**Objective:** H1-B visa holder **s**eeking a fulltime position in the Information Systems sector of a growing organization that indulges professional growth as well as provides a rewarding career. Hard worker with a can-do attitude.

**Technical Skills**

**Programming:** SQL, HTML/XML, UNIX

**Applications**: Microsoft Office suite, Visio, MS Project, SAP (SCM, CRM, BW), SharePoint, QlikView, Tableau, Google Analytics, Informatica, JIRA, Confluence, Azkaban, Google Suite, Subversion, Git, Hadoop, Slack, Qlik Sense, NetSuite OpenAir (PSA), SAP Concur (Expense), Workday (HCM & Financial), Bullhorn & Greenhouse (ATS), Salesforce (CRM)

**Databases**: MySQL, Microsoft SQL Server, SSIS, Okta,

**Platforms**: Microsoft Vista/XP/2003/2010, Mac, Linux

**Project Management/Methodologies:** SDLC (Waterfall), Agile (Scrum,Kanban)

**Professional Summary**

**Enterprise Systems Associate, Axiom, USA Jul 2018 – Jun 2020**

* Provided Tier-1 technical support for the Enterprise applications - Bullhorn & Greenhouse (ATS), NetSuite OpenAir (PSA), Workday (HCM & Financials), SAP Concur (Expense), Salesforce (CRM), Tableau (Reporting), MS SQL Server & MySQL (Database), integrations and data marts with emphasis on root cause analysis (RCA) and issues resolution.
* Ensured that all ERP support requests and tickets are resolved according to established SLAs.
* Managed periodic software releases and upgrades by following the change management processes inclusive of system and user acceptance testing, user training, and support documentation.
* Created and maintained standard operating procedures and documentation for new and existing systems that increased team productivity by 2X. Developed training guides and FAQs and increased the user adoption of systems by 20%.
* Performed periodic IT security and user access audits for all ERP systems as required.
* Worked with IT and business users to identify new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction.

**Business Systems Specialist, LinkedIn, USAMay 2016 – May 2018**

* Involved in identifying owners and workflows generating HDFS data which require PII data cleanup as per of GDPR initiative. Escalate with stakeholders and internally when issues arise, or timelines are at risk.
* Formed and led a team of 5 members during implementation of IDPC (Irish Data Protection Commission) compliance on Presto cluster to ensure member data is protected during data copy.
* Used voice of customer, key customer insights and feedback for the team to influence the prioritization of product changes and to enhance implementation of effective processes and tools and improve user experience by 25%.
* Mentored a team of 6 professionals helping them understand the existing support and on call plan and providing continuous feedback and objectives for improving business metrics / customer satisfaction.
* Worked with globally distributed team to drive change for key issues and prioritize change requests based on issue volume, members, metrics and revenue impacted which resulted in a 20% efficiency improvement.
* Collaborated with the team on merging of ETL clusters to avoid latency, operational intensive, messy configuration and reduce Hadoop cluster resource consumption by 5-6% and documented the entire process.
* Worked with the security, data-ingestion, grid team and consumers (30 members) on setting up the Early Integration (AKA Staging) cluster to ensure member (PII) data is protected and developers have testing environment for code and deployment testing.
* Teamed up with the Hadoop-dev team for a Horizontal initiative for implementation of Hadoop CRT (Centralized release tool) across 5 projects which resulted in 40% efficiency in code traceability, configuration control, multi-product support, improved knowledge management and scalability.
* Contract and price negotiation with contractors and vendors for maintenance and support of QlikView and supporting tools.
* Provided L1 and L2 customer support in delivering solutions and conducting end-to- end application testing.

# **Business Systems Analyst, Lynda.com, USAAug 2014 – Apr 2016**

* Administered the QlikView application for configuration changes, access, and visibility and created technical documentation.
* Planned and successfully migrated the QlikView BI tool from VM instance to Physical servers which help improved performance, usability, scalability, and connectivity by 30%.
* Created utilization, governance dashboard for the BI tool to identify users misusing the system and causing site down issues. Provided 24/7 availability for on-call support for QlikView issues and metrics freshness.
* Integrated QlikView with various data source systems such as EDW, Google Analytics, SQL, Salesforce, Milton, Informatica, JIRA, Zuora, MongoDB, Adobe Analytics and Hadoop to create an internal data-warehouse for the BI team.
* Automated and documented the entire end-to-end pipeline to ETL data into Informatica and EDW and run dashboards in QlikView which reduced the manual work by 1/4th.
* Created and maintained documentation of processes, best practices, and test results, with enough details for IT audits.
* Coordinated the EDW VM to Physical server migration project by working with cross functional team, tracking issues/bottlenecks, conducting end-to-end testing, the migration helped improve frequent connectivity issues, data storage issues and system performance by 50%.
* Managed and supported DR operations resulting in successful production failover to alternate datacenter.

# **Business Systems Analyst, Tata Communications Limited, India****Mar 2011-Nov 2011**

* Completed software implementation across projects. Analyzing business potential and implementing plans to drive channels for attaining business targets and achieving desired targets.
* Techno-Functional – Understanding business needs and experience in software tool life cycle; thus, efficiently bridging gap between business and technical teams and improving customer satisfaction.
* Spearheading project activities involving working-out various requirements and monitoring overall project operations for ensuring timely completion and providing training to end users. Analysis of the Risk Assessment associated to processes under Compliance Operations.

# **Business Systems Support Analyst, Patni Computer Systems Ltd, India Oct 2006-Aug 2010**

* *Eliciting Requirements & Planning:* Developed functional/non-functional specifications (BRD) to understand the system and to redefine the business process. Participated in the scoping, requirements elicitation and solution design phases of the project. Developed the project scope and deliverables.
* *Resource Allocation & Coordination:* Coordinated and assigned workload/tasks to 5 team members, maintained status, resource requirements, created Gantt charts using MS Project/OpenProj and lead the project through the SDLC phases. Performed strategic sourcing of the resources.
* *Design & Prototyping:* Functioned as a subject matter expert in understanding the strategic needs of the business and translated them into visual data. Performed prototyping as part of design to ensure data accuracy prior to implementing.
* *Implementation:* Integrated, gathered data and took further initiative to provide insights/forecast into the project to solve client issues. Developed spreadsheets using macros, Pivot tables & VLOOKUP and created rich reports.
* Assisted and communicated change, content management and business processes to address complex business issues and reducing the cost, by 20%.
* *Testing/Verification:* Defined and proposed the application of business analysis, testing tool and project methodologies. Performed user-acceptance, performance, end-user, load testing. This helped reduce the defects and increased the performance by 30%.
* *Maintenance/Support/Quality/Audit:* Supported the development team during the software transition process (consultancy, documentation review, support) to help them improve customer satisfaction. Created training videos using Camtasia tool for future references.

**Education**

**The University of Texas at Dallas**, Masters, Management Information Systems – **3.78 GPA Aug 2012**-**May 2014**

**University of Mumbai,** Bachelors, Computer Science – **3.5 GPA Mar 2004-Mar 2006**

**Certificates**

Certified Scrum Master

SAS Certified - Business Intelligence and Data Mining