**JOSHUA CH**

**Sr. Business Analyst**

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| **CAREER FOCUS** |
| Business professional offering 8 years of successful experience specializing in the Information Systems Industry. Solid business background with extensive knowledge in various domains such as **Property and Casualty (Personal and Commercial Lines), Life and Health Insurances.**  Increased efficiency of product delivery on scheduled dates while reducing operating costs. Highly motivated, organized, and detail-oriented with excellent interpersonal, communication, and presentation skills - the proven capability of adapting to new and fast-changing technologies. Executed strong decision-making skills to become proficient in **Project Management, Business Analysis, Data Analytics, Reporting and Visualization, Agile, Testing.** |
| **PROFESSIONAL SUMMARY** |

* Detail-oriented in regulations and compliances like **Insurance Services Office (ISO), Association for Cooperative Operations Research and Development (ACORD), National Association of Insurance Commission (NAIC), Insurance Fraud Model Act, and Health Insurance Portability and Accountability Act (HIPAA).**
* Succeeded in making projects follow standards like **ACORD standards, ISO standards, Underwriting, Binding, Claim management, Rate making rules, Retirement, Rewriting,** and **Worker's Compensation.**
* Specialized in implementing **Guidewire Insurance Suite, Duck Creek Suite, and Salesforce Financial Services Cloud** and worked in projects like **migration, integration, implementation (in-house and COTS), Business Intelligence solutions, Predictive Analytics,** and **cross-platform mobile application development projects.**
* Spearheaded teams throughout the **Software development life cycle (SDLC)** in **CAPEX and OPEX** projects by following different methodologies like **Waterfall, Rational Unified Process (RUP), Agile (Scrum, Kanban, Scrum-ban), Scaled Agile Framework (SAFe), Waterfall-Scrum Hybrid.** Coached teams to fully **transform from Waterfall to 100% Agile.**
* Extensive experience working with **Project Stakeholders such as Business Owners, Executives, Subject Matter Experts (SMEs), End-users,** and staff to understand high-level business requirements and minute level specifications for new applications.
* Accomplished analyses like **Market Research, Feasibility Studies, Gap Analysis, SWOT Analysis, Cost-benefit analysis, Root Cause Analysis, Risk Identification, Risk Assessment, Risks Analysis, and Risk management.**
* Expert in performing **Requirement Elicitation Techniques like Prototyping, Interviews, Focus Groups, Requirement workshops, Survey/Questionnaire, Document analysis, Brainstorming, and Joint Application Development (JAD) sessions.**
* Authored important **artifacts like** **Project Charter, Project Plan, Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), RACI matrix (Responsible, Accountable, Consulted, Informed), Design Document, Change Management Plan, Risk Management Plan, and Test Plan.**
* Competent in creating **Unified Modelling Language (UML)** diagrams such as **Use Case Diagrams, Activity Diagrams, Class Diagrams, Sequence Diagram, and Data flow diagrams** using tools such as **MS Visio, Star UML, and Draw.io.**
* Delivered high and low fidelity **prototypes, wireframes, and mockup screens** to visualize **Graphical User Interface (GUI)** for both business users and technical teams using tools like **Balsamiq, Moqups, and LucidChart.**
* Strong experience in different **Scrum Ceremonies** like **Backlog Refinement Meetings, Release Planning, Sprint Planning, Daily Standups, Sprint Reviews, Sprint Retrospectives, and SAFe Ceremonies like IP Sprints, PI Planning Workshops.**
* Proficient in working on criteria such as **DEEP & DIVE for Product Backlog, INVEST** for splitting **EPICS** into **User Stories,** and **SMART** for **Tasks.** Prepared **Features, Epics, User Stories, Data Stories, User Acceptance Criteria, User Story Maps, Program Board, and formulating Minimum Viable Product (MVP), Definition of Ready, and Definition of Done.**
* Engaged Scrum Team in **Prioritization Techniques like MOSCOW, KANO Model, 100 Point Method, Estimation Techniques like Planning Poker, T-Shirt Sizing, Relative Mass Valuation, DOT Voting and Retrospective techniques like Silent Writing, Mad-Sad-Glad, Sail Boat.**
* Created and validated **Conceptual & Logical Data Models, Source-To-Target Data Mapping Documents, Data Normalization & De-Normalization, Dimension & Fact Tables,** and **OLAP Operations (Slice, Dice, Roll-Up, Drill-Down, Pivot).**
* Boosted the implementation of **Data Warehousing, Business Intelligence, and Artificial Intelligence Projects, managed ETL (Extract, Transform, Load)** and **ELT Process,** and **Validated Star** and **Snowflake schemas.**
* Working knowledge of **SQL (CRUD Operations)** and conducted analyses and validations on DBMS by writing **Complex Queries, Functions, Triggers,** and **Stored Procedures.**
* Skillful in creating **Static and Dynamic Reports, Dashboards, Storyboards,** and **Visualizations** aligned to different business reporting, analysis, and data mining requirements for Business Intelligence and Predictive analytics projects.
* Handled projects of **Multi-tier architecture** and **Service-Oriented Architectures (SOA)** and focused on **SOAP and REST APIs, Web Services, XML, JSON, API upgrading, API documenting,** and **API testing.**
* Exceptional skills in different approaches like **Test-Driven Development (TDD), Behavior Driven Development (BDD), and Acceptance Test-Driven Development (ATDD).** And working in **User Acceptance Tests, Test Plans,** and **Test cases.**
* Mastered different tools like **Jira, Confluence, Power BI, Tableau, LucidChart, Balsamiq, Postman, Swagger, Cucumber, Informatica, MS Project, MS Visio, MS Sharepoint, HP ALM, Selenium, SQL Server Reporting Services (SSRS), SQL Server Integration Services (SSIS).**

