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| JITENDRA NAGARAM     |  |  | | --- | --- | |  | njitendra@gmail.com | |  | 973-906-3550 | |  | Parsippany, NJ, 07054 |     Education    Illinois Institute of Technology  Chicago, IL  M.S ITM (2007)    JNTU  Hyderabad, AP  B.Tech CSIT (2004)    Skills  Scala, Python, SQL, Java, PL/SQL, Unix shell scripts  Informatica Power Center 10.1/9.5.1/8.5  Informatica Data Quality 9.6.1  Informatica - TDM, WSH, IICS, DVO  HDFS, Map Reduce YARN, Hive, Pig, Hbase, Impala, Zookeeper, Sqoop, Oozie, Flume, Spark, Solr and Avro, AWS, Amazon EC2, S3, Azure.  Oracle, SQL Server, UDB DB2, IIAS, Teradata, Netezza.  MS Dynamics CRM, USD 4.0    Certifications  PowerCenter Data Integration9.x: Developer specialist | Career Objective    A decisive, results-oriented data engineer and project/team leader with over 14 years experience in designing, architecting and developing ETL, data warehouse, CRM and big data solutions. Proven success developing and leading cross-functional and multi-regional teams. A strategic and innovative thinker with demonstrated proficiency bridging business and technology in diverse industries including healthcare, telecom, banking, and Insurance. Consistently exceeds expectations by understanding operations, forming and leading collaborative teams, and delivering quality solutions within scope, time and cost.  Experience      **Lead Data engineer & Technical Architect**  Selective Insurance, Parsippany, NJ / Jul 2012 - Present  *CXDesktop:*   * Led multiple teams both offshore and onsite with diverse technological backgrounds (ETL, Big Data and CRM) used in the implementation of a CX solution that is used in the contact center. * Led a team of CRM developers to design and develop a vast number of features such as Case management, call scripting, CTI, Chat & Email integration. * Created a singular portal that will gather and present the required information that allows the front-line team members to focus on solving problems, addressing customer concerns and providing the kind of superior customer experience that we believe supports organization's strategy for profitable growth. * Led a team of data engineers to implement ODS which served as a real-time or near real-time data store for the CRM systems using Informatica 10.1 (DP, UDT, ACORD XML), SSIS, MQ. * Identified and selected the optimum methods of access for each data source (real-time/streaming, delayed, static) * Designed and implemented generic ETL framework and created optimum data structures in the appropriate data management system within Hadoop using spark, Netezza, CRM, SQL Server to satisfy the data requirements.   *Marketing Campaign management:*   * Built data pipelines involving diverse systems such Azure SQL DB Azure SQL DW ADLS Gen2 Azure Databricks HDInsight Power BI Dynamics CRM Rest services * Worked with Informatica Cloud for data integration between ELOQUA, ADFS, SQL, Eloqua, Web Services and REST APIs. * Hands-on experience with Oracle Eloqua. * Implemented Partitioning, Dynamic Partitions and Buckets in HIVE for efficient data access.     **Lead Data Engineer/Team Lead**  Wells Fargo (SM Solutions & Persistent Systems), San Leandro, Hyderabad, India, CA / Jul 2010 - Jul 2012  *Mortgage Insurance data environment:*   * Led a team of data engineers in implementing the Data warehouse project called Mortgage Integrated Data Environment (MIDE). * Designed and built ETL pipelines to automate ingestion of structured and unstructured data. * Assisted application development teams during application design and development for highly complex and critical data projects. * Developed and built frameworks/prototypes that integrate Big Data and advanced analytics to make business decisions. * Analytics experience implementing dimensional model concepts, analytical master data management processes, and data prep work for data scientists. * Applied Spark advanced procedures like text analytics and processing using the in-memory processing.   *Data Migration Delivery:*   * Created and maintained optimal data pipeline architecture. * Developed data analysis, visualization and data-driven insights. * Documented technical specifications and participated with peers in design and code review sessions. * Automated deployment, maintenance and monitoring activities. * Built data integration solutions using Informatica data integration platform.     **Sr. ETL Programmer**  Alltel Communications/Verizon Wireless, Little Rock, AR / Jul 2007 - Jul 2010   * Played a role of ETL architect in several projects. * Worked through diverse challenges that has required me to develop various technical and business acumen in short timeframe. * Extensively used Informatica client tools to extract data from different sources from Flat files, SLS dump files and finally loaded into OLAP. * Leveraged the Master Data Management hub to provide a customer-centric presentation by revealing a 360\* view of the customers' experience. * Created, scheduled and monitored the sessions on the basis of run on demand, run on time, run only once using Informatica Power Center Workflow Manager.     **ETL Developer**  First Health Services Corporation, Richmond, VA / Jun 2006 - May 2007   * Worked with the Business analysts for requirements gathering, business analysis, testing, and project coordination. * Involved in writing the technical specifications from the functional specifications. * Used PL/SQL extensively to extract, transform the data which comes from different sources and load it into oracle tables and flat files. * Developed several Perl wrapper scripts which run the packages written in PL/SQL by supplying the necessary inputs in order to get the desired extracts. |

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