**SasikalaShanmugam**

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**SUMMARY**

* Overall14+yrs of proven experience in IT with 12+yrs of Business/DataAnalysis and ETL experience
* Passion/love for data and doing Data Analytics, Business Analysis,Adhoc Reports and Business Intelligence Reporting (Metrics, automated, adhoc), Dashboards, Data validation, Data Reconciliation, Data Cleansing, Data Mapping, Data Quality, Data Mining
* Full SDLC experience -IBM Mainframe, ClientServer,Web development using Iterative, Waterfall, Agile methodologies
* Gap Analysis, Risk Analysis, Variance Analysis, Requirements gathering, Change Management, Requirements Traceability Matrix (RTM), and Management artifacts using SharePoint and Rational tools like RequisitePro, ClearQuest
* Business/Data Process Flows, Entity Relationship diagrams (ERD), UML with MS Visio, User Acceptance Testing
* Development/Enhancement projects, Production Support and Data Conversion/Migration projects across Finance, Mortgage, Retail, Insurance, Manufacturing, State Government industries
* Detail Oriented, Excellent interaction with Business/Technical groups, producing high-quality customer deliverables
* Develop user guides and reference materials, provide hands-on training for business users
* Strong Analytical and critical thinking capability with problem solving and Organizational skills, meet aggressive deadlines
* Individual contributor as well as excellent team player, Excellent client relationship skills and verbal/written communication skills
* Self-starter, pro-active,very curious by nature, hungry for knowledge,Ability to grasp new/changing tools/technology on the go

**EDUCATION**

Masters - Computer Applications(University of Madras, India)

Bachelors – Mathematics (University of Madras, India)

**SKILLS**

SQL, ORACLE, DB2, SQL Server 2014, SSIS, Sybase,OBIEE10/11g, Tableau 9.2, TOAD, RapidSQL, PL/SQL, Excel 2013, MS Office, MS Project, Unix, Outlook,Visio, Rational ClearQuest, RequisitePro, DOORS, Remedy, SharePoint 2013, MS Access, IBM Mainframe

**EXPERIENCE**

#### 1095-AForm (100% Remote) Centers for Medicare and Medicaid Services

Sr. Data/Reporting Analyst 08/15 – 01/2016

* Data Analysis, daily processing (daily, wkly, bi-wkly, monthly, bi-monthly, etc.) jobs, Data mining, Production support and Adhoc supportoncritical 1095A tax form health care data on SQL Server, SharePoint DB via MS Access using SQL
* Root Cause Analysis, Write Queries, Extract/M­anipulate/Validate data from multiple sources on SQL Server, SharePoint databases, and files from outside vendors, Reconcile and trouble shoot data across Health Insurance policy issuersand vendors of CMS
* Maintain, buildnew Tableau Visualizations, Da­shboardsin Tableau Desktop Professional (TDP) and publish them to Tableau Server for CMS users (to viewon web), create SSIS ETL (Extract, Transform, Load)packages and stored procedures forprocessingflat files dailycontaining millions of health records, run business rules/validations on the data received. Help case analysts to process cases providingdata support
* Analyze data patterns, escalate findings on data issues, make recommendations for process improvements to optimize efficiency
* Analyze and validate data, finddata anomalies, explain source of change, make suggestions and also fix data issues when possible
* Create various business process documents along with screen shots, and train others by doing online demos often
* Recognized as ‘Outstanding and Going Above & Beyond’ for performance, and received cash awards

Environment:SQL, MS Visual Studio, SSIS,XML, Tableau 9.2,SQLServer2012, SharePoint2013 database, MS Access, MS Excel2013

#### Enterprise Data Warehouse Hilton Worldwide

Sr. Data Analyst 05/15 – 08/15

* Analyze various sources of legacy data in MS SQL Server to bring into Enterprise Data Warehouse in Oracle, perform Gap Analysis, Data validations Data reconciliations, escalate data issues to business users and work on solutions, create Data mapping doc
* Data profiling on the legacy data, validate data, and escalate data issues to business users, Data Quality, Adhoc support
* Create/Maintainmetrics Reports and Dashboards in OBIEE11g for hotel performance related data, MS-Excel using pivots, V-lookups, calculations, charts/graphs (vertical, horizontal bar charts, pareto charts, column/stacked charts, pie charts, line/area charts, etc.)
* Create test cases/scenarios, and test reports, capture results and document it along with screen shots when necessary

