**Ushasree Email: surya@i28tech.com**

**Data Analyst / Tableau Developer Contact: 732-475-0009**

**Summary:**

* 8+ years of experience in design, development, implementation, and administration of various Business Intelligence tools and expertise in implementing various functionalities of Data Warehouse using **SQL Server, Oracle and Tableau**.
* 5+ years of experience in Tableau CRM and Einstein Analytics
* Expertise in using **Tableau Server, Tableau Desktop, Tableau Reader and Tableau Public**.
* Expertise in Installing, Configuring and Administration of **Tableau Server** in Scale-out process
* Expertise in Building solution using large data sets that may be analyzed computationally to reveal patterns & trends.
* Expertise in designing 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 Visualization.**
* Used actions, local and global filters according to the business/client requirement.
* Extensive experience in **Tableau Administration Tool** for Configuration, adding users, managing licenses and data connections, scheduling tasks, embedding views by integrating with other platforms like SharePoint.
* Experience in creating Sets, Joins, bins, hierarchies, sorting, grouping, actions, table calculations, calculated measures and parameters.
* Designed and developed various analytical reports from multiple data sources by blending data on a single worksheet in **Tableau Desktop**.
* Experience in **Data Modeling** using Dimensional Data Modeling, Star Schema modeling, Fact and Dimensions tables, and Physical and Logical data modeling.
* Experience in implementing **Data blending, Replace references, Customized queries and advanced visualizations in Tableau.**
* Worked extensively with the major functionality of ad-hoc reports, Drill down reports, multi-parameterized reports and drill through reports
* Involved in **Trouble Shooting**, Performance tuning of reports and resolving issues within **Tableau**.
* Involved in upgrading **Tableau platforms** in clustered environment and performing content upgrades.
* Expertise in monitoring the **database server for deadlocks**, long running queries and tuning the same to improve the performance.
* Expertise in data cleansing for analysis, perform data quality testing for gaps, and liaising with data origination teams.
* Experience in designing stunning visualizations using **tableau software** and publishing and presenting dashboards on web and desktop platforms.
* Ability to translate complex data requirements into simple, understandable formats understood by technical and non- technical users.
* Have been working with various data sources such as **Oracle, SQL Server, Teradata, Google analytics, SharePoint List, ODBC and flat file sources.**
* Strong experience in SQL Server development, System Analysis, Design, and Support of MS **SQL Server.** Experience in **T-SQL**, writing **complex SQL Queries, Stored Procedures and Functions** in SQL Server.
* Excellent skills in communication & collaboration, interest & ability to learn new technologies in short time.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Reporting Tools | Tableau Desktop v6.x/v7.x/v8.x/v9.x/10.x, 10.5x, Tableau Server v6.x/v7.x/v8.x/9.x/10.x/10.5x, Crystal reports XI/2008, Business Objects XI R1/R2/R3.x/4.x, BO Universe Designer, BO Web intelligence, SAP Business Objects |
| Databases: | Teradata, MySQL, MS SQL Server , Alteryx, Hive, ORACLE , IBM DB2, MS Access, Hadoop HIVE, Sales Force sales Cloud |
| ETL Tools | SSIS, Informatica, AWS, S3 |
| Front End Tools | Microsoft Project, Microsoft Office, Visible Analyst, Lotus Notes , OpenProj |
| Scripting Languages: | SQL, PL/SQL, TSQL, Python , R |
| Document Management | Documentum, Share point, Ultra Edit |
| Defect Management tool | JIRA |
| Service Management Tool | HP Service Manager , CA Service Desk |
| Methodologies | Data Modeling – Logical/Physical/Dimensional, Star/Snow flake Schema, ETL, OLAP, Complete Software Development Lifecycle (Waterfall, Agile, Iterative) |
| Data Modeling | Power Designer, MS Visio |

**PROFESSIONAL EXPERIENCE**

**Client – City National Bank, NY (REMOTE) Aug 2022 –Till date  
Data Analyst**

City National is a subsidiary of Royal Bank of Canada, one of the world’s largest banks.

Along with personal, private, and business banking, City National makes available wealth management, brokerage and leasing services, and software solutions.

The project is to integrate monthly account statements with the customer’s accounting system and also implement new check management process, integrating with multiple systems for printing and reconciliation.

