**ABHILASH PAGIDIMARRY**

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Seeking middle to senior level assignments in Process & Operations Management with a leading Organization of repute in Healthcare domain. Total **6** years of experience in the relevant professional fields.

**PROFILE SUMMARY**

* Highly motivated Business Intelligence Professional with 3.10 years of excellent experience in
* **Operations Management ● Service Delivery**
* **Process Management ● Reports Development**
* **Data analysis and Database Development**.
* Strong analytical skills with ability to collect, organize, analyze significant amounts of information (Expertise in SQL).
* Worked closely with Business Product Leads to solicit visualization requirements, recommend changes, and provide thought leadership for future capabilities and frameworks.
* Having a vast Knowledge on Data warehousing and ETL Process.
* Good capabilities in understanding the Business Process Functionalities, leading to gain of excellent domain knowledge.
* Involved in creating and visualizing dashboards using Tableau Desktop.
* Strategic and visionary mindset around Tableau Visualizations.
* Generated Tableau reports with Trend lines.
* Generated Adhoc Tableau reports on demand for providers.
* Used excel sheet, flat files, CSV files to generated Tableau Adhoc reports.
* An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management and significant experience working with steering committees and other project managers.

**CORE COMPETENCIES**

* An effective communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management and significant experience working with steering committees and other project managers.
* Mapping client’s requirements and coordinating, developing and implementing processes in line with guidelines.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Preparing MIS reports as per SLA with a view to apprise management of the process operations and assist in critical decision- making process.
* Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.

**ORGANIZATIONAL EXPERIENCE**

Since **June 2013** to **August 2015** worked for **Progressive digital Media** as **Researcher.**

Create content marketing campaigns to drive leads and subscribers Use SEO best practices to generate traffic to our site. Regularly produce various content types, including email, social media posts, blogs and white papers. Actively manage and promote our blog, and pitch articles to relevant third-party platforms. Edit content produced by other members of the team Analyze content marketing metrics and makes changes as needed Collaborate with other departments to create innovative content ideas.

Since **February 2016** with **Sutherland Global Services** (Platform Operation Processas Prof Software Developer).

Department Wise Deputations:

**Feb’16-May'17 SmartRev Hospitals & Physicians**

**Since May'17 Operation Support**

**SmartRev Hospitals:**

**Description:**

Calculate the applications used by the clients and the revenue generated by in the weeks on different hospital and physician clients that are currently available in the RCMS (Revenue cycle management system).

**Responsibility:**

* Pull the required data from different tables by writing the complex SQL queries restricting the data to Apparel and a particular season.
* Arrange the data in hierarchal order to make it easy to analyze.
* Generate a visualization report using the Tableau and SQL queries.
* Develop reports, dashboards using Tableau for quick reviews to be presented to Business and IT users.
* Developed POCs by building reports and dashboards using Tableau to demonstrate quick wins.
* Prototyped data visualizations using Charts, drill-down, parameterized controls using Tableau to highlight the value of analytics in Executive decision support control.
* Define best practices for creating Tableau dashboards by matching requirements to the charts to be chosen, color patterns as per user's needs, standardizing dashboard's size, look and feel etc.
* Developed Ad-hoc reports using Tableau Desktop, Excel.
* Developed visualizations using sets, Parameters, Calculated Fields, Dynamic sorting, Filtering, Parameter driven analysis.
* Share the Link to the concern Business team to take the further decisions.

Languages: **SQL**

Visualization Tools: **Tableau Desktop, Tableau Server, MS Excel**

Operating System: Windows 7.

**Smartrev Physicians:**

**Description:**

Analyze the physician’s data and generating the reports on the weekly basis so that we can share the number of accounts added in the application.

**Responsibilities:**

* Gather all the data from different databases like Teradata (for last year data) and google cloud platform.
* Complete Migration of data is in process from one excel to another. So, for few projects the

Data is pulled from two databases.

* Effectively analyze, where the patients from each division at different locations made the payments.
* Develop a Report using tableau, Excel to visualize the information obtained from the SD team.
* Publish the report on Tableau server and send the link to responsible analyst.
* Change/Modify the report (logically, if any) accordingly in future to show the accurate results as per the changes suggested by the Divisional Analysts.

Languages: **SQL**,

Data Bases: **Teradata**

Tools: **Tableau Desktop, Server, MS Excel**

Operating System: Windows 7.

**Operations Support**

**Description:**

This Project is to support the service delivery team to provide access for the users and explaining the team how to use the applications. And upgrading the applications on the requirement.

**Responsibilities:**

* Providing the access to the users in the Smartrev Hospital and Physician applications.
* Providing access in Move IT applications so that clients can share the data in the individual folders
* Generated Tableau reports with Trend lines.
* Generated adhoc Tableau reports on demand for providers.
* Used excel sheet, flat files, CSV files to generated Tableau adhoc reports.
* Involved in creating and visualizing dashboards using Tableau Desktop.
* Involved in creating interactive dashboard and applied actions (filter, highlight and URL)

To dashboards.

* Involved in creating calculated fields, mapping and hierarchies.
* Created drill through reports in dashboard.
* Involved in creating data blending in case of merging different sources.
* Involved in creating a dual-axis bar chart with multiple measures.
* Created multiple effective dashboards. And Shared across the server for different end users.

Languages: **SQL and ETL**

Tools: **Tableau Desktop, Server, MS Excel**.

Operating System: Windows 7.

**ACADEMIC DETAILS**

* Currently pursuing Post Graduation for in Centennial college, Canada
* Completed Bachelor of technology in computer science engineering from Sri Chaithanya college of engineering (Hyderabad ), Affiliated to JNTU Hyderabad
* Completed Intermediate in mathematics from Guntur Vikas junior college.
* Completed Secondary school education from Geetha high School.

**TECHNICAL SKILLS**

* Worked on Databases like **MS SQL Server.**
* Expert in writing complex **SQL queries** and optimizing them for better performance.
* Experience in using the BI tools like **Tableau**.
* Creating Visualizations using **MS Excel**, **Tableau 10, 10.5 versions**.
* Knowledge on **AWS, LUNIX** commands.
* Experience in **C, C# and PHP, HTML.**
* Familiar with tools like Interactive **SQL and DB Visualizer**.
* Operating System: **Windows 7, Windows XP** and **Linux**.

**ACHEIVEMENTS**

* Received the performer of the year for 2017 and also performer of the months many times.
* Participated in BIU (ICICI) cricket League and Won the inter champion trophy.
* Resolved many SQL Query issues in team whenever required.

**PERSONAL DETAILS**

Date of Birth: 03 December 1991