Venkat Puru Rao

Sr. Business Objects Administrator/Architect

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| **Objective:** |

* To obtain a position to further enhance my skills in the areas of **Business Intelligence**, **SAP** **Business Objects** and **Data Warehousing**

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| **Summary:** |

Over 14+ years of experience in Business Intelligence and a wide range of progressive experience in providing product specifications, design, analysis, development, documentation, coding and implementation of the business technology solutions including project management, client management, requirement analysis, installation, prototyping, proof of concept, report development, scheduling, testing, troubleshooting, support, estimation, performance tuning and documentation.

* Over **14+** Years of experience in the field of IT with an emphasis on Business Intelligence concepts & Implementations like **Data Reporting, Analysis, Mining, Design, Development, Data Migration,** and Testing of Database/ Data Warehousing/Client/ Server/ Legacy applications.
* Over **12** years of experience on entire Business Objects suite including **Business Objects XI R4.2/4.1/R3/R2/R1,6.5.x, 6.0, 6.1.x,5.1 , migrations ,**Performance Management,Crystal Reports XI, BO SDKincluding WebIntelligence R4/R3/R2/R1, 2.7/2.6/5.1, Auditor.
* Experience with planning, designing the architecture, POC, troubleshooting, tuning, and maintaining Business Intelligence /data warehouse systems
* Over 4 years of solid experience with ETL tools like Informatica 9.1,Business Objects Data Services(BODS) 4.2 x,**Ascential Data Stage 5.2,6.0/7.0** (DataStage Manager, Designer, Director & DataStage Administrator) and Quality Stage.
* Experience in genetating Business objects reports by connecting to SAP BW on HANA and SAP HANA data sources
* Experience with installation / creating, deployment / migration / upgrading of Business Objects new releases and patches in distributed , clustered and failover environment.
* Over 4 year of working experience in creating **Dashboards**,Scorecards ,Key Performance Indicators(KPI) ,Metrics,Analytics,Goals,Rules,Alerts using Business Objects XI.
* Expertise in migrating the BOXI R3 to BOXI R4,BOXI R2 to BOXI R3 & BOXI R1 to BOXI R2 which included the migration of file repository content and CMS metadata
* Over 8 years of experience in designing and developing the complex Universes (business view of the database) with all new latest features including @functions , cascading prompts etc anddeveloping canned/ad-hoc reports , cubes from Oracle, SQL Server, DB2, Teradata, Sybase, SAS
* Extensive experience in Retail Banking, Financial Services,insurance,Healthcare along with Mortgage, Biotech/ Pharmaceutical,Communications,Manufacturing etc. using Data Modeling, Extraction, Transformation, Loading , reporting and analytical processes.
* Experience with project management and working with onsite/offshore teams.
* Experience in writing, testing, and implementation of the **triggers, stored procedures, views, cursors, packages,functions** at Database level and form level using **PL/SQL**
* Over Four years of work experience with UNIX operating system, Shell scripting, Unix Cron jobs and Automation of ETL process.
* Expererience in advanced EXCEL features like graphs, pivot tables,vLookUps and macros etc
* Experienced in Technologies like E-R Modeling for OLTP & OLAP (Multi-Dimensional) Data Modeling techniques like Star Schema Modeling, Cube-processing, Snow-flake Dimension modeling, Fact and Dimension Modeling using Erwin Tool.
* Knowledge with Business Objects LCM, Promotion management tool, SAP HANA concepts, Teradata **FastLoad, MultiLoad, FastExport**
* **E**xperience in integration of various data sources like **Oracle, Teradata and DB2 UDB SQL Server, Oracle,** MS Access, and Flat files into the staging area.
* Knowledge in business intelligent software ,Export & Import, Performance Tuning of Database, Backup and Recovery, SQL\*Loader.
* Excellent communication, interpersonal, analytical skills & strong ability to perform as part of a team

**Training & Awards:**

* Completed training from SAP for the course: SAP 330 Business Objects Intelligence Platform: Designing and Deploying a solution.
* Awarded “IBM means service” in 2011.
* “Focus” awards from from CNA Insurance , 2009.

