**Senior Support Analyst**

*“Strong credentials in managing and controlling Application projects”*

Dynamic and multi-skilled Application Support Analyst contributing over 9+ years of insightful experience in IT sectors. Possess valuable insights; keen analysis and team approach; perform in high-pressure environments to enhance quality and efficiency.

**OBJECTIVE:** Proactive decision maker, targeting a challenging assignment as Senior Support Analyst with a well established and globally reputed organization in IT sector by utilizing the following strengths...

* Involved in Full Life Cycle Development of Reporting Projects, includes Requirements, gathering/ analysis, Design, Development, Testing and Production rollover.
* In-depth knowledge on OBIEE.
* Hands on experience on Incident, Change and Problem Management.
* Familiar with Mantis and JIRA bug tracker
* Respond to user queries on time and handling crisis management.
* Provided technical and analytical expertise in responding to different user requests.
* Experience in designing techniques like Snowflake schemas, Star schema, fact and dimension tables, logical and physical Modeling.
* Expert in Strong understanding of dimensional data modeling.
* Good hands on experience on UNIX based environments.
* Having Knowledge in the concepts of Data Warehousing, Data Marts, ER Modeling, Dimensional Modeling, Fact and Dimensional tables, PEGA (PRPC 6.2 SI Frame work).
* Results oriented, self-starter looking for challenges, ability to rapidly learn and apply new technologies and good interpersonal skills.
* Strong in Data warehousing concepts, dimensional Star Schema and Snowflake Schema methodologies.
* Has good experience with Mapping parameters and variables.
* Oracle database exposure

**Professional Experience**

**Scope International (Malaysia)**

**Senior Support Analyst** (Feb 2013 to till date)

**Key Profile:** Reported to the Team Manager

* Involved in analyzing the complete system.
* Created the blue prints of the system.
* Responsible for the maintenance of the Project.
* Interaction with the user always to enhance more support and maintenance.
* Involvement in Incident and Change Management
* Conduct Training sessions and Knowledge transfer sessions

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| --- | --- |
|  | **Scope International (Malaysia)** |
|  | **Software Engineer** (Oct 2011 – Jan 2013) |

**Key Profile:** Reported to the Team Manager

* Involved on migration process of the projects from Development to Production.
* Experienced in use of business intelligence, predictive analysis, and OLAP (online analytical processing)
* Involved in every aspect of project life cycle, including collaborative requirements gathering, creating work plans, functional requirements and unit testing plans.

**Scope International (Malaysia)**

**Senior Support Analyst** (Feb 2013 to till date)

**Project-1:**

**CSG** (Customer Service Group)

**Applications:**

CERS (Client Enquiry Resolution System)

CERSTA (CERS Transactional Archival)

GEMS (Global Enquiry Mgmt System)

CREDITRISK LIMITEXCESS

CSG Dash Board

VERITAS

IPrompt

OBIEE

**Description:**

CSG Application has the major role in Investigation of client enquires in which CERS(Client Enquiry Resolution System) is globally used for investigation of cash management , treasury investigation and payment operations. CERS is slated to replace the GMIS system and provides all functions which are available in GMIS. CERS Application currently rolled out for 15 countries

ISIS is engaged to provide Online messaging for intraday batches between CERS and ScStar, SAA HK, and MTS. End Of day (EOD) and intraday files transfer from ScStar , SAA HK, Hogan HK, MTS and PAS will be provided By ISIS.

CERSTA is a Transaction Archival System for CERS which is used by Global Review user of CERS application.

GEMS Application is similar to CERS which is supporting to 50 plus countries.

**Responsibilities**:

* Currently working as a Senior Support Analyst for the CSG Applications.
* Involving Major Deployment and new country rollout.
* Raising Change Request and Implement these Changes.
* Providing the L3 support to application to fix the Productions.
* Analysis this system issue, improving the system performance
* Automate the alert mechanism to monitor the system behavior.

**Scope International (Malaysia)**

**Software Engineer** (Oct 2011 – Jan 2013)

**Project-2:**

**COCOA** (Commodity Control Application)

**Description:**

Commodity collateral is being managed by Collateral Management Team (CMT) on a number of different spreadsheets. Current approach poses key risks to business and has limitation with growing business.

# The COCOA project seeks to implement the Commodity Control Application (COCOA) which will manage physical commodity collateral of Transaction Banking, Lending and Structure Inventory Product (SIP) transactions. The system is to replace the current spreadsheet driven approach.

