

SHRUTHI S V

Business Analyst | Requirements Elicitation | Data Integration | Stakeholder Management | Agile Delivery
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PROFESSIONAL SUMMARY

Business Analyst with 3+ years of experience across Retail, Healthcare, and Supply Chain, translating business and data requirements into functional specifications for cross-functional and technical teams. Delivered 12 Business Requirements and Process Definition Documents (BRD/PDDs), built cross-source data integration and reconciliation logic across 8 data sources (cutting runtime 60-70%), and evaluated API and RBAC integration requirements for secure system access. Skilled in stakeholder workshops, gap analysis, UAT coordination, and production support in Agile/Scrum environments. Also built ClaimWise AI, a full-stack claims-review application, from requirements through implementation. Available to join immediately.

SKILLS

- **Business Analysis:** Requirements Gathering, Requirements Elicitation, BRD Authoring (Business Requirements Document), PDD Authoring (Process Definition Document), Gap Analysis, As-Is/To-Be Process Mapping, Stakeholder Management, Stakeholder Workshops, UAT Coordination (User Acceptance Testing), Root Cause Analysis (RCA), Wireframing, Data Mapping
- **Technical:** SQL, PostgreSQL, REST APIs, API Integration, Data Integration, OAuth, Role-Based Access Control (RBAC), Data Analysis, Angular, React, TypeScript, C#, .NET
- **Automation:** RPA (Robotic Process Automation), BPA (Business Process Automation), Process Automation, Workflow Automation, IntelliBuddies (Orchestration Platform)
- **Methodology:** Agile, Scrum, SDLC, Business Process Improvement, Production Support
- **AI & Generative AI:** Generative AI, LLM Fundamentals, Retrieval-Augmented Generation (RAG), AI Coding Assistants, AI-Assisted Documentation and Testing
- **Tools:** Jira, Draw.io, Balsamiq, GitLab, GitHub, Postman, Docker
- **Domain:** Retail, Healthcare (HIPAA-governed data), Supply Chain

PROFESSIONAL EXPERIENCE

Vyshanavi Information Technology (VIT), Bengaluru

Feb 2023 - Sep 2026

Software Engineer / Automation Consultant, Business Analysis & Process Automation

Jul 2023 - Sep 2026

Client: SolutionReach (Healthcare, HIPAA-governed)

- Specified automation across 10+ healthcare practice-management platforms (Dentrix, Eyefinity Encompass, Denticon, Eaglesoft, RevolutionEHR, and 5 others) by authoring 12 BRD/PDDs covering Ledger Writeback, Appointment Creation and Patient Intake workflows.
- Delivered 9 of 9 assigned automation workflows while directing a junior analyst, by turning the BRD/PDD requirements into working automations.
- Sustained 12 live automation workflows in production by owning end-to-end support: daily log monitoring, root-cause analysis on failures, UAT coordination with stakeholders, and fix deployment through staging to production.

Client: Third Wave Coffee (Retail) - Revenue Reconciliation System

- Reduced reconciliation runtime by 60-70% (15-30 minutes to 5-10 minutes) across 8 data sources by optimizing PostgreSQL queries and contributing to database design (indexing, partitioning, materialized views).
- Improved reporting accuracy and visibility by building cross-source reconciliation logic and data mapping, enhancing dashboards with line-item and commission breakdowns, and reviewing query work for junior team members.

Client: TVS Motor Company (Supply Chain)

- Defined a To-Be digital workflow by leading stakeholder workshops with 9+ participants across Dispatch and Procurement and mapping As-Is process gaps; evaluated API integration and RBAC requirements for secure system access.

- Enabled development teams to build from clear requirements by authoring the BRD/PDD for the Inter-Plant Purchase Order lifecycle (scope, objectives, end-to-end process flows) and leading technical clarification sessions ahead of build.

Internal and Cross-Team Automation Projects

- Diagnosed the Expense Reimbursement workflow (approximately 250 employees) by leading process review and root-cause analysis, and supported testing through staging and production deployment.
- Automated attendance reporting for approximately 250 employees across 2 branches by engineering a 4-stage pipeline with API sync to the HRMS and automated absence and missed-punch reports.
- Improved data visibility during invoice review by designing IntelliInvoice, a rule-based invoice data-extraction tool built in Angular with dynamic field highlighting; demonstrated it to company leadership.

Software Engineer Trainee

Feb 2023 - Jun 2023

- Delivered the Angular front end for 4 internal R&D initiatives by implementing logout route guards, auth-token interceptors, Angular Material UI configuration, and reusable shared components and common services (alerts, notifications).
- Supported backend integration and release readiness by handling testing and bug fixes in collaboration with a teammate.

PROJECTS

ClaimWise AI - Healthcare Claims Review Platform

github.com/shruthilakshmi008-BA/ClaimWise-AI

ASP.NET Core (.NET 10) | EF Core | React | TypeScript | SQLite / PostgreSQL | xUnit | Vitest

- Defined the requirements, business rules and status workflow for a healthcare claims-review application, then built it end to end (ASP.NET Core, EF Core, React, TypeScript) on synthetic data.
- Specified required-document and missing-field checks per claim type, allowed status transitions, and an audit history of every change; only a named human reviewer can approve or reject a claim.
- Designed AI-assisted policy evidence search: hybrid keyword and vector retrieval with reranking, cited summaries that abstain when evidence is weak, and a conflict warning when an amendment changes a base policy.

Order-to-Cash Automation Pipeline (capstone)

github.com/shruthilakshmi008-BA/ba-automation-suite

Python | Google Colab Notebook | Rule-based processing | LLM fallback (Gemini 3.6 Flash)

- Built the capstone of a six-module business-analysis automation suite in Python: an integrated Order-to-Cash pipeline using rule-first processing with an LLM fallback (Gemini 3.6 Flash) for unstructured input.

EDUCATION

M.Tech, Software Engineering - BITS Pilani (WILP)

2024 - Present (Expected 2027)

B.E., Computer Science Engineering - Mepco Schlenk Engineering College

2019 - 2023

CERTIFICATIONS

Agile Explorer (IBM), Enterprise Design Thinking Practitioner (IBM), Project Management Fundamentals (IBM), Google Analytics (Google), SQL and Relational Databases 101 (Cognitive Class)