**Technical Expertise**

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|  | Details |
| Operating Systems | Windows NT/2000/2003,2008,2012 Unix |
| Languages | Visual Basic, Java, ASP |
| BI Tools | Business Objects (R4/R3/R2/R1,6.5,5.x)   * Universe Designer / Information Design Tool * Web Intelligence, WebI Rich Client, DeskI * Xcelsius, Performance Management * Crystal Reports (2008, XI R3, R2, 10) * CMC /LCM/ Data Federator   Tableau  Cognos 10   * Framework Manager * Report Studio, Query Studio, Analysis Studio, RTM   Tableau  Infoburst , System Profiler  Oracle BI Publisher/OBIEE, SSRS  QlikView (10, 11) – Desktop, Server and Publisher  Hyperion Intelligence, BRIO, Ervin 6 |
| ETL Tools & Data Warehousing | Informatica (9.6, 9.1, 8, 7.1.3, 6.2)   * Power Center, Designer * Workflow Manager, Repository Manager   Business Objects Data services 4.2.x  DataStage 7.0,  Oracle Warehouse Builder 11g  Business Objects Data Services (BODS), SSIS  Star-Schema and Snowflake Modeling, FACT, Dimension Tables |
| RDBMS Technologies | ORACLE (8i, 9i, 10g, 11g)  SQL Server (2000, 2005, 2008)  IBM DB2, Teradata 13.10 |
| Web Application servers | Websphere (6,7) Tomcat, IIS, Apache, WebLogic |
| ERP & Other software | Peoplesoft HRMS (7.5, 8.0), Remedy Suite, Knowledge Management, MS Excel, Java, C, C++ |

**Professional Experience**

**Sr. Business Objects Administrator/Architect Medtronic, Inc.**

Minneapolis March’2016 – Till now

The project is about finding the global revenues of Medtronic, Inc., which is a medical device manufacturing company. It includes distribution of reports, publications daily, weekly, monthly, quarterly and yearly along with Dashboards and visualizations. The project demands around the clock support to support the global customers spread across the world.

* Created and tuned the complex WebI reports, Universes (.unv and .unx) and Crystal Reports by gathering requirements from Business Managers / users and by converting functional requirements into technical specifications.
* Secured confidential corporate HR data and other Personal Sensitive Information (PSI) by setting up the security by creating / customizing by creating database roles and custom access level (CAL’s) in Business Objects and by distribution of the reports through report bursting.
* Designed the daily/weekly ETL jobs using Informatica to load data into Datamart from heterogeneous data sources like SQL server, Oracle, Excel sheets by using various transformations
* Extensively used Business Object industry’s topnotch tool Infolytik MetaMiner to expose and customize CMS Metadata to get the better insights and take necessary preventive action before the production/ non-production outages by sending out system utilizations, performance and BI asset management metrics.
* Created multiple transformations by connecting to heterogeneous databases to load data into DWH according to business requirements using Business Objects Data Services
* Worked on Business Objects Data Services to create aggregate tables/summary tables, materialized views to aggregate data to improve the performance of Business Objects reports.
* Redesigned multiple Business Objects WebIntelligence reports to improve the performance by tuning the reports in collaboration with ETL/DBA's.
* Involved in setting up the batch jobs which would trigger Business Objects reports when the data is populated in backed DWH tables
* Worked with Data modelers and Data architects to create a new data mart by using Business Objects Data Services to meet the critical Business Objects report requirements.
* Co-ordinated closely with ETL teams on aggregating / customizing / cleansing of heterogeneous data sources to tune the performance of Business Objects reports
* Participated in design / planning / architecture of BIP 4.1 SP6 and POC of BIP 4.2 SP2.
* Distributed through reporting bursting thousands of reports / instances to the users daily in Excel/PDF through Publications based on their BW roles.
* Resolving the daily to day issues from the business/user community involving connection issues, promotion issues, access/security issues, data issues, configuration issues
* Participated in Lumira / SAP Design Studio / Tableau POC to evaluate options for future releases.
* Provided the support to the developers / end users in their daily usage around the clock involving Business Objects / Crystal Reports / Informatica / Tableau / Design Studio / Lumira.
* Promoted the Business Objects Universes / reports / dashboards on a weekly basis and fixed the report insistencies.
* Set up the platform search by indexing the articles in the Business Intelligence platform.
* Segregated the existing business intelligence enterprise environment into 2 separate environments: Ad-hoc and distributed so that demands of Business Objects power users don’t conflict with requirements of distribution of publications/reports.
* Worked extensively on Business Objects / Crystal Reports / Dashboards from the source data which includes SAP BW on HANA, SAP HANA enterprise, Oracle and SQL Server etc
* Involved in creating the Crystal Reports using Crystal Reports 2011/2013 and Crystal Reports enterprise editions.
* Involved in converting the Crystal reports 2011/2013 to Crystal Report Enterprise (CRE) 4.

**Environment**: **Environment**: SAP BO 4.1 SP6/ 4.2 SP2, Business Objects Data Services (BODS), Crystal Reports Enterprise, Crystal Reports 2013/2011, UDT, IDT, Upgrade Management Tool, Informatica, SQL Server, SAP HANA, SAP BW on HANA, SAP Design Studio 1.6 sp1/sp2/sp3, SAP Lumira, Tableau, Promotion Management, Report Conversion Tool, Oracle 11g

**Sr. Business Objects Administrator/Architect UCDW (University Data Warehouse) Reporting**

University of Chicago June’2015 – March’2016

The project involved migration of the environment from BOXI R3 to R4 which is a centralized reporting environment for University of Chicago. The reporting system computes the metrics for all the departments of the university including government funds, external funds, grants and the spending of these funds so that management can decisions based on these metrics. It also involves pulling the students records, creating reports, analyzing them for all the departments of the entire university.