**Responsibilities:**

* Involved in full project lifecycle of SDLC and coordinated with all project teams.
* Interacted with Subject Matter Experts and End Users to gather business requirements.
* Performed extensive GAP analysis in the project as there were numerous ‘As-Is’ and ‘To-Be’ conditions.
* Analyzed requirements for the data structures and the data flow for the process.
* Created and maintained DMD documents, clearing laying out the data flow and the logic from the source to the destination.
* Collaborated with dev team to help understand the DMD documents and the data flow.
* Designed and developed SSIS packages to extract data from flat files to multiple data source destinations like SQL Server, Oracle DB and Excel files.
* Involved in creating SSIS data transformation tasks like Conditional split, Derived column, Lookup and Merge for getting the desired output.
* Created Views abstracting multiple tables and the business logic, to simplify dev integration.
* Worked on complex queries to get ad-hoc reports on the usage
* Played an important role in coordination with the entire team and managing the time estimates for the entire project.
* Ensured on-time and on-budget performance of the assigned efforts to the mutual satisfaction of the business partners/ sponsors.
* Oversaw the performance of design to develop technical solutions from Analysis documents.
* Provided post implementation production support.

**Environment**: SQL Server, Oracle DB, Excel/Flat Files, SSIS, C#, Visual Studio 2019

**Client - Copart, Dallas, TX March 2019 – July 2022  
Tableau Developer/ Data Analyst**

Copart is a global leader and the premier source for online vehicle auctions. Copart’s innovative technology and online auction platform link Buyers and Sellers around the world. Copart specializes in the resale and remarketing of used, wholesale and salvage title vehicles for a variety of Sellers, including insurance companies, rental car companies, local municipalities, financial institutions, and charities. Copart sells over two million vehicles each year, so there’s something for everyone: dismantlers, body shops, salvage buyers, dealers and individual consumers.

The project is to implement Business Intelligence reporting solutions by creating reports, dashboards, and scorecards in Tableau.

**Responsibilities:**

* Involved in full project lifecycle of SDLC and coordinated with all project teams.
* Interacted with Subject Matter Experts and End Users to gather business requirements.
* Acted as liaison between Business Intelligence and Business User groups to relay change requests.
* Performed extensive GAP analysis in the project as there were numerous ‘As-Is’ and ‘To-Be’ conditions.
* Analyzed requirements for various reports, dashboards, and scorecards.
* Designed and developed a business intelligence dashboard using Tableau Desktop, allowing executive management to view past, current, and forecast sales data.
* Mentored business power users to create reports/dashboards using Tableau Desktop.
* Designed and developed various analytical reports from multiple data sources by blending data on a single worksheet in Tableau Desktop
* Developed key indicators and the appropriate tracking reports with graphical and written summations to assist in the quality improvement initiatives.
* Involved in creating interactive, parametrized dashboards by extracting data from different sources using data blending and applying actions - filter, highlight and URL.
* Created dashboard from scratch that included drill-through, filters, Heat/Geo/Tree maps, Pie/Bar charts, Circle views, Line/Area charts, Scatter plots, and Bullet graphs.
* Utilized Data story telling in Tableau to provide more dynamic and more effective stories from the hidden insights locked in the data.
* Created prompts, customized calculations, conditions, and filters (Local, Global) for various analytical reports and dashboards.
* Created and modified interactive dashboards and developed guided navigation links within interactive dashboards.
* Created SAP Business Objects for Report generation and supported the SAP modules
* Created dashboards using Tableau from the Sales Force Cloud data
* Created Table of Contents (TOC), a common navigation page which had all the links to various reports and dashboards.
* Published the developed dashboards and reports on the Tableau Server so that the end users having access to the server can view the data.
* Scheduled frequency and time to refresh data when sources are published or extracted to server.
* Played an important role in coordination with the entire team and managing the time estimates for the entire project.
* Used SQL tools like Toad and Teradata SQL Assistant to run SQL queries and validate the data in the warehouse and data marts.
* Used Pentaho for data integration and data migration.
* Ensured on-time and on-budget performance of the assigned efforts to the mutual satisfaction of the business partners/ sponsors.
* Oversaw the performance of design to develop technical solutions from Analysis documents.
* Provided post implementation production support.

**Environment**: Tableau Desktop/ Server, MS Project, SAP BO, Teradata, Teradata SQL Assistant, SQL, PL/SQL, SQL Developer, Informatica Power Center, SQL Server, Control-M.

