**PROFESSIONAL SUMMARY:**

* Overall 8 Years of experience in IT with over good experience as Senior Business, System, Quality Analyst and Data Analyst.
* Armed with project, product, operations, and inventory management skills in handling various projects and performing data analysis and design from various industries across multiple locations.
* Strong experience creating, reviewing and updating test cases, test script, use cases and mock ups.
* Perform QA testing: impersonating PO, Service Owners and End Users to perform User Acceptance Testing in UAT during the Software Development Life Cycle.
* Work in an agile-scrum environment where documentation, attention to detail, and team collaboration is required. Significant project management experience and high attention to detail.
* Perform Business Requirements gathering, data validation & data mapping review, Business Process flow, Business Process Modeling.
* Experience in organizational change management and hands-on with-IT Service Management processes Incident, Problem, Change, Release, SLM, Service Catalog, Configuration Management Database, Asset Management understanding of enterprise IT architecture and working knowledge of relational databases.
* Exceptional working experience in GAP analysis and understanding of the AS-IS and TO-BE business processes.
* Adept with different software development methods (SDLC) like Water Fall and Agile (SCRUM) Method.
* Excellent skills in facilitating Joint Application Development (JAD) for eliciting functional requirements that support the High-Level business requirements.
* Experience using different tools: Microsoft Word, PowerPoint, Excel and Visio to design flowcharts. Prepare mockups to help facilitate communication of different processes/concepts to stakeholders.
* Expert in analysis, design, development and implementation of Business Intelligence (BI) solutions focused on streamlining data for operational, functional, and enterprise level reporting.
* Experience in writing Business Requirements Document (BRD) and Functional Requirements Document (FRD).
* Expertise in assisting the Testing Team in creating and reviewing the Test Plans and Test Cases from test scripts.
* Expert in writing detail system use cases, developing business test cases, and working with QA teams during testing phase thereby facilitating acceptance testing with stakeholders and business users.
* Excellent knowledge of the Agile / Scrum and Waterfall methodologies for Software Development Life Circle (SDLC).
* Experience in validating Laboratory Information Management System (LIMS), Adverse Event Reporting System (AERS), and Chromatography Data System (CDS).
* Tested ETL applications/subject areas in EDW in relational databases and flat files using Informatica/Datastage.
* Write and review extensive sets of test scripts used for QA Testing & UAT testing. Experience using TrackWise, (Information Request Management System) IRMS complaint systems and Medical Affair Systems.
* In depth knowledge of accounting principles, financial instruments, risk management, portfolio management, economic concepts, market data and database design.
* Experience in migration project of Asset records from IBM Maximo to ServiceNow platform.
* Assess and evaluated existing Change Management Process.
* Proficient in analysing and creating Narrative Use Cases, User Stories, and flow diagrams.
* Working knowledge of Change Management, Incident Management, Asset Management, Service Asset, Knowledge Management, Configuration Management, SLA, Problem and Release/Deployment Management.

**OTHER SKILLS:**

* Experience in ServiceNow, SalesForce, Jira, Outlook, Microsoft Office Suite, SDLC, CMDB, Host Management and ITSM and ITIL Foundation.
* Experience in Agile: Capturing User Stories, prioritize backlog, write acceptance criteria and work in sprint cycles.
* Familiar with Service Desk function, Event, Problem, Portfolio and Change Management processes.
* Good experience in Salesforce.com Configuration of roles, profiles, user accounts, implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Experience in ETL, Business Intelligence, dashboard reporting solutions, star and snowflake schemas, LDM design and application integration. Highly experienced in various aspects of Enterprise Data Management (EDM), Master Data Management (MDM), and Data Profiling. Experienced in migration and conversion of data to/from various data sources.
* Excellent presentation skills, comfortable speaking in front of groups and conducting meetings with all levels of IT, business and external vendors.