* Involved in planning and migration from XI R3.1 SP5 to R4.1 SP6.
* Designed and deployed clustered and distributed Business Objects XI R4.1 SP6 architecture by splitting the Analytical Processing Servers (APS) and Analytical Job Servers (AJS).
* Setup the SSO (Single-Sign-On) for Business Objects XI R4.1 SP6 using Active Directory (AD) and **Shibboleth**
* Configured the delegated Administration to Application owners by customizing the limited CMC tab access.
* Modified the web.xml, server.xml and property files to customize the BI Launchpad for users.
* Created the workflow from multiple source systems to reporting by creating the ETL jobs which loads data into Datawarehouse and then by creating the file based events which will kick off the reports which will be scheduled and sent to users Business Objects Inboxes.
* Involved in identifying all the issues with the migration and troubleshooting them and also worked with SAP support to fix some of the issues.
* Created Jmeter scripts and Worked with Unit testing, performance testing and UAT and fixed the issues which came up during the testing.
* Involved in creating OLAP multi-dimensional model from OLTP transactional data base by using Informatica tool.
* Setup up the security in R4 by using the existing Custom Access Levels (CAL) and creating the new CAL’s to provide the required rights for a different kinds of users.
* Secured the Applications, folders, reports, universes and universe connections by setting up security using Custom Access Levels and by using giving additional rights in the advanced tab.
* Provided infrastructure support, Business Objects help desk support, troubleshooted all outages on 24 X 7 basis and fixed any user/business/ developer related issues through issue tracking system, email, phone, in-person both onsite and field locations.
* Migrated all the users, folders, user groups, universes etc from R3 to R4 using the Upgrade Management Tool (UMT).
* Used import wizard to promote the content between different environments in R3.
* Promoted groups, content, access levels, universes between different environments in R4 using promotion management tool (Life Cycle Manager).
* Worked with networking team to troubleshoot the firewall/port issues involved in providing network communication between different servers and developer’s workstations.
* Used Report Conversion Tool(RCT) to convert the reports from DeskI to WebI in R4 since DeskI is no longer available in R4 and fixed the issues which came up during the conversion.
* Setup SSL (Secured-Socket-Layer) by creating CSR (Certificate-Signing-Request) on Tomcat for Business Objects 4.1.
* Created ETL jobs in Informatica to support reporting requirements using multiple transformations in close collaboration with business and operations teams
* Administered Informatica by creating security profiles, migrating the content between channels, creating relational connections, monitoring the servers.
* Set up the clustering of BO servers in BO R4 and troubleshooted the issues which came up.
* Worked on F5 for load balancing of Tomcat to distribute the load between multiple tomcat servers and customized/deployed the war files on Tomcat.
* Setup aggregate awareness to tune the report performance when large records of data is aggregated on-demand.
* Setup the report bursting by bursting only specific content to the users based on users’ profile.
* Combined data from multiple sources of data, created data visualizations using Data Blending feature and by joining multiple tables in Tableau.
* Prototyped data visualizations using Charts, drill-down, parameterized controls using Tableau to highlight the value of analytics in Executive decision support control.
* Define best practices for creating Tableau dashboards by matching requirements to the charts to

**Sizing & Installation & Configuration & Maintenance**

* Partnered with software and architectural teams to plan and build out new systems, understand scalability and constraints of software, and manage disaster recovery and business continuity planning.
* Extensively worked on server Sizing for Optimal Deployments to ensure good system performance and stability.
* Designed & implemented Business Objects architecture, including hardware and software requirements.
* Installed & Configured SAP BO 4.1 Sp6 Server and Client Products in Development, Test and Production Environments
* Implemented load balancing efficiently by deploying SAP BO4.1 Server across multiple machines greatly enhances scalability and end-user response time.

**Scheduling & Publications**

* Scheduled WEBI reports Daily, weekly, Monthly and Quarterly based on File events generated by ETL data loads
* Developed VB scripts for DESKI Reports Scheduling based on File events generated by ETL data loads.
* Extensively worked on profiles and Publications for mass distribution of Reports.
* Used Publications to personalize and deliver the content based on user profile categories
* Used Publications heavily to reduce the load on Adaptive job server
* Used File & Scheduled Events for Reports/Publications scheduling

**Monitoring & Auditing**

* Continuously Monitored BI Servers/BI Applications/BI Platform Operating System health using BO Monitoring Application by Configuring Probes, Metrics, Alerts, watches and SAPOSCOL binary
* Configured Auditing to track BO application usage statistics in day to day activities

