**MOHAMMAD SUNNY**

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**PROFESSIONAL SUMMARY:**

IT professional with 9+ years of experiences working as a **Business Intelligence Analyst / Data Analyst / Business Analyst** in various domains such as **Insurance , Software, Manufacturing Consumer Goods, Telecommunications,**  Industries which includes data acquisition/extraction, data cleaning, data analysis, development, design interactive visualizations, database management and disseminating results.

* Highly motivated problem solver with strong exposure to **data analysis, storytelling** and **communicating** technical results to non-technical audience.
* Manage the life cycle of **BI analytics dashboards focusing Tableau and Power BI** including **business requirements gathering, functional specification write-up, prototyping, development, quality testing, user acceptance testing (UAT), roll-out**, and **post-launch** enhancements implementation.
* Expertise in advanced data analysis by using **SAS, SPSS** and **Advanced VBA Excel** considering **statistical** calculations
* Performed as a **Tableau developer, Tableau Server Site Administrator** and **Subject Matter Expert (SME)** work closely with **Master Data Management (MDM) team** to ensure **data sources are accurate, available and analyzable**.
* Proficient in design and development of various dashboards, reports utilizing **Tableau** Visualizations like **Dual Axis, Bar Graphs, Scatter Plots, Pie-Charts, Heat Maps, Bubble Charts, Tree Maps, Funnel Charts, Box Plots, Waterfall Charts, Geographic Visualizations** and making use of actions, other **local and global filters** according to the end user requirement.
* Advance knowledge in **SDLC life cycle** (**Analysis, Design, Implementation, Testing, and debugging**) for **Design, Development** of the projects with support of used **Waterfall Model**, and **Agile Methodologies, Scrum, Kanban etc.**
* Worked on extensively with Advance analysis **Actions, Calculations, Parameters, Background images, Maps, Trend Lines, Statistics, Groups, Hierarchies** and **Sets** to create detail level business intelligence reports
* Experience in Dimensional Modeling such as **star schema**, **snowflake schema**, creating **Facts, Dimensions** and **Measures**
* Performed **Tableau** **Server** **admin** **activities** by creating sites, add users/groups from **Active** **Directory**, and schedule instances in **Tableau** **Server** including weekly data dump
* Experience in creating **aggregates, sets, joins, hierarchies, sorting, grouping, actions, table calculations, calculated measures, and parameters**.
* Proficient in designing and creating interactive and automated **Blank Canvas Data Visualization worksheets**, **Dashboards**, and analytical reports to help users to identify critical **KPIs** and facilitate strategic planning in the organization utilizing **Tableau** and **Power BI**, **QuickSight**, **MicroStrategy** Visualizations according to the end user requirements.
* Hands on experience in **data integration**, **data validation** and **data quality control** for **ETL** process with **Alteryx**, **Talend, Tableau Prep**, **SSIS**, **TOAD** and **Informatica, Azure Data Factory** etc.
* Experienced on **Power BI** using **DAX functions, Power Query, Power Pivot, Power View and Power BI Services**

**TCHNICAL SKILLS:**

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| --- | --- |
| **Operating Systems** | Windows, Arch Linux, Ubuntu, MS DOS  |
| **BI Tools** | Tableau, Tableau Server, Power BI, Qlik, Splunk, Google Data Studio, QuickSight, MicroStrategy, Advanced Excel VBA Macros etc. |
| **Databases** | MS SQL Server, MySQL, PostgreSQL, Oracle, TOAD, Hadoop/HBase, Spark, Hive, ADF etc. |
| **ETL** | Talend, Alteryx, SSIS, SSRS, SSAS, Informatica |
| **Enterprise Software**  | SAP, ARIBA |
| **Languages** | Python, C#, HTML, CSS, Bootstrap |
| **Others** | SAS, GitHub, REST API, AWS S3, EC2, Redshift, Azure, GCP, VS Code, JIRA, Confluence, MS Project, SharePoint, Active Directory, Salesforce, HTML5, CSS, Bootstrap etc. |

**WORK EXPERIENCE:**

 **Emergent Holdings *March2021 – Present***

 ***Business Intelligence Analyst***

**Emergent Holdings** create great innovative insurance products technology solutions and services to support the key stakeholders — individuals, employers, providers, and strategic partners — improving the health and safety of the people and places.