**Client - Gateway Health Plan, Pittsburgh, PA Dec 2017** **– Mar 2019**

**Role: Tableau Developer**

Gateway Health started out as alternative option to the Pennsylvania Department of Human Services.

It focus on the total health of our members. Members have benefited from services such as

Disease management, Health and wellness programs, Preventative care and Social determinants of health initiatives. Gateway Health also supports neighbors through our community outreach and engagement programs.

**Responsibilities**

* Involved in publishing of various kinds of live, interactive data visualizations, dashboards, reports and workbooks from Tableau Desktop to Tableau servers.
* Involved in conducting trainings to user on interact, filter, sort and customize views on an existing visualization generated through Tableau desktop.
* Gathering business requirements and preparing analyses based on information from internal and external sources to evaluate and demonstrate program effectiveness and efficiency supporting projects and change requests
* Developed complex mappings/sessions using Informatica Power Center for data loading.
* Create detail level summary report and Dashboard using KPI's.
* Implementation of data warehouse data marts delivering reporting and data analytics using PL/SQL,Tableau, SAP Business Objects, Teradata tools and Performing and collaborating in modeling, designing.
* Created reports using Tableau functionalities like Queries, Drill Down, Prompts Functions to meet the requirements using SQL Server.
* Extensively worked on Dashboard reports in Tableau 10x analytics to get the interactivity of the member and enrollment information based on the year wise trend analysis. algorithms, statistical analysis
* Created SAP Business Objects for Report generation and supported the SAP modules
* Worked on Performance tuning of report with huge queries using concurrent query execution for better performance of report Analysis skills: ETL tools, OLAP (MOLAP, HOLAP, and ROLAP), dimensional modeling, star schema and snowflake schema.
* Developed parameter and dimension-based reports, drill-down reports, matrix reports, charts and Tabular reports using Tableau Desktop.
* Created Tableau scorecards, dashboards, Heat maps using show me functionality.
* Worked creating Aggregations, calculated Fields, Table calculations, Totals, percentages using Key Performance Measures (KPI) and Measure.
* Provided multiple demonstrations of Tableau functionalities and efficient data visualizations approaches using Tableau.
* Worked on the data provider that forms the basis of the ad-hoc analysis.
* Extensively participated in translating business needs into Business Intelligence reporting solutions by ensuring the correct selection of tool set available across the Tableau and Power BI suite.

**Client - Walgreens, Deerfield, IL May 2016** **- Dec 2017**

**Role: Tableau Developer**

The Walgreen Company (Walgreens) is the largest drug retailing chain in the United States. Walgreen's prescription for world domination of the drugstore industry relies on acquisitions at home and abroad. The nation's #1 drugstore chain operates more than 8,600 mostly freestanding Walgreens stores in all 50 US states, the District of Columbia, and Puerto Rico. Prescription drugs account for about two-thirds of sales; the rest comes from general merchandise, over-the-counter medications, cosmetics, and groceries. The project is to implement reporting solutions on data from Retail and Corporate Applications using Tableau and provide user accesses to the same.

**Responsibilities:**

* Proactively communicated with the business users to understand the needs and develop requirement documentation.
* Involved in requirements gathering, analysis, and functional specification documents.
* Worked in coordination with Clients for feasibility study of the project in Tableau and drawing up the timelines as per project requirement.
* Created Users, Groups and projects in Tableau environment.
* Created and managed schedules for users.
* Scheduled data refresh on Tableau Server for weekly and monthly increments based on the new changes to ensure that the views and dashboards were displaying the updated data.
* Created different views using **Tableau Desktop** which were published to the business stake holders for analysis and customization using filters and actions.
* Created different charts showing KPI by color that were broken into regions allowing business user to understand which stores are the outperformers in different categories.
* Developed various data connections from data source to **Tableau Server** for report and dashboard development
* Combined visualizations into Interactive Tableau Dashboards and published them to the web portal.
* Developed actions, parameters, Filter (Local, Global) and calculated sets for preparing dashboards and worksheets using **Tableau**
* Designed and developed various analytical reports from multiple data sources by blending data on a single worksheet in **Tableau Desktop**.
* Developed metrics, attributes, filters, reports, dashboards and also created advanced chart types, visualizations and complex calculations to manipulate the data.
* Used multiple Measures like **Individual Axes, Blended Axes, and Dual Axes**.
* Effectively used data blending, filters, actions, Hierarchies feature in **Tableau.**
* Configured Cache settings which improved the performance of the reports and Dashboards.
* Participated in meetings, reviews, and user group discussions as well as communicating with stakeholders and business groups.
* Involved in testing the **SQL Scripts** for report development, Tableau reports, Dashboards and handled the performance issues effectively.
* Achieved performance tuning by implementing Caching, Aggregate tables and creating indexes on tables.
* Involved in preparing material and training Business users.
* Worked on the framework using python to connect to hive and run the hql