**Backup & Recovery**

* Built DR system and Set Up the Disaster Recovery Environment for System failures using F5 Technology
* Developed Scripts for Auto Backing up the CMC DB, Audit DB, IFRS/OFRS and Content in Biar backup that includes Universes, Connections, WEBI, Deski Reports

**Environment**: SAP BO 4.1 SP6, SAP BO 3.1 SP5, UDT, IDT, Desktop Intelligence, Upgrade Management Tool, Tableau, Promotion Management, Report Conversion Tool, F5, Oracle 11g, Informatica

**Sr. Business Objects Administrator/Architect Fort Lauderdale Project: Finance Reporting**

**One Blood August’2014- May’2015**

One Blood delivers blood to the hospitals and for any emergencies. This project involved designing the reporting solution from ground up which included planning, proving solution, design/architecture and deploying. This project involved many phases first of which is for finance reporting. It involved automation of finance reports from very complicated process, which currently includes using the flat files; excel/spread sheets from various sources and putting the final report together after manual process by the knowledgeable business analysts.

**Responsibilities**:

* Planned and designed the architecture and deployed the initial Business Objects solution for the client from the scratch.
* Interacted with Business Analysts and Business managers to come up with development plan for delivering the financial reporting for phase I.
* Worked with storage/DBA/Wintel/VMware teams to come up with a solution by troubleshooting the issues involved.
* Created OLAP model using star schema/snow flake schemas to meet the reporting/analysis requirements from OLTP database by using Informatica as a data integration tool.
* Worked with SAP/Business Objects support to fix the infrastructure and development issues
* Involved in complete Software Development life cycle (SDLC) of business objects server deployments from architecture, sizing, scalability discussions for Database/storage/server metrics to deployment of Business Objects releases BO 4.1 SP5.
* Involved in creating mappings/transformations using Business Objects Data Services (BODS)
* Troubleshooted the networking issues including port issues, firewall issues, DBA/ODBC issues which includes DB rights etc during the initial set up.
* Created the Business Objects cluster for load balancing of the services.
* Involved in creating custom tables, summary tables, fact tables, dimension tables to create custom business logic in Oracle PL/SQL, SQL Server in close interaction with business managers
* Supervise, monitor, operate, maintain, upgrade technical infrastructure, test new methods, software, hardware, data flow and interface for the existing systems.
* Involved in creating Dashboards and scorecards using customer centric KPI’s (Key Performance Indicators)
* Tuned Adaptive processing server using System Configuration Templates for Optimal Configuration to improve the performance of BI server response
* Installed & Configured Desktop Intelligence Compatibility pack to support DESKI reports in BO4.1 Platform.
* Configured WINDOWS AD SSO for Business Objects Enterprise Platform using Kerberos(Vintela)
* Automated SIA, Tomcat Servers Start/Stop for Weekly BI Landscape Maintenance using Windows Batch Scripting.
* Build and publish Tableau reports utilizing complex calculated fields, table calculations, filters, parameters.
* Involved in data modeling, creating star schema and snow flake schemas.

**Security**

* Designed & Implemented Security model for User Management, Content Management, Application Management and Server Management.
* Administered and supervised the BO environment by Managing licenses, Managing Servers, Creating/Managing Users &Groups, importing groups from Active director
* Created Custom Access Levels, implemented Folder and object level Restrictions, Created Connections, granted permissions and rights to users on Universes, Reports, Folders
* Setup security on Applications (UDT, IDT, WEBI, DESKI), Session Management, Clean up older instances, Implemented group policy management
* Developed Tableau workbooks to perform year over year, quarter over quarter, YTD, QTD and MTD type of analysis.

**Development, Migration & Conversion**

* Designed and developed new universes(UDT&IDT), DESKI, WEBI reports in BOXI3.1 & BO4.1
* Successfully migrated Universes, WEBI and DESKI reports from BOXI3.1 Sp3 to BO4.1Sp2 using Upgrade Management Tool
* During Conversion Fixed the Identified issues: change source wizard creation failed, Ambiguous mapping Objects and Incorrect Combined queries mapping etc.
* Using Report Conversion Tool Converted DESKI reports created on Universes and Free-hand Sql to WEBI. Fixed Conversion issues identified in report conversion. Identified Conversion failed Deski Reports having Free-hand Sql syntax with Local variables, Temp Tables which are not convertible
* Used Type 1 SCD and Type 2 SCD mappings to update slowly Changing Dimension Tables.
* Redesigned failed Deski reports in WEBI with newly created Universes, replaced temp tables and local Variables with derived tables(@derived) and Parameters(@Prompt) in the Universe
* Promoting Content using Promotion management from Dev to QA to Production systems. As part of change management, maintained all the versions of reports using Version management and identified version differences using Visual difference whenever needed.

**Support**

* Troubleshoot runtime errors such as log in failures, reports not running or reports getting runtime errors.
* Trained Junior SAP BO developers on Information Design tool & new WEBI features.

