

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

- PowerCenter Client tools - Mapping Designer, Repository manager, Workflow Manager/Monitor and Server tools Informatica Server, Repository Server manager
- Expertise in Data Warehouse/Data mart, ODS, OLTP and OLAP implementations teamed with project scope, Analysis, requirements gathering, data modeling, Effort Estimation, ETL Design, development, System testing, Implementation, and production support.
- Developed Stored Procedures, Functions, Views and Triggers, Complex SQL queries using SQL Server, TSQL and Oracle PL/SQL.
- Prepared UNIX shell scripts and automation of the ETL processes using UNIX shell scripting.
- Integrated various data sources with multiple relational databases like Oracle11g /Oracle10g/9i, MS SQL Server, DB2, Teradata, VSAM files and Flat Files into the staging area, ODS, Data Warehouse and Data Mart.
- Experienced on Automation Scheduling tools like Autrosys and Control-M.
- Hands-on experience across all stages of Software Development Life Cycle (SDLC) including business requirement analysis, data mapping, build, unit testing, systems integration, and user acceptance testing.
- Excellent interpersonal and communication skills, and is experienced in working with senior level managers, businesspeople, and developers.

SKILLS

Wipro Feb 2015- Current

- Operating Systems: Windows 2008/2007/2005/NT/XP, UNIX, MS-DOS
- ETL Tools: Informatica Power Center 9.1/8.6/8.5/8.1/7.1 (Designer, Workflow Manager, Workflow Monitor, Repository manager and Informatica Server)
- Databases: Oracle 11g/10g/9i/8i, MS SQL Server 2008/2005, DB2 v8.1, Teradata.
- Data Modeling tools: Erwin, MS Visio
- OLAP Tools: Cognos 8.0/8.1/8.2/8.4/7.0/, Business Objects XI r2/6.x/5.x, OBIEE 10.1.3.4/ 10.1.3.3
- Languages: SQL, PL/SQL, UNIX, Shell scripts, C++
- Autosys, Control-M

- Testing Tools QTP, WinRunner, LoadRunner, Quality Center, Test Director

IBM July 2012 to Feb 2015

- CRM TOOLS: Salesforce.com
- SALESFORCE TECHNOLOGIES: Apex Classes, Test Classes, SOQL, SOSL, Visual Force, Lightning pages (Pages, Component & Controllers), ETL, S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Workflows, Dashboards, Reports, Sandbox development and Testing
- SALESFORCE API TOOLS: Eclipse, Apex Explorer, Offline Edition, App Exchange, Data Loader
- LANGUAGES: C, C++, Java, PL/SQL, Apex, Ajax, C#

Cognizant – Apr 2009 till Apr 2012

- Java, JSP, Servlets, EJB, Struts, Spring, Hibernate, AJAX, JavaScript, JavaBean(JB), AXIS Framework for WebServices ,SOAP, WSAD, IBM-Websphere, iPlanet Web Server, HTML, DHTML, XML, Oracle, DB2, SQL/PL-SQL, Unix, Perl, ksh, vi Editor, Windows NT, Rational Rose, UML, MS project, PlanView, PVCS, HP Quality Center , and SCCS.

EXPERIENCE

02/2015 to Current **Consultant**

Benefitfocus – WV, State

Projects worked : Catholic Health Initiatives & Microsoft

- Developed PowerCenter Workflows and Sessions and set up Power Exchange connections to database and mainframe files.
- Developed logical and physical data flow models for ETL applications.
- Proficiency in developing SQL with various relational databases like Oracle, SQL Server.
- Provided System and Application Administration for Informatica PowerCenter and Power Exchange.
- Designed, developed, automated, and supported complex applications to extract, transform, and load data.
- Experience with dimensional modeling using star schema and snowflake models.
- Understand the business rules completely based on High Level document specifications and implements the data transformation methodologies.
- Created UNIX shell scripts to run the Informatica workflows and controlling the ETL flow.
- Developed OLAP applications using Cognos 8BI - (Framework Manager, Cognos Connection, Report Studio, Query Studio, and Analysis Studio) and extracted data from the enterprise data warehouse to support the analytical and reporting for Corporate Business Units.
- Strong with relational database design concepts.
- Extensively worked with Informatica performance tuning involving source level, target level and map level bottlenecks.
- Identified and managed interfaces, service levels, standards, and configurations.
- Strong Data Warehousing ETL experience of using Informatica 9.1/8.6.1/8.5/8.1/7.

