Madhu Chakravarthy

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SUMMARY

Healthcare business analyst and project manager with 15+ years across US and UAE healthcare: revenue cycle management, EHR/RCMS programmes, business analysis, UAT coordination and AI-enabled digital health applications. PMP-certified, with Agile and SAFe delivery experience.

CORE EXPERTISE

Business analysis & requirements | RCM optimisation | Healthcare operations & digital transformation | Agile/Scrum/SAFe | HIPAA, GDPR, MEHCC | ICD-10-CM/PCS, CPT, HCPCS, CMS | KPI reporting & analytics | Stakeholder & vendor management

EXPERIENCE

Business Analyst / Digital Transformation Consultant, Expansure IT Solutions, Hyderabad (Oct 2023 – Present)

- Defined requirements for AI-enabled workflows, claims automation and digital health applications; wrote BRDs, FRDs, user stories and acceptance criteria.
- Facilitated workshops, JAD and sprint sessions; coordinated UAT with business users.
- Managed US healthcare claims workflows in line with HIPAA; led and mentored analysts and engineers across multi-country programmes.

Assistant Manager, Healthcare Operations & Transformation, Aster DM Healthcare, India (Dec 2021 – Aug 2023)

- Supported consulting initiatives on financial workflows and RCM; improved billing accuracy, claims workflows and data integrity.
- Monitored budgets, vendor payments and compliance reporting.

Project Coordinator, RCM & Process Improvement, Neuro Spinal Hospital, Dubai, UAE (Sep 2017 – Oct 2021)

- Senior coordinator on RCM transformation (coding, billing, claims, compliance).
- Assisted RCMS/LIMS programme: $2M budget, 35% shorter implementation timeline; change management with 92% user adoption.
- Documentation, training and impact analysis for 500+ users; ~35% improvement in process turnaround.

EARLY CAREER

Production Manager, Srikari Medicos Solutions (2016–17) | Sr. Coding Executive, Cleveland Clinic Abu Dhabi (2015–16) | Medical Coder, KPMD Solutions (2014–15) | MT/TL/PM, QTAT BPO Solutions (2006–13) | MT/Team Leader, Vimta Labs (2004–06)

CERTIFICATIONS

PMP (PMI) | HEOR Certification (CLINIMINDS) | SAFe POPM | Value-Based Care Specialization (University of Houston) | Lean Six Sigma Green Belt | AI Product Manager (IBM) | DASSM | MEHCC (Seton Hall University) | Former CPC (AAPC)

EDUCATION

MBA, Healthcare Management, ISBM Hyderabad | B.Com, Madras University | Executive education: AI in Healthcare (Stanford), Healthcare Informatics (Northeastern), Leadership for Healthcare Professionals (University of Michigan)

TOOLS

MS Project | Excel | Power BI | Jira | Figma | n8n