**Environment**: Tableau 8.x Desktop, Tableau server, SQL Server 2008R2, Informatica 8.x, SQL, T-SQL, Hadoop Hive

**Client: Credit Suisse Group, NYC, NY Dec 2015 – May 2016**

**Role: Tableau Developer**

Credit Suisse Group operates through two segments: the Institutional Securities segment, which provides financial advisory and capital raising services and sales and trading for investors and securities issuers; and the Wealth & Asset Management segment, which invests in and manages private equity and other alternative investments and provides financial advisory services to high-net-worth and corporate investors. The company provides a broad range of products and services, which includes securities underwriting, sales and trading, financial advisory services, private equity investments, investment research, and securities brokerage. The project is to implement and manage enterprise data warehouse environment.

**Responsibilities:**

* Responsible for interaction with business stake holders, gathering requirements and managing the delivery, covering the entire **Tableau development lifecycle**.
* Experience in Marks, Publisher and Security.
* Experience with creating Worksheets, Dash boards and info graphics.
* Working with Multiple data Connections.
* Used Snowflake and Star Schema Designs for data modeling.
* Experience with **troubleshooting**.
* Experience in **Tableau Rapid Analytics, Custom Geocoding and Reporting**.
* Experience with Tableau for Data Acquisition and data visualizations for client and customers.
* Using Multiple Measures like Individual Axes, Blended Axes, and Dual Axes.
* Expertise in Experience in BI interactive Dashboards, **Tableau Publisher and Tableau Analysis**.
* Experience in developing Dashboard using **OLAP cubes**.
* Experience of Client-Interaction on onsite/Offshore.
* Involved in Test Evaluation, Summary Reports.
* Live, optimized connections to Teradata to leverage the investments.
* Expertise in connecting to **Oracle and SQL databases and troubleshooting**.

**Environment**:Tableau Server 6.1, Tableau Desktop 6.1, MYSQL Server, MS SQL Server 2005/2008, SSAS, Oracle 11i, Excel, T-SQL

**Client: Visa, Austin, TX. Oct 2013 – Dec 2015**

**Role: SQL Server Developer**

Visa Inc. is an American multinational financial service, and a global payments technology company working to enable consumers, businesses, banks, and governments to use digital currency.

**Responsibilities:**

* Created complex stored procedures to perform Index maintenance, data profiling, metadata search, critical staging procedures for loading data marts and reporting database.
* Used various SSIS tasks such as Conditional Split, Derived Column, which were used for Data Scrubbing, data validation checks during Staging, before loading the data into the Data warehouse.
* Used SSIS to implement the Slowly Changing Transformation, to maintain Historical Data in Data warehouse.
* Used C#.Net to write Script in SSIS tasks like Script Task and Script Component.
* Written Code in C#.Net to make Web Application and connect with Backend (SQL Server).
* Implemented Master/Child Packages so only the Master Package has to be scheduled which will in turn fire the other packages.
* Created Sequence in SQL Server 2012 to insert same identity value in multiple dimension tables as per the business rules.
* Created SSISDB catalog with SQL Server 2012 to support SSIS package deployments in SSMS with Environment variables respective to each environment.
* Involved in debugging of packages with help of Breakpoints, Checkpoints, Event Handlers and Loggings.
* Handled Performance Tuning and Optimization on SSIS, with strong analytical and troubleshooting skills for quick issue resolution in large-scale production environments located globally.
* Automated the ETL process by scheduling SSIS package execution by creating jobs.

**Environment: SQL Server 2008R2/2012, SQL Server Agent, SQL Server Integration Services (SSIS), SharePoint, TFS, Power Pivot, Windows Server.**

**Education:**

**Masters from Kakatiya University, Warangal, India 2010**