**PROFESSIONAL WORK EXPERIENCE:**

**Client:** First Republic Bank, SFO, CA. **From:** July 2020 – Present.

**Role:** BI Business Analyst/ Data Analyst

**Roles & Responsibilities:**

* Development and support of the key data integration and migration initiative for the conversion, integration and migration of data from different legacy systems to the central database system, from where it will be consumed for further business decisions.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Created and wrote the MySQL query to import data from the external discovery tool database into the CMDB for configuration and data analysis of the imports, and to insure there were no gaps or issues.
* Elicited and facilitated functional and technical documentation for new product and enhancement releases.
* Developed and facilitated quality assurance strategies which included test plans, test cases, user acceptance testing, unit and system testing.
* Worked closely with the SACM team to identify, control, record and report Services and Configuration Items to their attributes and relationships and proper maintenance throughout their lifecycle.
* Converted business requirements into data mapping, data requirement, ETL processing rules and verified data models consistency and documented GAP analysis and data profiling of the source systems
* Built very complex SQL queries across multiple source/code mapping lookup tables and performed table and data (Table Structure, Checksum, Record count and field level data validation) validations, and ETL validations very effectively that include testing of source data for data completeness and data correctness & testing of the ETL process that loaded the data into target database after performing all the transformations according to the business requirements (ETL transformation logics).
* Administered Salesforce CRM applications for Sales, Marketing and Support Departments. Involved in creating multiple analytical reports, with varying degree of complexity.
* Worked on development of data warehouse, Data Lake and ETL systems using relational and non-relational tools likeSQL, No SQL.
* Participated in all phases of datamining; datacollection, datacleaning, developingmodels, validation, visualization andperformed Gap analysis.
* DataManipulation and Aggregation from different source using Nexus, Toad, BusinessObjects, PowerBI and SmartView.
* Programmed a utility in Python that used multiple packages (SciPy, NumPy, pandas).
* Implemented Classification using supervised algorithms like LogisticRegression, Decision trees, KNN, Naïve Bayes.
* Used Teradata15 utilities such as FastExport, MLOAD for handling various tasks data migration/ ETL from OLTP Source Systems to OLAP Target Systems.
* Design and development of SQL Data Model to satisfy the end user reports by creating different types of Reports and Dashboards in Power BI.
* Used SQL to retrieve data from the Oracle database for data analysis and visualization and performed Inventory Analysis with Statistical and Data Visualization Tools.
* Experience in Power Query to extract data from external sources and modify data to a certain format to build Power BI reports.
* Worked on Regression in performing Safety Stock and Inventory Analysis using Python and performed data visualizations using Tableau and Python.
* Experience in Publishing Reports to Azure based Power BI services and schedule subscription and various sharing options (workspace, content pack, and Apps).
* Experience in creating reports utilizing SSRS, Excel services, Power BI and deployed them on SharePoint Server as per business requirements.
* Implemented Spark using PySpark and SparkSQL for faster testing and Processing of data instead of MapReduce in JAVA. PySpark programming is used for data transformation.
* Hands on experience in AWS, preferably data heavy / analytics applications leveraging relational and NoSQL databases, data warehouse and big data.
* Experience in performance tuning of complex ETL mappings for relational and non-relational workload.
* Created detailed AWS Security Groups, which behaved as virtual firewalls that controlled the traffic allowed to reach one or more AWS EC2 instances.
* Develop Data ingestion/ETL pipeline to load data from data sources identified on daily basis using Azure
* Data Factory, a managed cloud service that built for this complex hybrid extract-transform-load (ETL), extract-load-transform (ELT), and data integration projects.
* Analysed designed and helped to implement ETL GUI dashboard for BI/ETL Program. This dashboard focused on system usage & performance KPIs for internal and external customers utilizing MicroStrategy, Informatica and the IDR.

**Responsible for managing requirements, development, testing, and implementation-based application by:**

* Performed scenarios-based test scripts and execution.
* Responsible for the gap analysis of features and functionality contained in the candidate system against the business requirements.
* Accomplished data mining/statistical analysis through applying techniques such as linear and non-linear decision tree analysis, content and predication regressing models, discovering groups and structures clustering, regression function models, feature comparison and selection process modeling, data detection, data cleansing and data segmentation.
* Responsible for tracking, reporting, analyzing data, cleansing of data and making strategy recommendations for adoption campaigns
* Worked on MicroStrategy Desktop/ Server, Teradata, Oracle, SSIS, SSRS, Teradata SQL Assistant, Teradata Administrator, SQL Developer.

**Environment:** Microsoft Outlook, MS Access, MS Excel, MS Word, MS Project, MS Visio, TOAD, JAD, Teradata Test

Track, Peer, Mainframe, OLAP, ERWIN, ER Studio, Python, Clear Quest, Clear Case, Java, DB2 Database.

