

Principal Business Intelligence Architect/ Manager Principal Business Intelligence Architect/
Manager Principal Business Intelligence Architect/ Manager - Xifin Irvine, CA 18+ years of
experience in designing, developing, deploying, configuring, maintaining and Administering SAP
Business Intelligence, SAP Data Services environments 4.2, 4.1, 4.0, 3.1, XI R2, R1, 6.5, 5.0 Web
Intelligence, Crystal Reports, and Crystal Enterprise 12+ years of experience in leading teams,
projects, solution design, project coordination, delegation and achieving results in a timely fashion
9+ years of strong experience in sizing, designing, installing, developing, deploying, configuring,
clustering, integrating with other applications, maintaining and Administering Tableau Server,
Tableau Desktop, Tableau Mobile, Tableau Online, Tableau Reader and building visualizations
Expertise running projects of moving content from traditional BI tools to modern visualization tools,
Business Objects to Tableau by redesigning 5 + years of experience using SAP Lumira, Predictive
analysis, Lumira Server, Design Studio, Dashboard builder 4 years of experience working in a
highly complicated SaaS environment serving hundreds of sites utilizing multitenant architecture
Very strong experience in providing end to end enterprise wide Analytics, BI, Data Science and
reporting solutions for data marts, data warehouse, relational databases, data lakes utilizing on "On
Premise" and Cloud architecture Expertise with structured, semi-structured data ingestion and
processing on AWS using EC2, S3, EMR, Amazon Glue, Sqoop, Python, Spark, SQL, Amazon
Redshift, Amazon Athena, Amazon Redshift Spectrum Excellent People-facing, presentation,
management, leadership skills and ability to formulate a clear vision and strategy for the
organization Self-motivated with ability to multitask, perform under pressure in a fast-paced
environment, prioritize work Strong sense of ownership and willingness to take responsibility,
creative thinker, team motivator with good negotiation and organizational skills Excellent
problem-solving skill and ability to adapt to shifting priorities and align activities and priorities to meet
organizational goals 5 years of experience maintaining, configuring, patching, developing content,
setting security and administering SAP HANA database Participated in all phases of the
application development life cycle including analysis, architecture, design, prototyping, development,
testing, performance tuning and deployment Very strong business analysis and analytical skills

with ability to understand business logic and requirements to develop detailed technical design documents and POC models

Work Experience

Principal Business Intelligence Architect/ Manager

Xifin - San Diego, CA May 2015 to Present

Designed, built, updated and maintained entire Analytics, BI, Visualization, Data Platform landscape(s) for SaaS Company

Performed BI system sizing, hardware sizing, worked with Network operations, hardware vendors, application owners, content owners, Business users and prepared Business Intelligence upgrade plan as an SAP Business Objects Administrator

Configured BI, DI cluster, load balanced systems, setup probes and monitored system performance

Aligned staff per skill set and experience to support the project work, monitored staff performance by rewarding positive behaviors and addressed negative behaviors accordingly

Supervised work of others, including planning, assigning, scheduling and reviewing work, ensured quality, and Maximized efficiency of assigned project team members through strong leadership, organizational and motivational skills. Mediated and resolved project team conflicts.

Utilized SAP Lumira Discovery, SAP Lumira Design Studio, built SAP Lumira Storyboard and Data Visualizations, utilized data from Universes, Hana, Excel data sources, uploaded to BIP, shared with business users, set security.

Hands on experience as a Primary Business Objects Administrator in upgrading SAP BI from Version 4.0 to 4.1, 4.1 to 4.2 version, Installed, Configured and setup Business Intelligence Servers, setup security groups, migrated content between environments, suggested and introduced Process improvement best practices

Utilized Promotion management tool, life cycle manager, migrated Crystal reports, Webi Intelligence documents, Universes, Connections and other BI content, ATL files and VM tools and migrated content

Performed weekly code deployment, utilized multitenancy and deployed BI content to multiple customers located geographically in different cities with very complicated security requirements

Setup and configured SAP Business Intelligence SSO for users to auto login, designed and developed application level and profile level security for BI content, setup and configured open doc, integrated BI into company portal in a highly complicated SaaS environment.

