

**Tahseen A.**

**Salesforce Business Analyst**

Strategic and results-driven Business System Analyst with 8+ years of broad-based experience in business operations, client relation, and new business development. Recognised as a visionary and creative thinker and strong analytical skills adept at conceptualizing solutions that align advanced analytics with business strategy to meet business objective within acceptable level of risk. Equipped with exceptional communication skills, work ethics, and leadership with notable record of accomplishment.

**CAREER SUMMARY:**

* Experience working with **Sarbanes-Oxley (SOX)** compliance and controls, and **Basel Accord (I, II, III)** standards.
* Conducted due diligence reviews on individual & business accounts and updated KYC profiles in accord with **KYC** **criterion**.
* Knowledge of AML and sanctions risks related to Banking clients subject to Enhanced Due Diligence (**EDD**) and Customer Due Diligence (**CDD**) policies including **PEP** and sanction affected entities at customer assent and periodic customer reviews.
* Extensive knowledge of current **AML** regulations, laws, policies and reporting requirements per the **Bank Secrecy Act**.
* Understanding of General Data Protection Regulation (**GDPR**), **ACID** **Compliance** in transaction Database, and **US** **GAAP**.
* Experienced in software development methodologies like **Waterfall, Scrum** and **Waterfall-Scrum hybrid**. Working knowledge of **Spiral,** **XP, RUP, Kanban, Scrum-ban,** andScaledAgileframework **(SAFe)** methodologies.
* Assisted Project manager in creating documents during project conceptualisation phase like Work Breakdown Structure (**WBS**), **Gantt** **Chart**, **Project** **Plan**, **Project** **Charter**, Risk Management Plan (**RMP**), and Project Critical Path Analysis **(CPA)**.
* Worked in Scrum environ and facilitated ceremonies like **Daily**-**Stand** up, **Sprint** **Planning**, **Review**, and **Retro** **meetings**.
* Extensive experience with **SAFe** Scaled Agile Framework. Participated as part of an Agile Release Train (**ART**), during **PI Planning** meeting, Scrum of Scrums, PO sync, and System Demos, by helping my teams identify dependencies and risks, helping teams understanding the PI goals and planning Features and stories for the next quarter.
* Extensive IT experience as a Business Analyst/Project Coordinator with solid understanding of Business Requirements Gathering, Evaluating Data Sources, and Translating Requirements into Specifications, Application Design and Testing.
* Experience performing **As-is & To-be, GAP Analysis, Cost-Benefit Analysis, Impact Assessment, Risk Analysis, Pareto Analysis** to justify the roadmap and make decisions regarding feature selection and change incorporation.
* Experience in gathering requirements via elicitation methods like documents analysis, observation, interviews, focus groups, brainstorming, prototyping, workshops, survey questionnaire Joint Application Development (**JAD**) **sessions**.
* Skilled in writing business documents such as, Business Requirement Document (**BRD),** Functional Requirement Document (**FRD),** and System Requirement Specification (**SRS), Use-Case Specifications, Design Specification Document.**
* Facilitated **Change** **Management** across entire process from Project conceptualization to **Testing** through **Project** **Delivery**, Software **Development** and **Implementation** **Management** in diverse Business and Technical Environments.
* Assisted Product Owner (PO) in writing **User Stories, Acceptance Criteria**, Definition of Done (**DoD**) and Definition of Ready (**DoR**) by facilitating meetings between the product owner, stakeholders, and scrum team members.
* Assisted Product Owner and Scrum Team in prioritizing user stories using **MSCW, KANO**, Weighted Shortest Job First (**WSJF**) and other techniques and estimating them using **SWAG, Planning Poker, Relative Mass Valuation** and **T-Shirt Sizing**.
* Experienced in decomposing epics into user stories by adhering to the **INVEST** criteria, vertical and horizontal **slicing**.
* Familiar with industry standard development practices like Test-Driven Development (**TDD**), Acceptance-Test-Driven Development (**ATDD**) and Behavior-Driven Development (**BDD**), Pair Programming, Continuous Integration and Continuous Deployment towards developing a Potentially Shippable Product Increment (**PSPI**).
* Experience in prioritizing Backlog so that the solution effectively addresses user needs while maintaining Technical Integrity.
