# Curriculum Vitae

# Ramanagoud Parakanalli

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# Professional Summary:

* Having 11 years of experience in IT Industry as a Business Intelligence Developer including **2.5 years of experience in Salesforce Service Cloud**.
* Hands on experience on **Lightning**, **Trigger, Apex Class, Visualforce pages.**
* Having developing knowledge on **SOQL & SOSL & SAQL**
* Having good knowledge on Roles, Profiles, Report, Dashboard
* Having good knowledge on **Wave Analytics, Einstein Analytics, SAQL, Dashboard and Dataset.**
* Having good analytical, verbal, written communication and interpersonal skills.
* Flourish in both independent and collaborative work environment with quick learning abilities and good communication skills.
* Building the Dashboard for KPIs & SLAs to track the Incident/Case Management using Business Intelligence
* Having some hands on knowledge of Linux, IBM MQ

# Education Qualifications:

* Bachelor Of Engineering in Computer Science from Basaveshwar Engineering College, Bagalkot-Karnataka under Visveswaraya Technological University( VTU ) in 2009

# Technical Expertise:

# Salesforce Specific: 2.5 Years Exp

* CRM : Salesforce.com (SFDC).
* SFDC Languages : Apex & Visual force, Einstein Analytics, SOQL, SAQL, SOSL
* Tools : Data Loader & Wave Analytics

 **Business Intelligence Specific: 9 Years Exp**

* SAP Business Objects, Tableau , MS Excel
* Tools: SQL Developer

 **UNIX Platform Specific: 2 Years additional & parallel Exp**

* Scripting Language: Unix Shell Scripting
* IBM Web Sphere MQ, Control-M, Geneos, SharePoint

# Professional Experience:

* Working as a Assistant Consultant in **TCS** from **Nov 30, 2009 to Till Date.**

**Project #3:**

# Title: Business Intelligence Developer, SFDC Developer with Service Cloud.

**Client: Deutsche Bank (Project: CONUAT Delivery)**

# Role: Developer.

**Duration: Jan 2018 to Till Date**

Management: SAP Business Objects, Service Now, MS Excel, Salesforce, Linux

**Description**

 **:** CONUAT Delivery project within Deutsche Bank has more than 50 plus applications. In parallel to creating BI reports & data visualizations, got a chance to work on Linux for some time. Learnt Application connectivity using SFTP, IBM MQ. Automated Application health check using Geneos Monitoring.

# Responsibilities:

* + Worked as data analyst on Incident, Service Request, Problem and Change Management.
	+ Defined, Implemented & streamlined the ticketing management in Service Now.
	+ Built KPIs & SLAs reports and dashboards & visualizations.
	+ Built Aging reports to track tickets aging.
	+ Created a response & resolution SLA logic considering support window.
	+ Scheduled the reports to distribute the required recipients on the required time.
	+ Created Live Office presentation for stakeholders, so no single presentation was required to prepare manually.
	+ Deploying reports to UAT and then to production.
	+ Interaction with client and onsite team.

#  Case Management Migration:

* + Migrated Incident Management from Service Now to Case Management onto Salesforce.
	+ Build Analytics using SFDC & External Data using Tableau CRM/Einstein Analytics
	+ Process Automation
	+ Approval Process

# Project #2:

# Title: Business Intelligence Developer

# Client: Deutsche Bank (Project: Test Environment Service)

# Role: Developer

# Duration: Jan 2015 to Dec 2018

# Management: SAP Business Objects, Oracle, Service Now, MS Excel.

**Description**

**:** Deutsche Bank is a German multinational investment bank and financial services company. The project had many banking & financial applications which were used by customers. Customers were reporting issues/cases using Service Now ticketing tool and were assigned to respective application groups. The tickets were defined response & resolution SLAs to meet the expectation. I, as a BI developer built reports & dashboards using SAP Business Objects to track Incidents SLAs & KPIs for customers.

# Responsibilities:

* + Involved in analyzing the tickets data using BI reports
	+ Built KPIs & SLAs reports and dashboards & visualizations.
	+ Built Aging reports to track tickets aging.
	+ Created a response & resolution SLA logic considering support window.
	+ Scheduled the reports to distribute the required recipients on the required time.
	+ Created Live Office presentation for stakeholders, so no single presentation was required to prepare manually.
	+ Deploying reports to UAT and then to production.
	+ Interaction with client and onsite team.

# Project #1:

# Title: Business Intelligence Developer.

**Client: Swiss Re.**

# Role: Developer.

**Duration: Nov 2009 to Dec 2014**

# Management: SAP Business Objects, Oracle, Service Now, MS Excel

**Description**

: Swiss Re was the Insurance domain project and one of the world’s leading providers of reinsurance, insurance and other forms of insurance-based risk transfer. The project was dealing with claims & settlements. Customers were doing the data analysis based on the BI reports developed and hence foresee their business.

# Responsibilities:

* + Built the Universe Designer using the application oracle database, defining the relationships between the tables and creating user objects.
	+ Built Standard reports for customers for claims settlement data analysis using SAP BI product Business Objects.
	+ Involved in supporting the customer issues using Service Now ticketing tool
	+ Built KPIs & SLAs reports to ensure customer issues are responded & Closed within defined time window.
	+ Involved in defining the Service Now SLAs, CMDB data
	+ Deploying reports to UAT and then to production.
	+ Interaction with client and onsite team.

**Declaration**

 I hereby declare that the information furnished above is true to the best of my knowledge.

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