsoft Certified Azure AI Fundamentals** from Microsoft - June 2022
- Certificate on **Google Data Analytics** - Dec 2022
- Certification on **AZ 900 - Microsoft Certified Azure** (Cloud) Fundamentals from Microsoft - June 2021
- Certification in **Structured Query Language (Oracle 11g)** from Oracle - May 2015
- Certification in **Developing Big data applications using Hadoop** from NIIT - May 2016



## LIVE PROJECT

- **Equalize Health:** Analysis of Digital Learning for healthcare professional - Market Strategy – Sep' 2022



## IT SKILLS

- Python
- Scrum
- Azure
- Bigdata
- Power BI
- Wireframing
- Data warehouse
- Datamart
- ETL
- Business & Technical Requirement
- Agile Methodology
- Revenue Cycle Management
- Gap Analysis



## SOFT SKILLS

- Communication
- Collaboration
- Team Leadership
- Inter-Departmental Coordination
- Relationship Management
- Reporting & Documentation



## PERSONAL DETAILS

**Date of Birth:** 5<sup>th</sup> June 1991  
**Languages Known:** English, Hindi and Bengali  
**Address:** Bengaluru– 560099, Karnataka

- Spearheaded backend team to automate the onboarding process of healthcare professionals; Created a python-based system, which validated agreeable healthcare professionals' data with user-friendly GUI to reduce customer care call engagement **by 3000-man hours in a quarter**
- Revamped profile-building process and online reputation management for healthcare professionals. Planned website restructuring and optimization which resulted in Google's first-page visibility for a few clients, and an increase in traffic by **25%** for overall clients
- Collaborated with clients, and senior leadership to launch, operationalize, and scale up the use of "TeleHealth" product suite as a firm-wide offering, helping it reach the **100K+ patients** mark in the US
- Collaborated with the Architectural Team during brainstorming sessions to find solutions and tackle end-to-end problems that might arise in the future using data flows and a data-driven thought process.
- Produce artifacts such as **BRD, FRD & Use Case documents** using **MS Excel** and **Visio** for documenting system requirements.
- Performed GAP analysis between the "As-Is" model of the legacy system and the "To-Be" model to identify the business need.
- Worked closely with various stakeholders like project managers, scrum masters, product owners and business managers in **planning**, identifying **the scope of the project**, interpreting **business needs**, developing a project, and **execution**.
- Mentored **4 System Engineers** and an offshore teams of **15-20 across projects** on product architecture and client ecosystem to make them familiar with and expedite their pace of work

### Data Analyst: Key Result Areas:

- Extract, clean, transform, validate, or model data with the purpose of understanding or making conclusions from the data for decision-making purposes.
- Experience with data mapping, querying the source and target tables in the database using **SQL** for analysis purposes.
- Worked on master data management to maintain the customer information and also for the **ETL rule** to be applied.
- Worked with OLAP tool such as **ETL, data warehouse and modeling**, used Informatica / SSIS to extract, transform & load data from SQL server to Hive.
- Analyzed complex ETL mapping and sessions based on business requirements and business rules to load data from Source flat files and RDBMS tables to target tables.
- Designed & implemented data models and reports in **Power BI** to help clients analyze data to identify market trends, competition, and customer behavior.
- Introduced a feature on the web page using **Python** to generate consolidated reports on hospital visits and disease diagnosis details for customers; Helped Clients maintain customers' medical history in one place, saving the bandwidth of 80 Full-Time Employees
- Introduced a new user workflow and Virtual Health Assistant feature for booking appointments, which improved user retention **by up to 70%** and increased new user registration by up to **100%** in three months
- Directed large-scale data transformation project after CVS & Aetna merger; Using **SCRUM methodology** in data extraction, cleaning and reconciliation; **minimized client's downtime by 100%** thus providing easier access to information with **99% accuracy**
- Executed a project on customer de-duplication and data synchronization for weekly business statistics reports increasing data accuracy from **90% to 96%**; Prepared algorithms using fuzzy matching technologies to find duplicity and cleanse them

### Systems Engineer: Key Result Areas:

- Worked with cross-functional teams for identifying key business requirements for building an integrated dashboard for the employees of the Client organization, displaying different facilities and discounts
- Prepared various documents and reports as part of the monthly communication with all stakeholders