Environment:SQL, OBIEE 11g, ORACLE 11g, SQL Server 2014, Informatica, MS Excel2013, SharePoint2013, Oracle SQL Developer

#### Assessment Redesign College Board, VA

Sr. Business Data Analyst 05/14–03/15

* Analyze current workflows, process flows, and the current documentation, conduct meetings and work with business product owners, internal systems, and external vendors on the functional requirements and data needs for the redesigned SAT, help in mockups of GUIs, write detailed use cases, Gap Analysis between current and future states
* Extract/validate educational data via SQL from different sources, Data analysis, create/modify scoring reports
* Analyze new business rules, define/frame data issues and develop solutions working with business and technology teams
* Data requirements gathering, root cause analysis, impact analysis and UAT/backend testing for some functionalities
* Analyze old/new lookup values, Data Mapping, pivots, charts/graphs via SQL, MS Excel for finding data redundancies, Data Reconciliation between multiple sources to identify the data patterns, missing data, validate XML files that are part of data feeds exchanged between the College Board and its external vendors
* Facilitate meetings with internal users and external vendors to clarify the redesigned business processes, data elements and feeds related details, Assist project manager with various project management tasks, schedules, documents

Environment: SQL, ORACLE11g,Toad, MS Excel 2010, Requisite Pro, XMLspy, ClearQuest, SharePoint 2010, MS Project 2010

#### Infrastructure - Remedy Tickets (100% Remote) Amazon.com, VA

Sr. Reporting Data Analyst 04/11 – 02/14

* Solecontributor serving the entire Data Center Operations(DCO) across the world for Amzn, Interface with business users (Data Technicians, Data center managers, Sr. Managers, Directors, Sr. Directors, VP, executive VPs for DCO management) to gather requirements and build complete reporting solutions forall kinds of amzndata center issues
* Identifykey data points, Analyze various sources of tickets data and infrastructure databases, Data Validations
* Create variety of metrics reports on tickets/infrastructure datavia OBIEE for measuring data centers performance, server capacity
* Data mining via SQL to identify patterns, data issues, duplicate tickets, reopened tickets, related parts/warranty info
* Design, develop and mainten ongoingmetrics Reports (Adhoc, auto, periodic–weekly, monthly, etc.) and Dashboardsto drive key business via OBIEE presentation layer Answers/iBots/Dashboards, also in MS-Excelusing pivots, V-lookups, calculations, charts/graphs (vertical, horizontal bar charts, pareto charts, column and stacked charts, pie charts, line charts, area charts, etc.)
* Perform root cause analysis, Trend/Impact Analysis, Percentiles, Percentages, YTD, Year-over-Year,Month-over-Month, Quarter-over-Quarter comparison, Cluster wise, Region/Zone/Managers wise that helps management to take measurable actions
* Make recommendations for new metrics, techniques, and strategies to improve performance measures in the future
* Perform research collecting different sources of info from several people involved, Analyze data, and create reports for amazon DCO security teams also related to badging issues, onboarding issues, vendor issues and Amazon Web Services teams
* Work with several vendors like Dell, HP on parts/warranty related performance issue relatedreports constantly
* Research/Troubleshoot on Tickets data for any/all issues, DataAnalysis, Data pulls from InfraDB/Shift Report database
* Very detail oriented, Perform ‘what-if’ analysis, Collect/Analyze infrastructure data for performance issues or manufacturer parts issues related to HP, Dell, analyze potential issues related to warranty
* Cut Tickets, work with Remedy DBAs and Business Intelligence teams across the world to sort out Data Quality issues, and availability issues spending long hours, crazy nights and weekends to get work done ontime and to meet deadlines
* Occasionally train data technicians and system engineers on how to build reports/dashboards using OBIEE, MS Excel

Environment:OBIEE 10g,11g, SQL, ORACLE10g, MySQL, MS-Excel2013, SharePoint 2010, MS Office