**Environment**: SAP BO 4.1 SP5, Information Design Tool, Universe Design Tool, SAP Dashboard Designer, Tableau, Informatica, Xcelsius 2008, Upgrade Management Tool, Life Cycle Manager, DB2, Version Management, Report Conversion Tool, Qlick View, Data Stage, SQL Server 2008, Sybase, F5,

Sr. Business Objects Architect / Administrator Project: Claims Reporting

**Delta Dental of IL** June’2014 – July’2014

This is a dental insurance company which works in close collaboration with the dental clinics and care centers. It involves claims processing, payments, adjustments etc. This project involved migrating reports to Business Objects 4.1 SP3 from Business Objects 3.1 SP5, its architecture, design.

* Involved in Load Balancing, High availability of the Business Objects servers
* Involved in planning the migration from BOXI R3 to R4 which involved the installations of BOXI R4, migrating all the content to R4, setting up the security in R4, troubleshooting the post-migration issues.
* Worked with Database/Storage/Networking/LDAP/WINTEL teams in setting up the BOXI R4 environment.
* Converted UNV format Universes to UNX format Universes using Information Design Tool
* Migrated WEBI Reports source changed from UNV format Universes to UNX format Universes.
* Established a connection with LDAP to import user groups into Business Objects. Provided set up security around these groups with Access Level permissions to restrict the access to data for the users in these groups.
* Inspected the system configuration, perform root cause analysis, and deliver performance optimization and go-live services using BI Platform Support Tool
* Configured SMTP, FTP on Business Objects servers for reports distribution through scheduling.
* Customized BI Launch Pad by adding logos, Titles and setting global preferences.
* Customized CMC by CMC tab configuration Wizard
* Customized WEBI by WEBI Customization feature in CMC

**Environment**: SAP BO 4.1 SP3, SAP BO 3.1 SP5, Universe Design Tool, Web Intelligence, Desktop Intelligence, Upgrade Management Tool, Promotion and Version Management, Report Conversion Tool, F5, Windows 2012, Oracle 11g,

**Sr. Business Objects Administrator/ Architect Chicago Project: Merlin Reporting**

**CNA Insurance Nov’2006- August’2010**

**IBM Corporation Sept’2010- March’2014**

This application is main decision making reporting system at the company, used by all the managers

business users/Executives for their reporting needs. It provides claims, billing, collections info etc for

the customers of company. They use this system to create dashboards; canned & report reports

and schedule their reports. It also provides the Human Resources information about the employees,

their location, their managers, promotions, transfers, performance, terminations. It also provides

the company performance of the agent by region.