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| **SKILLS AND TOOLS** |

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| Enterprise Applications | Duck Creek Suite, Guidewire Insurance Suite, Salesforce |
| Compliances and Regulations | ACORD, ISO, NAIC, GAAP, IAIS, NCCI, AAIS, HIPAA |
| UML and Business modeling tools | MS Visio, Lucid Chart, Balsamiq, Moqups, Draw.io, Star UML |
| Cloud Platforms | Microsoft Azure (Azure SQL Datawarehouse, Data Factory, Data Bricks, Blob Storage, Express Gateway), AWS (Redshift, S3, Lambda, Batch, VPC, API Gateway, Quick Sight), Salesforce Financial Services Cloud |
| Database and Data Warehouse | Oracle MySQL RDBMS, MS MySQL Server, Azure SQL DWH |
| BI and Reporting tools | Power BI, Tableau, MS Excel (Lookups, Pivot, Macros), SSRS, Mini Tab |
| Project Management and Collaboration tools | MS Project, Jira, Confluence, MS SharePoint, Micro Focus ALM |
| Testing and Incident management tools | HP ALM, Selenium, Swagger, Cucumber, Postman, SoapUI, ServiceNow |
| Front End Technologies | HTML5, Bootstrap, CSS, JavaScript, XML, Angular JS |
| Querying and Scripting languages | SQL, Python, JavaScript, XML, JSON, HTML |

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| **PROFESSIONAL SUMMARY** | |
| **Sr. Business System Analyst Nov, 2019 – Present**  **AIG Insurance Wilmington, DE**  The project's goal was to implement **Duck Creek OnDemand**, which provides a cloud-based SaaS solution to all Duck Creek Applications like **Duck Creek Policy, Rating, Billing, and Claims.** And to implement **Duck Creek Insights** to perform **predictive analytics** for **improving underwriting, pricing and rate setting, fraud detection, and fast-tracking claim management.** Migrated the data from legacy systems to the cloud on **Azure SQL Datawarehouse** for performing **predictive analytics and generating Business Intelligence Reports.** | |

