Suraj Manocha

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**Location: Minneapolis, MN**

Professional Summary

* 7+ years of experience working as a Business Analyst in diverse industries such as Wealth Management, Consumer Finance, E-commerce, HealthCare, and Insurance.
* Highly skilled in Business Analysis and related Application Development.
* Good understanding of Software Development Life Cycle (SDLC) methodologies like   
  Agile & Waterfall.
* Proficient in requirement elicitation, understanding business applications and business data flow to create Business Requirement documents (BRD)and Functional Requirement documents (FRD)
* Skilled in analyzing and creating Use Case Diagrams, Process Flows, Behavior   
  Diagrams (Activity & Sequence), Screen mockups, Wireframes.
* Expert communicator and involved in interaction with variety of audiences   
  (Stakeholders, PMs, technical specialists, developers, SMEs).
* Agile practices – User stories, test driven development, retrospective & continuous integration.
* Assisted the progress of Scrum ceremonies such as Sprint Planning, Daily   
  Stand-ups, Sprint Review & Sprint Retrospective.
* Proficient at designing SQL database schemas and related queries to solve business problems.
* Created maps through softcopy, web mapping, or a digital system, development, and administration

of database management, using relevant tools to locate, extract, manipulate, and analyze geographic

data.

* Have a thorough understanding of data models and ETL processing.
* Excellent computer skills and proficient in Excel, Word, Adobe, PowerPoint, and Outlook.
* Ability to solve problems, identify solutions, and appropriately escalate issues.
* Outstanding presentation skills, both verbal and written, exceptional problem solving and sound decision making capabilities, along with the ability to resolve difficult situations.

Work Experience

## BUSINESS SYSTEMS ANALYST

## ROYAL BANK OF CANADA – Minneapolis, MN

## (OCTOBER 2022 - PRESENT)

Description: Royal Bank of Canada is a Canadian Financial services company and the largest bank in Canada by market capitalization. The Bank serves over 20 million clients and has more than 100,000 employees worldwide. Royal Bank of Canada Wealth Management Technology Solutions – Tax Reporting

* Worked closely with stakeholders including product owners, business delivery leaders, Legal & Compliance professionals, and IT teams to gather requirements and ensure alignment on tax reporting regulations.
* Converted data received from Mainframe databases (transactions) to actionable business requirements that apply to new or existing business processes.
* Regularly review and update business processes responsible for transmitting transactions and client information to IRS Forms.
* Identify gaps within daily/monthly upload processes and work with offshore development team to perform gap analysis and design ways to bridge gaps between the current and desired state.
* Perform ETL to data received from third-party print vendors to DB2 databases. Assisted in scheduled supkeep of data contained in DB2 tables.
* Created and maintained detailed process flow diagrams to visually represent the flow of data from wealth management systems (tables) to Wealth Management Clients IRS forms.
* Performed UAT by placing test trades in QA environment to ensure compliance with IRC regulatory terms.
* Aided QE with test case design documents, technical design documents and execution of test cases.
* Created mockups of updates to IRS Forms, such as Combined Forms 1099, 1042-S, Income Summary, etc., based on regulatory changes, feedback from stakeholder, and system requirements.
* Facilitated requirements walk-through sessions, joint application development sessions and all-team brainstorming sessions.
* Offered practical, on-the-job training to the IT intern on key business analysis activities, such as requirements gathering, process mapping, and documentation.
* Tools used: JIRA, LucidChart, Abobe, WMO, CSF – Internal Form Designing Tool, Confluence

## Business Analyst

## Wells Fargo – Minneapolis, MN

## (August 2021 – SEPTEMBER 2022)

Description: Wells Fargo & Company is a community-based financial services company. Founded in 1852 and headquartered in San Francisco, Wells Fargo provides banking, investment and mortgage products and services, as well as consumer and commercial finance. The project involved the development of “Credit to Debit Ratio Calculator” which would later be used to assess mortgage applicant’s eligibility.

* Provided Vision for the Product (Credit to Debit Ratio calculator) and worked with Senior Business Owners to make sure they were in alignment with company goals
* Created acceptance criteria for user stories to aid developers & testers and ensured quality releases.
* Tracked progress of development from concept through implementation via release milestones.
* Partnered with credit, risk, and technology team to analyze, interpret, and document requirements for the project and recommend comprehensive technology solutions.
* Responsible for communication and information flow between business and technology teams.
* Participated/Lead system testing and project development lifecycle.
* Collaborated with scrum masters and project managers to create timely project status

reports to all cross-functional stakeholders.

* Worked with the Delivery Manager for the Release Plan including release date and content.
* Developed Use Cases, Swimlane Diagrams, Collaboration Diagrams, Activity Diagrams, and

Wireframe Diagrams.

* Conducted multiple presentations explaining the application and importance of the calculator.
* Communicated with external clients when business expresses the need to.
* Tools Used: Jira, Rally, Visio, Lucid Charts, MS Project.

## BUSINESS SYSTEMS ANALYST

## KROGER – CINCINNATI, OHIO

## (NOVEMBER 2020 – july 2021)

Description: With over 2,800 stores in 35 states under two dozen banners and in over 34 manufacturing and 44 distribution locations, Kroger ranks as one of the world’s largest retailers. With an online store already in place, the project involved the development of an added “Store Locator” feature which would let users view the nearest store, business hours and the number of units of the desired product available at the selected store.