* Created **Mock-ups** and **Wireframes** for protypes and proof of concept in project conceptualisation phase using **Balsamiq**.
* Created **Use cases** and **UML diagrams** based on business process flow diagrams using **MS Visio, Lucid Chart**.
* Created data mapping and validation documents for ETL process. Assisted dev team in data cleaning and data profiling stage.
* Proficiency in design and developing the **ETL** objects using **Informatica** **PowerCenter** with various transformations like Joiner, Aggregate, Expression, Lookup, Filter, Update Strategy, Stored Procedures, Router, Rank, normalizer transformations.
* Created **FACT** and **Dimension** tables and put in different schema like **star**, **snowflake**, and **galaxy** **schema**.
* Developed E-R diagrams (conceptual, and logical) using **MySQL** **Workbench** and Erwin data modeler for database.
* Handled project to create relational database management system (**RDBMS**) and Extract, Transform, Load (**ETL**) process.
* Experience in On-line transactional process (**OLTP**) database tables up to 3rd normal form for good transactional processing.
* Created On-line analytical process (**OLAP**) cubes of types like **ROLAP**, **MOLAP**, **HOLAP** for fast analysis of historical data.
* Great experience in writing SQL queries like **sub**-**queries**, **joins**, common table expressions (**CTE**), **triggers**, and **window** **functions** to validate data movement between different layers in data warehouse environment.
* Expert in documents like source target mapping, FACT qualifier matrix, data dictionary, conceptual and logical data model.
* Worked on Data Warehouse project using tools **MS** **SQL** **Server** **Studio**, **Azure** **Studio**, **MySQL** **Workbench**, and **PostgreSQL**.
* Administered **Salesforce** CRM applications for Sales, Marketing and Support Departments. Experience in configuring **Salesforce** **CPQ** or **Steel** **Brick** **CPQ** as per requirement from the client sales team regarding price and quotation.
* Experience with **Snowflake** cloud data warehouse and **AWS S3** bucket for integrating data from multiple source system.
* Experience in creating analytical data warehouse in **AWS** **Redshift** for petabyte calculation of machine learning model.
* Experienced on cloud data warehouse project with **Azure SQL database**, **Data Lake Storage,** and **Analysis** service**.**
* Assisted **QA** **team** with documentation of Test Planning, Test Cases, Test Preparation, Issue Resolution, and Report Generation to assure that all aspects of a Project follow compliances of the business requirements.
* Experience in tracking bug and defect life cycle using JIRA-Zephyr and QC ALM.
* Experience in assisting end user for User Acceptance Testing (**UAT)** and documentation of **end user feedback**.
* Worked closely with the Performance Testing team on the **Regression**, **Smoke**, **Stress** and **Performance** testing.
* Created **API** **reference** **documents** for system integration as per best industry practices. Included important section like overview, authentication, resources, error messages, endpoints, request example, response example and terms of use.
* Used **Swagger**, and **Postman** to test, and created industry standard **REST** & **SOAP** **API documentation**.
* Hands-on experience in top **RPA tools** like **UiPath**, **Blue Prism**, and **Automation Anywhere**.
* Proficient in design and development of various dashboards, reports in **Tableau** **visualizations** like bar graphs, line chart, scatter plots, pie-charts, donut chart, tree map, box & whisker plot, histogram plot, heat map, pareto chart, geographic visualization with use of actions and local and global filters according to the end user requirement.
* Expertise in making reports on Tableau **Dashboard** and using **Story** features for a consolidated story telling.
* Expertise in Power BI, Power BI Service, Power BI Mobile, and Power BI report server in creating Dashboards.
* Experience in generating **Drill** **through** and **Drill** **down** reports with **Drop** **down** option, **sorting** the data in **Power** **BI**.
* Performed **univariate analysis** for descriptive statistics like Mean, Median, Mode, Range, Standard deviation, variance.
* Performed **multivariate analysis**, bivariate analysis using inferential statistical tests like **T-test**, and **Chi-Square test**.
* Experience handling multiple projects in fast-paced **cross** **functional** **environments**. Efficient team player with strong leadership skills, excellent interpersonal skills and strong verbal and written communication skills.

