**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, Cross Functional Roles, Project Management, Product Management, Startup Organizations & Stakeholder’s Management with HealthCare and ERP domains.

**SUMMARY:**

* Developing and Managing **ETL**, **Data Pipelines, Data Warehouse, Data Management & Business Intelligence** solutions.
* Delivering multiple projects using **DataStage, SAS, Python, Unix, Oracle, DB2, Airflow & TWS** technologies.
* Experience in **Data Analytics and Data Visualization using** **SAS, MicroStrategy, Power-BI, Tableau and Excel.** Well versed in **Database Design, Data Modelling, Data Profiling & Data Migration.**
* Building **Cross-Functional** team and work on **Process Improvement, Product Modernization & Cost Optimization** using test/process automation & open-source technologies.
* Experience in **Project Management activities** with planning, tracking, estimation, risk identification & mitigation plan, schedule and communication management.
* Working in **Agile/Scrum** methodologiesusing Rally tool in **DevOps** model (with Jenkins CICD pipelines and GitHub Repository).
* Work as **Product Owner** by prioritizing product backlog, defining user stories/features and clearing development team’s doubt.
* Experience in **Product Management activities** by working with internal and external users, understanding their requirement, working with technical team for actual development, release planning and defining the product future roadmap.
* Experience in **startup organizations culture;** developed **ERP modules** from scratch till production implementations with end-to-end customer support.
* Managing **Production Operations;** using **ServiceNow** for incident management and **O&M metrics** review.
* Participate in Annual **SOC2 statutory control audit. Evaluating KPIs and OKRs.**
* Exposure in **Machine Learning/Artificial Intelligence** using Regression, Classification, Clustering data analysis techniques with Python (using Panda, NumPy, SciPy, Matplotlib & Sklearn libraries).
* Exposure in **Azure cloud services with data storage and ETL operations using Data Factory, Active Directory, DataBricks & Snowflake.**
* Exposure in **Big Data ETL & Data processing by using Data Lake, Spark SQL & Scala.**
* Experience in **US HealthCare & ERP** domains.

**IT SKILLS:**

* **Big Data Tools:** HDFS, HIVE, Spark & Scala.
* **Databases:** Oracle, Teradata, NoSQL MongoDB, Snowflake, DB2 & SQL Server.
* **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**,** IntelliJ IDEA, TWS, Airflow, GitHub, Jenkins, ServiceNow, SonarQube & Undraleu.
* **Cloud Computing:** Azure (Data Factory, Data Lake, Synapse, DataBricks, Active Directory).

**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)
* Achieved 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 Pipelines, Data warehouse and Busines Intelligence products** with end-to-end accountability from requirement gathering to implementation.
* **Providing hands on technical support in day-to-day ETL, data operations & BI Reporting using Python, SQL, SAS, Excel Macros, DataStage, Mainframe, Tableau, MicroStrategy, Airflow, Jenkins & GitHub. Cloud computing for Data Storage & ETL operations using Azure Data Factory, Active Directory & Snowflake. Scaling up current ETL process & performance with Big Data technologies by using various data sources (databases & files), Spark & Scala**.
* 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.
* 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.**
* Performing **Product Management activities** by including deep understanding of how to interpret customer business needs, translate them into application & operational requirements, working with technical team for actual development and managing product future releases.
* **Work as Product Owner** by defining and detailing user stories/features to the development team, prioritizing product backlog and evaluating product progress in each sprint.
* **Evaluating and tracking portfolio level KPIs & OKRs.**
* **Work on process improvements** with test & process automation, technology upgrade, cost optimization and product modernization opportunities that improved overall product quality, decreased customer defects, reduced Total Cost of Ownership.
* Managed **Airflow** implementation at portfolio level.
* Performed **Project Management activities** with project planning, estimation review, tracking issues & actual vs planned budget and working with team on technical/resource risk with mitigation plan.
* **Managing production operation**; reviewing incidents using **ServiceNow** & updating various **O&M metrics/dashboards**, plan IT chargeback with future forecasting and **maintained up to 100% SLA. Supporting in annual SOC2 statutory control audit.**
* **Weekly/Daily connect with internal and external stakeholders** for updating on current project progress, discussing on upcoming requirements, ongoing issues/challenges and modules release planning.

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

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

**Responsibilities:**

* **Worked in Startup organization culture and performed requirements review, test planning, test cases design, integration, functional & system testing 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.
* Design SQL query for various business test scenarios with data analysis.
* Performed 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:**

* **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**.
* Performed end to end testing for developed modules and data.
* **Worked in Startup organization culture and setup IT environment for running ERP application, managed end-to-end product life cycle from scratch to implementation with direct client interaction for resolving customer issues, production support, developed user help manuals and provided user’s training on developed modules.**
* Performed Product Management activities by working with users, understanding their requirement, working with technical team for actual development & implementation and defining the product future roadmap.

**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.