Overall 8 Years of experience in Data Analyst with over good experience background as a Senior Business Analyst, Business Intelligence and Data Analyst. Interested in software development opportunities that resistance data analytics, software design and strategic consulting to solve complex business problems with an aim to deliver actionable insights from multiple perspectives.

**PROFESSIONAL SUMMARY:**

* Working as a Senior Business Analyst, Business Intelligence/ Data Analyst and Quality 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.
* Proficient in Tableau 6.x/ 7.x/ 8.x Desktop Server, OBIEE 11g, Micro Strategy 9.x/ 8.x Desktop, Intelligence Server, Narrowcast Server, SSIS and SSRS.
* Proficient in design and development of various dashboards, reports utilizing Tableau Visualizations like bar graphs, scatter plots, pie-charts, geographic visualization and other making use of actions, other local and global filters according to the end user requirement.
* Strong experience creating, reviewing and updating test cases, test script, use cases and mock ups.
* 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.
* Outstanding Data analysis skills including Data mapping from source to target database schemas, Data Cleansing and processing, writing data extract scripts/programming of data conversion and researching complex data problems.
* Exceptional working experience in GAP analysis and understanding of the AS-IS and TO-BE business processes.
* Expertise in Teradata 13.10, Oracle, SQL Server, Informatica, SSIS, SSRS, SSAS, UNIX, Toad, Microsoft Office Suite.
* Proficient Star Schema dimensional modeling, which includes understanding business processes, modeling dimensions, hierarchies and facts.
* Strong influence management skills, reporting and analytical/problem solving skills with attention to detail.
* Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.
* Hands-On experience in coding with Java (Map-Reduce), python scripts and PHP, HTML, XHTML, XML, PL/ SQL and Informatica ETL.
* 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:** Trans America, NYC, NY **From:** Jan 2019 - 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.
* Perform periodic review of Email notification & templates for Problem, Incident, Portfolio Management, Asset Management and Release and Change Management etc.
* Participate in testing, issue resolution, support the implementation check-out process and facilitate the development of all procedural documentation and manuals.
* Identify project interdependencies and communicate requirement/ scope issues and participate in driving them to resolution for inclusion in system requirements.
* 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 on development of data warehouse, Data Lake and ETL systems using relational and non-relational tools like SQL, No SQL.
* Participated in all phases of data mining; data collection, data cleaning, developing models, validation, visualization and performed Gap analysis.
* Data Manipulation and Aggregation from different source using Nexus, Toad, Business Objects, PowerBI and SmartView.
* Programmed a utility in Python that used multiple packages and was responsible for indexing of the tables in the data warehouse.
* Used senior level SQL query skills (Oracle and TSQL) in analyzing and validating SSIS ETL database data ware house processes.
* Implemented Classification using supervised algorithms like Logistic Regression, 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 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.
* 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.
* Analyzed 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.

**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:** TCF Bank, Plymouth, MN.  **From:** March 2016 – Dec 2018

**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.
* Highly provide hands-on Database, Data Modeling, Data Warehousing, ETL expertise and mentoring.
* 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.
* Assisted Process &amp; Service Owners in continuous process improvements and enhancements by encouraging continuous automation of incident, change &amp; problem management process on ServiceNow platform.
* Participate in Change Management related process meetings, advising and consulting across technology for process adoption.
* Assisted stakeholders in defining the enhancement of incident deflection to reduce rate of creating incidents and call volume to service desk for issues**.**
* 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 behavior 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.
* Responsible to design, develop and test the software (PL SQL, UNIX shell scripts) to maintain the data marts (Load data, analyze using OLAP tools). Authored functional requirements documents (FRD) by interacting with development team for improving client's legacy system
* Extensive Data Warehousing experience using Informatica as ETL tool on various data bases like Oracle, SQL Server, Teradata, MS Access.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign and Reports.
* 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.

**Environment:** Teradata, Qlik Sense, SalesForce, Informatica, Python, MicroStrategy, Office Suite, Agile Scrum, RAD, CMS XLC (eXpedited Life Cycle).