**SKILLS:**

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| Methodology | Waterfall, Extreme Programming (XP), Spiral, Scrum, Kanban, Scrum-ban, SAFe |
| Project Management Tool | JIRA (Project Management), Confluence, and Share point (Team Collaboration), Balsamiq (Wireframes), Lucid Chart (UML diagrams), Jenkin (Application integration) |
| Data Modeling, ETL & Data Modeling | Erwin Data Modeler, Informatica PowerCenter, SQL Server Integration Services (SSIS), MySQL Workbench, AWS Glue |
| Database Languages | PL/SQL, T-SQL, PostgreSQL |
| Databases | MySQL, PostgreSQL, Microsoft SQL Server, Oracle (12c, 18c, 19c) |
| Business Intelligence (BI), Analytics and Visualization Tools | Tableau Desktop (versions 10.x to 2020.x), Tableau Server, Tableau Online, QlikView, Microsoft Power BI, Salesforce Einstein Analytics, SAS Statistical Analysis, Microsoft Excel, Adobe Analytics (fundamentals, sys modules), R (tidyverse, stringr, ggplot2, funModeling, randomforest) |
| Cloud Services | Salesforce , Amazon Web Services, Microsoft Azure Cloud, Google Cloud Platform, |
| API Documentation and Testing | SoapUI, Postman, Swagger, MS Word |
| Testing tools | Selenium, QC ALM & Zephyr (Test Case Management) |

**PROFESSIONAL EXPERIENCE:**

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| **Silicon Valley Bank** | **Santa Clara, California** |
| **Salesforce Business Analyst** | **Mar 2020 to present** |

**Description:** The project focused on implementing a cloud-based customer relation management (**CRM).** Scope was to migrate from legacy system to cloud based system. The Salesforce products like Salesforce Sales Cloud, Salesforce Marketing Cloud, Salesforce Einstein for customer relation management, marketing, and analytics. The business objective was to help sales team to select right product combinations, control discount, and automate approvals.

**Responsibilities:**

* Attended **PI planning** meeting of an **ART Team**. Participated in planning discussion, checked dependency among work of other teams. Deduced user stories from features of Potential Shippable Increment (PSI).
* Assisted Scrum-Master (SM) with agile process like daily scrums, sprint planning, review, retro and backlog grooming.
* Participated in Scrum of Scrum as proxy SM to foster cadence-release and identify dependency and risk among deliverables.
* Worked with P.O to make Definition of done (**DoD**), Definition of Ready (**DoR**), **Acceptance** **Criteria** for **user** **stories.**
* Conducted **retrospective** **meetings** at sprint end to identify where team lead, lag, what team learned and what team longed.
* Used **share**-**point** to share **USE** **Cases** of features with Product Owner, Business Owner, and development team.
* Learned the company’s **EDW architecture** of sources, middleware, staging area, data warehouse, and reporting tools.
* Performed SQL query optimization and tuning tasks to enhance performance in daily data processes of large data.
* Collaborated in ETL process to build **data** **mapping** **documents** for each source set to the respective **Salesforce** **end** **points**.
* Acted as a business liaison for the Salesforce developers throughout the customization process of application.
* Provided data samples and technical specification whenever requested from the higher management.
* Worked with development team to create workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to ensure proper implementation of business logic and business rules.
* Created analysis reports on Salesforce using **Einstein** **Analytics** formerly known as **Wave** **Analytics**.
* Coordinated with the QA team and conducted the triage on a daily, weekly, and monthly basis to address the testing defects and worked on the HP Quality center to update the defect comments, resolution and tracked the defects till closure.
* Participated in the **UAT** sessions**,** updated the **UAT** **test** **cases**, noting feedback along the way and reported them to QA team.
* Prepared **API** **Documentation** for integration of multiple on-premises systems with cloud-based **CRM** system.
* Created views in **Tableau** **Desktop** connecting data from Salesforce and deployed visualization back on **Salesforce** **UI**.
* Analyzed data from various databases and formatted it into graphs using **Tableau** **Desktop**.

**Environment**: Safe 4.0, Share-point, Salesforce Cloud user interface, Salesforce Wave Analytics, MS SQL Server, Swagger, HP Quality Center

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| **Santander Bank** | **Boston, Massachusetts** |
| **Salesforce Business Analyst** | **Nov 2018 to Feb 2020** |

**Description:** The project was to automate **KYC** **remediation** **process**. The project implemented to support compliances, sales, and the business. The KYC process of identifying outdated data of consumer, cleaning data, collecting any missing data, and adding cleaned data to data warehouse was made more efficient by automating repetitive process and using Salesforce cloud platform for fast processing.

