

VIGNESHWARI NALLA

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Operations & Analytics Professional | MSc Data Analytics for Business

PROFESSIONAL SUMMARY

Operations and analytics professional with 4+ years across healthcare, HR tech, and financial services, delivering a 20% reduction in processing discrepancies and 35% faster issue resolution. Proficient in SQL, Tableau, Power BI, and Salesforce, with a strong track record in KPI reporting, data reconciliation, and workflow optimization. Currently pursuing an MSc in Data Analytics for Business at KEDGE, targeting business analyst and operations analytics roles across France and the EU.

SKILLS

SQL, Excel (Pivot Tables, Power Query, VLOOKUP), Tableau, Power BI, Python (Pandas, NumPy), Azure ML, Salesforce, ServiceNow, JIRA, Notion, KPI Reporting, Data Reconciliation, Root Cause Analysis, SLA Tracking, Process Improvement, Workflow Optimization, Compliance Reporting, Stakeholder Communication, Cross-functional Collaboration, Documentation, Attention to Detail

WORK EXPERIENCE

Benefits Operations Administrator | TriNet Zenefits | Hyderabad, India

Aug 2024 – Apr 2025

- Reduced benefits processing discrepancies by 20% across a 50-client HRIS portfolio by identifying and resolving enrollment inconsistencies in Salesforce and ServiceNow.
- Improved issue resolution time by 35% by reconciling HR and payroll data across 10+ system integrations and standardizing cross-functional escalation workflows.
- Maintained 100% regulatory accuracy across ACA and COBRA compliance workflows by implementing consistent audit controls across a multi-client portfolio.

Senior Operations Analyst | Optum Global Solutions | Hyderabad, India

Sep 2022 – July 2024

- Reduced recurring adjudication errors by approximately 20% by auditing 100+ healthcare claims weekly across UHC and Aetna portfolios and implementing structured rejection-trend tracking.
- Delivered weekly SLA and exception reports covering 500+ claims for 3 team leads, enabling faster identification of operational bottlenecks and reducing rework cycles.
- Improved claim resolution accuracy by analyzing billing discrepancies and rejection patterns across high-volume payer workflows, resulting in measurable reduction in escalations.

Operations Analyst | Northern Trust | Pune, India

Jan 2022 – May 2022

- Supported SLA compliance across securities processing workflows by monitoring operational KPIs and reconciling daily transaction data to flag discrepancies before deadlines.
- Reduced reporting lag by preparing structured exception reports that surfaced transaction delays and operational inconsistencies for internal review teams.

Claims Operations Associate | Legato Health Technologies | Hyderabad, India

Dec 2020 – Dec 2021

- Processed 500+ monthly Medicare and Medicaid claims involving EOB, COB, and payer validation workflows, maintaining consistent throughput and accuracy across high-volume cycles.
- Reduced claim disputes by analyzing coordination-of-benefits cases and verifying primary payer responsibility, minimizing rework and improving first-pass resolution rates.

PROJECTS

Healthcare Claims Analytics Dashboard | [GitHub](#)

- Claims trends, rejection analysis, and operational reporting using SQL & Power BI

HR Operations Analytics Dashboard | [GitHub](#)

- SLA monitoring, workflow tracking, and HR operations reporting.

Project Performance Dashboard | [GitHub](#)

- Project KPIs, budget monitoring, milestone tracking, and executive reporting.

EDUCATION & CERTIFICATIONS

MSc in Data Analytics for Business | Kedge Business School, France

Expected Feb 2027

Master Of Commerce | Dr. B.R. Ambedkar University, India

July 2023

Bachelor Of Commerce | Osmania University, India

Nov 2020

Professional Scrum Master I (PSM I)

2025

Microsoft Certified: Azure AI Fundamentals

2026

English (C1) | French (A2) | Telugu (Native) | Hindi (C1)