Manik Mattoo - CSPO

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PROFESSIONAL SUMMARY

Certified Scrum Product Owner (CSPO) with 6+ years of experience as an IT Business Analyst, specializing in requirements gathering, system integration, and data-driven process optimization. Proven track record of delivering scalable IT solutions in regulated environments, with expertise in Agile methodologies, SDLC, and stakeholder collaboration.

WORK EXPERIENCE

Fiverr   **Remote**
Business Consultant   May 2024 – December 2024

- Assisted clients in the finance sector by preparing financial information, creating reporting packs, and developing dashboards to inform and support decision-making processes.
- Designed end-to-end ETL workflows, ensuring accurate data migration to cloud-based platforms like Salesforce and Azure.
- Conducted market trend analysis using data visualization tools, helping businesses increase customer retention by 10%.
- Collaborated with clients to resolve chargeback claims, leveraging data insights to ensure accurate and efficient resolutions.
- Documented business requirements and created technical specifications for automating financial reporting systems, reducing report generation time by 30%.

Lumen Christi Catholic Education Centre   **Edmonton, AB**
Business Analyst (Financial Services)   June 2023 – March 2024

- Supported the transformation team in preparing financial information, reporting packs, and KPIs, contributing to strategic planning and performance monitoring.
- Performed in-depth business process analysis and system audits to identify areas for IT improvements, leading to streamlined workflows and enhanced system performance.
- Validated financial data and contracts to ensure compliance with organizational policies and regulatory standards.
- Proficiently used Questica software to streamline budgeting, forecasting, and financial reporting operations and prepare interactive easily accessible dashboards for the departments.
- Designed Power BI dashboards to track $15M+ annual budgets, enabling real-time financial decision-making for 70+ schools.
- Provided ongoing support and maintenance for Power BI dashboards to the school principals, business managers, and Departments ensuring data accuracy and report reliability.

Wipro Limited
Business Data Analyst   September 2020 – May 2023

- **Acted as a Scrum Master** for **Salesforce** Salescloud integration projects, facilitating Agile ceremonies such as daily stand-ups, sprint planning, retrospectives, and backlog grooming sessions.
- Developed and maintained reporting tools, dashboards, and visualizations to support financial analysis and track key metrics, facilitating data-driven decision-making.
- Proficient in writing complex SQL queries to extract, manipulate, and analyze data from relational databases.
- Experience in using Tableau to create interactive visualizations and dashboards for data analysis and reporting purposes.
- Ensured compliance with data privacy standards (e.g., GDPR, HIPAA) during cloud migrations to Salesforce and Azure.
- Developed dynamic dashboards in Power BI and Tableau to provide actionable insights, enhancing operational efficiency by 15%.
- Conducted data analysis to identify trends and patterns, providing insights for business decisions
- Expertise in relational and non-relational databases, software, and reporting/visualization technologies such as Power BI
- Facilitated **Agile ceremonies** (sprints, retrospectives) to align IT development with business priorities, achieving 95% on-time delivery.
- Acted as a liaison between IT and business contacts to manage the project lifecycle, and ensured that the team achieved **100%** of deadlines by communicating realistic expectations to every individual group involved in the project
- Created wireframes and user flows to communicate design ideas and ensure alignment with business objectives
- Worked with the core concepts and principles of cloud computing, including IaaS, PaaS, and SaaS on cloud-based platforms like AWS and Azure
- Mitigated defects by **15%** by developing metrics to determine inefficiencies and areas for improvement across systems
- Performed in-depth quality assurance checks on data processes, identifying and resolving inefficiencies to enhance system reliability.
- Experienced in streamlining and standardizing complex processes to improve operational efficiency

- Developed and implemented data administration standards, and models to ensure effective database management

Business Quality Analyst   January 2019 – August 2020
- Implemented the use of **JIRA, TruVault, HP ALM, and Asset Management** tools to illustrate requirements
- Identified and quantified the risks and areas of improvement for Business Process improvement in internal channels data to reduce outdated information which reduced IT work tickets by **17%**
- Led end-to-end change management initiatives for Salesforce classic to lightning migration, improving user adoption and process efficiency.
- Managed stakeholder expectations during Salesforce Classic to Lightning migration, improving user adoption by 20% through tailored training and documentation.
- Followed **SDLC** guidelines and prepared **BRD**s and **FRD**s for IT system enhancements, ensuring alignment between business stakeholders and technical teams.
- Demonstrated expertise in managing software development projects using agile methodology, delivering high-quality results on time and within the budget of the client
- Experience in developing and executing testing strategies to ensure high-quality software releases and continuous improvement of the software testing process
- Collaborated with cross-functional teams to prioritize and manage the product backlog, ensuring alignment with business goals and timelines.
- Developed comprehensive documentation, including BRDs, FRDs, and system workflows, to ensure clear communication of IT and business needs.
- Experience in developing testing plans and conducting UATs, SITs, and bugs on JIRA
- Provided ongoing support and maintenance post-deployment, addressing any issues and implementing necessary updates to improve system performance.
- Performed **GAP** Analysis to determine whether business requirements or objectives are being met throughout the sprint

CERTIFICATION & SKILLS
- **CERTIFIED SCRUM PRODUCT OWNER**
- **TECHNICAL SKILLS:** MS SQL Server, Power BI, Tableau, Excel (Macro, VBA), MS Dynamics 365, SaaS, Agile, Salesforce, AWS, Data Warehousing, Data Modelling, Application Lifecycle Management, Pivot, Relational Database, SharePoint
- **SOFTWARE SKILLS:** Atlassian tools like JIRA and Confluence, Asset Management, Questica, Database testing, Rest API Testing, Adobe Express, and Microsoft Office Suite (PowerPoint, Word, Visio), DevOps, ad-hoc analysis
- **SOFT SKILLS:** Time Management, Problem-Solving, Detail-oriented, Communication-Skills

PORTFOLIO PROJECTS

- **Project 1:** Covid cases and Vaccination- SQL Data Cleaning – Collected and analyzed the global COVID-19 data from an open-source database and performed data cleaning via SQL.
- **Project 2:** UPI Payment Applications- SQL Data Cleaning – Collected and analyzed the global COVID-19 data from an open-source database and performed data cleaning via SQL, to be ready for power BI insight generation.
- **Project 3:** UPI Payment Applications- Power BI Dashboard – Generated Power BI dashboards for UPI payment applications, enabling stakeholders to identify user adoption trends and optimize marketing efforts.
- **Project 4:** Flight Delay Analysis- Data Cleaning and Analysis on SAS – Performed Data cleaning and analysis of raw data regarding the Flight delays in Canada, and produced some insights.
- **Project 5:** Department Store Data: Tableau Dashboard – Generated Tableau dashboards about the selling articles inside a department store with some valuable insights through different graphs.
- **Project 6:** Suicide Analysis around the World (2000)- Power BI Dashboard – Cleaned and analyzed the data for the suicides happening around the World(2000) in SQL and created a dashboard producing valuable insights.

EDUCATION
Seneca College of Applied Science and Technology   Toronto, ON
Post Graduate Diploma, Business Analytics. 4.0/4.0   January 2022 – September 2022
Course work: Data Preparation and mining, Statistical and predictive modelling, Data visualization, Case study analysis

University of Mumbai   Mumbai, IN
Bachelor of Engineering, Civil   July 2014 – July 2018