* Design, architect and administer SAP Business Objects/Crystal Reports Enterprise/BMC Remedy Software solutions for enterprise wide use.
* Interacted & worked closely with database/websphere/storage/ldap teams for compatibility issues whenever there is any upgrade/release/migration, make necessary recommendations accordingly and worked with these teams on a regular basis on technical bridges whenever is Business Objects system outages or any planned maintenance or downtime.
* Involved in setting up the Business Objects Solutions manager to supervise the metrics associated with Business Objects platform.
* Configured the Business Objects WAR files with server/cluster info, SSO (Single Sign On) etc and deployed these WAR files on Tomcat and Websphere using Wdeploy. Involved in troubleshooting the issues between BOXI, Web/Application servers.
* Troubleshooted on the technical bridges whenever there is hung thread/memory/CPU issues and outages with Tomcat or Websphere web/application servers.
* Created reports using Tableau and exported them into web portal for usage by the business.
* Generated **Sub Reports, Standard, Mailing Labels, Cross Tab Reports** and **Graph Reports** by using **Chart expert** of Crystal Reports
* Involved in full development life cycle of Universe design, built the Business layer, defined joins, set the cardinalities of joins, designed the Universes from scratch.
* Worked with **mapping operators** (Key lookup, Joiner, Sorter, Splitter, Filter, Aggregator, Expression, Mapping Sequence, Pre-mapping process and Post-mapping process)
* Involved in integrating Peoplesoft HR application with BO enterprise environment and mapped and imported Peoplesoft HR roles and providing them with security.
* Involved in promoting the reports, universes, other objects using the Life Cycle Manager from Development to Production and other environments.
* Created complex **stored procedures, views, functions** for data input to the Crystal Reports
* Involved in accessing SAP BW data using BEx which is used by SAP BEx analyzerto retrieve and display the data or via WebIntelligence or Crystal Reports
* Developed different brand level **Reports, Filters, and Prompts** using **Oracle BI Answers.**
* Attended the local business objects user group meetings, user conferences and workshops to know the latest market trends, new enhancements
* Familiarity with Business Objects reports scheduling to SharePoint.
* Created Drill Downs, Navigations, Creation of Launch Pads using Narratives and customizing look and feel of OBIEE as per the requirements.
* Involved in creating Oracle BI Publisher Report Templates using BI Publisher Desktop Edition.
* Worked with offshore teams to supervise the projects, lead them, guide them with project work recommendations, assign and accomplish the work.
* Developed, implemented and tracked technical infrastructure for business applications which may be centralized, distributed, client/server or web-based including interfaces to databases.
* Monitor performance statistics for Business Objects Enterprise system for determining hardware requirements and communication/ network bandwidth to support projected transaction volumes, response time and system availability targets.
* Resolved universe problems like Loops, chasm traps, fan traps using alias and context, developed custom hierarchies to support drill down reports, created derived tables in designer to enhance the capabilities and performance of the universe
* Implemented cascading prompts in universe, worked extensively with @functions (@select, @prompt, @where) to overcome the problems with database when integrating with Business Objects, and checked the integrity of the universes
* Developed visualizations using sets, Parameters, Calculated Fields, Dynamic sorting, Filtering, Parameter driven analysis using Tableau.
* Prototyped data visualizations using Charts, drill-down, parameterized controls using Tableau to highlight the value of analytics in Executive decision support control.
* Involved in performance/load/unit testing of the new Business Objects releases/patches/ functionality and monitoring the server metrics and performance metrics during the test.
* Coordinated and worked along with the ETL team to ensure the timely execution of feeds to the reporting tables and for any custom tables, summary tables for the custom function/logic needed by the business as well as testing the quality of data and providing inputs to them
* Involved in backing up the reports into BIAR (Business Intelligence Archive Resource) file and then restoring them back.
* Used Universe, Crystal Reports and Webi Reports as a Data source to the Xcelsius to build the dashboards and exported Dashboards to BOE Server into various formats like pdf, excel etc
* Involved in setting up the BMC Analytics ITSM universe and creating Business Objects reports against it.
* Involved in installation, configuration, maintenance, trouble shooting of XI R3/R2 versions and involved in migration of FRS repository (security, document, universe domains) and databases from XI R2 to R3.
* Developed a variety of **Complex Crystal Reports such as** Ad Hoc Reports, Frequency Reports, Summary Reports, Drill-down, Dynamic grouping, graphical, aging reports
* Created complex reports using Merged Dimension and multiple data providers and synchronized the data providers by linking the common objects to create the common report.
* Involved in creating an application which allowed the external usage of the Business Objects reports for agents outside the network firewall using Business Objects web service calls.
* Proactively recommended any new enhancements, best practices on a regular basis to optimize the performance of the system as the load increased on the system.
* Worked with Vendor SAP Business Objects to set up meetings to design the strategy for any new releases, service packs, patches which will fix any of the existing issues.
* Involved in fixing any data related issues by working with ETL teams and Database teams.
* Involved in creating various dashboards using Xcelsius 2008 for different business managers.
* Worked extensively with the major functionality of BO like **Breaks**, **Ranks, Variables, Alerters, Formulas, Calculated data items, Filters, Sorts, and Query prompt**
* Created Analytics and Dashboards using Performance Manager to enable executives track progress and compare current and historical performance against established targets.
* Used Universe, Crystal Reports and Webi Reports as a Data source to the Xcelsius to build the dashboards and for visualization of content to various file formats (pdf, ppt, html, flash)
* Created single or multi line chart for showing tendency over period of time particularly used in revenue history using Xcelsius.
* Involved in creating Informatica transformations like aggregator, filter, sorter, rank etc to cleanse, aggregate data as part of performance tuning to reduce the run time of the reports.
* Wrote SQL queries on universe to be used as derived tables, for custom complex Webi reports and Tuned and Enhanced Universes with SQL Queries for the Report Performance
* Created graphical representation of reports such as Bar charts, 3D charts, Pie charts, Column chart, Line chart, Bubble chart using Xcelsius
* Created server groups to target a special set of reports to be run on a specific group of servers to balance the load of the servers.
* Deployed/maintained Business Objects Audit functionality by setting up its universes & reports
* Created Revenue Dashboard, Sales figure Dashboard using Xcelsius and used these dashboards to do a demonstration to business management.
* Installed, deployed and customized third party tool called System Profiler and used it to expose comprehensive information from the SAP Business Objects enterprise repository.
* Installed & deployed third party tool called Infoburst for bursting of the reports to the users.

**Environment: Business Objects XI R4.1/4.0/R3/R2, Performance Management XI R1, Informatica 9.1, Oracle9i/10g, Teradata**, Tableau, MS-SQL, OBIEE 11g, DB2, Oracle Warehouse Builder (OWB) SQL server**,** Crystal Reports XI, Tomcat, Websphere Application Server, SSRS, **Xcelsius, Live Office**

**Sr. Business Objects Developer/Administrator Fort Lauderdale, Fl Jan’2006 – Oct’2006**

**Regent Seven Seas Cruises Project: Seaware Reporting System**

This application is used in the cruise industry to calculate the billing, pricing, promotions for the

Customers when they take the ship. My project involved creating the Metrics, Analytics, Dashboards,

Scorecards, Goals, Rules, Universes and Reporting system for the Senior Directors, Vice President &

Business Analysts. It also involved automating all the pricing & planning, marketing, accounting,

reservations, sales, inventory data from Seaware application for daily, weekly, monthly use.