**Responsibilities:**

* As a **Business Intelligence Analyst in front end side** , primary activities included development of **dashboards** using **Power BI and Tableau**  to track Key Performance Indicators for Agile business operations data by mining through **Extract Transformation Load (ETL)** tools like **Alteryx, Power Query**
* Created different **KPI dashboards** in **Power BI** using **Power Query, DAX functions, Power view** and **Power Map**
* **Created data Model based on Star Schema.**
* Extensive worked on **filters, calculated fields, LOD function, filter, parameter, drill down dashboards** in **Tableau Desktop**
* Extracted data from multiple source systems like **SAP BW**, **Salesforce** and **Nielsen/IRI** Household and market data
* Experience working with **Extract** & **Live connections** with high data volumes and connecting to multiple **data sources** like **MS SQL Server**, **AWS**, **MS Access**, **Excel**, **Flat files, Oracle, TOAD** and **My SQL** using **Data Blending** and **joins**
* In depth knowledge of **Software Development Life Cycle (SDLC)** Phases such as requirement **analysis, design, development, testing and deployment** and maintained **Agile Methodologies** for smooth productions
* Created different **KPI dashboards** in **Power BI** using **Power Query, DAX functions, Power view** and **Power Map**
* Experienced on **statistical** calculations using **SAS, SPSS** and **mathematical** functions in **MS Excel**
* Utilized **BI tools analytics** and best practices like **dashboard structure, view orientation, sizing and layout, data emphasis, highlighting, color, fonts, tooltips**, and performance improvement of **complex dashboards/reports**.
* Provided customer support to **Power BI users** and wrote **Custom SQL** to support business requirements
* Worked with **reporting** team for **deploying Tableau reports** and **publishing** them on the **Tableau**and **SharePoint server**.
* Validated data at the **row level Security** and **data level security** to ensure data management integrity
* Performed all necessary day-to-day **GIT** support for different projects, Responsible for **design** and **maintenance** of the **GIT Repositories**, and the **access control strategies**.

**Environment: Power BI, Power BI Service, Tableau Server, MS SQL Server, Alteryx, JIRA, Confluence, GitHub, MS SQL Server, Python, R**

 **Citrix Systems *SEP-2020- MAR 2021***

 ***Business Intelligence Analyst***

**Citrix** provides technology that empowers organizations to unlock potential & deliver a better employee experience. Our goal is to give people the space to succeed & do their best work.

* As a **BI Analyst**, primary activities included development of **dashboards** using **Tableau** and **Power BI** to track Key Performance Indicators and supported strategic initiatives, by data mining through **Extract Transformation Load (ETL)** tools like **Alteryx, Azure Data Factory and Talend**
* Improved dashboard performance used multiple **filters** like adding **data source filters, context filters, creating extracts**
* Conducted **Data Cleaning**, **Data Profiling**, **data quality** maintains by using **ETL** tools **Talend** and **Alteryx**
* Extensive worked on **filters, calculated fields, LOD function, filter, parameter, drill down dashboards** in **Tableau Desktop**
* Extracted data from multiple source systems like **SAP BW**, **Salesforce** and **Nielsen/IRI** Household and market data
* Experience working with **Extract** & **Live connections** with high data volumes and connecting to multiple **data sources** like **MS SQL Server**, **AWS**, **MS Access**, **Excel**, **Flat files, Oracle, TOAD** and **My SQL** using **Data Blending** and **joins**
* In depth knowledge of **Software Development Life Cycle (SDLC)** Phases such as requirement **analysis, design, development, testing and deployment** and maintained **Agile Methodologies** for smooth productions
* Created different **KPI dashboards** in **Power BI** using **Power Query, DAX functions, Power view** and **Power Map**
* Experienced on **statistical** calculations using **SAS, SPSS** and **mathematical** functions in **MS Excel**
* Utilized **BI tools analytics** and best practices like **dashboard structure, view orientation, sizing and layout, data emphasis, highlighting, color, fonts, tooltips**, and performance improvement of **complex dashboards/reports**.
* **Environment: Tableau, Power BI, Alteryx, Talend, SAS, SAP BO, ARIBA, JIRA, GitHub, MS SQL Server, Python, R**

***Fiat Unilever FEB 2016 – JUL 2018***

 ***Senior Territory Manager***

**Unilever** is a **Fortune 200 Company.** **Unilever** operates **190 countries** across the globe and **400+ Unilever brands** are used by consumers worldwide. **2.5 billion people** are using Unilever products each day.