Designed, defined and implemented SAP BI mobile, SAP Business Objects Explorer Mobile, Setup document retention policy and restrictions

Version controlled BI, DI content, database code, also

utilized central repository, star team for managing code, performed system backups, maintained system health, performed regular system health checks Planned, implemented, installed and upgraded SAP Data Services version 4.1 to 4.2 Deployed application and web tier components, configured application server, troubleshoot system issues, worked with SAP support, users, DBA's and other teams Managed and monitored Data Services environment, setup server groups, configured Job Servers, setup batch jobs, configured repositories, setup security Monitored system for errors, collected trace files and performed root cause analysis Designed, build and setup SAP HANA databases, security, users, built analytic, attribute, calculation views Performed regular system auditing, looked for anomalies, usage, load, maintained licensing and compliance Provided expert guidance on Business Intelligence (BI) technologies and helped junior team members Lead data governance strategy and ensured policy adherence, developed scalable and maintainable BI applications to meet business objectives. Addressed customer queries and issues in a timely manner, worked effectively with virtual teams both offshore and onshore, listened to and communicated effectively with business leaders, end users and technical teams. Facilitated meeting with various teams for defining reporting and analytics business requirements, Worked towards a company-wide acceptable Business Intelligence release strategy. Developed complicated universes, fixed existing universes, utilized Information design tool and Universe Design tool, rich client, built Web Intelligence reports, Lumira stories, Explorer Info spaces. Built Amazon Glue Data Catalog, developed Crawlers, Utilized Amazon Athena for querying data, also Utilized Athena for generating Tableau dashboards against S3 Data lake Installed and configured Tableau server in cluster environment. Upgraded major and minor versions of Tableau tool across all the environments. Expertise administering Tableau, performed Tableau Server installation, configuration, administration and maintenance followed administrative guidelines and industry best practices. Leveraged existing security postures and resources on the project and ensured tight control. Configured security permissions for users, site administrators, managed groups, projects, workbook's, and data connections in multi-tenant system. Granted view, publishing rights. Published and migrated Tableau workbooks, assigned site roles and site memberships Migrated

and scheduled extracts, Performed Server management tasks, scheduled regular backups, utilized command line utility tools tabadmin and tabcmd to automate tasks Maintained Tableau Server in a HA environment, load balanced applications, Worked with Security team personnel, network administrators, compliance teams and ensured tight security and made sure data and servers are secure and application is ready for auditing Supported Data Analytics team by understanding business and data requirements, and iteratively designed and developed visualizations from initial concepts and prototypes to final production deployable code Managed a repository of re-usable data visualization templates and views, utilized LOD's, Table Calculations, viz best practices and created insightful dashboards. Flexible in approach, creative and innovative in solution design, evaluated and recommend tools & charting components to enhance future reporting solutions

Environment: SAP Business Intelligence 4.2/ 4.1, Universe Designer, Information Designer, Webi, Sap Explorer, Web Intelligence Rich Client, BI Launchpad, SAP Data Services 4.2/ 4.1, Crystal Reports 2016/2013, SAP Information Steward, SAP HANA 1.0 SPS09/08, SAP Lumira Server, SAP Lumira Desktop 1.25, SAP Lumira 2.0, SAP Lumira Discovery 2.0, SAP Lumira Designer, SAP Lumira Design Studio, SAP Predictive Analytics, Python 3.6, Tableau Server, Tableau Desktop 2019.1.3, 2018.2, 10.5/10.3/ 8.2, SQL Server 2016/ 2012, T-SQL, Oracle 12c/ 11g, PL/ SQL, Splunk, Sales Force, Star Team, Hadoop, EMR, Spark 2.0, AWS Redshift, Amazon Glue, Amazon Athena, Amazon Redshift Spectrum, Hive, Ambari, Hue, Flume, Splunk Principal SAP Business Intelligence Architect/ Consultant Arbonne International - Irvine, CA January 2015 to May 2015 Performed Environment analysis of SAP BI, DS Servers for enterprise wide Reporting, ETL, and fixed issues, suggested, implemented best practices, augmented team, helped reporting, data mining teams meet their deadlines Created Project plan, resource plan, managed key aspects of project, implemented the project and successfully delivered Business Intelligence solutions in a timely manner Enhanced Tableau server and its accompanying infrastructure maintained and updated existing Tableau servers, tested client applications to determine compatibility with upgrades and worked with users and resolved issues. Served as the primary technical point of contact on Tableau server for highly complex environment, assisted in internal and external audits Designed,