Responsibilities:

* Involved in creating the functional documents & technical documents.
* Involved in Full life cycle implementation of BO where I involved in all phases of requirements gathering, functional & technical design, testing, training, maintenance of the Universe & reports.
* Created, modified, enhanced, tested, deployed, optimized, and maintained **Business Objects Universes** using **Designer** to include objects like **dimensions, details, measures & tables, views** according to the users’ requirements
* Involved in installation, deployment and administration of Websphere, Apache and tomcat web/app servers.
* Involved in customizing the **registry editor** to accommodate the large **LOV** (list of values) & for troubleshooting, bug fixing.
* Created **aggregate aware tables at the database level & derived tables** with prompts at the universe level to create various levels of pre-aggregated measures.
* Created **dashboards, metrics, Key Performance Indicators (KPI), analytics, goals, rules, alerts** using Business Objects XI enterprise edition.
* Created various stored procedures, functions, cursors, views to do the reporting with the OLTP transactional database.
* Created Dashboards, modified them to suit the business needs which will send the Alerts when

Metrics meet the required criteria set by the business users.

* Created the Default, Custom Hierarchies & cubes created canned & ad-hoc reports with Multi-Level Scope of Analysis using **drill down, drill across, drill up and slice and dice**
* Created complex reports using **cascading prompts**, **decode objects** and etc.
* Created **Aliases** and **Contexts** for resolving Loops, Chasm Traps & Fan Traps and checked the **cardinality and Integrity** of the **Universe**

**Environment: Business Objects XI R1/R2,** Tableau, **Performance Management XI R1, Oracle9i, PL/SQL**, SQL server**, Infoview XI R1/R2, Apache, DB2,** Crystal Reports XI R1/R2, **Web** **Intelligence XI R1/R2, Ervin,** Web Intelligence XI R1/R2, BMC Remedy, Knowledge Management, Unix, Webpshere

**Sr.Business Objects Developer Lansing, MI Sep’2005 – Dec’2005**

**State Govt of Michigan Project: Michigan Child Support Enforcement System**

This project is designed to provide child support to the children in Michigan when parents can’t pay or avoid paying money for their child support. It involved getting information from all the government agencies to locate the defaulters. It involved creating the quarterly reports to send the FBI & all other govt. departments. It also involved validating the large amount of data from various data sources with different formats before being loaded into Datawarehouse which is used for querying and creating reports according to the government requirements.

Responsibilities:

* Created mappings with transformations involving stored procedure and reusable transformations using Informatica to load data from flat files and other data sources to the Oracle database.
* Involved in installation, configuration, maintenance, trouble shooting of Business Objects 5.1/6.5 servers and involved in migration of repository from 5.1 to 6.5.
* Involved in creating **the object level, report level and row level security** mechanisms to restrict the data accessed by the users using **Supervisor**.
* Developed mappings and complex maplets using informatica power center designer 6.2 for real-time migration of data
* Involved in troubleshooting where I tracked the bugs and fixed them.
* Involved in ETL processes where I have used teradata utilities like FastExport, fastload, multiload and BTEQ.
* Strong working experience on using Informatica Power Center and directly responsible for the Extraction, Transformation and Loading (ETL) of data from various sources systems like relational sources, XML & flat files
* Involved in the collection and transport of incoming/outgoing information to/from the Teradata data warehouse
* Involved in the design, development, scheduling and execution of procedures to evaluate and perform data transfers via FTP from Oracle to Teradata gateway interfaces.
* Involved in interpretation, conversion of DW process designs, detailed system designs into SQL, procedural language programs used for the extraction, translation, loading of information.

**Environment: Business Objects 6.5/5.1.x/6.0, Application Foundation,Teradata V2R5 (Fastload, Multiload, Fastexport, BTEQ)**, **DB2,XML, Oracle9i, PL/SQL**, SQL server**,** Informatica 6.2, **Unix**

**Sr.Business Objects Analyst Milpitas,CA Dec’2004 – Sept’2005**

**Palm One Inc Project: Demand Management**

Demand Management is an initiative at palmOne, Inc. in which the Business Objects is used as a new sales & distribution channel by the sales & marketing people to increase revenues. It also helps the sales & production people to keep track of the trend of sales of the devices so that there is no surplus of products thus enabling them to better manage the stock. The project also involved creating & scheduling the reports on the company portal to study performance of the company through the published reports.