* Utilized the **Guidelines** and **Artifacts** of the **Agile-Scrum** to develop a detailed implementation and development process.
* Performed as a liaison between **Stakeholders** (*Insurance Adjuster, insurance Examiner and Financial Representative),* **Subject** Matter Experts (SMEs) (*Underwritings*), business users, and the development team to identify the **business needs, business rules, and business process specification for the implementation.**
* Understood the existing onboarding system to perform **GAP analysis** and documented the results in **As-Is** and **To-Be** categories to generate the client's business requirements.
* Participated in Product vision meeting, Initial Backlog grooming meeting, and assisted Product Owner in breaking down Product Vision into Epics and User stories using **INVEST** criteria and **slicing** techniques.
* Gathered user and business requirements through **interviews**, **focus groups, JAD sessions,** observing Underwritings & Claim Examiner, and documented them by using **JIRA.**
* Worked closely with the development team to convert the functional requirements into technical specifications like **Prototypes** **and** **User Interface (UI) mock-ups** using **Balsamiq.**
* Participated in **Scrum ceremonies,** extensively used JIRA to convert requirements to User stories, and have written acceptance criteria to frame **Definition of Done (DoD)** for the **PSPI.**
* Used **JIRA** extensively to track EPICS, Features, user stories, acceptance criteria, estimation, assignment, progress, impediments, approvals, closure & retrospectives.
* Created various diagrams such as Use Cases, Activity Diagrams, Sequence Diagrams, and Business Process Model and Notation (BPMN) using **LucidChart** for **decision-making process and feedback or behavior modifications.**
* Responsible for the **Source system exploration and analysis**, **Data transformation** **logics** by creating **Data Mapping Document** and participated in writing **SQL queries** for **data loading.**
* Collaborated for the use of **Duck Creek OnDemand** and guided the development team to complete the transition to the Azure cloud platform.
* Assisted the team in utilizing **Azure Data Factory** to rehost **SSIS (SQL Server Integration Services)** and build an **ETL pipeline** for migrating and integrating data from various identified data sources to **Azure SQL Datawarehouse.**
* Worked with team to implement Duck Creek **Anywhere Enabled Integrations (AEIs),** which includes **IHS Markit/Polk VINtelligence (Policy), LexisNexis, ISO (Verisk), Gradient AI, FRISS, and BitSight** to perform predictive analytics.
* Identified APIs from **Duck Creek Anywhere APIs and Azure Rest APIs** that seamlessly integrated with Duck Creek Applications and enabled thousands of calls between **Duck Creek Suite.**
* Formed API Documentation using **Swagger** and assisted the development team in API development and testing using **Postman.**
* Participated extensively with the **QA team** to conceptualize, determine and develop test approaches and methods for creating **Test Scenarios, Test Cases, and Test plans.**
* Orchestrated **User Acceptance Testing (UAT)** of **Premium Pricing, Risk Score, and Risk Assessment** rules to guarantee that the web application has fulfilled the data model, business rules, workflows, and user interface requirements.
* Participated in preparing **training material for underwritings** and **In-house users** to complete user manual.
* Assisted the QA Team in tested the application in different environments and performing cross-browser testing using **Selenium**.
* Created reports such as **Claims Counts, Change Reports, and Claims Submissions** for Executives and reports from predictive analysis such as **Price and rate setting, Underwriting, Mortality and Morbidity Risk, and Claim management.**
* Understanding **SQL Server Reporting Services (SSRS)** with Report authoring, Report management, and Report Delivery. Created data visualization/reporting dashboards on **Power BI,** using OLAP cubes to understand the underwriting performance and risk calculation further.

**Environment: Agile-Scrum, LucidChart, JIRA, Balsamiq, MYSQL, SQL Server, MS Excel, MS PowerPoint, Windows Server, Selenium, Swagger, POSTMAN, .NET framework, Azure SQL Datawarehouse, Azure Data Factory, SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS), Power BI.**

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| **Business System Analyst Jul, 2018 – Oct, 2019**  **USAA Insurance San Antonio, TX**  USAA Insurance company aimed to implement **Guidewire Insurance Suite** – **Policy Center, Billing Center, and Claim Center** for **Underwriting, Rating, Policy Administration, Claims, Billing, Digital Strategy,** and **Client Data Management.** This implementation modernizes their legacy system to **deliver omnichannel, fully digital, and scalable modern infrastructure** with **Guidewire** on the back end. New products provide differentiated service offerings and benefits tailored to different customer demands. Implementation of Guidewire streamlines the billing, claims, policies and develops automated processes. |

