**Abhishek Kumar**

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Data Engineering Manager with more than 17 years of experience in ETL & ERP Development, Business Intelligence, Data Analytics, DevOps, Cloud Computing, Project Management, Product Management, Startup Setup, Cross Functional & Stakeholder’s Management with HealthCare and ERP domains.

**SUMMARY:**

* Developing and Managing ETL, Data Warehouse, Data Management & Business Intelligence solutions.
* Delivering multiple projects using **DataStage, SAS, Python, Unix, Oracle, DB2, Airflow & TWS** technologies.
* Experience in **Business Intelligence, Data Analytics, Data Visualization & Data Profiling using** **SAS, MicroStrategy, Power-BI, Tableau and Excel.**
* Experience in **Project Management** with end-to-end planning, tracking, estimation, risk identification with mitigation plan, managing schedule & communication.
* Performing **Product Management activities** by defining features with roadmap, writing user stories, understanding customer business needs and translate them into application & operational requirements, working with product team for actual development and planning build demos & releases.
* Work as **Product Owner** by managing and prioritizing product backlog.
* **Building Cross-Functional team** and work on **Process Improvement, Product Modernization & Cost Optimization** using automation & open-source technologies.
* **Experience in startup setup organizations**. **Managed end to end ERP product life cycle** by developing ERP modules, Database Design, Data Modelling, Data Migration & Data Management from scratch to implementations in Visual Basic, SQL server, Crystal Reports. Created business users help documents and worked closely with customer to support and respond quickly to user issues, permanently solve them and reduced the turnaround time of fixes by directly working at client site.
* Working in **Agile** methodologyusing Rally tool in **DevOps** (with Jenkins CICD pipelines and GitHub Repository) model.
* Managing **Production Operations** and using **ServiceNow** for incident & metrics management and review.
* Participate in Annual **SOC2 statutory control audit.**
* Exposure in **Machine Learning/Artificial Intelligence** using Regression, Classification, Decision Tree and Clustering data analysis techniques with Python (using Panda, NumPy, SciPy, Matplotlib & Sklearn libraries).
* Experience in **Cloud Computing using** **Azure Data Factory, Active Directory, DataBricks, Virtual Machine, SQL Server & Snowflake services setup.**
* Experience in **US HealthCare & ERP** domains.

**IT SKILLS:**

* **Database:** Oracle, Teradata, Snowflake, DB2, SQL Server & MS Access.
* **ETL/Data Ingestion:** DataStage, Mainframe, Unix & Python.
* **Business Intelligence:** SQL, SAS, Cognos, Power BI, Tableau, MicroStrategy & Crystal Report.
* **Web Technologies:** JavaScript & HTML.
* **Programming Language:** Visual Basic, Java & C/C++.
* **Tools:** Rally Agile Central**,** TWS, Airflow, GitHub, Jenkins, ServiceNow, SonarQube & Undraleu.
* **Cloud:** Azure (SAAS & PAAS).

**CERTIFICATIONS & REWARDS:**

* AHM-250 Academy for HealthCare Management (Dec 2008 from AHIP))
* SAFe Agilist - Scaled Agile Framework (Nov 2016 from SAFe )
* ISTQB (Sep 2008 from ITB).
* Six Sigma-White Belt Lean Training (May 2011)
* Won Leadership Excellence, Sustaining Edge and spot recognitions in exceptional project deliveries and initiatives.

**EXPERIENCE:**

**Optum Global Solutions Pvt. Ltd.,** **Gurugram, Haryana.**

**Data Engineering Manager -** Mar 2007 to Present

**Responsibilities:**

* Building and Managing **HealthCare ETL, Data warehouse and Busines Intelligence Reporting products** with end-to-end projects accountability from requirement gathering to project implementation.
* Providing **technical support in day-to-day operations using Python, SQL, SAS, Excel Macros, DataStage, Mainframe, Tableau, MicroStrategy, Airflow, Jenkins, GitHub & Azure technologies**. Working in **Agile and DevOps** model.
* Building a **cross-functional (BA, DEV & QA) team and managed 15-20 resources**, delivering consistent coaching and constructive feedback.
* Performing **Product Management activities** by including deep understanding of how to interpret customer business needs, translate them into application & operational requirements and working with team for actual development.
* Supporting **Data Management activities like data ingestion, data migration, data analysis, data mocking, data profiling, data visualization on approx. 9TB data and 40 billion records.**
* Work as **Product Owner** by managing & prioritizing product backlog, detailing user stories/features to the development team and clearing team’s doubt.
* **Work on process improvements,** technology upgrade, cost optimization and product modernization opportunities that improved overall product quality, decreased customer defects, reduced Total Cost of Ownership and support in annual **SOC2 statutory control audit.**
* Managed **Airflow** implementation at portfolio level.
* **Managing production operation** and reviewing incidents, metrics using **ServiceNow** and plan IT chargeback and future forecasting and **maintained up to 100% SLA.**
* **Weekly/Daily connect with stakeholders & clients** and discuss on overall projects status, estimates (planned vs actual) and risk/challenges with mitigation plan.

