Total Experience: 6 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: B.Tech/B.E. [Electronics/Telecommunication]

PRAGYA VISHWAKARMA (1) Featured

Associate-Projects seeking roles in Tableau, Cognos, PV Analytics, Software/IT services, Product development, Data Warehousing, Business Analytics, Application Development, Production Deployment, Service Delivery, Quality Management, Jira, BMC Remedy



Current Designation: Tableau Associate-Projects

Current Company: Cognizant Technology Solutions India Ltd

Current Location: Pune Pref. Location: Pune

Functional Area: IT Software - Application Programming /

Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Associate-Projects seeking roles in Tableau, Cognos, PV Analytics, Software/IT services, Product development, Data Warehousing, Business Analytics, Application Development, Production Deployment, Service Delivery, Quality

Management, Jira, Bmc Remedy,

Verified: Email - id Phone Number |

Last Active: 22-Jan-21 Last Modified: 22-Jan-21

Summary

- An achievement-oriented professional with nearly 6 years of experience in providing Application Support; rich exposure in Data Visualization, Business Analytics, Business Intelligence and Data warehousing
- Experienced in rendering support in end-to-end development of software products; guided & assisted customers in debugging and troubleshooting software applications; fixed defects and solved the user's request based on client applications
- Analyzed business and stakeholder requirements, evaluated & fixed issues and coordinated with the Development Teams and Stakeholders
- Client Focused Professional; excels in providing complete support to the customers with a team of Application Support Specialists which includes complete product support, process optimization & so on
- ITIL 2011 Edition Foundation certified: Effective in managing high severity incidents or escalations to ensure service availability with minimal delay and impact towards ensuring smooth operations

Work Experience

Cognizant Technology Solutions India Ltd as Tableau Associate-Projects Aug 2017 to Till Date

Key Result Areas:

- Managing end-to-end Application Support activities inclusive of extending support towards resolving and troubleshooting the live problems/issues in accordance with the defined quality system procedures
- Analysing the requirements for end- user (Tableau Dashboards and existing Cognos reports)
- Identifying issues & risks in a timely manner; developing/implementing appropriate mitigation & contingency plans; evaluating the performance and resolving the issues or failures according to standards, and escalated as appropriate
- Conducting code reviews (existing/new); identifying code issues, providing fixes & enhancing the workarounds in accordance with the same
- Implementing, testing and integrating new applications; performing routine system backups and upgrades
- Leading initiatives in using multiple reporting tools such as Tableau Desktop & Tableau Server & critical deployment in Cognos tools & many more; resolving any type of issues using the same
- Performing pre-deployment check and deploying bundles on production / staging if needed
- Liaising and coordinating with technical handovers of newly built products
- Interfacing with the Global Support Desk Analysts to resolve & transfer the incidents/problem, and knowledge transfer on known errors for the recurring problems
- Deploying software to ensure iterative releases and rapid deployment of updates to the customers across all the

platforms; evaluating the system performance and resolving the issues or failures in staging and production environments

- Working with Advance analysis actions, calculations, parameters, background images, maps, trend lines, statistics, log axes, groups, hierarchies, sets to create detail level summary report and dashboard using Tableau Desktop
- Monitoring Tickets in a BMC tool & Service Now and finding quick solution for Cognos Issues; deploying reports and packages from Dev to QA & Prod in Cognos
- Attending the weekly calls with business and representing applications activities status
- Defining application support standards and processes and writing the related documentation

Projects Undertaken:

Novartis Data and Analytics

Period: September 2017 - Till Date

Client: Novartis Pharmaceuticals

Project Name: Argus Reporting System

Project Description: R&D Program for Novartis entails support of applications related to Clinical and Safety domain. The set of applications include COTS products (like OC-RDC, Argus, LSH, TMS, and eLoader), in-house developed applications (like Argus Monitoring, Argus Reporting, and Regulatory Support) and customized applications (e.g. Clinical Trial Management Systems). The support services include Incident Management, Problem Management, Service Request Management and Release Management

Responsibilities

- Coordinating with users to understand requirements (Tableau Dashboards and existing Cognos reports)
- Creating technical and non-technical documents like SUD, FS& DS as per client process
- Presenting newly developed Tableau dashboards & interacting with Business Users for UAT; creating extensive joins for data blending from data sources like Oracle, Flat files, SQL Server
- Managing Tableau Server administration activities like Site and Project creations, adding users and providing permissions to workbooks in QA Environment; publishing & scheduling data extracts in Tableau Server
- Performing Advance Analysis Actions, Calculations, Parameters, Background Images, Maps, Trend Lines, Statistics, and Log Axes Groups, Hierarchies, Sets to create detail level summary report and dashboard using Tableau Desktop
- Monitoring Tickets in a SNOW tool and finding quick solution for Cognos Issues; deploying the reports and packages from Dev to QA & Prod in Cognos
- Performing Novartis User Access Management Activity
- Attending weekly calls with business and representing applications activities status

Merck Infrastructure as Sr. Systems Engineer

May 2015 to Aug 2017

Project Description: The project mainly deals with production applications support, performance analysis and reporting related activities. The project provides second level support across multiple technologies namely TIBCO, Master Data Management (MDM), Cognos, Spotfire and Informatica. Production application support from the reporting perspective nature/scope of work will range from analyzing the issues to acting as first point of contact for any information on the supported applications

Responsibilities

- Engaged in Incident, Service Request Management, Cognos Access Management, Project Setup and Data Source Creation
- Scheduled reports & managed deployment of reports and packages from Dev to QA and Prod
- Maintained Report Studio and Analysis Studio reports & enhancement of Cognos reports
- Engaged in testing or validation of report studio and analysis of studio reports with backend data
- Managed Informatica Data Migration (PROD, DEV, TST) from different repositories, Scheduling and Un-scheduling workflows. Folder Management and Project Setup; administered Spotfire Access management and Project Setup
- Managed Tibco Infrastructure and Deployment Appmanage, SQL Script, BPM, Batch and Automated deployments on production
- Analyzed Data Load, Match & Merge, Publish, Analysis the failed job scheduled, Reject report generation (Daily, Weekly, and Monthly)

Education

UG: B.Tech/B.E. (Electronics/Telecommunication) from Rajiv Gandhi Proudyogiki Vishwavidyalaya in 2014

IT Skills

Skill Name Version Last Used Experience Tableau, Cognos, Pharma Vigilance Analyt

0 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
english				
hindi				

Affirmative Action

Work Authorization

Category: General

Job Type: Permanent

Physically Challenged: No

Employment Status: Full time