**Client:** Lincoln Financial Group - Dover, NH. **From:** Dec 2019 – June 2020

**Role:** BI Business Analyst/ Data Analyst

**Roles & Responsibilities:**

* Development, support and maintenance of key Business Intelligence and data reporting solutions by using digital marketing and demographical data provided by the clients, enabling them to make better business decisions for future purposes.
* Implementation and delivery of business solutions to develop and deploy ETL, analytical, reporting and scorecard / dashboards in the area of digital, social media and competitive data from Google Analytics and Adobe.
* Involved in creation/review of functional requirement specifications and supporting documents for business systems, interaction with Business Analysts, Client team, Development team etc.
* Data quality analysis, Data cleansing and Data profiling of the various data sources to determine adherence to standards. Perform data scrubbing, cleansing and standardization to prep data prior to the load
* Personalize and create forms and fields for the various roles and groups to target company requirements.
* Control information flow and apply business logic with Business Rules. Knowledge of efficient and effective client-side Java Script.
* Defined best practices for Tableau report development and effectively used data blending feature in tableau.
* Create, customize and share interactive web dashboards in minutes with simple drag & drop method and access dashboards from any browser or tablet.
* Performed Data Analysis and Data Profiling and worked on data transformations and data quality rules.
* Created Gantt charts and project charters, and followed the Software Development Life Cycle SDLC methodology to complete projects on time and within budget.
* Developed and monitored daily/weekly output goals and achievements Monthly complaint trending and volume reports Present monthly reports for review meetings
* Responsible for identifying and resolving systems/reporting issues with appropriate business partners and communicating status to internal customers.
* Assist with the production check-out process, including review of reports & ServiceNow system behaviour to ensure technical solutions perform according to the specifications and meet defined business requirements.
* Documented status reports, created presentations, performed analysis and organized content to share with other team members.
* Reviewed Change Requests & approve changes to ensure all changes conform to Change Management standard as summarized in Change Management grid along with SOX documentation review and scheduling of the change.
* Develop and manage requirements on SLA for incident, problem and change tickets to ensure that there is SLA compliance.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign and Reports.
* Used the QNXT System to look up all vital information belonging to Medicare Affairs and Medicaid member
* Primary role throughout all of the phases of the SDLC (software development life cycle) with getting a viable business enterprise software product to market.
* Performed Data and ETL validations that include testing of source data for data completeness and data correctness & testing the ETL process that loaded the data into target database after performing all the transformations according to the business requirements.

**Applied data mining, data analysis and business intelligence techniques in researching IT skill demands, which included the following initiatives:**

* Development and implementation of a customizable automated data mining tool which can be used to search IT job postings across various internet job sites with minimal user input and modifications
* Acquisition of data to be filtered and stored in a database.
* Worked on the development of the architecture for the databases for coming years and theautomation of the ETL process.

**Environment:** Salesforce Service Cloud CRM, Teradata, Qlik Sense, Salesforce Wave, Informatica, Python, MicroStrategy, Office Suite, Agile Scrum, RAD, CMS XLC (eXpedited Life Cycle).

**Client:** Biocon, Banglore, India. **From:** May 2017 – Dec 2019

**Role:** Data Analyst

**Responsibilities:**

* Performed Data Profiling to learn about behaviour with various features such as traffic pattern,location, and time, Date and Time etc.
* Utilized data analysis and visualization tools (incl. tableau) to deliver actionable insights forbusiness development, created customizable programs for 5 major clients to increase retention
* Worked closely with IT, Sales and Marketing teams to automate and optimize key workflowsto identify costs, results, and opportunities; streamlined business resources by standardizingbusiness processes and improving internal system integration
* Wrote several Teradata SQL Queries using Teradata SQL Assistant for Ad Hoc Data Pull request.
* Responsible for business case analysis, requirements gathering use case documentation,prioritization and product/portfolio strategic roadmap planning, high level design and data model.
* Coordinate data delivery from other developers, in order to update dashboards on a monthlybasis.
* Experience parsing data stored in Excel, CSV, JSON, HTML, PDF, TXT, and other file formats.
* Finished project focusing on predicting blood born infections in patients, after undergoingsurgery.
* Built object-oriented framework to easily allow construction of multi-layer ensemble machine-learning models, using Scikit-learn, XG Boost, Theano, and other Python toolkits.
* Developed Java application to extract text features from hundreds of thousands of clinicalencounters.
* Developed simulations to study and understand the effects of CMS bundled payment model onhospital output using claims data and hospital accounting data.
* Learned HTML, CSS, and JavaScript to develop a web application to demonstrate organizations.
* Built website to act as a code repository for all the organizations parsers

