**RAJU KERANAHALLI**

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# PROFESSIONAL SUMMARY

* More than 14 years of IT experience with strong experience in Business Intelligence.
* Experience in handling all the modules of SAP Business Objects XI 4.2/4.1/4.0/3.1
* Good Experience in SAP Business Objects Administration in windows, Solaris, AIX and Linux  Experience in BO Migration.
* End-to-end understanding of the SAP BI toolsets, which includes SAP Business Objects, Web Intelligence, Rich Client, Universe Designer, Crystal Reports and CMC, CCM, Analysis for Office, Dashboards / Design Studio, as well as the connector configuration towards HANA DB (both enterprise and BW)
* Proficient in building complex universes, publications and scheduling the reports, dashboards, scorecards, and ad hoc reporting, metadata, drill-downs/through, and HANA views and Composite model using BW cubes
* Expertise in Installation, configuration, creation of repositories and security domain with user groups and security implementation
* Expertise on building canned reports, some of which are quite complicated; - chart, line, bar, stacked bar, pie, tabular, cross-tab
* Experience in Test management activities like Preparation of Requirement Traceability matrix, Preparation of Test Plan, Test Strategy and Test Evaluation Summary Documents.
* Proficient in Reporting and Tracking of defects using rational ADAPT/JIRA and by adopting formal methodology of Software Testing and Defect Life Cycle Process
* Knowledge of ETL processes, and data warehousing SAP Business Objects Data Services principles.
* Complete domain and development life cycle knowledge of Business Intelligence data warehouse.
* Experience in various domains like Technology, Banking, Health and Manufacturing & Logistics
* Ensured complex engagements are technically planned and executed or stabilized if necessary to address issues/risks to avoid business impact to the customer.
* Participated in regular onsite meetings with the customer executive level to ensure MaxSecure engagement charter, focus, and delivery results, meet expectations of the customer and the Key Production Indicators are in line to maintain profitability/margin/revenue requirements of the clients.
* Directly engaged in the delivery MaxSecure contract components, in collaboration with customers,Backoffice, SAP consulting and development.
* Knowledge of working with SAP ABAP ,SAP BW data analysis, modelling, SQL and database skills.
* Supported and worked with large clients such as NASA, Lock Heed Martin, Coco Cola, Bank of

America ,JPMC … by providing solutions and managed complex customer relationships/engagements with federal/state/local government, public and private sector customers in the USA and worldwide.

* Expertise in providing recommendations for Hardware and Resource analysis for future projects.

Experience in Manual/Automation Testing.

Experience in full Software Development Life Cycle (SDLC) methodology and project management principles. Knowledge of Agile and Waterfall methodologies and use of Microsoft data technology platform: MSSQL, OLTP, OLAP.

* Prioritization and timely resolution of customer Requests.
* Lead a 12-member release management team and work with stakeholders to successfully implement the product.
* An enthusiastic and project-oriented team player with solid communication and leadership skills and the ability to develop creative solutions for challenging client needs.

# TECHNICAL EXPERTISE

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| --- | --- |
| Areas | Details |
| SAP Business Objects | BOE XI 4.2/4.1,BOE XI 4.0, BOE XI 3.0 - Web  Intelligence, Dashboards(Xcelsius), BI Platform, Crystal  Reports and Central Management Console,CCM,Lumira,sBI Infoview and BI Launch pad and Tableau Reports. |
| ETL | BODS 3.2/4.2,Informatica 9. |
| Relational Databases | HANA 1.4 , Oracle 10g/11g, SQL server 2008R2, SAP BW 7.4,Teradata 13 and DB2 10.5 |
| Programming languages | Basic Java ,Visual Basic 6.0 |
| Utilities | Jira,Rational Clear Quest,Six Sigma,Agile,Scrum, Qlikview,Cognos |
| Platforms | Windows ,Solaris 10, Linux 7 and AIX 6.1 |

# CERTIFICATES

Business Objects Certified Professional – Business Objects Enterprise (BOCP-BOE)