* Actively involved in **documentation of the business process** to understand the Project's Scope and facilitated **Joint Application Development** **(JAD), Brainstorming Session** involving business stakeholders, technical analyst, SME, and financial analyst to gather requirements & have a better understanding of the business process.
* Spearheaded meetings involving all the Business Analysts in the SAFe project to execute business analysis techniques like **Market Research,** **SWOT, Gap, Stakeholder, Risk Analysis** and documented the results in **Confluence.**
* Took part in assisting the **Guidewire consultants** in reviewing the configuration requirements for different insurance Suite centers such as Policy Center, Claim Center, and **Billing Center.**
* Created the **UML** for structuring the whole project. **Identified Use Cases** and **developed the Use Case diagram, Activity Diagrams,** and**Sequence diagram.**Worked with the solution architect to **create wireframes/prototypes** of the web-based application and for **servers with different configurations** such as **Application server, mobile server**.
* Involved in the SAFe ceremonies with the **RTE** and **Scrum Masters** such as **Backlog Refinement, Sprint Planning, Daily Standups, Sprint Reviews, Sprint Retrospectives, PI Planning Sprints, And System Demos**.
* Proposed and prepared a template for storing emails exchanged by **the Product Analysts, Underwriters, Business Analysts** for easy reference and retrieval of information in preparing requirements document.
* Worked alongside the Product Owners in breaking down **Epics to User Stories in Program and Team Backlogs** and in preparing **User Acceptance Criteria,** **Definition of Ready (DoR), Definition of Done (DoD), and the** **Minimum Viable Product (MVP).**
* Assisted the **Scrum Masters** and **Release Train Engineer (RTE)** in generating reports like **Burn-Up, Burn-Down, Velocity, Expectation Charts,** and **Slicing Techniques, Approaches, Prioritization, and Estimation activities.**
* Prepared **data dictionaries, requirement specifications,** and**User Interface (UI) specifications**.
* **Analyzed existing data sources in OLTPs** by **working with SQL Queries** and **came up with to-be states of new OLAP System** (Oracle MySQL RDBMS) and AWS S3 coordinating with the SMEs to achieve those states in **Amazon SageMaker**.
* **Implemented Change Data Capture (CDC)** to insert and update slowly changing dimension tables to maintain **the history data**.
* Used **Informatica Power center** in the data warehouse for **Source-to-Target Data Mapping** from input to the target data marts.
* Created **dimensional data models** & helped teams in **the ETL process transfer the data to Amazon S3 bucket and create the DataMart in Amazon Redshift and** load the predictive data models into **Salesforce Marketing Cloud**.
* Documented **REST API** via **JSON**using **Postman** and used plugins for integrating with JAVA. **Reviewed Business Rules** are written for middle-tier and **validated JSON schema** for system data documentation, including the requirement data document.
* Worked on **JIRA** for **continuous update with project schedules, quality, issues, and managing resources**.
* **Managed Project Schedule**, **Quality, Issues, and Managing Resources** using **JIRA** throughout the software development.
* Conducted **User Acceptance Testing (UAT)** and **developed the test plan, test conditions** & **test cases** & **manually executed tests** to verify the actual result against the expected results.
* Used **JIRA** for reporting and **defect tracking**, followed up with the development team to verify defect fixes and updated defect status, **documented all the bugs**, and prepared **requirement traceability matrices (RTM)**.
* Worked with the Product Owner to review the working demo of **Potentially shippable product increment** (PSPI) in the review meeting and helped which features satisfy **acceptance criteria** and are **Done**.
* Collaborated with the **DevOps team** for ensuring smooth operations of the **AWS Continuous Delivery Pipeline** for the Agile Release Train (ART), making sure that the features are ready for a Release-On-Demand requirement.

**Environment: SAFe (Scrum, ScrumBan), JIRA, Confluence, Informatica Power Center, Tableau, MS Visio, HTML, JavaScript, Jenkins, AWS S3, AWS Redshift, AWS Lambda, Aws Batch, Salesforce Marketing cloud services, REST, JSON, Oracle MySQL RDBMS, Postman.**

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| **Business System Analyst Mar, 2017 – Jun, 2018**  **Cigna Insurance Stamford, CT**  The project goal was to develop customer-obsessed and agile insurance enabling unified and customer views with **Guidewire and Salesforce** by implementing **Salesforce Financial Services Cloud** and its features, including **Global Search, Omnichannel Transactions,** **Seamless Workflows.** This implementation allows an empowered user experience for CSRs, agents, and other Salesforce insurance CRM users. |