developed and integrated functional dashboard systems using Tableau Desktop to enable easy interpretation of portfolio status, workflow, and actions. Established standard templates, design methodologies which ensured consistent information representation and ease of use. Developed, maintained and continually enhanced strategy for handling Tableau Data (TDE) files. Maintained existing Supply Chain Tableau dashboards, optimized and streamlined data feed processes which help day to day decision making. Expertise in building Tableau Dashboards and visualizations, Writing and maintaining SQL Queries, building Data Analysis Plans, Complex Queries and Analytical Models using analytics. Addressed customer queries and issues in a timely manner, worked effectively with virtual teams both offshore and on, listened to and communicated effectively with business leaders, end users and technical teams. Developed reporting and analytics business team capabilities, strategy and roadmap. Motivated team members resolved issues. Drove the adoption of new business intelligence technologies and best practices within the team, conducted info and tool introduction sessions for new business users. Installed, Configured and setup Business Intelligence Servers, setup security groups, migrated content between environments, suggested and introduced Process improvement best practices as an SAP Business Objects Administrator. Supported Business Intelligence and Data Services Servers, provided support to users located geographically in different countries. Coordinated with DBA, application developers, data modelers, participated in design review meetings and worked on troubleshooting data mart issues. Provided production support, created Ad Hoc reports, Conducted WebEx sessions with the business teams, discussed and trained users. Environment: SAP Business Intelligence 4.1, Universe Designer, Information Designer, Webi, Sap Explorer, Web Intelligence Rich Client, BI Launchpad, SAP Data Services 4.2/ 4.1, Crystal Reports 2013, SAP Information Steward, SAP Lumira Desktop 1.21, Business Objects Design Studio, SAP Predictive Analytics Tableau 8.2, SQL Server 2012/ 2008/ 2005, T-SQL, Oracle 11g, PL/ SQL Principal BI Lead/ Manager Memorial Health Services - Fountain Valley, CA April 2011 to December 2014. Designed, Analyzed and provided SAP BI landscape for enterprise wide Reporting, ETL, IMDB's, statistical, data mining and decision science teams. Created Project plan, resource plan, managed key aspects of project, implemented

the project and successfully delivered Business Intelligence solutions in a timely manner. Worked with various team members across different departments both internal and external customers, partnered effectively with the business departmental leads. Provided expert guidance on Business Intelligence (BI) skills and technologies. Lead data governance strategy and ensured policy adherence, developed scalable and maintainable BI applications to meet business objectives. Developed reporting and analytics business team capabilities, strategy and roadmap. Motivated team members resolved issues. Brought entire Memorial Health System, its associated clinics and other Pharmaceutical teams under one shared service BI Umbrella. Implemented process, planning and improvement methodologies, Report/content coding, migration and documentation standards. Implemented BI best practices, interacted with operational and technology management teams regarding security, reporting elements and integrity of source and data systems and repositories. Lead team of direct reports and pushed for excellence, insight, and improvements. Drove reporting and dashboard deliverables, new change requests and projects, followed agile methodology, communicated issues and project progress to management and customers. Documented project status, provided accurate and timely reports of current and projected progress of all project tasks. Communicated effectively, built rapport with all project stakeholders and team members and instilled confidence in business users by consistently delivering high quality solutions and effective management. Show cased SAP suite of tools, conducted demo and training sessions, researched specific department needs, suggested and implemented applicable SAP tools. Performed Hardware sizing, worked with network team, hardware vendors and other team members. Analyzed, Planned, Performed, managed Business Objects Upgrade projects 3.1 to 4.0, 4.0 to 4.1 as an SAP Business Objects Administrator. Installed, Configured, setup SAP BI platform, tools such as Crystal Reports, Web Intelligence, Explorer, SAP Mobile, Live Office, Dashboards. Implemented SAP HANA IMDB. Configured SAP HANA database, applied patches, setup security. Performed HANA administration activities setup catalogs, packages, backups. Developed Analytic, Attribute and calculation views, utilized LCM. Developed and show cased Lumira stories to higher level management, built visualizations using Tableau. Installed and configured and maintained