SAP certified support engineer - SAP HANA 1.0

Certified in Advanced Programming concepts in C++

Certified in Relational Database concepts – Oracle

**EXPERIENCE:**

**Employer: Neotecra Inc**

**Duration : Jan 2016 to Till Date**

**Role: SAP Business Objects Consultant**

**Project #1:**

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| --- | --- |
| Project Title | State Of Arkansas – Breast Care Division |
| Client | State Of Arkansas – Breast Care |
| Duration | Feb 2016 to June 2016 |
| Location | Little Rock, Arkansas USA |
| Environment | SAP Business Objects 3.1/4.1 |
| Database | Oracle 11g/12c |

**Project Description:**

State Of Arkansas – is a Government organization and the part of the health care division serves the Breast Care department where it maintains details of patients of the whole country by state wise. Their details have become essential data for Federal department,Doctors and researchers.

**Role & Responsibilities:**

* Client interaction for requirement gathering, Translate business requirements into specifications that will be used to implement the required reports and dashboards
* Document reporting / analytical solutions and provide support during testing, enduser training and deployment.
* Design, develop and support reports
* Developed Simple Reports as well as Complex Reports by using Web Intelligence
* Documenting Unit and QA Test Cases
* Providing technical assistance and cross training to other team members
* Install and Configure SAP Business Objects Business Intelligence Edge 4.1 SP7 Server software.
* Convert existing DESKI reports to WebI reports.
* Migrate converted DESKI to WebI reports from SAP Business Objects Business Intelligence XI 3.1 into the new SAP Business Objects Business Intelligence Edge 4.1 SP7.
* Migrate Universes with which the converted WebI reports connect
* Set up accounts for users and configure access control via Enterprise Authentication.
* Install Business Objects Edge Client Tools to desktops**.**

**Employer: SAP**

**Duration: March 2011 to Dec 2015**

**Role: Senior support Engineer**

**Environment : Business Objects 4.1/4.0/XI 3.1/BI/HANA**

**Project Description**: The Center of Expertise (COE) organization’s focus is to provide premium support services to Top global SAP customers from the analysis, design, development, implementation, migration, documentation, quality assurance, tuning(sizing) and supporting of BI tools and administration of business reporting solutions from back office to boardroom, warehouse to storefront, on premise to cloud, desktop to mobile device. Such enhanced support offerings consist of numerous different safeguarding services delivered to customers via onsite activities as well as remote delivery. These services are delivered to ensure that customers have optimized SAP’s software solutions to its full capabilities by following best practises and that they do not experience any periods of unexpected downtime.

**Role & Responsibilities:**

* Client interaction for requirement gathering, Translate business requirements into specifications that will be used to implement the required reports and dashboards
* Document reporting / analytical solutions and provide support during testing, end-user training and deployment.
* Technical expertise in Analyzing, Design, Implementation and Administwith row level data security in Business Objects

Developed Simple Reports as well as Complex Reports by using

Webintelligence,Dashboards,Crystal Reports,QaaWS,Live office,Explorer,Visual Intelligence

Writing Functional and Technical Report Specifications

* Developed and created classes with Dimension, Detail & Measure objects and Developed Custom hierarchies to support drill down reports
* Providing technical assistance and cross training to other team members  Universe Enhancements and, Report migration.
* Working on Rational clear quest (ADAPT) tickets which are raised in System
* Production support and enhancements on SAP BO 3.1/4.0/4.1
* Involved in design sessions and reviews with senior architects
* Developed test scenarios and scripts on the basis of business and functional requirements
* UAT Support, Worked on Change Requests for different tracks in ADAPT
* Business Objects Server Administration –END TO END
* Coordinating with the developers,top management located acrosss the globe for resolution of issues
* Analysis of designing the Universes, Business Objects Reports and Tableau Reports to support the user requirements
* Technical expertise in Analyzing, Design, Implementation and Administration of security models with row level data security in Business Objects
* Configure SAP Business Objects enterprise servers, as well as recommending changes and providing solutions to complex technical issues to improve the value customers receive from SAP enterprise solutions.
* Understand large and complex Business Objects installations of SAP client’s word wide.  Identify, prioritize and solve system issues (remote and onsite) creatively and efficiently.
* Support customers during installations of new SAP Business Objects landscape, analyse SAP Business Objects systems for performance issues and provide specialized support during the integration of SAP Business Objects systems.
* Identify and eliminate the root cause of identified problems by enabling the traces and configuring data sources in the SAP Business Objects systems, taking steps to ensure optimal working solutions while anticipating Go-Live challenges and delivering tailored Business Process Performance Optimization services for SAP Business Objects systems.
* Manage Back office functions and IT activities, develop new support services for key global customers in SAP Business Objects and provide tuning recommendations for optimizing SAP Business Objects Solutions including Web Intelligence and Crystal reports.
* Develop test results using SAP Business Objects XI 3.0 to meet and exceed Data Accuracy Tests and analyse functional and technical issues in business reports created using SAP Business Objects reporting tools such as Web Intelligence, Crystal reports and Dashboards.

