Rachael Dias

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Application development analyst with 3 years of experience in business intelligence and enterprise data warehousing. Involved in development, testing, deployment, and application support phases of the SDLC. Proven track record of management and analysis of data using SQL, Unix, Excel, Python, R, and Tableau.

EDUCATION

Master of Science in Big Data Analytics, Trent University, Peterborough, ON   *Sept 2018 - Jan 2020*
- **Courses:** Data Analytics with R, Data Mining, Statistical Modelling, Big Data, Data Visualization, Databases

Bachelor of Engineering in Electrical and Electronics, M.S.R.I.T, Bangalore, India   *Sept 2011 - Aug 2015*

PROFESSIONAL EXPERIENCE

Application Development Analyst, Accenture, Mumbai, India   *Aug 2015 – Sept 2018*
- Solved incidents raised by customers in production, performed **root cause analysis** using **SQL**, **Unix**, and **Excel** identified optimal solutions. Provided functional and technical support to external clients.
- Implemented change and maintenance requests as per client's requirement in production environment.
- Assigned and raised incidents, change and maintenance requests using **Service NowITSM**.
- Monitored **SQL** queries on **Teradata Viewpoint** and scripts in **Unix**. Managed workloads independently to meet the client's service level agreements.
- Aggregated backend data warehouse into views, using **SQL**, ensuring efficient retrieval of big data in the executive dashboards.
- Programmed a **Shell script** to communicate the space used by redundant back-up tables to the DBA team. 20% of the space was freed-up which resulted in improvement of the database's performance.
- Created, scheduled, and monitored **Crontab** jobs in **Unix**.
- Devised weekly backup and restoration of data warehouse using **NetVault** to preserve and safeguard data.
- Deployed code to production environment served as a point of contact. Created **views**, **DDL** and **DML** scripts.
- Migrated data from production to pre-prod and system test using **Data Mover** and **ARCMAIN** utility to assist system testing and system integration testing.
- Transferred file from local to remote machine using **SCP** and **SFTP**.
- Executed end-to-end testing of **B-TEQ scripts**, **Unix Shell scripts** and **ETL jobs** identified defects, debugged components, and resolved errors to deliver high quality, functional features with minimal defects.
- Documented change requests, recovery plans, test scenarios, test cases, test evidences, and test exit report.

ACADEMIC PROJECTS

Predictive data analytics of Toronto rental price (link)
- Built a **multiple regression model** using **Python** to predict the price of Toronto rentals using data scraped from Zoocasa with 68% accuracy. Determined the model's best parameters using **statistical inference** in **R**.

Exploratory data analysis of American Community Survey Data Analysis (link)
- Performed **exploratory data analysis** on the American Community Survey data using **R**. Analyzed the effect of English proficiency and educational qualifications on the income using **dplyr**, **ggplot2,** and **Highcharter**.

Student Database Management System (link)
- Designed, developed, and implemented a student record management system with **Python** and **SQLite** to retrieve, insert, delete, and update information on the database.

Visualization in Tableau of Kaggle's HR dataset (link)
- Developed dashboards in **Tableau** of Kaggle's HR data set. Illustrated the variance in pay between men and women, monthly recruiting cost, distribution of workforce, and max hourly pay for positions.

TECHNICAL SKILLS

Languages: SQL, Python, R, Shell scripting
Databases: Teradata, MySQL, SQLite, PostgreSQL, MongoDB, Cassandra
Tools: Service NowITSM, Teradata Viewpoint, NetVault, DataStage, WinSCP, Tableau, Excel, Outlook
Operating System: Unix HP-UX, Window Server