

Brian Dadigan

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Professional Summary

Experienced Senior Business Analyst with 20+ years of experience delivering end-to-end software solutions, including CRM and EMR applications, workflow automation, and clinical operations tools. Adept at gathering requirements, partnering with stakeholders, and translating complex workflows into actionable specifications for engineering. Highly proficient at moving stalled projects forward. Skilled in UI/UX collaboration, product strategy, backlog management, and stakeholder-facing leadership. Known for unblocking stalled initiatives, improving efficiency, and delivering applications from concept through deployment.

Core Competencies

- EMR Product Ownership & Clinical Workflow Analysis
 - Requirements Gathering & Documentation
 - Stakeholder Engagement (Operations, Technical, Marketing, Sales, Finance)
 - Automating Manual Processes (Savings and Efficiency)
 - UI/UX Collaboration & Screen Layout Design
 - Agile / Scrum, Backlog Grooming & Sprint Planning
 - Product Road mapping, Feature Prioritization and Calculating ROI
 - User Stories, Acceptance Criteria & Documentation
 - UAT Planning & Execution
 - Data Analysis & Visualization
 - Application Lifecycle Delivery (Concept to Production)
 - Executive-Level Presentation Skills
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Professional Experience

Senior Business Systems Analyst

Emcara Health – Franklin, TN

January 2021 – February 2025

- Led requirements sessions across Athena EMR, chart procurement, accounting, Salesforce, and internal CRM teams, producing new EMR-adjacent features and clinical workflow enhancements.
- Designed software solution that replaced a manual process of monthly invoice reconciliation that reduced processing from 40+ hours per month to less than 5 minutes while reducing write-offs by thousands of dollars each month.
- Implemented solution that allowed customized call assignments to a group of 30+ schedulers to procure medical charts that replaced a manual process which decreased the call scheduling process from 3 hours per day to seconds.

- Facilitated data design sessions for clinical reporting tools, increasing revenue by \$20K per month through improved accuracy and visibility.
- Presented product demonstrations to C-Suite, VP, and Director-level leadership, aligning clinical and business vision for EMR-related enhancements.
- Created user guides and training videos for 8 applications used by developers, QA, and clinical operations staff.

Consultant / Product Owner

Premier Logic LLC – Alpharetta, GA

December 2018 – March 2020

- Acted as Product Owner for a large enterprise web application with 50+ workflows, using Agile methodology to deliver new features and enhancements.
- Facilitated domain-driven design across a 10-application legacy system, identifying business domains, sub-domains and workflow gaps.
- Collaborated with architects and engineers to design microservices supporting new product architecture.
- Created workflow diagrams, context maps, and process documentation used to guide future product development.
- Presented analysis and architectural recommendations to senior leadership.

Senior Business Analyst

Insurance Information Technologies – Naperville, IL

May 2003 – July 2018

- Trained junior-level analysts on all aspects of products including workflow, best practices, and documentation.
- Created and implemented a new company-wide software release cycle using Agile methodology that resulted in 90% faster production deployments.
- Developed configuration tools (UI/UX) that allowed clients to customize legacy applications which resulted in a turnaround time from 3+ months to minutes.
- Designed auto software testing mechanism that reduced data testing requirements from 2 days to seconds.
- Performed impact and gap analysis for front-to-back-end client's legacy systems.
- Created and presented wireframes, workflow and process diagrams to both internal and external stakeholders.

Education

Bachelor of Science – Computer Science

Northern Illinois University, DeKalb, IL

Technical Skills

SQL • UI/UX Design Tools • Microsoft Office Suite • Workflow Mapping • Data Visualization • Agile / Scrum • Domain Driven Design

Leadership & Communication

Executive-level presentation • Cross-functional collaboration • Stakeholder engagement • Problem-solving • Requirements facilitation