**Environment:** R 3.0, Erwin 9.5, Tableau 8.0, MDM, QlikView, MLLib, Pyhton, PL/SQL.

**Client:** Mithril Telecommunication, India. **From:** May 2014 – April 2017.

**Role:** Business Analyst/ Quality Analyst

**Roles & Responsibilities:**

* Worked closely with clients, engagement managers and software developers to analyze system and business requirements to create and develop high quality, user centered solutions, web page job aids and tutorials, with emphasis on usability, consistency and aesthetics.
* Worked with the business Stakeholders and SME' Confidential to define business requirements and analyze the functional requirements.
* Conducted JAD sessions with stakeholders, developers and administration for eliciting requirements. Also managed the meeting sessions with SME’ Confidential from various departments like accounting, reporting and IT development.
* Perform requirements gathering and validate requirements with process owners for process enhancement.
* Collect, review, analyze, manage, backlogs (user stories & defects) from process owners and Service Owners.
* Responsible for Requirement gathering, Business Process flow, Business Process Modeling and Business Analysis with Document and Records Management.
* Facilitated JAD sessions with management, users and other stakeholders to define the project and to reduce the turn-around time of deliverables.
* Prepared and presented Business Requirement Document (BRD) and Functional Requirement Document (FRD).
* Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
* Coordinated the procurement of materials, products/services and equipment necessary for the operation of the business unit or assigned projects.
* Ensured suppliers/vendors adherence to industry standards, technical quality standards, and other corporate/business unit driven expectations.
* Reviewed Change Requests & approve changes to ensure all changes conform to Change Management standard as summarized in Change Management grid along with SOX documentation review and scheduling of the change.
* Ensured change process & compliance are properly adhered to by approvers, assessors, change owners, and clients.
* Created Screen mock ups/prototype to illustrate new requirements and alignment around project scope.
* Responsible for managing the documented System Requirements and Requirements Traceability Matrix.
* Created web pages in HTML/XHTML, CSS, JavaScript and PHP for customized mock-ups and external user interface portals, for new and existing clients daily.
* Assessed xml files and used MySQL, Perl, SVN to assure correct information was responding to the front-end user interface code.
* Created advanced SQL queries for database research and analysis, and improved existing MySQL queries to generate and distribute accurate daily reports.
* Participated in the development and execution of training using Visio flowchart diagrams, product presentation power points and QA test environments.
* Approved user documentation and training materials and ensured concerns, comments and feedback were processed and addressed in a meaningful and consistent manner. Transitioned knowledge from the project team to the business and support organizations. Participated in issue resolution, change control management, and risk mitigation activities.
* Worked on SQL Databases and SSRS reporting tool.
* Perform QA testing & UAT of user stories from approved Sprint for scheduled deployment.
* Performed database SQL queries to address connectivity and integration activities.
* Managed day-to-day project activities and coordinated tasks with other teams.
* Used Waterfall, Agile (SCRUM) & combination of the two Methodology on the projects.
* Translated the requirements to the IT and web production teams.
* Analyzed business requirements and segregated them into Use Cases.
* Provided enhancements to applications portal.
* Provided support for User Acceptance Testing with UAT cases and resolved issues with the users.
* Develop Test Plans and Test cases, detected bugs in the system, prepared the Defect reports using Test Director and interacted with developers for Debugging.

**Environment:** SQL, GIT, Tensor flow, NoSQL, R/R studio, Tableau, SSIS, SSRS,SSAS, AWS, S3, EC2, RDS, SWF, Dynamo DB, Glacier, Erwin, Tableau, OBIEE.

**Client:** Data World Solutions, India. **From:** March 2013 – Feb 2014

**Role:** BI Developer

**Roles & Responsibilities:**

* Understand data requirements from the business analyze source data and derive required datasets.
* Designed and developed the ETL solution to make the data available from various relational databases, excel, flat files etc., for analysis and reporting purposes.
* To interrogate a database, transform and join datasets, perform data discovery, and at least basic statistics.
* Created various types of reports like Tables, Matrix, List and many more.
* Created OLAP Cubes using SQL Server Analysis Services 2008.
* Serve as the subject matter expert to drive accurate and timely implementation of data policies.
* Involved in automating the partition management for the measure groups for the performance of SSAS cube.
* Automated data refresh in CUBES and data marts by creating custom events.

**Environment:** Windows Server 2008, Microsoft SQL Server 2008, SSIS, SSRS, SSAS, Share Point Server.

**EDUCATIONAL QUALIFICATION:**

Bachelors of Engineering from SRM University, India.

**TECHNICAL SKILLS:**

**Areas of Expertise:**ITIL processes ITSM Tools, Incident Management, Problem Management, Change Management, Asset Management, Knowledge Management, Event Management, Service Level Management, Access Management, Fault and Performance Monitoring.

**Database:**Teradata, DB2, SQL Server, My SQL, MS Access.

**Tools:**Active Directory, MS Exchange, SharePoint, TOAD, HP QC/ALM, IBM DOORS, Power designer, VB,, MS-Visio, SQL developer, Teradata, MS Project, Service Now.

**Design:**Entity-Relationships, Data Flow Diagrams.

**Languages:**C, SQL, PL/SQL.

**Reporting Tools:**Business Objects 6.5, Cognos, Tableau.

**Desktop Software:**Microsoft Word, Excel Macros, and PowerPoint.

**Operating Systems:**Windows, UNIX and LINUX.

**Databases:**MS Access, MS-SQL Server, Oracle, MySQL, PL/SQL.