* Responsible for capturing the business needs and requirements from the business owners and

end-clients.

* Maintained constant communication between the business and the development team.
* Conducted and participated in multiple Agile ceremonies such as: Daily Scrums, Sprint planning, Sprint backlogs, Product backlogs, Requirement workshops, Retrospective meetings.
* Participated in the kickoff meetings in accordance with the standard Agile model viz. before

initiation of the actual execution phase.

* Responsible for creating Functional Requirement Document (FRD) based on the requirements
* Conducted interview sessions and follow-up sessions to ensure requirements are current and

accurate.

* Single point of contact for all business-related concerns by providing the timelines and making

sure that timely delivery of the product is maintained.

* Single point of contact for the developers and QA for any questions related to the functionality

of the application by explaining the functional requirements concisely.

* Used Jira to create user stories and assign sub-tasks through the team.
* Performed User Acceptance Testing (UAT) to ensure the expected User Experience was delivered.
* Designed and implemented basic SQL queries for data extraction / data

validation.

* Performed ETL jobs and data warehousing activities; created a test manual for same.
* Made Test API calls using PostMan to test the functionality of the API in place.
* Created multiple artifacts such as: Business Requirement Document (BRD), API Specification Document, ETL test manual, Acceptance Criteria, Reverse Traceability Matrix, Burndown Charts, etc.
* Created Activity Diagrams to further develop technical requirements and/or   
  Functional Specifications. Employed use of diagrams such as Swimlane diagrams, use case diagrams, activity flow diagrams, entity relation diagram, wireframe diagrams.

## BUSINESS SYSTEMS ANALYST

## WELLCARE – MINNEAPOLIS, MN

## (OCTOBER 2018 – OCTOBER 2020)

Description: Wellcare is a Medicare brand that has, for more than 20 years, offered a wide range of Medicare products, including Medicare Advantage and Medicare Prescription Drug Plans (PDP), which offer affordable coverage beyond Original Medicare. The project at Wellcare involved the development of “Find a clinic” that would allow Wellcare customers to locate the nearest clinics that offered the medical procedures/tests that the customer wished to get.

* Acted as a liaison between Client and technical solutions/support groups.
* Worked cross-functionally documenting, analyzing, and validating business processes, systems, and solution requirements.
* Analyzed “AS IS” and “TO BE” scenarios, designed new process flows and documented the business process and various business scenarios in conjunction with the Senior Business Analysts.
* Tested the pre-release code in User Acceptance Testing Environment and opened tickets for any possible issues.
* Formatted Json files to make successful test API calls using PostMan.
* Worked with providers and Medicare or Medicaid entities to validate EDI transaction sets or Internet portals.
* Worked on Different Modules like Billings, Membership, Claim and Provider.
* Analyzed HIPAA 5010 standards for 837P EDI X12 transactions, related to providers, payers, subscribers and other related entities.
* Dealt with the EDI transaction-835 claims payments and remittance advice, which deals the payment from payer to provider.
* Assisted the Business Analysts for the full lifecycle from gap analysis, mapping, implementation, and testing for Medicaid Claims.
* Prepared the Business Requirement Document (BRD) and System Requirement Document   
  (SRD) under the guidance of the Senior Business Analysts.
* Assisted in creating diagrams such as Use Case, Activity, ER diagram and Chart diagrams with MS Visio.
* Assisted in the preparation of Business Context Diagram, Wireframe, Mockups, Use   
  Case diagrams and corresponding Activity Diagrams
* Came up with creative solutions when required.
* Analyzed and monitored user activities and online traction for constant improvement and increase user interaction on the portal.

## BUSINESS ANALYST

## Statefarm – MINNEAPOLIS, MN

## (OCTOBER 2016 – SEPTEMBER 2018)

Description: The State Farm® mission is to help people manage the risks of everyday life, recover from the unexpected and realize their dreams. The program involved providing quotes for customers signing up for “Renters Insurance” through the website. Upon completion, customers could view all available insurance quotes with the coverage limits and monthly payment options.

* Monitored and Evaluated processes to find areas of improvement, significantly improving the client experience by advising resource allocation and using customer journey map.
* Participated in discussions and in presenting project reports to internal stakeholders, recommending changes and ideas.
* Acted as the liaison between product, IT, and sales team to understand customer demand for new features and prioritize the product roadmap for the internal project team.
* Provided leadership in breaking down, sizing of stories, prioritizing, tasking, and distributing the requirements within the SCRUM.
* Make a case for project priorities, resource allocation to achieve a desired business outcome, resolve an architecture deficiency, or unblock delivery.
* Conducted activities regarding prioritization of project activities and resource allocation.
* Performed post-production testing, user acceptance testing.
* Created artifacts including but now limited to: Business requirement document (BRD), Functional requirement document (FRD), acceptance criteria, Burndown Charts.

## SKILL MATRIX

Methodologies: Agile and Waterfall

Business Modelling Tools: MS Visio, Balsamiq, LucidChart

Documentation Tools – MS Word, MS Excel, MS PowerPoint, Confluence

Testing Tracking Tools – JIRA, RALLY and ALM

Databases – Oracle SQL Server

Webservices - SOAP UI for SOAP web services, Postman for REST APIs

Additional – MS Publisher, MS Project