**Responsibilities:**

* Performed **As**-**Is** and **To**-**Be** Analysis, **GAP** Analysis, **Cost** **to** **Benefit** Analysis, **Return** on **Investment** analysis on the project.
* Generated **Proof** **of** **Concept** for the feasibility of the project and shared it with higher management.
* Conducted **Impact** analysis on business process to measure effect of changes and **feasibility** **analysis** for project readiness.
* Facilitated Requirements Gathering Workshops, Interviews, and **JAD** **Sessions** with leadership and stakeholders.
* Identified risk related to cost, time, scope, technology, resources related to Identity Management.
* Gathered requirement on open authorization process and directory access protocol.
* Used Confluence for team collaboration and sharing of project documents like BRD and ideas on Confluence team pages.
* Created **Use** **cases**, **UML** **diagrams**, mock-ups, and wireframes for visualization of the process and front-end of the system.
* Participated in Scrum meetings like **Release** **Plan** **Meeting**, **Backlog** **Refinement** **Meeting**, and **Sprint** **Plan** **Meeting**.
* Attended **scrum** **ceremonies** like sprint planning, stand-up, review, retro, and refinement meetings.
* Worked with Product Owner to **prioritize** **product** **backlog** for a sprint and with scrum team to estimate a **user**-**story**.
* Wrote user-stories acceptance criteria in **JIRA** and managed them throughout the project on JIRA board.
* Created source identification document to identify different data silos for migration to **Salesforce Cloud** using **Dataloader.**
* Worked with data science team in source target validation process for ETL pipeline. Prepared Data Flow Diagrams (**DFDs**), data mapping document, data profiling, and source target validation document.
* Implemented integration of data and application with **MuleSoft** application **on Salesforce Cloud.**
* Created a **Data** **Mapping** **document** that included source data, the transformation logics and target data fields.
* Used Salesforce Sales Cloud Data **platform** to store and query data. Involved in **Data** **Quality** and **Data** **Sourcing**.
* Performed root cause analysis of irregularity among business process, identified data sourcing gaps and processing breaks.
* Assisted Sr. System Architect with **mapping**, **modeling**, and **migration** of data to Salesforce data warehouse.
* Queried data on **Salesforce** **cloud** user interface with **SQL** commands to generate reports as per requirements.
* Assisted Salesforce Administrator to assign roles, users, privileges, and shared data with other accounts.
* Helped development team to create business logic to monitor and identify suspicious activity in transactions.
* Performed SQL query optimization and tuning tasks to enhance performance in daily data processes.
* Assisted QA team with Requirement Traceability Matrix (**RTM**) for rigorous test plan.
* Assisted stakeholder in **UAT** and production implementation **verification**. Logged results and shared with **team**.
* Used Azure **API Management** tool to publish API for developers, partners, and employees across multi cloud platform.
* Created data visualization on Salesforce **Einstein** **Analytics** for reports and published for management team on **Salesforce**.
* Developed visual options in each report for discussion with product managers, BI teams, data analysts and leadership.
* Used Calculated Fields, Filters to build Visuals, Dashboards using bar charts, line charts, histograms, and pivot charts.

**Environment:** Agile-Scrum, JIRA, Confluence, Salesforce Cloud User Interface, SQL ANSI, Swagger, Einstein Analytics, Zephyr

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| **Flag Star Bank** | **Troy, Michigan** |
| **Business Analyst** | **Jan 2017 to Aug 2018** |

**Description:** Project was to create a web-based hybrid loan originating software. Features such as point-of-sale (POS) lending, e-signatures, e-closing, digital interviews, and borrower web portals, as well as a platform built to run on mobile devices, improve speed and helps closing more loans in less time. LOS worked for secured (SOFR) and unsecured (LIBOR) loan structures.

