

RAJ KAPOOR

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6+ years of experience in Business Analysis, Product Management, and UI/UX Designing. Very data driven and use it as a main resource. Enjoy working with cross-functional teams and collaborating on different technology solutions. Working in an Agile and Waterfall methodology for 5 years and have official training in Agile - Scrum & Agile Product Ownership. I also have great experience with Mobile and Desktop Applications.

Areas of Expertise:

- Desktop and Mobile
- New Product Development and Launch
- Data Analysis
- Consumer Research
- Customer Satisfaction
- Great Public Speaker
- Innovative Technology enthusiast
- Great Leader
- Quick Learner
- Agile - Scrum/Waterfall
- User Experience Improvements
- Product Training Coordination (UAT)
- BRD/FSD/PRD/FRD
- MVPs
- Product Roadmap Alignment
- SDLC/PDLC

Experience:

First Republic Bank, San Francisco, CA

Product Manager

May 2017 - Present

Working with the Eagle Lending team, that provides customers with Student Loan Refinance, Professional Loan Program, Home Equity Line of Credit (HELOC), Personal Loans, and Business Loans. I was the Project and Product Manager for technology teams and the primary contact for all stakeholders, business units, and vendors. Collaborated closely with Marketing to drive their needs for the product.

- **Launched a new referral tracking system for the All-In-One Student Loan Refinancing application.** Partnered with a new vendor, Extole, to help build an email referral system that could track existing clients and the friends they shared their referral code with.
- **Helped automate the first version of their Professional Loan Program application.** Worked with existing vendor, Avoka, to build an online application.
- **Met with all level Bankers to understand their business duties and made necessary adjustments to their business process.** Would shadow them weekly to understand different sales scenarios to help drive new technology enhancements.
- **Implemented necessary processes for the project teams.** To drive efficiencies in work streams led the development of processes to ensure a successful project plan was in place.

Wells Fargo Corp., San Francisco, CA

August 2013 - May 2017

Business Systems Consultant & Product Manager

Working with the Community Banking team, that provides Wells Fargo with over 47 applications. I am responsible for holding the position as primary trusted advisor to the customers, stakeholders, and users. Designing and building small and large enterprise Desktop and Mobile/Tablet products from the ground up. I was the part of the **first team** that worked on the mobile initiative for Community Banking and have successfully launched over **20** brand new products/enhancements on desktop and **5** brand new mobile products.

- **Designed and launched a platform for retail stores to log disaster and crisis incidents with real time messaging to Wells Fargo Homepage.** Provides valuable information to customers in emergency situations preparation (Web/Mobile)
- **Improved efficiency on areas to open new stores by 20%** with an interactive mapping application that provides market characteristics, trade area statistics, deposit and household data, competitor information, and ATM transaction volumes
- **Enhanced corporate productivity by introducing a new Mobile Online Wires application.** Mobile application that allows corporate executives to review and approve multimillion dollar wires on the go
- **Implemented a new Enterprise Application for ATM Management.** Allows the maintenance and initiation of ATM locations, leases, invoices, volumes, calculations, and reporting
- **Designed and launched a new platform and system on Retail Branch machine tracking.** Interactive platform that tracks in-store activities of each machine. Increases resource and forecast planning for stores team members

- Reworked and enhanced an interactive mapping application that provides information on stores, cash vault sites, ATM's, and check processing sites nearest in proximity to a customer's address. Resulted in more efficient armored car day-to-day duties.
- Projects require directly reporting to VP IT Manager

Key overall duties: Requirements Analysis, User Stories, User Roles, Prototyping, Wire Frames, UI/UX screens, Business Cases, Work Flows, Database Designs, Change Requests, and Policies & Procedures

River City Bank, Sacramento, CA

August 2011- July 2013

Business Analyst

Working with the Credit Card handlings group, that provides solutions for new and existing customers. I held the position as a Business Product Liaison between business and development and a **Product Owner** for products in the Credit Card Handlings Group. I was responsible for working closely with Senior Managers and Directors to deliver winning products.

- **Designed and launched Resolve Online** which is a web-based service that automates and simplifies the dispute resolution process. This feature eliminated paper, expedited information exchange, and guided users through all stages of a dispute, from the initial inquiry through final resolution.
- **Implemented a secure internet connection application.** FICO Falcon Fraud Manager allows users to access secure connection via web browser, which decreased risk.
- **Various enhancements to existing external platform.** Enhanced user experience and back end collection of data through UI/UX enhancements and new feature installations.
- **Reduced and eliminated time-consuming manual process** by proposing new processes for better efficiency in customer ideation and product launch. Saving **3 hours per day** by abolishing unnecessary tasks.

Technical Skills:

Software's/Database: Jira, MS Office suite, MS Project, MySQL, SQL Server 2008, Oracle, Toad, Google Analytics
Prototyping/Diagram Tools: iRise, Axure Pro 7/8, Snag It, Fluid UI, Lucidcharts, Photoshop, MS Visio

Education:

- Bachelors of Arts, University of California, Riverside, 2011
- General Assembly, Certificate of Product Management, 2016