

SAHRA FANOUSI

Business Analyst | Healthcare Operations & Data Analytics

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GitHub: github.com/careersahrafanousi-debug

PROFESSIONAL SUMMARY

Business Analyst with 4+ years in healthcare operations spanning appeals, claims, and revenue-cycle administration, plus a public portfolio of five end-to-end healthcare analytics projects. Translates operational pain points into documented requirements, current/future-state process maps, KPI definitions, and SQL and Power BI reporting that leadership acts on. HIPAA-trained. Completing an M.S. in Business Analytics & AI (graduating May 2027).

CORE COMPETENCIES

Business Analysis: Requirements Gathering & Elicitation, Use Case & User Story Documentation, Business Process Mapping (Current / Future State), Workflow & Gap Analysis, User Acceptance Testing (UAT), SOP & Business Requirements Documentation, Stakeholder Communication, Process Improvement

Data & Reporting: SQL (joins, window functions, star-schema modeling), Power BI (DAX, semantic models, dashboard development), Tableau, Microsoft Excel (Pivot Tables, VLOOKUP, Data Validation, KPI Reporting), Python (data analysis), Data Quality Rules & Validation, KPI Design & Reconciliation, Trend, Variance & Statistical Analysis

Healthcare Domain: Appeals & Denials Management, Claims Processing, Revenue Cycle Operations, Payer / Provider Operations, SLA & Turnaround-Time Metrics, HIPAA Compliance, Protected Health Information (PHI) Handling

Tools: Microsoft Visio, Microsoft Office (Word, PowerPoint, Outlook), SQLite, GitHub, HTML dashboards

PROFESSIONAL EXPERIENCE

Healthcare Appeals Analyst

2023 – Present

Ceris | Texas (Remote)

- Elicit and document business requirements from clinical and administrative stakeholders to support process-improvement initiatives across the appeals lifecycle.
- Analyze end-to-end appeals workflows from intake through adjudication; identify routing inaccuracies and processing delays and recommend future-state improvements that reduce turnaround time.
- Build and maintain Excel-based operational reports and KPI trackers (volume, turnaround, trend analysis, ad hoc requests) that give leadership visibility into throughput and backlog.
- Audit operational data for inconsistencies, flag discrepancies, and drive data-quality corrections across administrative systems.
- Author SOPs, workflow documentation, and future-state process recommendations using structured business-process methodology.
- Handle protected health information under strict HIPAA compliance while managing competing priorities in a remote, cross-functional team and consistently meeting deadlines.

Healthcare Administrative Coordinator

2019 – 2021

Confidential Medical Practice / Hospital System | Texas

- Coordinated administrative operations across clinical and administrative departments, ensuring documentation accuracy and workflow consistency.
- Identified recurring bottlenecks in scheduling, intake, and documentation workflows and contributed process recommendations to department leadership.
- Produced Excel-based operational reports from internal systems, improving leadership visibility into department performance.
- Resolved day-to-day operational issues by coordinating among patients, providers, and internal teams.

HEALTHCARE ANALYTICS PORTFOLIO

Self-directed business-analysis projects on fully synthetic healthcare data. Each delivers SQL analysis, a data-quality rule gate, a Power BI semantic model (DAX), Tableau and Excel workbooks, an interactive dashboard, and full BA documentation. Code and write-ups: github.com/careersahrafanousi-debug

- **Appeals Friction Radar** — Modeled 3,966 appeals and 35,443 workflow events in an event-level star schema; used SQL window functions to measure stage dwell time and median turnaround; built a 16-rule data-quality gate and Friction Score. Found incomplete documentation drove 31.7% rework vs. 7.7% when complete, and turnaround rose from 13.4 to 28.4 days after three reassignments.
- **Denial Prevention Simulator** — Classified 11,967 claims for preventability at submission; mapped \$4.48M of \$5.42M denied dollars (82.7%) to five prevention controls; built a pre-submission risk-scoring queue that flagged 104 high-risk claims carrying ~\$191K of modeled denied exposure.
- **KPI Trust Ledger** — Reconciled six appeals KPIs across three source systems (~17,700 rows); defined a KPI catalog, source-of-truth rules, and 15 data-quality rules; attributed every variance and certified 2 of 6 KPIs (38.5% reconciliation rate) for leadership reporting.
- **Case Assignment Fairness** — Analyzed 15,908 cases across five teams and 35 analysts; built Case Complexity Score, Workload Balance Index, and Assignment Accuracy Rate (73.1%). Showed team SLA compliance of 25.9%–84.2% was driven by routing rather than performance, reversing the stakeholder hypothesis.
- **Capacity-to-Deadline Optimizer** — Analyzed 13,951 appointments and 1,786 waitlist entries across 22 providers; ran lead-time, no-show, and cancellation analysis; identified 507 refillable cancellations and prioritized 316 critical and 704 high-priority patients with a Waitlist Match Score.

EDUCATION

Master of Science, Business Analytics and AI

Lamar University | Graduating next semester

Expected May 2027

Bachelor of Science, Biology

University of Texas at Arlington

Relevant coursework: Biostatistics, Research Methodology, Experimental Design, Scientific Data Analysis

PROFESSIONAL DEVELOPMENT

Business Analysis coursework (online self-study): Business Process Modeling, Requirements Gathering, Use Case Development, Stakeholder Management, BA Documentation Standards