**Responsibilities:**

* Maintained compliances ensuring work complies with established policies and regulations to include **Bank** **Secrecy** **Act**, Anti-Money Laundering (**AML**), Know Your Customer (**KYC**) and Office of Foreign Asset Control, **BASEL Accords**.
* Assisted Project Manager in creation of Scope, Project Management Plan, and Project Charter and attended kick-off meeting.
* Acted as a liaison between management and development team for the best interest of project in an agile-scrum environment.
* Conducted As-Is and To-Be, Cost Benefit, GAP and Return on Investment Analysis for project clarity and understanding.
* Actively involved in interactive workshops with product owner (PO), business owner (BO), subject matter experts (SMEs), stake holder, system architect to gather and document business, functional and non-functional requirements.
* Created high level requirement documents like Business Requirement Document (**BRD**) & Business Design Document (**BSD**).
* Used elicitation techniques like document analysis, requirement workshop and **JAD** **sessions** for requirement gathering.
* Created front-end of wireframes and mock-up screens using **Balsamiq** and **use case** diagram in **Lucid Chart**.
* Used **Confluence** as a team collaboration tool. Developed, shared, and updated documents throughout the project lifecycle.
* Created source target mapping document to move data from AWS **S3** to AWS **Redshift**. Wrote **user** **story** in **JIRA** for development of features in **three** **tier** **architecture**. Managed **tasks** in JIRA board and reported project progress.
* Source data exploration of customer financial spending and saving pattern by using time series and cluster analysis.
* Validated SQL queries written for analysis of data in **AWS Redshift**. Created API documentation for gateways of **Redshift**.
* Helped data science team and developer team to understand requirements related to each feature of the application.
* Created and validated training and test dataset from the databases for various machine learning models like randomForest.
* Performed data cleansing operations and various Transformations like Expression, Aggregator, Router, Rank, Filter, Sequence Generator transformations, Update Strategy, and Normalizer in **AWS Glue** **ETL** tool.
* Created **Fact** and **Dimension** **Tables** in **AWS** **Redshift** for the Data Warehouse and Data Marts in star schema.
* Performed **Data** **Profiling** to remove inconsistencies, anomalies, missing data, duplicated data, and orphaned data.
* Worked as a liaison between **QA** **team** and Dev Team for bug life cycle management by validating **Requirement Traceability Matrix**. Helped QA team with management of **test** **plan** document, and **test** **cases** in **Zephyr**.
* Participated in User Acceptance Test (**UAT),** documented the results in **Bug Log** and **Test Reports.**
* Created **API** **Documentation** using Swagger for dev team. Used **Amazon** **API** **Gateway** to connect Cloud data. Used content like Authentication, Using-guides, Endpoints, example request, and response for creating API document.
* Performed Data Profiling and Data Visualization on tableau using Parameters, calculated fields, groups, sets, filters, data blending, embed functionalities and hierarchies and created views on consumer financial behavior, expected pay-off on investment like home and planning of loan re-payment, expected retirement pension plan.

**Environment:** Agile-Scrum, Balsamiq, JIRA, Confluence (v7.0), AWS Redshift, AWS S3, AWS Lambda, MySQL (RDBMS), Tableau, Zephyr, Swagger, JavaScript, PyCharm IDE

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| **ICICI Bank** | **Hyderabad, India** |
| **Business Analyst** | **Jan 2015 to Dec 2016**  |

**Description:** Project was to develop Enterprise level new Enterprise Risk Management (ERM) module for chief risk officers and risk management professional. New application connected different departments with centralized system for monitor and control of risk management, strategic initiatives, and risk appetite of their organization.

**Responsibilities:**

* Participated in identifying the risk avenues at enterprise level like data security & privacy, transaction risk, third-party risk, compliance risk, IT risk. Helped in developing business process related to monitor & centralise all of them in one application.
* Conducted **AS**-**Is** and **To**-**Be** **analysis** to understand current vs future business process. Conducted **GAP** **analysis** to understand stages to complete to effectively deliver the project. Helped teams to understand scope of the project.
* Worked extensively on Risk Management Plan of project. Identified risk related to each component of requirement.
* Assisted PO to declare Minimum Viable Product (**MVP**) of the project and projected walking skeleton of product.
* Worked with a team of data engineers and business analysts to create feature **requirements** for the project.
* Documented the requirements in high level documents like **BRD** and **FRD** and detailed level **SRS** andshared on **SharePoint**.
* Elicit functional and non-functional requirement using **interviews**, requirement workshop, and conducted **JAD** **session**.
* Worked with GUI development team to create the initial **UI** **wireframes**, and mock-up screens for front-end user interface.
* Created data mapping document to connect data from different sources to target. Created data profiling documentation for data assessment and validation. Created **ETL** **pipeline** and validated the process as per requirement documents.
* Worked on Informatica PowerCenter for ETL process. Mapped and validated data sources, created business transformation logics, defined target system for ETL pipeline. Used **PowerCenter** **Workflow** monitor to assess efficiency of ETL process.
* Created **E**-**R** **diagram** on Erwin data modeler to create conceptual, logical of **RDBMS** **OLTP** **system.**
* Identified business process and declared grain of **OLAP** **cubes**. Added facts and dimensions to create OLAP cubes.
* Used **MS** **SQL Server Management** **Studio** to query data in database and created reports as per management requirements.
* Used MS Excel **Pivot** **tables**, **DAX** commands to create reports. Used **MS** **Excel** **chart** **function** to create data visualisation.
* Facilitated User Acceptance Test with end user. Maintained and logged test results and reported them to testing team.