**Employer : SAP**

**Duration: June 2008 to March 2011**

**Role:Principle Engineer**

**Environment** : Business Objects 4.0 (Business view, Designer, Info view, Performance Management,

Web Intelligence, Desktop Intelligence, Crystal Report, Live Office, Process tracker, Data Integrator, Integration kit for SAP XI R2) SQL Server 2000/2005, Oracle 10g/9i/8i, Windows 2000/2003 Server, Solaris 8/9, AIX,HP-UX, Linux, Active Directory, SSL, SSO, IIS 6, Tomcat 5.0, Web logic, Web sphere. **Project Description:** Build acceptance is generally a large set of tests that exercises the mainstream functionality of the application software. The test involves simulating real world implementations and building a Universe, reports with all the features Business Objects provides. BAT provides heads up/information of serious problems with different applications of Business Objects. BAT plays a key role in letting the top management know the product status and plays an important role in release management for worldwide product deployment.

**Role & Responsibilities:**

* Lead a 12-member team and work with stakeholders to successfully plan the BATs.
* Client interaction for requirement gathering, Translate business requirements into specifications that will be used to implement the required reports and dashboards
* Document reporting / analytical solutions and provide support during testing, end-user training and deployment.
* Developed and created classes with Dimension, Detail & Measure objects and Developed Custom hierarchies to support drill down reports
* Involved in design sessions and reviews with senior architects.Coordinated and acted as a primary source for escalating and /or resolution of technical issues.
* Designed and developed Universes and reports in BO 4.x according to the user requirements. Developed Complex Reports that involved multiple data providers, Master/Detail reports, cross tab, bar charts, pie charts, complex variables and calculation contexts and installation of build on Windows and UNIX platforms.
* Coordination with Stake holders across the globe
* Working on ADAPT tickets which are raised in System, understand the root cause of the issue and provide resolution
* Provide timely reports on BAT status and Metrics to top management.
* Mentoring new team members by sharing Application, Process and workflow knowledge
* Documenting the entire effort of team
* Conducting Blitz testing as a “first hour experience” before world wide release

**EMPLOYER: BUSINESS OBJECTS**

**Duration : July 2006 to June 2008 Environment : Business Objects XI R2.**

**Role: SAP Business Objects Developer**

**Project Description:** Build acceptance is generally a large set of tests that exercises the mainstream functionality of the application software. The test involves simulating real world implementations and building a Universe, reports with all the features Business Objects provides. BAT provides heads up/information of serious problems with different applications of Business Objects. BAT plays a key role in letting the top management know the product status and plays an important role in release management for worldwide product deployment.

**Roles & Responsibilities:**

* Developed and created classes with Dimension, Detail & Measure objects and Developed Custom hierarchies to support drill down reports and Integrator of Integration kit for SAP XI R2
* Designed and developed Universes and reports in BO 4.x according to the user requirements. Developed Complex Reports that involved multiple data providers, Master/Detail reports, cross tab, bar charts, pie charts, complex variables and calculation contexts.
* Plan for Hardware requirements for new clients based on the requirements.
* Developed test scenarios and automation scripts on the basis of business and functional requirements.
* Identifying risks and challenges
* Involved in preparation and review of Test Cases and create a build encompassing all the features of Business Objects such as drill downs, filters, dashboards to meet the RTM.
* Identify issues with release and provide corrective steps. Certify Business Objects products on different platforms.