**Binary Semantics Ltd. & Eximware Inc., Gurugram, Haryana.**

**Software Tester - Feb 2005 to Feb 2007**

**Responsibilities:**

* Requirements review, create test plan, functional and business test scenarios, test cases for integration, functional & system test, test execution and bug tracking for ERP product’s modules.
* Set up test automation framework and perform test automation in IBM Rational Suit for Regression and Smoke Testing.
* SQL query writing and data analysis.
* Integration (Functional & GUI) and Regression Testing for Data and Web applications.
* Provide Test status updates, Bug Report & Test Summary Report.
* Mentor team on any technical/functional issues.

**MLBD Pvt. Ltd., New Delhi**

**Software Programmer - Feb 2004 to Feb 2005**

**Responsibilities:**

* Started and managed IT setup for running ERP application, managed end to end product life cycle from scratch to implementation with direct client interaction for resolving customer issues, understanding new requirements, production operation support, developed user help manuals and provided user’s training on developed modules.
* Requirements gathering and analysis. Coding for ERP modules using Visual Basic, SQL Server and Crystal Report.
* Database design, data modelling and data migration on new platform. SQL query writing and data analysis.
* Unit Testing, Integration (Functional & GUI) and Regression Testing for Data and Web applications.

**EDUCATION:**

* **1999-2001:** C.C.S. University, Meerut – Post Graduation (Master of Information Technology), 70% marks.
* **1996-1999:** C.C.S. University, Meerut – Graduation (Bachelor of Science), 55% marks.
* **1996:** U.P. Board, Allahabad – Intermediate/Higher Secondary (Science), 58% marks.
* **1994:** U.P. Board, Allahabad – High School/Secondary(Science), 61% marks.

**PROJECTS HANDLED:**

* eCR (e-Services Customer Reporting) – ETL and Business Intelligence Product (UnitedHealth Group, USA)

Technology used: Oracle, Teradata, DataStage, Mainframe, TWS/Airflow, Python, VBScript, SAS, Unix & MicroStrategy.

Project Description: eCR is web-based analytics reporting application (with ETL/Data warehouse capability) having various interactive, automated, and published healthcare reports which uses Member, Medical, Customer, Claims, Financial, Inpatient & Outpatient subject areas data. It’s leveraged by underwriters, external customers/brokers and provides the ability to manage plan performance, identify trends & self-manage cost and utilization reporting needs.

* Galaxy – ETL & Data Warehouse (UnitedHealth Group, USA)

Technology used: Mainframe, DataStage, DB2, TWS/Airflow & Unix.

Project Description: Galaxy is an enterprise ETL and data warehouse that integrates customer, member, provider, product, and claims data from multiple source systems. Galaxy enables users to answer business questions about physician and plan performance, market share, and geographic variations in clinical practice, health outcomes, and more.

* Premium Designation - ETL and Business Intelligence Product (UnitedHealth Group, USA)

Technology used: SQL Server, SSIS (SQL Server Integration Service), .NET and COGNOS Reporting Tool.

Project Description: Premium Designation is an analytical application where physician, physician groups & hospitals are ranked based on their annual performance by analyzing their respective clinical data and user can search the best physicians by checking their clinical records.

* Data Delivery System - ETL Product (UnitedHealth Group, USA)

Technology used: Mainframe, DataStage, AutoSys and UNIX.

Project Description: Data Delivery System (DDS) is an ETL application that delivers operational data from the United Platform administrative applications to Alliance Partner’s data warehouse and downstream systems to support their data needs.

* Rainforest Alliance Certified Marketplace – ERP product (ExImware & Rainforest Alliance, USA)

Technology used: Java, JavaScript, Oracle and Crystal Report.

Project Description: Rainforest Alliance (Products Traceability Platform) is a web-based application to manage the growing Coffee certification program. Database encompass the relevant activity of all companies participating in the RAC program (Producers, Exporters, Importers / Dealers and Roasters) to enable traceability of coffee from tree to cup as it moves along the coffee supply chain.

* TLM (Trade Lifecycle Management) – ERP product (ExImware, USA)

Technology used: Java, JavaScript, Oracle and Crystal Report.

Project Description: TLM provides fully integrated suite of agriculture commodity trade and risk management capabilities, some key features are - Complete trade back-office life cycle for traders using different modules as: Contracts, Logistics, Futures / Option, Brokerage, Accounting, Sampling and Mark to Market.

* MLBDNEW – ERP product (MLBD, India)

Technology used: Visual Basic, Crystal Report, MS-Access and SQL Server.

Project Description: This product tracks inventory levels, orders, sales, deliveries, work orders and invoices. User can generate multiple reports as Stock Ledger, Stock Summary, Sale Register, Cash Sale register, Good Receive Register, Complimentary Register, and Approval Register, Cash Memo; Performa; Approval; Complimentary; Sale Return; Customer Order and Purchase Order can be performed.