**Environment:** Water-Scrum-Fall, JIRA, MS SQL, MS Visio, MS Excel, Tableau, MS SharePoint, Confluence, Informatica PowerCenter v 6.0, JAVA SE8, JavaScript ES5

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| **IDBI Bank** | **New Delhi, India** |
| **Jr. Business Analyst** | **Sep 2013 to Dec 2014**  |

**Description:** The project was to integrate new data sources with existing system to enhance system capability to analyze and visualize data. New system required to create reports for management to make **data**-**driven** **decision**.

**Responsibilities:**

* Involved throughout various phases of the System Development Life Cycle (**SDLC**) in Scrum framework.
* Conducted As-Is and To-be Analysis for understanding business process and identified the future form of process.
* Prioritized the development of missing tools and content in the existing framework by performing the **GAP** **Analysis**.
* Identified Key Performance Indicators (KPIs) and factors affecting KPIs and made a process to automatically generate reports on those KPIs. Performed data analysis to detect business insight, anomaly, and pattern in data.
* Created **Use** **Case** document by specifying actors, normal flow, alternative flows for all use cases. Created Use Case, Activity and Sequence diagram to visualize the business process. Collaborated with team to understand behavioral requirement.
* Extensively used **MS** **SharePoint** for team collaboration and **version** **control** of different business document.
* Created activity diagrams to represent the current state business process, context flow diagrams to identify the interfaces and the data flow of the system, and sequence diagrams to specify the order of interactions.
* Constructed Requirements traceability matrix (**RTM**) to determine the source of the requirement, to ensure all requirements are met and to locate affected system components when there is a requirement change. Maintained the traceability matrix until business requirements were signed off.
* Wrote **SQL** **queries** in **MS** **SQL Server** **Studio** and created analysis reports from OLAP database for higher management.
* Used functions like inner join, left join, right join, outer join to join different tables in RDBMS and generated analysis.
* Assisted QA team in Test Plan, Test Cases, Bug log and end user in UAT. Logged results in reports.
* Facilitated **Post**-**production** **Validation** and actively participated in production call support whenever necessary.
* Used **Tableau** **Desktop** v.2014 to create data visualization reports and published on team **Tableau Server.**

**Environment:** Scrum, JIRA, MS SQL, MS Visio, MS Excel, Tableau, MS SharePoint, Confluence, Java SE7, JavaScript ES5

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| **IndusInd Bank** | **Ludhiana, India** |
| **SQL Developer** | **Jun 2012 to Aug 2013** |

**Description:** The firm was looking to establish a strong IT core system that would interconnect various aspects of the business. Contributed to developing SQL queries, views, and triggers for back-end data operations within the policy administration application.

**Responsibilities:**

* Involved in all phases of Waterfall SDLC. Worked extensive around gathering data requirement with Business Analyst.
* Constructed and implemented multiple-table links requiring complex join statements, including **Outer-Joins** and **Self-Joins**.
* Generated **SQL and PL/SQL scripts** to install create and drop database objects, including tables, views, primary keys, indexes, constraints, packages, sequences, grants and synonyms. Documented the business process through Designer.
* Design of data validation, load processes, test cases using PL/SQL**,** Stored Procedures**,** Functions**,** Triggersusing **Oracle 12c**.
* Created changes in the database according to new requirements (new tables in the existing database and fields in tables).
* Tune SQL statements using hints for maximum efficiency and performance, create and Maintain/modify **PL/SQL Packages**, mentor others with the creation of complex **SQL Statements,** perform data modeling and create/maintain and modify complex database **Triggers and Data Migration** scripts in MySQL Workbench.
* Worked with business analysts to determine their database reporting needs. Wrote queries in MySQL to extract data and compile it into meaningful reports based on those needs. Used **joins**, **sub**-**query**, and **windows** **function** in queries.
* Created triggers to automate data entry into RDBMS. Used triggers to save historical values for auditing purposes.
* Performed data loads and routine updates on databases. Study variance between report output and end user expectations.
* Created **OLAP** database using star & snowflake schema with fact & dimension tables and stored them in **RDBMS**.
* Worked with QA team on test cases and modified and optimized SQL queries on the test recommendation.
* Gained experience with both **relational** & multidimensional database design using Data Modeling tool Erwin (Physical and Logical, Conceptual data models).

**Environment:** Control-M, IBM DB2, MySQL (RDBMS) Server, MS Office, MS Excel, MS Access, SharePoint, CA Erwin, Enterprise Cobol z/OS, CICS

**EDUCATION:**

National Institute of Technology, Jalandhar (Bachelor of Technology)

Certified Scrum Master, International Scrum Institute