

Business Analyst Intern Business Analyst Intern Business Analyst Intern Dallas, TX Authorized to work in the US for any employer Work Experience Business Analyst Intern Tata Consultancy Services - Plano, TX January 2018 to May 2018 Migration and upgradation of the BMC Remedy System from version 8.1 to 9.1 along with all its integrations and customizations Prepared business requirement documentation for functional and technical requirements of all products and subsystems Coordinated with BMC Remedy and support partners to request enhancements, manage licenses, report & track bugs, patch installs, & plan upgrades Coordinated with process managers to enhance existing ITIL process and establish new processes in better alignment with ITIL framework and enhanced fields, menus and tables on forms with specific functionality per client's request Coordinated user sign-offs & user training; documented test scripts for future enhancements; detailed level designs for proposed changes; defined and administered work processes and business rules to meet SLA requirements within the Remedy SLA Module Coordinated and ensured completion of implementation phases to include system integration, performance, stress, customer & regression, including coordination with offsite & onsite resources Database Administrator Thirdware Global Services - Mumbai, Maharashtra September 2013 to July 2016 Analyzed and resolved data integrity and efficiency issues of 500+ databases and its applications during onsite visit to Emerson Performed database administration activities like full backup and restores of databases, transaction log backups, troubleshooting security issues, performance issues, clustering, replication, monitoring of space utilization and adding space as required Designed, developed and implement automated data backup, restoration and other routine procedures using shell scripting in different client environments which reduced 9 labor hours per day Developed and tested storage strategies and disaster-recovery plan for large manufacturing company's operational database, delivering solution that guaranteed recovery performance and high availability Reorganized databases and sized database objects to meet standards and improve the application performance by 30% Capacity planning, installation, configuration, database design, migration, performance monitoring, security, troubleshooting, as well as backup and data recovery Education M.S. in Information Technology and Management The

University of Texas at Dallas - Dallas, TX August 2016 to May 2018 B.E. in Computer Engineering
University of Mumbai - Mumbai, Maharashtra August 2009 to May 2013 Skills DATABASES (2 years), SCRIPTING (2 years), SHELL SCRIPTING (2 years), AIX (Less than 1 year), C++ (Less than 1 year), Business Analysis (3 years), Project Management (3 years), Requirements Gathering (3 years), Data Management (4 years), Data Analysis (4 years), Data Mining (2 years), Business Intelligence (2 years), Operations Management (2 years), Operations (1 year), Information Technology (5 years), Spreadsheets (4 years), Excel (4 years), Microsoft Office (5 years), Pivot Tables (2 years), VBA (2 years), Statistical Analysis (3 years), Consulting (4 years), Problem Resolution (4 years), Business Management (3 years), Leadership Training (2 years), Strategic Planning (3 years), SQL (5 years) Links <http://www.linkedin.com/in/arun-nair> Additional Information
TECHNICAL SKILLS Languages: SQL, Unix/Linux/Windows Shell Scripting, C++, Java, HTML, OOP, SAS, R, VBA Operating Systems: Unix, Linux, Windows, AIX Tools/Software: BMS Remedy System, MS Word, MS Project, MS Excel, MS PowerPoint, SAP R/3, Tableau, SAS Enterprise Miner, Erwin data modeler, Business Objects, UDT, IDT, Web Intelligence, PowerBI, JIRA, ServiceNow Databases: Progress/Open Edge, SQL Server, DB2, Oracle, MySQL

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