SAP Information Steward, Metadata Management, Data Insight and other EIM suite of tools
Installed, configured and maintained SAP Data Services/ ETL tools. Setup security, repositories,
managed and scheduled batch jobs, maintained Data Insight rules and Data quality jobs Lead the
team in defining enterprise wide KPI reports and provided inputs to upper level management
Served as a sub matter expert for BI core technologies by providing consulting services to other
teams on request, audited work done by vendors and contractors, raised issues, got them fixed,
organized peer review sessions. Established and enforced best practices and guidelines Analyzed
existing reporting artifacts and removed redundancy and promoted sharing of information across
customer groups, decommissioned old legacy reporting systems and built efficient SAP BI content,
Web intelligence, Crystal reports, Lumira Stories Administered SAP BI environments, HANA
servers, maintained security settings, added users, folders, applied latest service packs and hot
fixes. Migrated reports, universes, repository objects, folders, inboxes, users and settings from one
environment utilized Import wizard, LCM, Promotion Management. Created repeatable backup jobs
Very Strong expertise in Tableau Server administration, setting up security in a clustered and
distributed system, High availability environment. Performed performance analysis of existing
Tableau Servers and made best Practice recommendations Performed day to day administration
of Tableau desktops in Citrix environment, managed sites and projects, configured and managed
security permissions, generated daily Tableau Server usage reports, daily server backups
Published Tableau workbooks and data extracts, configured and maintain Active Directory
integration with Tableau Server, configured and troubleshoot Single Sign On (SSO) issues for
Tableau Server Provided support to user community for Tableau Server and Tableau Desktop
issues, updated and built new Standard Operating Procedures (SOP) documents Owned Tableau
infrastructure and operations, architected, designed and deployed Tableau server in a clustered
environment Implemented best practices and code migration methodology and version control in
Tableau. Created complex formulas and calculations within Tableau to meet the needs of complex
business logic Worked with engineering teams and helped in configuring Tableau Dashboard with
external portals and applications Managed application users, groups, Workbooks and Projects,

Database Views, Data Sources, Data Connections and integration with Active Directory Environment: SAP Business Intelligence 4.1, 4.0, 3.1, Universe Designer, Information Designer, Webi, Sap Explorer, Web Intelligence Rich Client, BI Launchpad, SAP Data Services 4.1,4.0, 3.1 Crystal Reports 2013, 2011, 2008, SAP Information Steward, SAP HANA 1.0 SPS07, SAP Lumira Server, SAP Lumira Desktop 1.19, SAP Predictive Analytics, Business Objects Design Studio, Tableau 8.2/7.0/6.0, SQL Server 2012/ 2008/ 2005, T-SQL, Oracle 11g, PL/ SQL Architect/ Manager Business Objects - San Diego, CA October 2007 to March 2011 Collected requirements from both business users as well as non-business users communicated from developer to CEO, developed report template documents. Discussed details with SME's, data modelers and developed requirements, technical design, table mapping and project scope documents Lead team meetings, produced periodic status reports and updated plans, identified need for meetings of key project participants, facilitated team communication, participated in conflict resolution by building consensus