Make changes to the system during the upgrade to newer versions, migration and regression tests.

Setting up testing environment by installing application under test systems and configuring different Authentication modes like NT, Enterprise,AD,SAP, LDAP,SSO & SSL.

**Employer : Business Objects Vancouver, Canada**

**Duration: July 2004 to June 2006**

**Environment : SAP, Crystal Reports, Business Objects, Winrunner, LoadRunner. Oracle.**

**Role: Business Objects Developer**

This project was for Business Objects Vancouver Canada. The project was on integrating Crystal reports into the ERP tool SAP and testing the functions.

**Roles & Responsibilities:**

* Test the integration of Business Objects with other systems,
* Develop the Universes for Business Objects and finding issues in the newly developed universes and finding optimal solutions.
* The develop plug-in functions in SAP to be invoked by SAP to run the desired reports and test the functions with various inputs
* Make the functions generic and user friendly with user interfaces so that the same plug-ins and user interfaces could be used for plugging in crystal reports into other ERP tools like People soft.
* The interface was made to work for various distributed and large databases
* Experience in BI/ DW ETL Testing

**Employer: Fuad Sinnan, SA**

**Client: Department of Transportation**

**Duration: Dec 2002 to Feb 2004**

**Role: Software Engineer**

Environment : Open VMS 7.x, Windows NT 4.0, Forte System Software 3.0, SCAFFOLDS

Frame work for Forte, Oracle Rdb 7.x, Actuate Reports, Forte Web Enterprise 1.x OmniVox (Voice Response System)

The system was developed to large toll transactions per day. System was made scalable to support more than five hundred concurrent CSRs and provide flexible customer interaction with help of Web and VRS (Voice Response System) interface. System was developed for distributed, multiple locations installation with centralized monitoring and management System was to automate toll collection of one of the busiest transit areas.

**Roles & Responsibilities:**

* Analysing the defect and logging defect in Jira for the software discrepancies found during the testing.
* Developed services to be called by WEB and Voice Response system to return account balance, number of transactions on the account for a given period.
* Developed batch jobs to calculate the rebill amounts that need to be sent to the credit card companies for replenishing the account.
* Was involved in providing the logic for the developing various reports. Preparation of test cases for the WEB/ONLINE/VOICE RESP, Performed Load testing using win runner and load runner and building and installation of software.

**Employer: NEOTECRA, Inc.**

**Client: Manufacturing Industries**

**Duration: Mar 2000 to Nov 2002**

**Role: Software Engineer**

**Project Description** :Business Pro: Worked on a ERP tool called Business Pro a fully integrated system which enables companies to cut costs, operate more efficiently, be more responsive to customer demand, reduce turnover and assist staff in reaching peak performance in all the services and products they offer. The tool is a customized business solution to cater to small, medium and large enterprises.

**Roles & Responsibilities:**

* Worked on developing business components and the related business services that can be called from anywhere in the system. The services allowed users to define products and categorize by the name, price, inventory etc...
* Develop financial business components which had services to run financial reports on credit notes, debit notes, sales by the month, week or yearly.
* Develop inventory reporting functions to support the running of reports for various products and inventory status.

**Employer: Zen Computers**

**Client: Sahyadri Gramin Bank,**

**Duration: July 1999 to Jan 2000**

**Role :Programmer**

**Environment :** Oracle 7.1 with Developer/2000, Windows 95.

**Roles & Responsibilities:**

* Involved in the complete life cycle of the project starting from the conception to the implementation and support.
* Involved in the design, customer interaction to gather requirements and installation of the prototype. Coding, unit testing and support.
* Developed functions to calculate the interest for each loan account and generates reports of over dues.
* Develop functions to consider various parameters such as farmers, business, vehicle, industry etc.

under which the loan were disbursed, and derive due amount based on the subsidies for each category.

* Developed multiple financial reports based on the requirements of each bank.

# EDUCATION

Bachelor’s Degree in Engineering from

Bapuji Institute of Engineering and Technology Davanagere. Karnataka ,India