04/2012 to 02/2015 **Operations Manager**

Gardaworld – East Saint Louis, IL

Projects Worked : APMM, DAMCO, Safmarine

- Extensive experience with the Salesforce.com development life cycle, application design patterns, integration patterns and deployment planning.
- Experience working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
- Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins.
- Core experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
- Worked with Pardot Functionality, PardotA/B Testing, Auto responder emails and Pardot Email Rendering.
- Proficient in dealing with functionalities related to sales cloud service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
- Developed and recommended CRM roadmap for customers in the Financial Domain
- Experience working in Agile methodology, Scrum methodology, Waterfall model and Test-driven development.
- Created test scenarios on Sandbox and production environment and migrated code to deployment upon successful testing.
- Extensive exposure to Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing (UAT).
- Created customized UI as per the client and application requirements using Visualforce.
- Expertise in Business Analysis methodologies and iterative Software Development Life Cycle (SDLC) in relation with all the phases of Rational Unified Process (RUP).
- Experience in data migration from ACT, Excel, MS outlook using Data Loader, Data Import Wizard, SFDC Data Export, Mass Delete, Informatica.
- Experience in Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.
- Working with different aspects of Web Services (XML, WSDL, SOAP, REST).

03/2009 to 03/2012 **Senior System Executive**

Ecs Federal – Indianapolis, IN

Projects Worked : Sears, Kmart , BridgeWater

- Good understanding of production IT Environment and IT Operation such as, / DBA/ Unix / Windows OS/ Exchange and Remote Server Management domains.
- Serves as a single point of contact to for service delivery for all Service lines/Technologies.
- Manages delivery communications with sending Geo and end customer.
- Ensure relevant governance /interlock with Sending Geo and technical service lines Define, Own Service/Quality Improvement plan.
- Responsible for service quality, service delivery performance and drives service excellence.
- Real Time & continuous follow-up with global support teams for Critical incident resolution.
- Manage and coordinate activities during overall ticket life cycle.
- Collaborates with peer Operation leads (Enterprise Systems, Networks, Information Security and other Ops leads) to deliver customer focused service.
- Chairs the Change Advisory Board (CAB) and Emergency Change Advisory Board (ECAB) meetings.
- Obtains authorization for submitted change requests from the Change Authority.
- Ensures post review of exception changes to evaluate if the change addressed a real or a perceived exception condition.
- Utilizes the Change Management reporting system to monitor and track changes.
- Supported web based applications using JSP, Servlets, JavaScript, AJAX, Struts Framework, HTML, XML, and DHTML.
- Interacted with End Users to answer their questions in day to day operation of brokerage Account Opening and Maintenance Work Flows.
- Designed, developed and implemented code using Java, CORBA, Oracle and JDBC for Four major modules.
- Worked on Full Software Development Life Cycle (SDLC) using Rational Unified Process (RUP) Methodology.
- Supported integration testing and UAT on various small and big initiatives for number of users.
- Worked on Windows Servers, IIS Servers, SQL Servers and .net applications support and administration.
- Worked on installing Windows Servers OS, IIS, SQL Servers and deployed .net applications using PowerShell, Octopus and Release Manager.
- Supported, deployed, maintained, and trouble-shoot various .Net applications and web services hosted on various versions IIS web servers (7.0/7.5/8.0/8.5), SQL Server and Azure in production environment.
- Use deployment tools like Octopus/ VSTS Release Manager for deploying application and provided working environments (SQA/UAT/Perf) to test teams and also performed zero downtime production deployments.

07/2005 to 03/2009 **Subject Matter Expert**

HCL – City, STATE

Projects Worked : AT&T, British Telecom

Handled a team of 18 Technicians.

- Provided Support for SOHO Networking Environment
- Analyzed software hardware and network systems for various transmission systems.
- Configured and installed routers switches and wireless controllers.
- Evaluated complex computer systems to assess vulnerability and risk.
- Develop and administer disaster recovery plans.
- Responsible for analyzing, testing, isolating and repairing network and customer issues.
- Standard network services is expected (DNS, DHCP, NTP, TFTP, HTTP, FTP, SMTP, SSL, SNMP, etc.)
- Establish connectivity via dial-up modem, DSL, or Cable modem
- Deployed and maintained LAN, WAN, servers, switches, routers, and wireless network systems
- Resolved voice and data based issues and MPLs circuit issues
- Configured VPN connections and dynamic routing protocols, network latency, and internet connection

EDUCATION AND TRAINING

03/2007

Bachelor of Science: Mechanical Engineering

Tagore Engineering College - India