**Client:** Bay4 Energy Services, LLC. Tucson, AZ. **From:** Oct 2014 – Feb 2016

**Role:** Data Analyst/ Business Analyst

**Roles & Responsibilities**:

* Experienced in gathering/ analyzing the business/ user requirements, designing ODS tables in consultation with the Data Architect, analyzing the source/target dependencies &amp; Production Troubleshooting.
* Used Informatica reusability at various levels of development.
* Developed Stored Procedures, Functions &amp; Packages to implement the logic at the server end on Oracle.
* Performed Application/ SQL Tuning using Explain Plan, SQL Tracing & TKPROF. Also, used Materialized View for the Reporting Requirement.
* Responsibilities also include Gathering the Business requirements, Business Analysis, Design, QA testing and final promotion to the production as well.
* Created data masking mappings to mask the sensitive data between production and test environment.
* Performed Data Analysis and data profiling using complex SQL on various sources systems including Oracle 9g and Teradata.
* Creation of multiple SSIS packages to import data from the legacy (mainframe) system, Oracle and Mongo DB to target SQL Server DB for report consumption and other use.
* Assisted in creation, verification and publishing of Metadata including identification, prioritization, definition and data lineage capture for Key Data Elements (KDE) and Important Data Elements (IDE).
* Written SQL scripts to test the mappings and Developed Traceability Matrix of Business Requirements mapped to Test Scripts to ensure any Change Control in requirements leads to test case update.
* Involved in the design of the new Data Mart for Finance Department and working with Data Architect/ Designer using Erwin Data Modeling Tool.
* Involved in Data profiling and performed Data Analysis based on the requirements, which helped in catching many Sourcing Issues upfront.
* Using Unix Shell Scripts to schedule workflows.
* Designed and developed an end-to-end data warehousing and OLAP solution using SSIS, SSAS, SSRS, and SQL Server.
* Assist Business Objects &amp; Tableau Report Developers to develop reports based on the requirements.
* Worked with supporting business analysis and marketing campaign analytics with data mining, data processing, and investigation to answer complex business questions.
* Designed SSIS Packages to Extract, Transfer and Load (ETL) existing data into SQL Server from different environments for the SSAS cubes.
* Performed data mining in Business Warehouse and SAP to create customized sales analysis reports form Management.
* Developed fully documented test and validation plans, preparation and execution of IQ, OQ, documentation of Test and Validation reports, Test Defects, and Traceability Matrix.
* Conducted JAD Sessions periodically with various stakeholders at various phases of the Software Development Life Cycle (SDLC) to discuss open issues and resolve them.
* Involved in generation and execution of SQL queries.
* Performed Web Page Mock-Ups using MS Visio and thus defining the Business Process Model and Data Process Model.

**Environment:** Mainframes, COBOL, JCL, Visual Basic, Oracle, Teradata, UNIX, Rose, MS office, Cognos, MS Word, MS Excel, MS Visio, SAS, Requisite Pro, Load Runner, Win Runner.

**Client:** AIG, Charlotte, NC. **From:** June 2012 – Sept 2014

**Role:**  Business Analyst

**Roles & Responsibilities**:

* Analyzed consumer surveys and gave technical inputs in Business meetings.
* Involved in the meeting with Business process owners, SME (subject matter experts) and Marketing Team for

Requirements gathering in Definition Stage.

* Facilitated the Customer in defining the high-level Functional Requirements and needs.
* Gathered the Requirements, Develop Process Model and detailed Business Policies and modified the business

requirement document.

* Utilized RUP to create use cases, activity, class diagrams and workflow process diagrams.
* Prepared the Prototype and mockup screens.
* Involved in the Data Movement between Systems and validated the Business Requirements.
* Wrote test cases based on test strategies.
* Involved in Functionality testing during the various phases of the development
* Verified the correlation between the UML diagrams and developed detailed diagrams
* Validated the system End-to-End Testing to meet the Approved Functional Requirements.
* Blueprinted technical and operational training manuals and led Power Point/Visio presentations for the

development of financial and technical applications for the departmental user base and for audit purpose.

* Responsible for providing fiscal and economic solutions through financial modeling and cost basis analysis
* Lead an entire QA Team comprising of 5 senior QA testers. Managed their activities through daily and weekly

status reports.

* Hands-on QA Analyst, responsible for coordinating and performing functional testing.
* Analyzed team performance with the QA manager and implemented the changes if any w.r.t. raising the efficiency of the entire team.
* Conducted the Final Customer Acceptance Testing (UAT).
* Increased process efficiencies and reduced development cycle time across department by spearheading the

implementation of the full lifecycle software development methodology.

* Participated in weekly meeting and discussed modification request with management team.
* Interacted with the developers to report and track bugs using Rational Clear Quest.

**Environment:** MS Office 2007, MS Visio 2003, Share Point, PowerPoint, MS Project, Windows XP, UML, SQL, Test

Director, MS Outlook.

**Education Details:**

* B.Sc in computer science  Engineering