Responsibilities:

* Involved in documenting the current business process requirements, processes & reporting system we developed.
* Involved in maintaining the supervisor to provide various levels of accessibility to the users.
* Installed, configured **Business Objects on UNIX server & Windows Environment.**
* Involved in **upgrading the BO versions from 5.1 to 6.5** & also in **upgrading the reports from BO 5.1 to BO 6.5**
* Created Cross tab reports, Charts, Drilldown reports, Formulas, hyperlinks, percentage reports, Prompts using Crystal Reports
* Development and Deployment of templates & Complex Reports & used **multiple data providers, Union, Sub Queries, Intersection, minus and Master/Detail, cross tab, Charts** Translated Business Requirements into Universes for different users.

**Environment: Business Objects XI/6.5/5.1.x/6.0, Teradata V2R5**, **Oracle9i, PL/SQL**, SQL server**,** Informatica Power Center 6.2**, DB2, Infoview, Unix Scripting,** **DataStage 7.0**, Crystal Reports XI, BMC

**Sr.Business Objects Analyst St.Louis,MO June’2004 – Nov’2004**

**SBC (AT&T) Project: Offer Management**

Offer Management is an OLAP system at SBC in which the ePiphany Real Time (RT) engine is used to provide service representatives with offers to give to customers who call in to a service center.  The idea is to use this as a new sales channel to increase revenues at SBC. Call Center metrics are in place to evaluate the ability of service representatives to sell the offers generated by the ePiphany RT engine.

**Responsibilities:**

* Involved in **Full life cycle design and development of Business Objects** reporting Applications.
* Involved extensively in giving the **decision support** to the business managers where I was analyzing the data in accordance with Business Managers’ requirements.
* Performed Business Analysis work for creating Business Intelligence Reporting using **CRYSTAL REPORTS**
* Involved in creating the ETL procedures on the input source documents which contained data in XML format.
* Extracted, Transformed and Loaded OLTP data into the Staging area and Data Warehouse using Informatica mapping & complex transformations (Aggregator, Joiner, Lookup, Filter).
* Lead troubleshooting efforts to resolve the users & Developers issues**.**
* Extensively used **WebIntelligence** in creating the reports using **the time prompts & List of values** and sent them across the users.
* Involved in Performance tuning of the databases involving the Teradata.
* Involved in developing the Enterprise Reporting out of Teradata Enterprise Data warehouse where I created universes, reports, scheduling them and distributing them across users

**Environment: Business Objects 6.5/5.1.x/6.0, Teradata V2R4**, **Oracle9i**, PL/SQL, Informatica Power Center 5.1, SQL server, Knowledge Management, **DataStage 7.0, Unix Scripting, Crystal Reports 10,**

**Sr.Business Objects Analyst San Jose, CA May ‘2004 – June ‘2004**

###### **CISCO Project: CARMA**

This project is aimed at CISCO Customer Advocacy Business department which provides services & contracts for the products CISCO company sells like routers, switches etc. The Project involves creating an OLAP system where we created ad-hoc/canned reports & scheduled them and publishing them daily, weekly on the web server so that they are accessible to all the employers of the CISCO.

**Responsibilities:**

* Developed and modified various database objects like Views and utilized  
  command options in **crystal reports** to improve performance of reports.
* Analyzed and created reports using **Seagate Crystal Reports (with Sub reports and Dynamic Queries)**
* Documented report parameters, fields, and logic used for developing of reports and universe in a word document
* Involved in cleaning the repository domains regularly to enhance query performance
* **Secured** the **data** by using **Report Bursting**
* Data Cleansing, Staging and Loading of data into the warehouse from excel and flat files.
* Involved in developing the highly tuned SQL in Teradata, Oracle and Sybase database environments for faster queries

**Environment: Business Objects 5.1.x/6.0, Oracle9i**, **PL/SQL**, **WebI SDK 2.7, DB2, Info view**, **DataStage 7.0**, **BO SDK,** **Unix Scripting,** **Broadcast Agent,** PL/SQL, SQL server

**Database Administrator Dec’99 - July’00**

**Client: Ashok Leyland, India. Project: Production Management System**

Developed and implemented this software product for one of the largest Merchant banks in India.

**Responsibilities:** Responsibilities include fine tuning Stored Procedures / Triggers.

**Environment:** Oracle7.0, Visual Basic, Windows NT

**Programmer Jan’99 - Nov’99**

**Client: Britannia Industries, India. Project: Integrated Material System.**

LADS have been developed to support the Loan Advancement and Monitoring operations of the bank with respect to loans advanced against Demat shares.

**Environment:** Java Servlets, CORBA, JSP, Visual Basic 6.0, Oracle 7.x, Crystal Reports 4.6

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| **Educational Qualifications:** |

**Master of Science (M S)**: Computer Engineering -- **Florida Int’l University, Miami, Florida 2003**

**Bachelor of Science (B S)**: Electronics and Communications -- **JNT Univ. 1999**

**References:** Available upon request.