

Manik Mattoo

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SUMMARY

IT Business Analyst with 5+ years of experience supporting digital transformation projects in regulated environments. Experienced in requirements documentation (BRD/FRD), Agile delivery, and stakeholder coordination, with a track record of improving compliance controls and reporting processes. Proficient in Power BI and SQL.

PROFESSIONAL CERTIFICATIONS

- CERTIFIED SCRUM PRODUCT OWNER - [CPSO](#)

PROFESSIONAL EXPERIENCE

TELEPERFORMANCE – Remote, Canada | March 2025 – October 2025

Team Supervisor (Customer Relations)

- Led KPI monitoring and performance governance for a customer operations team, providing structured reporting to senior management on SLA adherence and risk trends.
- Managed complex escalations and ensured compliance with service and quality standards across client engagements.
- Implemented process improvement initiatives to enhance operational efficiency and reduce recurring service issues.

FIVERR – Remote, Canada | June 2024 – October 2024

Business Consultant (Operations Support)

- Gathered and documented functional requirements to support system enhancements and automation initiatives for insurance clients.
- Developed SQL-based reporting and dashboard solutions to improve operational transparency and decision-making.
- Performed gap analysis on manual reporting processes and implemented automated weekly reporting with scheduled data refresh and email distribution, improving efficiency by 15%.

LUMEN CHRISTI CATHOLIC EDUCATION CENTRE – Edmonton, Canada | June 2023 – March 2024

Business Analyst (Financial Services)

- Developed Power BI dashboards to support executive financial reporting and budget oversight.
- Analyzed large public-sector financial datasets to identify and resolve budget reconciliation discrepancies exceeding \$10M annually.
- Documented business requirements for financial system enhancements and supported UAT validation cycles.
- Improved reporting accuracy and decision support through data governance and process optimization initiatives.

WIPRO LIMITED – Pune, India | January 2019 – August 2022

Business Data & Quality Analyst

- Delivered business analysis and system enhancement initiatives across healthcare, insurance, and financial services environments, operating within highly regulated and compliance-driven frameworks.
- Led requirements gathering workshops with cross-functional stakeholders, producing structured BRD and FRD documentation for enterprise system improvements and reporting enhancements.
- Supported Agile delivery of Salesforce and enterprise application integrations across NA and EMEA teams, achieving 95% on-time project completion.

- Developed SQL-based data validation and monitoring solutions that reduced GDPR and HIPAA compliance risks by 30%, strengthening data governance and reporting accuracy.
- Coordinated UAT and SIT testing cycles to ensure alignment between business requirements and technical implementation, improving software release quality by 17%.
- Designed executive-level Power BI and Tableau dashboards to support operational performance monitoring and financial reporting transparency.
- Led change management and user adoption initiatives during system upgrades, increasing Salesforce Lightning adoption by 20%.

EDUCATION

- **Seneca College of Applied Science and Technology** | Toronto, ON
Post Graduate Diploma, Business Analytics. 4.0/4.0 | September 2022
- **University of Mumbai** | Mumbai, IN
Bachelor of Engineering, Civil | July 2018

PORTFOLIO PROJECTS

- **Covid cases and Vaccination- SQL Data Cleaning:** Cleaned global COVID data (SQL), analyzed vaccination vs. case trends to assess public health responses.
- **UPI Payment Applications- SQL Data Cleaning:** Data cleaning for the UPI payments, transactions to further the insights and trends.
- **Flight Delay Analysis- Data Cleaning and Analysis on SAS:** Performed SAS data cleaning/analysis to identify seasonal delays and operational bottlenecks.
- **Department Store Data: Tableau Dashboard:** Visualized sales trends in Tableau by product category/demographics to drive inventory optimization.

LANGUAGES

English (Native)

Hindi (Native)

French (Elementary)

TECHNICAL SKILLS

- **BI & Data:** Power BI, Tableau, MS Excel (VBA/Macros), SQL Server, Data Modeling.
- **Systems & CRM:** MS Dynamics 365, Salesforce, Questica, SaaS, REST API Testing.
- **Methodologies:** Agile/Scrum, SDLC, DevOps, BPMN, UML Modeling.
- **Tools & Platforms:** JIRA, Confluence, SharePoint, AWS.

HOBBIES AND INTEREST

In my free time, I enjoy exploring new places, particularly small towns and scenic natural landscapes, as I find inspiration in discovering hidden gems and local culture. I also have a passion for reading and writing, which fuels my creativity and broadens my perspective.