Victor Nguyen

Senior Business Analyst

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Summary

Senior business analyst with 8 years in health insurance, utilities and benefits administration, leading requirements for system replacements worth up to $20 million. Mentors junior analysts, sets business analysis standards, and uses SQL, Tableau and Visio for data analysis and process design under Agile delivery.

Experience

04/2022 - Present
Phoenix, AZ

Senior Business Analyst

Sonoran Health Plan

Health insurer covering 650,000 members in Arizona and New Mexico.

- Lead business analysis for a $20 million claims platform replacement, owning 1,100 requirements across 5 Agile teams.
- Mentor 4 business analysts on elicitation, user stories and acceptance criteria, reviewing their work before each sprint.
- Analyze claims data with SQL and Tableau to tune 25 auto-adjudication rules, raising first-pass payment from **81% to 89%**.
- Present scope and trade-off options to the CIO and claims vice president, keeping the program inside its approved budget.

06/2019 - 03/2022
Tempe, AZ

Business Analyst

Camelback Energy Services

Electric utility serving 400,000 residential and business customers.

- Gathered requirements for a billing system migration covering **400,000** accounts and 60 rate plans.
- Produced Visio process models for meter-to-cash workflows that the vendor used to configure the new system.
- Coordinated user acceptance testing with 35 billing staff, closing 520 Jira defects before go-live.
- Built Excel models comparing 3 rate design options for the regulatory affairs team.

07/2018 - 05/2019
Scottsdale, AZ

Junior Business Analyst

Saguaro Benefits Group

Benefits administrator for 150 mid-size employers.

- Documented enrollment file requirements for **20** carrier interfaces and tested each one before open enrollment.
- Wrote SQL checks that caught 1,300 eligibility errors before files reached carriers.
- Prepared weekly project management status reports for 3 client implementation projects.

Skills

- Business Analysis
- SQL
- Data Analysis
- Tableau
- Visio
- Jira
- Agile
- Excel
- Project Management
- Communication Skills

Education

05/2018
Tempe, AZ

Bachelor of Science

Arizona State University

Computer Information Systems

Certificates

05/2023

Certified Business Analysis Professional (CBAP)

International Institute of Business Analysis (IIBA)