**Responsibilities**:

* Gathering information from clients to develop business model from scratch.
* Repository and catalogue path creation/modification.
* Importing tables, creating views, modifying connection pools in physical layer.
* Developing physical and logical joins as per the requirement.
* Creating hierarchies and dimensions.
* Implementing country based security in RPD.
* Creating reports using vies like table, chart, pivot, narrative, column selector.
* Used presentation variables, functions, packages in answers.
* Creating dashboards and placing prompts and reports.
* Performing unit testing from our end and providing confirmation to business to test.
* Once confirmed, performing migration activity from one box to desired box(Dev, UAT, Pre-Prod and production)
* Monitoring the reports in Prod and looking into performance issues.

**Open Origin** IT solutions Pvt Ltd (Parent Company July 2008 – Oct 2011)

**Project-3:**

**Click streaming**

**Description:**

Amazon.com, Inc. is a world biggest and one of the first major e-commerce companies based in Seattle, Washington US. It was one of the first major companies to sell goods over the Internet. Services provided by Amazon are Amazon Web Services, Amazon MP3 Downloads, Amazon’s Data Warehouse is a central data repository of web metrics (click stream), sales, orders, shipments, fulfillment and inventory information for all legal entities/marketplace id's and integrated into single data warehouse. Data warehouse servers load data throughout the day from each remote instances (JP, DE, FR, UK, CA,US and China),once their work day has transpired.

**Responsibilities**:

Understanding the Business requirements and develop repository to facilitate reporting environment.

Creating Dashboards, Answers and iBots for various needs of Business

Implementing Pivot table view, Chart view, Narrative View, View Selector, Title View and Table View

Creating Physical, Business and Presentation layers in the Repository.

Extensive experience in setting up Aggregate Navigation.

Performed Repository Testing and validation before exposing Business Models in the Presentation layer.

Developed different kinds of reports (pivots, charts, tabular) using Filters.

**Project-4:**

**Order Analysis**

**Description:**

Amazon.com, Inc. is a world biggest and one of the first major e-commerce companies based in Seattle, Washington US. It was one of the first major companies to sell goods over the Internet. Services provided by Amazon are Amazon Web Services, Amazon MP3 Downloads, Amazon’s Data Warehouse is a central data repository of web metrics (click stream), sales, orders, shipments, fulfillment and inventory information for all legal entities/marketplace id's and integrated into single data warehouse. Data warehouse servers load data throughout the day from each remote instances (JP, DE, FR, UK, CA,US and China),once their work day has transpired.

**Responsibilities**:

Understanding the Business requirements and develop repository to facilitate reporting environment.

Creating Dashboards, Answers and iBots for various needs of Business

Creating Physical, Business and Presentation layers in the Repository

Extensive experience in setting up Aggregate Navigation.

Performed Repository Testing and validation before exposing Business Models in the Presentation layer.

Developed different kinds of reports (pivots, charts, tabular) using Filters.

* Publishing the reports

**Project-5:**

**Pharma analysis**

**Description:**

The scope of the project is to build a robust analytics and mining system for the Glaxo Smith Kine (which is called as GSK here in after in the document) where in business users can view required analytical information at a single point of dashboards and able to further drilldown, drill up and drill across on the data at various level of segments.

To provide these required analytics on various subject areas such as Account Universe, Assessment, Contact Universe, Employee Universe, MedEds, Sales, Samples and Promotional Items, Usage Tracking, When Why how, Activity-Brands, Coverage Frequency.

Informatica is being used in the current system to integrate the data from multiple source systems on daily basis and (OBIEE) will be used for analytics purpose to build the front end system and dashboards.

**Responsibilities**:

Understanding the Business requirements and develop repository to facilitate reporting environment.

Creating Dashboards, Answers and iBots for various needs of Business

Creating Physical, Business and Presentation layers in the Repository

Extensive experience in setting up Aggregate Navigation.

Performed Repository Testing and validation before exposing Business Models in the Presentation layer.

Developed different kinds of reports (pivots, charts, tabular) using Filters.

Publishing the reports

**Academics**

Bachelor of Science from Alagappa University (Chennai).

**Technical Skills**

* Operating System: Windows, Unix/Linux
* RDBMS: Oracle 9i/10g/11g, SQL, PL/SQL
* Software Languages: C, C++, Java and PRPC
* Reporting Tools: OBIEE
* ETL Tool: Informatica
* Tools: SQL\* Plus

**PERSONAL PROFILE**

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| --- | --- |
| Name | : Karthik Gangisetti |
| Date of Birth | : 06th AUG 1986 |
| Languages Known | : English, Hindi, Telugu, Tamil |
| Email | : karthik2pega@gmail.com |
| Marital Status | : Married |
| Nationality | : Indian |
| Passport No | : P2932689 |
| Date of Issue | : 02 May 2017 |
| Expiry Date | : 01 May 2027 |
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**DECLARATION**

I hereby declare that the above particulars stated by me are true to the best of my knowledge and belief. If the authority detects any discrepancies, then I will be responsible for that.

**Place :** Kuala Lumpur, Malaysia

**Date :**