#### CreditLossManagementSystem(CLMS)/FinancialDataWarehouse (FDW) /LoanAccounting Fannie Mae (FNM), VA

Sr. Business Data Analyst 09/07–02/09, 06/10- 12/10

* Worked on 4projects team based; in one, I served as a single point of contact working closely with Business users (Chicago)
* Gather Business and Data Requirements, Data Analysis, Impact/Risk Analysis, Data Mapping,Data Dictionary, Data Quality checks, Work with Data Architects and DBAs on the data flows across Fannie based on new rules, work with Business Objects reporting team to build/validate the data pushed onto the Data Mart tables for reporting purposes
* On Loan Accounting project, perform Source to Target data Mapping, updating Data Dictionary, data validation on new business rules, validating expected-vs-actual results
* Work with business users and banks for loan data related issues, loan quality issues, and fraudulent loans; Being the liaison between business and technical teams, work with several internal teams involved for interfaces, and different groups like development, testing, change requests, production team, for processes involved, and getting issues resolved ontime
* AdhocAnalysis and support, create variety of AdhocReportsusing SQL andMs-Excel; Create Pivot tables and Charts, Vlookups, formulas, in MS-Excel based on business usersneed from data/business stand point
* Data Analysis and Data Mining via SQL to identify the data issues, where sources are coming from, and if there are data issues in any of the sources, data feeds and/or format issues, to clarify business functionality issues in applications
* Resolve Data reconciliation issues between multiple sources/systems, and their impacts on the reports and how to fix
* Write complex queries and SQL scripts to test ETL process, validate data if Business rules applied, compare Expected/Actual(E2A)
* Perform Business Analysis, Business Rules validation, Technical Design docs, Requirements Traceability Matrix (RTM), Business Process flows ,Data flows diagrams, Support java based web apps using Agile/Waterfall technology
* UAT to find business functionality issues and the related data issues, Functional test case, Functional/Integration testing, work with cross-functional teams, Prepare RequirementsMgmt. Artifacts
* Work on Clear Quest/Remedy tickets for issues/enhancements; coordinate with Change Management and other teams
* Assisted the project managers with project mgmt. activities and created Implementation Plan, Backout plan, Shakeout Plan, Assist PM with closeout activities and implementation
* Develop user guides, reference materials on various systems, provide training on tools/systems for business users

Environment: SQL, ORACLE10g, TOAD, Rapid SQL, Business Objects, DOORS, Rational Clear Quest, MS Excel 2010, UML, Visio2007, RequisitePro, MS Project 2003, UNIX, SharePoint

#### Default Asset Management Freddie Mac (FRE), VA

Sr. Business Systems Analyst 08/09 – 05/10

* Individual contributor/Analyst on Expense Reimbursement system, Mortgage Insurance System and Accounts Payable systems
* Support the Business users with Adhoc needs, trouble shoot issues related to issues on the functionality of the application, perform Data Analysis and being Liaison between Business/Technical teams on enhancement releases in the current systems
* Work with Senior Managers and Directors and other users to identify their data needs, do data pulls, variety of Adhoc reports, calculations, new business rules to be applied
* Modify the business process flows, data flow diagrams, create technical design documents, user stories, for releases based on working with business users for improving the existing functionality of the systems
* Troubleshoot and support Treasury and Balance Sheet Management business processes in the Accounting systems
* Liaison between business and development/testing teams, work with mortgage insurance companies and banks for expenses and reimbursements related issues, and thereby resolving data issues across critical financial reports and loans involved
* Lots of Data Reconciliation via SQLacrossOracle/Sybase/DB2 data onthese 3systems Expense Reimbursements System, Mortgage Insurance System, and Accounts Payable systemon the critical loan financial data to Analyze/Research on loans and $Amount discrepancies which are in multi-million dollarsacross thesefinancial systems, fixall the balance sheets(due to these errors) and Accounts Payable reports based on the findings, which then goes to US Treasury
* Data Mining via SQL to find all fraudulent loans info in details based on business users input, and the trends seen past/current
* Analyze/Query databases via SQLto create lots of Adhoc reports, and produce trends, charts, pivot tables, using MS-Excel
* Tech docs, Data Mapping, Data Quality, Variance Analysis, Validate Business Rules, create Functionaltest cases, Perform UAT
* Work with cross-functional groups, Document various other Requirements Management Artifacts
* Document user materials along with providing necessary training for different user groups based on access levels