**Responsibilities:**

* Managed meeting with business stakeholders, clients and director level members for **requirement gatherings** and presented various **solutions** using best practices
* Managed high visibility projects by **leading** a team of **14 members** and developed business solutions for multiples **categories**
* Responsible for Providing business solutions by **creating dashboards** and overall **creation of data visualizations**.
* **Created dashboard designing** with effective **data visualization** of **large data volumes** from various data sources (**SQL server, oracle, spreadsheets** etc.).
* Developed **Tableau and Power BI data visualizations** using **Cross Map, Scatter Plots, Geographic Map, Pie Charts** and **Bar Charts, Page Trails, and Density Chart**.
* Prepared **Dashboards** using **calculations, parameters** in **Tableau** and created **calculated fields, groups, sets** and **hierarchies**
* Responsible for **data aggregation**, **data cleansing, missing value imputation, Statistical model** and **descriptive** and **inferential analysis** to calculate the relevance of existing database
* Used **Oracle, SQL server** as **data sources** for designing **Power BI Reports** and **Dashboards**
* **Reconciled** the report data with the **source systems, automate in blank canvas and** reviewed it to find any **data anomalies**.
* Created **custom date time calculations and macros** in the reports and created **jobs, schedules and report views**
* Involved in **Site Administration** activities, doing **deployment** and **monitoring server status** schedules and jobs.
* Provided Assistance to users in building reports in **Report Studio, Query Studio**, and **Analysis Studios**.
* Migrated **SSRS, Google Analytics, Power BI Dashboards** and **reports** into **Tableau** Interactive **Dashboards**.
* Experienced in **maintaining user, groups and sites, scheduled data extracts, monitor daily basis, managing sites** and **set permissions** on **Tableau Server**.

**Environment: Tableau, Power BI, Alteryx, Talend, SAP, ARIBA, JIRA, GitHub, MS SQL Server, MY SQL, Oracle**

 ***Airtel APR 2012 – JAN 2016***

 ***Business Analyst***

**Airtel** is a global **telecommunications** services company based on India. It Operates **18 countries** providing services on **3G, 4G LTE and 4G+.** Airtel is the second largest mobile network operators in the world with over **432.28 million subscribers**.

**Responsibilities:**

* Coordinated with product manager and **wireless network engineers** to identify **4G LTE** **KPIs**, **business requirements**, **priorities**, **define metrics** and **key performance indicators (KPIs)**, and develop **data flow diagram model**, enhanced experience in working **SDLC Agile methodologies**
* Facilitated meeting with product team and IT team for **requirement analysis**, **demos**, **user accepting testing (UAT)**, user training and performed **ad-hoc queries** & **analysis** to identify product improvement opportunities in product marketing and sales
* Trained and Mentored Junior Business Analyst and Interns on technical analysis focusing on **SQL,** **Tableau, Cognos,** **Microsoft Excel (VBA Macros, Power Query, Pivot Table, VLOOKUPs, HLOOKUPs)**
* Expert level understanding of **Data Analysis,** **Gap Analysis, Trend Analysis and root cause analysis**
* Understanding the specifications for **Data Warehouse ETL Processes** and **interacting** with the **data analysts** and the end users for informational requirements.
* Work with multiple **data sources** such as **SQL, Access, flat data files**, and **database** files to perform **data transformations** basing on business requirements.
* Developed **SQL** queries for **data-mining** delimited **text file** or **Excel file** to **SQL Server table columns** and verify data transfer success and used **CTE** and inline **calculation** to instead **sub-query-involved user-defined functions**
* Designed **workbook** with **bar chart, line chart, stack bar chart,** with **Tableau and Cognos**

 ***Unilever JUL 2011 – MAR 2012***

 ***Data Analyst and Service Provider (SAP & ARIBA)***

**Unilever** is a **Fortune 200 Company.** **Unilever** Operates **190 countries** across the globe and **400+ Unilever brands** are used by consumers worldwide. **2.5 billion people** are using Unilever products each day.

**Responsibilities:**

* Extracted and analyzed data from **SAP Business Warehouse (BW)** **master data** and shared with **supply chain** leadership team for operational efficiency
* Utilized proficiency on end to end **procurement** of the **non-production item (NPI) buying** and conducted training on **NPI** buying through **ARIBA software**, **reducing procurement time by 30%**
* Coordinated with **IBM** to **troubleshoot issues** at client locations and provided technical solutions for **SAP** and **ARIBA users group**
* Managed **SAP** and **ARIBA** life cycle by following the process of **requisition submit, cost center selection, commodity code selection,** **VAT, approval flow of Requisition, Direct Order** **(DO)** maintain, submit delivery notes
* Experienced in **SAP** and **ARIBA** **Global IP Processes** Operations and CAC, **Clusters in Ariba Scope**, **Registering and logging into Ariba**, **Create/update user profile preferences**, **End – End Process Flow**, **Create Requisitions, Requisition approvals, Change or cancel or purchase order, Edit or Withdraw Requisition, Enter goods receipt, Payment.  Planning**

**EDUCATION**

**University of South Alabama** Alabama, United States

Master’s in Information Systems AUG 2018 – MAY 2020

**University of Dhaka** Dhaka, Bangladesh

MBA, Management Information Systems DEC 2010 – DEC 2011

**University of Dhaka** Dhaka, Bangladesh

BBA, Management Information Systems JAN 2006 – NOV 2010