* Interacted with various **business stakeholders** to gather and document the requirements.
* Conducted **GAP Analysis and Document Analysis** to enhance the business process by integration.
* Analyzed the Scope of the Requirements and managed them to avoid **Scope Creep.**
* Conducted different elicitation techniques such as semi-structured **Interviews, JAD Sessions, and Prototyping.**
* Developed **non-functional requirements** and documented them as Business Rules, Quality attributes, constraints documents.
* Worked as a **liaison** between technology and business clients to improve business processes and support critical business strategies.
* Worked on Agile and Scrum Methodology for **Salesforce custom app** implementation.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* **Identified/documented data sources** and transformation rules required to populate and maintain data warehouse content.
* **Reviewed Stored Procedures** for reports and wrote test queries against the source system (SQL Server) to match the results with the actual report against the Datamart.
* Implemented **Salesforce Lightning Web Components** to select views into **Guidewire Insurance Suite** and having secure data retrieval connection through purpose-built extensible APIs.
* Created **various Reports** and reported files to assist managers in utilizing Salesforce as a sales tool better and configured various Reports for different **user profiles** based on the organization's needs.
* Created **custom Dashboards** for the manager's home page and gave accessibility to dashboards for authorized people.
* Worked with **QA team** to design test plans and test cases for **testing** the system.
* Conducted the **User Acceptance Testing (UAT)** with the Business users, gathering feedback and providing them to the Development team.

**Environment: Agile-Scrum, JIRA, Confluence, Cucumber, Postman, AWS Redshift, AWS S3, Oracle MySQL RDBMS, Guidewire InfoCenter, Informatica PowerCenter, Tableau, Salesforce Financial Services Cloud.**

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| **Business System Analyst Sep, 2015 – Dec, 2016**  **Jaslok Hospital Mumbai, India**  **Field Management System: Remote Device application**  The project involved replicating a web application's functionalities into a **Remote Device Application** operated on Android and iOS software platforms. The end-user could log into their online portal via web application as well as their mobile devices. Therefore, the built application for **Field Management System** had a straightforward and appealing User Interface. |

* Conducted **Cost-Benefit Analysis**, **Market Research**, **Feasibility Study**, **Risk Analysis** and efficiently documented and communicated the **Analysis report** with all the Business Stakeholders.
* Conducted **Document Analysis**, **Interviews** and led various Focus Groups to elicit the different Functional and Non-Functional requirements and understand the **Stakeholders Vision and Scope.**
* Helped the PO **populate** and **refine** the **Product Backlog**, further slicing the **PBI's** into **User Story** and **tasks** to be included in the **Sprint Backlog,** and eventually defined the **Acceptance Criteria** for the user stories.
* Assisted the Scrum Master in creating **Burn Up/Burn Down** Charts to communicate team progress with the PO and corporate executives.
* Clarified any questions that the development team had regarding the requirements regarding chat responses and user experience.Maintained the full **Agility Board** on **Jira** and assisted the testing team in tracking **bugs**, **issues,** and **defects**.
* Collaborated with Product Owner to create **Acceptance Criteria** in **JIRA** to validate **Potentially Shippable Product Increment (PSPI)** and created **Product Increment Document** capturing product development to track progress.
* Actively took part in determining the cadence for the sprint based on the team's Capacity and participated in **Scrum Ceremonies**.
* Tested and documented the performances of **APIs** and **Web Services** of various middleware components using **Postman**.
* Collaborated with the **QA** team to define the testing approach- **Test Strategy** and **Test Plans**. Participated in **Integration** **Testing**, **Regression,** and **Smoke testing** of the application.
* Created a **Deployment plan** by closely analyzing the characteristics of the Production environment and saw the project to "Go-Live."

**Environment: Scrum model, MS Office, JIRA, Confluence, MS Visio, Informatica PowerCenter, JavaScript, Cordova, HTML, XML, MS SharePoint, MS Excel, MS PowerPoint, MS Visio, SQL.**

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| **Business System Analyst Nov, 2014 – Aug, 2015**  **HDFC ERGO Mumbai, India**  HDFC ERGO is one of the leading giants in **Health, Life, and Accident Insurances.** The project aimed to create Datawarehouse by integrating **Patients and Claims data** and creating **Business Intelligence Reports** using **Power BI** to find the factors affecting and make customized plans based on previous claims. It involved building a better Health Insurance Marketplace via synthesis of requirements for an effective **Health Insurance Exchange** solution and **improving fraud detection.** |