Environment:SQL, DB2, ORACLE 10g, Sybase, RapidSQL, MS Excel, Visio, MS Access, ClearQuest,MS-Office 2003

#### Billing and Reporting Systems BearingPoint Inc, VA

Sr. Business Data Analyst 03/07 – 08/07

* Work with account managers of BearingPoint to make sure to collect all sources of billing data files coming in from various clients in various formats are received ontime (either daily or twice/weekly) in the agreed formats
* Data validation/mining via SQL from different sources of data, on accuracy, quality of the data being received and work with them if any issues; Identify the data issues on the daily billing data feeds from multiple clients and escalate to management
* Ensure all data is extracted and received from various clients sources and liaise with business team to resolve extraction issues
* Extract/Manipulate/Load Data from various data sources and build data packages using SSIS to export data onto production SQL Server and MS Access for business processes and data integrity, Detect/Solve Load errors, Data issues and Improve data quality
* Improvise the data build packages by doing Risk/Gap Analysis, Requirements Tracing, Data Analysis using SQL queries
* Assist the project manager and account managers, by working with several clients of BearingPoint to resolve billing issues
* PeriodicData Cleansing via SQL, Data Quality, build, maintainETL (Extract, Transform, Load) SSIS packages, T-SQL, Data Mapping
* CreateFunctional test plans, Process/Data flow diagrams, Testing and Develop various Requirements Mgmt. Artifacts
* Document user manuals, provide user training on how to handle data packages for billing/reporting system

Environment: SQL, SQL Server 2005, SSIS, SSRS, MS ACCESS 2003, MSOffice 2003, Visio 2003, ORACLE 10g, TOAD

#### Accounts Payable/Accounts Receivable NN Inc, TN

Senior Consultant 01/07 – 02/07

* Data Analysis, Data Mapping, Manipulate and Extract the data for Business Analysis, Rules and Validation
* Develop SQL scripts, ETL, COBOL/DB2 batch programs for data pull and create flat files
* Document Business Rules, Identify, Research and Raise concerns/issues related to data/business
* Business Process Improvement and Create all the Requirements Management Artifacts

Environment:SQL, SAP ECC 5.0, MVS, DB2, COBOL II, JCL, SQL, PVCS, MS-Office 2003, UML, MS Visio 2003

#### Lease Management System (LMS) Data Migration GAP Inc, CA

Sr. Business Data Analyst 08/03 – 02/04

* Capture Requirements andData needs for the new system, identify the new business needs,processes and conversion methods
* Gap Analysis of as-is and to-be processes, Data Mapping from legacy DB2 to SQL Server, work with users on identifying the new business rules, analyze the existing system issues, and how to fill in the gaps and the work flows
* Perform the necessary Data Analysis, Data Cleansing, SQL Scripts, Data Integration, Data Conversion rules, Document business rules and other Requirements Artifacts
* Create High-level/Detailed Design docs, Business process flows, Data flow diagrams, Technical Design documents
* Work with Data Architects on enterprise level data flows related, participate in physical and logical data modeling using Erwin
* Develop SQR and COBOL reports, and common modules to convert data, prepare release notes
* Extract, Transform and Load DB2 data onto SQL Server using ETL tool Data stage
* Perform SQL scripts/queries in DB2/SQL-Server to convert data, maintain integrity, consistency
* Prepare user reference materials including conversion rules for users and technical groups

Environment:SQL, Citrix, MVS, SQR, SQL, Data Stage, DB2, SQL Server 2000, MS Visio 2000, MS Office 2000, Erwin, PVCS

