**TANMAY DESAI**

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# Business Analyst | Servant Leader | Data Enthusiast | Customer Obsession

8+ years of experience supporting premier insurance companies, providers, technology vendors, government clients to implement customized benefit enrollment solutions; ultimately providing insurance protection to American worker families. Proficient in leading end to end solution implementation for clients including business requirement gathering, testing and rollout using waterfall, Agile and hybrid environment. Experience in coaching and mentoring team members in adopting Agile environment.

# Core Competencies

* Business Analysis
* Requirement Gathering
* Project Management
* Coaching
* Team Building
* Process Improvement
* Customer Collaboration
* Lead Without Authority
* JIRA
* Rally
* User Stories
* Mentoring
* Backlog Prioritization
* Acceptance Criteria
* Agile
* Negotiation
* Client Management
* Vendor Management
* Removing Impediments

# Work Experience

**Senior Business Analyst | The SSI Group, LLC | Texas March 2019 - Present** *The SSI Group, LLC is a Healthcare Revenue Cycle Management for hospitals and a Healthcare Clearing House for medium to large healthcare insurance companies.*

* + Led data mapping and system testing of implementation of COVID Vaccine Administration Assistance Fund rollout for underinsured community members increasing SSI Group’s revenue by 200%
  + Created automated scripts to generate data reports for management, clients and vendors that resulted in saving 12 hours/week for manual reporting
  + Analyzed existing scripts, identified gaps and implemented a fix that resulted in 100% accurate reports
  + Onboarded new clients, understand their requirements and oversee implementation of customized configuration
  + Onboarded new vendors and define acceptance criteria for vendors to ensure data accuracy for automated system reducing manual effort by 75%

**Business Analyst | Willis Towers Watson| Texas May 2018 - March 2019** *Willis Towers Watson is a global advisory, broking and solutions company serving more than 140 countries and markets with over 45,000 employees.*

* Spearheaded change orders, customization, enhancements and maintenance of Willis Towers Watson’s benefits enrollment platform for each client with 100% on-time delivery
* Developed and monitored implementation timeline and acceptance criteria for change orders, customization and enhancements
* Onboarded new clients, elicited business and technical requirements and translated into user stories
* Created training guides and instruction manual for all clients and vendors
* Coached and empowered project team members to meet their deliverables and removed obstacles
* Worked with international development and QA teams and successfully guided them to adhere to client requirements resulting in on-time delivery.

# Business Analyst | Servant Leader | Data Enthusiastic | Customer Obsession

**Senior Analyst| Health Management System (HMS) | Texas January 2018 - May 2018** *HMS is a healthcare management and solutions company helping healthcare organizations reduce costs with analytics and engagement solutions.*

* Coached Agile teams in breaking down “big picture” into achievable epics, features and user stories resulting in reduced carry-over work and increased velocity
* Coached scrum team to navigate sprint planning, backlog refinement and daily scrum
* Managed clients’ insurance eligibility requirement files that resulted in 100% real-time data updates and data availability

# Data Integration Engineer| WageWorks, Inc | Texas October 2017 - December 2017

*WageWorks is a COBRA and other benefits administrator.*

* Provided consultation for data mapping process improvement for COBRA benefits resulting in 18% increment in WageWorks’ revenue

**EDI Analyst| YOSA Technology Solutions PVT LTD | India December 2014 - May 2017** *YOSA Technology is an IT and software solutions company providing services to mostly healthcare organizations.*

* Designed, developed, maintained and modified EDI Maps to ensure compliance.
* Improved efficiency and accuracy of claim data files by automating claim rejection process
* Collaborated with vendors to implement and test connections with more than 100 trading partners

# Education

* **Bachelors of Engineering (Computer Engineering)-** Sarvajanik College of Engineering & Technology-India

# Certification

* Certified ScrumMaster® (CSM®)