* Interviewed SMEs and performed extensive **Document Analysis** to develop an in-depth understanding of the **Business Processes to aid Business Process Improvement (BPI).**
* Gathered requirements, analyzed them, and created formal **Business Requirement Document (BRD) and Functional Requirement Document (FRD).**
* Utilized various elicitation techniques like **focus groups, structured and semi-structured interviews** to gather information about multiple sources like **claims data, patient data.**
* Conducted **brainstorming sessions** with the team of **data analysts and data scientists** and assisted them in coming up with ideas about **recommender systems and customized plans.**
* Worked with the architects in creating the **conceptual data model** and did a gap analysis of the entities in the **source system** and what needs to be in the **target system**.
* Created the **data mapping document** and signed off by the architects, which included source columns, target columns, and various translation rules required for the transformation.
* Performed validation using **SQL queries and stored procedures** to validate the transformations and data warehouse
* Worked with the BI team in preparing **reports, dashboards, and OLAP cube** operations by gathering requirements about required facts and dimensions.
* Worked on the **aPriori algorithm, associate rule mining, market basket analysis, and recommender systems** to develop new ideas of recommending customized health insurance plans as per the history.

**Environment: Scrum-waterfall hybrid, Microsoft Azure, SQL Server Integration Services (SSIS), MS Visio, HTML5/CSS, Balsamiq, MS Office Suite, XML, JavaScript, Postman, MS SQL Server, T-SQL, HP ALM/QC, Microsoft Power BI, Azure analytics.**

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| **Business Analyst Aug, 2013 – Oct, 2014**  **Cipla Pharmaceutical Mumbai, India**  The Project's Scope was building an **online web-based interface** for the **drug-producing organization** to observe the supply of medications to the healthcare providers by assigning a **unique machine-readable code.** This portal makes it simple to track samples each time there is an availability of new records and makes it easy to handle them. |

* Studied, analyzed Project **Business Requirement Document (BRD)**, and review**Functional requirement specifications (FRS).** Worked on **GUI** development by creating mockups to review requirements, provide feedback on the screen design.
* They created High Fidelity **Prototypes** of Application User Interfaces using **Wireframes** and **Mockups** with focused attention to detail in enriching User Experience and User Interaction.
* Translated business requirements and use cases into detailed functional design specifications, including **UML diagrams.**
* Created PowerPoint presentations for monthly meetings with upper management.
* Assessed business priorities and advised business units by assisting in performing Risk Analysis.
* Worked on HP Quality Centre for executing **Test Scripts** and **reporting defects**.
* Designed **Test Plans** and **Test Cases** for **User Acceptance Testing (UAT)** with QA team help.
* Created multiple data visualization reports with **Tableau** for the executives to give a variable analysis of business matrices.
* Utilized **SharePoint** for content management and document management.

**Environment: RUP model, HTML, CSS, SharePoint, SQL, Tableau, MS Excel, MS PowerPoint, HP QC.**

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| **Data Analyst Sept, 2012 – Jun, 2013**  **Bajaj Finserv Pune, India**  Implemented on-premises Datawarehouse for the client's legacy **Health Insurance Policy System** and utilized **Tableau** to generate **business reporting and analytics requirements to assist in underwriting for Finance Department.** |

* Involved in elicitation requirement meetings with key stakeholders such as **Business Users, SME's, Business Analysts,** and **Technical teams** to understand the requirements needed to build the data warehouse.
* Illustrated different report prototypes (mockups and wireframes) using the **InVision** tool for business users.
* Worked at **conceptual/logical/physica**l data model level using Erwin according to requirements.
* Developed **Data Mapping, Data Governance, Transformation**, and **Cleansing** rules for the Master Data Management Architecture involving **OLTP, ODS, and OLAP.**
* Collaborated with **ETL, BI, and DBA** teams to analyze and provide solutions to data issues and other challenges while implementing the OLAP model. Also, to evaluate **source data types** and composed the **transformation logic.**
* Developed and maintained a **data dictionary** to create **metadata reports** for technical and business purposes.
* Responsible for drafting the **Report Specification Document**, ensuring a standardized report format.
* Design and development of **ETL** processes using **Informatica** **ETL** tool for dimension and fact file creation.
* Constructed and maintained **Tableau** dashboards, charts like pie charts, histograms, bar charts, etc.
* Responsible for creating visualizations for financial analysts based on **ad-hoc reporting** requirements.
* Conducted design walkthrough sessions with the Business Intelligence team to ensure reports meet the business requirements.

**Environment: Waterfall, Tableau, Oracle MySQL RDBMS, MS SharePoint, InVision, Informatica, CA Erwin, MS Visio, Oracle, Oracle Designer, Crystal Reports, XML.**

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| **EDUCATION** | |
| ***Jawaharlal Nehru Technological University***  ***Bachelor of Technology in Mechanical Engineering India*** | |