

MUHAMMAD TAYYAB

BUSINESS ANALYST

Rawalpindi | +923125436901 | muhammad4172@gmail.com

PROFILE

Experienced IT Business / System Analyst with 3 years of expertise in aligning technology solutions with business objectives. Proven ability in requirements gathering, system design, and project management. Skilled in driving process improvements and stakeholder communication. Strong analytical skills and a track record of enhancing operational efficiency.

EDUCATION

Preston University Islamabad

Bachelor of Computer Science (Feb 2013 - Jan 2017)

PROFESSIONAL EXPERIENCE

Business Analyst MTBC, Care Cloud

Jul, 2022 - Present

- Managed project documentation, including user stories, process flows, and technical specifications.
- Analyzing clients existing systems and business models.
- Coordinated with Product Owner for requirement gathering and meetings.
- Analyze and document clients' existing system architectures and business processes.
- Design and document interfaces linking legacy systems with new technological solutions.
- Translate client requirements into detailed System Requirement Specifications (SRS), project briefs, and visual representations, and articulate these proposals to clients.
- Facilitate collaboration among colleagues, developers, testers, and end-users in an Agile framework, ensuring technical compatibility and user satisfaction.
- Oversee documentation processes, conduct statistical reviews, and manage related records.
- Deliver effective resolutions for challenges and oversee the implementation of modifications.
- Conducted requirement-gathering meetings for software development projects.
- Design, develop and maintain Software's using state of the art tools and techniques.
- Writes documentation to describe program development,

Sep, 2021 - Jul, 2022

Research Analyst MTBC, Care Cloud

- Possess knowledge of client onboarding.
- Ability to assist client as needed with setting up and navigating platforms with a product or service.
- Responds to daily queries after getting the required information from the concerned team/department in a timely manners.
- Used to create EFT/ERA setups for the providers and update forums.

Account Manager OPS MTBC, Care Cloud

- Perform Medical Billing for healthcare providers.
- Possess knowledge of medical billing of US healthcare providers.
- Communication with the insurance and clients to manage the revenue.
- Analyze and prepare appeals for rejected claim.
- Ensure quality and accuracy in the entire billing process.

SKILLS

- Gap Analysis
- Impact Analysis
- Competitive Analysis
- System Analysis
- Business Process Mapping
- User Story Writing
- Product Backlog Management
- Software Requirements Documentation
- Business Requirements Documentation
- Business Process Improvement
- User Acceptance Testing
- Change Management
- Agile Project Management
- Team Collaboration

SOFTWARES

- JIRA
- Aha
- Figma
- Draw.io
- SQL
- MS Power Point
- MS Word
- MS Outlook
- MS Teams
- Slack

PROJECTS

Salesforce MTBC, Care Cloud

The primary goal of this project was to seamlessly integrate Salesforce's ticketing module, invoicing system, and campus portal with WebSoft, our existing platform. This integration aimed to streamline operations, enhance communication, and improve overall efficiency across different departments and processes.

Vertex Dr MTBC, Care Cloud

Vertex Dr. is an EMR (Electronic Medical Record) providing digital repositories storing patients' comprehensive health data, enabling efficient access, updating, and sharing among authorized healthcare providers for improved patient care and management.

Therapy EHR MTBC, Care Cloud

The project aims to streamline and optimize the therapy process from referral to case closure, enhancing coordination between clinicians, referring physicians, and administrative staff. This structured workflow is designed to improve patient care and operational efficiency.

Language Lab MTBC, Care Cloud

Language Lab is interactive software tailored for school children, designed to enhance their vocabulary and general language comprehension rapidly. The software is structured into several Units, each focusing on a specific language topic.

Web TFMS MTBC, Care Cloud

Web TFMS is a transcription file management system used in MTBC Care Cloud, where audio files are received and managed, transcribed by the users, and then the completed files are uploaded and sent back to the provider.

Critical Access Hospital MTBC, Care Cloud

This project involves the development of a comprehensive CAH system tailored to the specific operational and clinical needs of a hospitals. The system aims to streamline ADT, ED workflows, Nursing, and Care Coordination, administrative processes and inventory management. Delivered a scalable, role-based solution optimized for hospital operations.