

KUSHAGRA TRIPATHI

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EDUCATION

VELLORE INSTITUTE OF TECHNOLOGY

Bhopal, MP

B.TECH

Apr'2025

Major in Core Computer Science Engineering

Relevant Coursework: Data Analytics, Software Engineering, Operating Systems, Database Management Systems, Product Management.

WORK EXPERIENCE

CAPLINE SERVICES Pvt. Ltd. (Mar'25-Present)

Associate- Strategy and Operations (Full Time)

- Conducted end-to-end root-cause and variance analysis on 2,500+ underpaid and denied insurance claims, auditing the complete RCM workflow to identify revenue leakage points, resulting in a 17% improvement in net AR recovery.
- Built and delivered payer-wise denial trend reports and aging analysis using denial codes, ERA/EOB data, and historical claim patterns, driving a 22% reduction in avoidable claim rejections within 2 months.
- Created payer-wise performance dashboards and weekly status reports, enabling stakeholders to track denial trends, aging, and recovery KPIs, contributing to a 17% improvement in net AR recovery.
- Partnered with cross-functional teams (billing, coding, QA, follow-ups) to implement data-driven process improvements in billing accuracy and AR prioritization, reducing outstanding AR by \$30,000+ and accelerating payment cycles by 10–12 days.

BRIEFSEA- Professional Networking App (July'24-Nov'24)

Product Analyst Intern

- Worked in an Agile product development environment, supporting sprint planning, feature analysis, and post-release performance tracking for a consumer-facing app.
- Developed five tailored dashboards using SQL and Tableau to monitor essential business metrics; tools are now utilized by 15 team members daily, streamlining reporting processes and enhancing analytical capabilities.
- Designed and executed a comprehensive A/B testing protocol for new app functionalities, leading to enhanced user engagement that attracted 10K+ interactions in the first quarter following implementation.
- Synthesized feedback from 1,000+ users, documenting requirements and improvement areas that shaped the app's first major release (10,000+ users).

MTAB Technologies (Dec'23-March'24)

Data Analyst Intern

- Produced detailed Design and Process documents for various company projects, providing clear guidelines and comprehensive overviews.
- Spearheaded comprehensive market analysis for CNC Train, accurately forecasting demand for MTAB products, boosting sales strategy efficiency by 20% and aligning product offerings with market needs.

KEY SKILLS

JIRA, Agile (Scrum), User Stories, Agile Metrics, Stakeholder Management, SQL, MS Excel, Python, NumPy, Pandas, POWER BI, TABLEAU, STATISTICS, Confluence, Database Management, Data Visualization, Data Cleaning, Report Writing, Revenue Cycle Management (RCM), Medical Billing, Accounts Receivable.

PROJECTS

BANK LOAN ANALYSIS

- Assessed bank records, identifying key drivers behind loan approval and dismissal, enhancing candidate selection for a 30% improvement in loan disbursal efficiency.
- Employed data analysis to forecast default probabilities, establishing an applicant assessment system, resulting in at least a 20% decrease in loan defaulters.

OPERATION AND METRIC ANALYTICS

- Led Operational Analytics, crafted complex SQL queries to resolve challenges, calculated job reviews accurately, implemented a 7-day throughput average, and identified duplicates, enhancing operational efficiency by 40%.
- Generated weekly user metrics via strategic SQL queries, enhancing operational understanding and addressing critical fluctuations in engagement and growth.