#### Claims system GMAC Insurance (GMACI),NC

Lead Analyst Programmer 03/01 – 09/02

* Received Best Performance Awards and Employee of the Month awards
* Analyze as-is/to-be processes, Identify business needs,act as liaison between business/techteams
* Create Architecture and Process/Data flow diagrams, Requirements Analysis, Data Quality Analysis
* Convert business requirements into Functional/Technical docs, Develop/Maintain Batch applications
* Participate in Database Design/Modeling, Data Mapping, Data Cleansing, Functional test cases
* System testing, Coordinate with Change Management/Production Control team to promote modules
* Develop/Maintain user reference materials on claims system based on enhancements

Environment:MVS,COBOL,DB2,VSAM,JCL,Visio,VisualSourceSafe,MS Project, SQL Server, ORACLE 8i, MS Office

#### Neccomp.com NEC Computers Inc, CA

Senior Analyst/Programmer 03/00 - 02/01

* Requirements analysis, Gap Analysis, Data Analysis, Create Requirements/Functional specs, Technical specs
* Business support, Data mapping, Data dictionary, Data Quality, Business Analysis
* Develop HTML, ASP pages using ASP, HTML, VBScript, JavaScript, Stored Procedures

Environment:SQL, IIS 5.0, ASP 3.0, Visual Interdev 6.0, Source Safe 6.0, SQL Server 2000, VBScript, JavaScript

#### Accounts Payable (AP)/Statistical Reporting Fred Meyer, OR

Business Analyst/Lead Analyst Programmer 01/99 - 02/00

* Received Cash Awards and Certificates towards Best performance
* Requirements Analysis, Gap Analysis, Convert Requirements into Functional/Technical design docs
* Identify business needs, Participate in Database Design, Develop various mainframe reports
* Develop Batch programs - reports, System/Unit testing, Implement and Support

Environment:SQL, IBM 3090, MVS, PVCS, COBOL II, DB2, CICS, VSAM, JCL, SPUFI, UML, MS Visio, MS Office 1997

#### Agent Compensation System (ACS) Kansas Farm Bureau Life Insurance (KFBL), KS

Sr. Business Analyst Programmer 06/98 – 12/98

* Requirements Analysis, Data Analysis, Data Quality, Production support and Maintenance
* Add edits and new procedures to legacy system, Design/Develop code, Generate periodic reports

Environment:SQL, IBM 3090, MVS, DB2, VSAM, CICS, COBOL II, MS Visio, JCL, File Aid, SPUFI, QMF, ROSCOE

#### Claims Services Online (CSO) AIG, NC/NY

Sr. Analyst/Programmer 05/97 – 06/98

* Business Analysis, Requirements Analysis, Gap Analysis of as-is and to-be processes
* Design Data Flows, Process flows, Data Mapping and Data Cleansing, Participate in Database design, Develop Batch/Online programs for various modules meeting strict timelines
* Created unit, system test plans, Test modules, Maintenance & Support

Environment:SQL, IBM 3090, DB2, VSAM,COBOL II, JCL, SQL Server 6.5, UML, Visio, MS Office 1997, Lotus Notes

#### Individual Policy Processing System UNUM, UK

Tech Lead / Lead Analyst Programmer 01/96 – 05/97

* Lead a team of 7 members for the successful deployment of the Agency system
* Requirements/Gap Analysis of existing legacy mainframe system for the as-is and to-be processes
* Functional/Tech specs for new client server system using Business Process Reengineering approach
* Develop Entity-Relationship diagrams, Data Flow diagrams and participate in Database Design
* Data Analysis, Data Mapping, Code Reviews, Functional test cases, Unit/System testing, Implementation

Environment:SQL, OS/2.1, VisualBasic3.0, Crystal Reports, SYBASE 10, MVS, COBOL II, DB2,VSAM, JCL, SPUFI, QMF

#### Child Support Enforcement Automated System (CSEAS) State Welfare Dept., OR

Analyst/Programmer 08/94 – 12/95

* Requirements analysis, Gap Analysis, Design and Development Module Action Diagrams (MAD)
* Provided On-site implementation assistance, Unit/System testing, Document Unit/System test plan

Environment:SQL, IBM 3090, OS/2, MVS, TSO, COBOL II, DB2, JCL, SPUFI, QMF, CICS, File-Aid, ADW, Lotus Notes