Took ownership of understanding the customer's information needs from the Business and worked in all areas to develop innovative ways to deliver solutions Built Tableau visualizations for various departments, with multiple charts and data from multiple sources Ensured accuracy of delivered reports and conformity to SLA, analyzed data questions and issues as they arise, Worked with Business and Technology teams and proposed solutions and provided strategic direction Implemented data quality programs, raised upstream source systems changes, user entry issues and legacy application data issues in data governance group meetings and minimized impact to downstream data marts and reporting systems. Made corresponding ETL code changes, Updated Universe metadata and participated in data obfuscation project Demonstrated success in multi-team, multi-stakeholder, complex project environments. Used Crystal reports SDK and BOE and invoked reports from other web applications such as Java, ColdFusion with Crystal report viewers embedded into those applications presented detailed design documents to Architecture review board for approval Designed aggregate tables, reporting tables based on data marts for building complex actuarial trending reports and triangles used for rate modeling, loaded data using SAP Data Services Maintained Data Integrator code, made updates to Job's and data flows as

needed, monitored daily and monthly data loads, utilized management console and UC4 scheduler

Maintained Business objects servers, maintained security settings, added users, folders, applied hot fixes and service packs. Regression tested reports after application of service packs on servers as primary SAP Business Objects Administrator

Maintained and built the entire SAP landscape, ran BI upgrade projects, installed, setup BOE 3.0, upgraded to BOE 3.1, installed, setup, configured and upgraded SAP Data Integrator to SAP Data Services

Migrated reports, universes, repository objects, folders, inboxes, users and settings from one environment to other using Import wizard, Business Objects Life Cycle Manager (LCM). Created repeatable backup jobs

Environment: SAP Business Objects XI R2, BO 3.0, 3.1, Business Objects Universe Designer, Business Objects XI,3.1, WEBI, Voyager, Web Intelligence Rich Client 3.1, Desktop Intelligence XI, 3.1, BO Infoview, Tableau 6.0, Data Integrator XI, SAP Data Services XI 3.0/ 3.1/ 3.2, Crystal Reports XI/ 2008, Xcelsius 4.5/2008, SQL Server 2000/ 2005/ 2008, T-SQL, UC4 8.0

Principal Business Objects - Anaheim, CA July 2007 to September 2007

Administered and monitored BOE application, performance tuned, deployed code, set security and access control, roles. Upgraded BOE Servers

Troubleshoot performance issues, coordinated with other teams and resolved databases and network issues. Developed report developers guide, user training materials and Universe organization document.

Developed Business Objects XI web intelligence reports with BO Infoview, created Webi reports with multiple queries, created reports by using complex formulae, cross tabs, alerts, totals, graphs, reviewed, developed and converted SQL Server stored procedures

Provided production support, created Ad Hoc reports, Utilized report component repository. Unit tested the developed reports

Environment: Business Objects XI R2, Business Objects Universe Designer, Business Objects XI WEBI, BO Infoview, SQL Server 2005, T-SQL, Test Director, Siebel CRM 8.0

Senior Business Intelligence Lead Farmers Insurance Group - Los Angeles, CA October 2005 to June 2007

Lead the BI SDK team and projects, prepared project plans, maintained and assigned resources, coordinated with database teams, QA testing, engineering teams

Built concise project status reports, updated C level executives, escalated issues, worked with business teams, technical teams and SME's

