

## CONTACT



BANGALORE, KARNATAKA  
560087



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## PROFESSIONAL SUMMARY

Hardworking, highly motivated professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasoned work ethic to quickly adapt to different processes and drive company objectives. Resourceful and results-driven with a passion for growth and efficiency to meet company needs and increase service value.

## SKILLS

- Azure Data Factory
- ETL
- SQL
- CI/CD
- Azure Storage
- Databricks
- Pyspark
- Rest API
- GIT Configuration
- Data Lakes
- Microsoft Power BI
- Bronze Layer
- Silver Layer
- Gold Layer

# ABHISHEK SINGH

## DATA ENGINEER



## EXPERIENCE

**DATA ENGINEER** EVIDEN an Atos Company - BANGALORE  
01/2023 - Present

- Developed an end-to-end data engineering pipeline for a top manufacturing company, enhancing supply chain analysis and customer segmentation.
- Ingested and stored multi-source data into Azure Data Lake Storage (ADLS) Gen2, improving data accessibility by 30%.
- Processed and transformed raw data with Azure Synapse Analytics, resulting in a 25% reduction in data processing time.
- Conducted advanced analytics using Azure Databricks, identifying 5 distinct customer segments for targeted marketing.
- Automated the data pipeline with Azure Data Factory (ADF), increasing operational efficiency by 20%.
- The project led to a 15% increase in targeted marketing effectiveness and reduced customer churn by 10%.

**Data Engineer** ATOS SYNTEL - BANGALORE, Karnataka  
05/2021 - 12/2022

- Worked on Azure Data Factory (ADF), Azure Databricks and Azure SQL database.
- Created Azure data factory pipelines to pull data from on-premise Oracle database, and Azure SQL DB to Azure Data Lake storage as a full load daily into corresponding folders.
- Extracted data from various sources like MS-Sql server, Manual files, and Blob Storage.
- Having experience in transforming and loading data into delta tables in Azure Databricks.
- Good understanding of storing and reading data from cloud storage like Azure blob storage

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**LEAN CONSULTANT** ATOS - BANGALORE, Karnataka

03/2020 - 12/2020

- Established KPIs to measure the success of implemented changes and monitor progress towards goals.
- Created standard operating procedures for improved accuracy and consistency of operations.
- Designed experiments using lean tools such as A3 reports, hypothesis testing and control charts.
- Identified and eliminated waste in production processes through Lean Six Sigma methodologies.
- Performed gap analysis between current state processes and desired future state objectives.
- Developed standardized work instructions for new products or services with a focus on quality assurance.
- Gathered feedback from stakeholders to ensure successful implementation of Lean initiatives.
- Facilitated Kaizen events to optimize process flows, reduce cycle times, and increase customer satisfaction.
- Trained staff on problem solving techniques such as root cause analysis and fishbone diagrams.
- Analyzed current processes utilizing data collection tools such as SPC and Pareto charts.
- Implemented 5S workplace organization techniques which increased productivity and safety standards.
- Created Lean systems that improved customer service, delivery times, and cost savings.
- Developed and implemented Lean production processes to drive efficiency and reduce waste.
- Collaborated with stakeholders across departments to ensure successful implementation of new initiatives.
- Identified root causes of problems through use of problem solving methods such as PDCA and DMAIC cycles.
- Provided training sessions on Lean principles to employees at all levels of the organization.

● **CRM FUNCTIONAL CONSULTANT ATOS - BANGALORE, KARNATAKA**  
06/2014 - 02/2020

- Developed and implemented custom SAP CRM functional solutions to meet business requirements.
- Participated in design reviews during all phases of SDLC ensuring compliance with standards and best practices.
- Led team meetings with stakeholders to discuss project progress, identify risks, review assumptions and dependencies
- Conducted unit testing and integrated testing with other systems in order to ensure quality of deliverables.
- Performed data migration from legacy systems into the SAP CRM system using LSMW tools.
- Configured customer relationship management processes like Account Management, Activity Management and
- Opportunity Management
- Provided technical support for the development, implementation, integration and maintenance of the SAP CRM system

- Reviewed existing codebase for identified defects and provided recommendations for resolution based on industry standards
- Prepared detailed documentation including test plans, use cases, flowcharts and user manuals for future reference
- Created and maintained configuration of SAP CRM modules such as Web UI, Interaction Center, Middleware and
- Customizing
- Defined product hierarchies including material masters and product categories in the SAP CRM system.
- Monitored performance metrics related to system utilization and response time optimization.



## EDUCATION

**MBA: MARKETING, PUNE**  
**PUNE UNIVERSITY, 08/2009**

**BACHELOR OF ENGINEERING: INFORMATION TECHNOLOGY, BILASPUR**  
**GURUGHASIDAS CENTRAL UNIVERSITY, 03/2006**



## CERTIFICATIONS

Certified Scrum Alliance From Agile Scrum Alliance  
Lean Six Sigma Green Belt Certification from Qai Global  
ITIL From AXELOX Global Best Practise  
SAP CRM Associate from SAP



## AWARDS

Silver Accolades for H1 2023 /Critical Resource of the year Award 2023  
  
SPOT Recognition Award for Year 2020 By Project  
  
SPOT Recognition Award for Year 2019 By Project