MANNY CLAYTON, CBAP

BUSINESS SYSTEMS ANALYST · PRODUCT OWNER

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PROFILE

CBAP-certified business analyst with seven years of full-time requirements work on New York State's public benefits systems: eligibility and benefits applications, recertification, client notices, and caseworker tools, all governed by state and federal program rules. Elicits and documents business rules and functional requirements, writes user stories and acceptance criteria, assesses the impact of policy changes, supports UAT, and traces production issues to their root cause. Product owner of two shipped software products. Trains and mentors analysts and uses AI tools in day-to-day analysis. Thirteen years of state service. U.S. Navy veteran.

REQUIREMENTS

Elicitation workshops & interviews · Business rules · Functional requirements · User stories & acceptance criteria · Use cases · Process flows (BPMN) · Impact analysis

DELIVERY & QUALITY

Agile backlog & grooming · Traceability · Test scenario review · UAT & regression · Defect triage · Root cause analysis · Knowledge management · Analyst onboarding

TOOLS

Jira · Azure DevOps · ServiceNow · SharePoint · Power Automate & AI Builder · Cognos · Tableau · Power BI · SQL (PostgreSQL) · Twilio · ElevenLabs

EDUCATION, CERTIFICATION & SERVICE

CBAP® — Certified Business Analysis Professional · IIBA · Issued August 2026, valid through August 2029

Bachelor of Arts in Economics, Minor in Business Administration · University at Albany, SUNY

U.S. Navy Veteran · Honorable discharge

PROFESSIONAL EXPERIENCE

Business Systems Analyst — Statewide Benefits Systems

AUG 2019 – SEP 2026

NYS Office of Temporary and Disability Assistance, Upstate Systems Bureau | Albany, NY (Temporary Assistance Specialist 2)

- **Wrote business rules, functional requirements, user stories, and functional specs** for myBenefits, the state's public benefits website, and myWorkspace, the system county caseworkers use, covering applying, recertifying, notices, and support.
- **Facilitated requirements sessions** with program, policy, and county staff, and served as the liaison between business stakeholders, ITS developers, vendors, and testers.
- **Assessed the impact of policy and system changes** on processes and system behavior, and validated requirements across the SDLC so each release complied with program rules.
- **Supported UAT on every release.** Wrote and ran UAT and regression test plans, tracked defects and enhancements in Azure DevOps, and held releases until they passed.
- **Traced production issues to root cause** as lead of the Level 2 resolver group in ServiceNow for myBenefits, myWorkspace, WMS, and I/EDR, and sent defects to developers with steps to reproduce.
- **Designed and completed the unit's Knowledge Transfer and Operations Hub:** a searchable knowledge system with role-based dashboards, a standard article template and taxonomy, source-authority levels, rules for removing personal data from historical tickets, and a content review lifecycle. Delivered the knowledge base and handoff package before leaving state service.
- **Built the multi-year roadmap for rewriting about 210 client notices** in plain language to WCAG 2.1 standards, with timeline and priority recommendations.
- **Applied AI to analysis and support work.** Improved a Power Automate flow using an AI Builder prompt, and set up AI chatbots trained on the knowledge base for self-service.

- **Onboarded and coached analysts.** Created the onboarding and training program and supervised up to two employees in business analyst roles.

Operations Manager, SNAP Bureau

JUL 2015 – AUG 2019

NYS Office of Temporary and Disability Assistance | Albany, NY (Temporary Assistance Specialist 2)

- **Supervised staff from 2016** supporting county social services districts and the monthly statewide SNAP caseload. Wrote policies and procedures for new EISP and SNAP Processing Center operations, and built an automated client lookup that cut response times.

Data Analyst, Bureau of Employment and Advancement Services

AUG 2013 – JUL 2015

NYS Office of Temporary and Disability Assistance | Albany, NY (Temporary Assistance Specialist 1)

- **Produced quarterly performance reports** for state and federal compliance, audited NYC HRA on site, and documented WeCARE vendor services and NYCWAY correspondence end to end for auditors.

Product Owner & Business Analyst — ExtraPro, Cotiva, Cotiva Pro

2026 – PRESENT

Bluewave Cleaning Services LLC | Web and SaaS products for the cleaning industry

- **ExtraPro:** Designed, built, and launched a live two-sided web marketplace (extrapro.app) where cleaning companies post short-term coverage jobs and independent cleaners accept them. Wrote the requirements, mapped the workflow for both sides, and designed the data model in SQL (PostgreSQL). Run the backlog, user stories, and releases in Jira.
- **AI vetting agents:** Created an AI interviewing agent and an AI reference-checking agent for ExtraPro worker vetting using Twilio and ElevenLabs. Designed the conversations and the structured fields each call returns for human review.
- **Cotiva:** Own a multilingual (English, Spanish, Portuguese) pricing and proposal app sold through a Shopify storefront. Diagnosed and fixed a production defect where user inputs were not affecting the final price, shipped versions 1.4.4 and 1.4.5, and moved deployments into version control with rollback.
- **Cotiva Pro (in development):** Defining a subscription platform (cotiva.app) that extends Cotiva into a full price-to-signature workflow: branded proposals, private client access links, e-signatures with an audit trail, and role-based permissions. Own the data model and access-control requirements, the Jira backlog, and sprint planning.
- **Quality and documentation:** Built an automated regression suite of about 277 tests, trained testers, and wrote the design document, user manual, tester guide, runbook, and release notes.

Founder & Owner

FEB 2024 – PRESENT

Bluewave Cleaning Services LLC | Commercial and residential cleaning, Capital Region, NY

- **Run an insured service business** for apartment, senior housing, and property management clients. Handle contracts, pricing, invoicing, and vendors, and hire, train, and manage field crews and a remote support team.
- **Built the customer-facing systems:** company websites with lead capture and quote forms, Housecall Pro for scheduling, estimates, and invoicing, and an AI phone receptionist (ElevenLabs and Twilio) now in testing.

PROFESSIONAL TRAINING

SoftEd · Certificates of completion, 2025: Business Analysis Essentials · Critical Skills for Writing Better Requirements · Business Process Modelling · Agile Fundamentals · Business Data Analytics · Data Analytics Bootcamp

Educate 360 · Certificate of completion, 2025: Software Testing Fundamentals

Cybersecurity Defense Initiative, Criminal Justice Institute · Comprehensive Cybersecurity Defense (CCD), 32 contact hours, 2025

Additional coursework · Agile Business Analysis · Use Case / User Story Bootcamp