Implemented Data Governance practices in the Data warehouse/Transactional

systems environment through a set of frameworks/ architecture/ management standards. Provided technical and strategic leadership in all Data & BI Architecture subject areas, Championed common data definitions and data protection and security. Coordinated with internal resources, external resources and third parties/vendors for execution of multiple projects in parallel. Ensured that all projects are delivered on-time, within scope and within budget. Created and motivated cross-functional & cross-departmental project teams, established roles and responsibilities, provided direction, fostered effective team skills, and ensured that project objectives are reached on time and within budget. Installed SAP Business Objects Enterprise Servers, configured them and setup Business Intelligence Servers, setup security groups, migrated content between environments Mapped the key functional elements in the data warehouse that needs to be presented to end users via Universe, web intelligence reports and for Ad Hoc reporting Defined metadata and rules associated with BI processes, implemented and supported Complex BI processes Analyzed, designed and developed Business Objects Universe for the complex dimensional model with star, snowflake schemas utilized database UDF's in Universe, exported it to BOE CMS Designed customized interface application for Business objects SDK for HTML query panel, defined the security, intercepted BO queries with custom Java code Uploaded report to Business Objects XI, developed reports for Crystal SDK for report distribution via custom front end JAVA application. Developed complex reports with multiple drill downs and sub reports and configured BO for report distribution via Business Objects XI Info view Designed the batch processes, developed and converted SQL Server stored procedures. Delegated tasks to front end team, database team and reporting team, coordinated various project activities, tested the application, created defects in the Test Director. Environment: Business Objects XI R1 and R2, Business Objects Universe Designer, Business Objects XI Webby, BO Infoview, Crystal Reports XI, IBM DB2 7/8, SQL, Windows, SQL Server 2000, T-SQL, Test Director, TOAD 2.0 Sr. Reports Developer / Database Developer Quellos Group - Seattle, WA June 2005 to September 2005 Sr. Reports Programmer/ Crystal Enterprise Admin Washington Mutual - Seattle, WA March 2005 to May 2005 Reports Developer / Database developer Safeco Insurance - Seattle, WA April 2004 to February 2005 Database developer /

Reports Developer Washington Mutual - Seattle, WA August 2003 to March 2004 Database developer Cisco Systems - Dallas, TX January 2002 to July 2003 Programmer Nortel Networks - Richardson, TX May 2000 to December 2001 Education Master of Science in Computer Science University of Texas - Dallas, TX BS in Engineering Osmania University - Hyderabad, Telangana Skills Db2, Ms sql server, Sql server, Oracle, Pl/sql, Sql, Data integrator, Tableau, T-sql, Ambari, Etl, Flume, Hadoop, Hana, Predictive analytics, Splunk, Tableau desktop, Tableau server, Sap, R2, Business Intelligence, Customer Service, QA, Quality Assurance Additional Information TECHNICAL SKILLS Reporting tools: Business Objects 4.2 / 4.1/ 4.0/ 3.1/ 3.0, XI R1/ R2/ 6.5/ 5.0, Crystal Reports 2016,2013, 2011, 2008, XI, 10, 9.0, 8.5, 8.0, 7, Crystal Enterprise 10, 9.0, 8.5, 8.0, Crystal Xcelsius 2008, 4.5 Web Intelligence, Desktop Intelligence, Explorer, Live Office, Voyager Visualization tools: Tableau Server, Tableau Desktop 2019.1.3,2018.2/10.5/10.3/9.0/8.2/7.0/6.0, Sap Lumira Discovery 2.0, Lumira Designer, SAP Lumira Server, SAP Lumira Desktop, SAP Predictive Analytics Big Data/Cloud tools: Hadoop, EMR, Spark 2.0, AWS, Amazon Redshift, Hive, Ambari, Hue, Flume, Splunk, Amazon Glue, Amazon Athena, Amazon Redshift Spectrum ETL Tools: SAP Data Services 4.2/ 4.1/ 4.0, XI 3.0/ 3.1/ 3.2, Business Objects Data Integrator XI, SAP Information Steward 4.2/ 4.1/ 4.0 Databases: MS SQL server 2016/2012/2008/2005/7.0, Oracle 12c / 11g / 10g / 9i/ 8i/ 7.X, DB2, SAP HANA 1.0 Programming: T-SQL, SQL, PL/SQL, SQL*PLUS, Python, SQL*LOADER, Korn, C, C++, Java, UML Design Tools: Erwin, Rational Rose, MS Visio Operating Systems: Windows Server 2016/ 2012/ 2008/ 2003, Red hat Linux, Cent OS, AIX, UNIX (Sun OS) Tools: TOAD for Oracle, DB2, SQL Navigator, SQL Work Bench Version Controls: Microsoft VSS, SVN

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