Angelo Dulay

 Huntersville, North Carolina 28078

732-266-6641 [angelodulay@gmail.com](mailto:angelodulay@gmail.com)

Expertise in Data Analysis, Data Manipulation (Extensive use of Oracle PL/SQL, MSSQLServer/ Sybase Transact SQL (T/SQL) , Teradata, Netezza SQL) and Code Optimization, Data Mapping, Data Profiling, Data Modeling, Data Model Analysis, Data Model Reporting, Database Reverse and Forward Engineering, Database Platform Change Management, Database Structure Maintenance, Data Movement and Pattern Analysis, Data Migration, Data Integration, Data Archive and Restore, Report Development.  
  
Specialties: Senior Data Analyst, Senior IT Specialist, SQL Reports Team Lead, Package Solution Consultant/Archive and Restore Specialist, performing at a superior level, having yearly assessments of “Exceeded Commitments and Expectations”, IBM band level 8.  
  
♣ Seasoned data specialist with 20+ years experience in the Banking, Financial, Telecommunications/Cable, and Healthcare systems.  
♣ 19+ years experience in systems analysis, application development, and end-user support.   
♣ Strong experience in data modeling, reverse and forward engineering databases producing data model diagrams for the different subject areas in the system.   
♣ Extensive experience in large-scale software development including design, development, integration, software quality assurance and control, including requirements gathering, maintaining close interaction with end-users to understand the business requirements and objectives.   
♣ Experienced in delivering to the highest levels of corporate management with strong oral, written, interpersonal communication skills, highly versatile and accustomed to the full range of the product delivery cycle.  
♣ Self-motivated team player and leader to achieve project success.  
♣ Perform at a superior level, having yearly assessments of “Exceeded Commitments and Expectations”.

## Experience

### [Data Integration/Senior Data Analyst for Special Operations](https://www.linkedin.com/company/1409/)

#### **[Company Name: Wells Fargo](https://www.linkedin.com/company/1409/)**

#### **[Dates Employed: May 2012- June 2017](https://www.linkedin.com/company/1409/)**

**[Location: Charlotte, North Carolina Area](https://www.linkedin.com/company/1409/)**

Analytic Consultant 4: Production Support  
Deep Dive Support for Business Analytics of all HOR's. Done in Oracle SQL, Teradata, SYBASE, MSSQL, JIRA, ALM, GLIMMER.   
  
Wholesale Information Services (WISe).  
Data Integration Special Operations Team  
- Data Migration, Integration, and Transformation in Oracle, SQL Server, and Teradata.  
- Data Analysis using extensive SQL, PL/SQL for Oracle, T/SQL for MS-SQL Server, and Teradata SQL; ER Studio and ERWin for Data Modeling, Data Model Analysis, Data Model Reporting, Database Reverse and Forward Engineering, Database Platform Changes,   
- Data Profiling using Informatica Analyst to analyze and evaluate measurements, variances, and other statistical information.   
- Integrated Layer Source Integration from iHub including establishment of the Conformance Layer.  
- Source integration into iHub from Systems of Record including ABACUS, AFS, ART, CHOICE, CIS, DDA, INFOLEASE, LOAN IQ, LUCAS, MRA, NEWTON, NTABL, RPM, SHAW, STAGECOACH SWEEP, STRATEGY, WCDIR.

**[Data Analyst](https://www.linkedin.com/company/2031/)**

***[Company Name: Time Warner Cable](https://www.linkedin.com/company/2031/)***

***[Dates Employed:](https://www.linkedin.com/company/2031/)*** *[Jul 2010 – Oct 2011](https://www.linkedin.com/company/2031/)*

**[Location:](https://www.linkedin.com/company/2031/)** [Charlotte, North Carolina Area](https://www.linkedin.com/company/2031/)

CSG and ICOMS Division Commercial Subscription and Work Order Validation using Oracle and Netezza.  
  
Subscription Defect Resolution  
· Perform enterprise-wide research and analysis resolving existing Subscription Defects.  
· Provide Tier 3 support to End User issues, identifying, researching, and analyzing the issues in order to develop solutions and resolve recurring issues.  
· Perform root cause analysis of issues logged in the Mercury Quality Center.  
  
Customer Premise and Equipment (CPE). - Trace all equipment in their current state - being in transit or being in a premise storage.

**[Senior IT/Data Specialist](https://www.linkedin.com/search/results/index/?keywords=IBM%20(International%20Business%20Machines)%20Global%20Services)**

#### **[Company Name: IBM (International Business Machines) Global Services](https://www.linkedin.com/search/results/index/?keywords=IBM%20(International%20Business%20Machines)%20Global%20Services)**

#### **[Dates Employed: Jul 2000 – Oct 2009](https://www.linkedin.com/search/results/index/?keywords=IBM%20(International%20Business%20Machines)%20Global%20Services)**

**[IBM/HIGLAS (Healthcare Integrated General Ledger Accounting System)](https://www.linkedin.com/search/results/index/?keywords=IBM%2FHIGLAS%20(Healthcare%20Integrated%20General%20Ledger%20Accounting%20System))**

#### **[Dates Employed Jan 2008 – Jan 2009](https://www.linkedin.com/search/results/index/?keywords=IBM%2FHIGLAS%20(Healthcare%20Integrated%20General%20Ledger%20Accounting%20System))**

#### **[Location: Linthicum, MD](https://www.linkedin.com/search/results/index/?keywords=IBM%2FHIGLAS%20(Healthcare%20Integrated%20General%20Ledger%20Accounting%20System))**

Tapped by IBM to lead the Archive and Restore effort for government office HIGLAS.  
  
Archive and Restore Data Specialist  
Data Movement (Real time data transfer) – ensure the data being archived is extracted from the tables they should be coming from, that the amount of data extracted is exactly the amount of data being archived.  
Location(s) and usage of each object.  
Debug all tasks that have error-ed out, failed, or did not complete and work with the DBAs and other parties to fix the bug(s).   
Map all application fields to table columns.  
Package Solution Consultant, Oracle.Financials (QA)  
Alpha/Beta/Production Functional, System, Regression Testing:   
Create/Develop/Execute Test scripts based on different scenarios identified by the BSR (Business Scenarios and Rules) for Quarterly releases.   
Create/Develop/Execute Test scripts based on different scenarios identified by the BSR (Business Scenarios and Rules) for new and future application and patch installations.  
Tests included situations for AR/AP Netting, Current and Future Holds, GL transfers, NTDO, Report and Application enhancements, Interface behavior for Providers, Suppliers, Contractors, Claims.  
Create test cases that trace back to functional requirement(s), data mapping requirements, data sharing agreements and design documents  
Write test cases for complex scenarios statistical models.   
Strong experience in creating test data for complex work streams across releases and experienced in creating test data for complex data intensive projects   
Execute test cases, record results and report progress.   
Advanced experience in writing complicated SQL queries and batch test execution   
Record defects that are easily communicated and understood  
Incorporate test results and changes/defect into test case   
Map all application fields to table columns to verify results using include using PL/SQL, Oracle SQL, Oracle Financial Apps, Data Model Diagrams.  
Deskside and Formal Peer Reviews for CMMI  
Reports

**[IBM/PANASONIC NA](https://www.linkedin.com/search/results/index/?keywords=IBM%2FPANASONIC%20NA)**

#### **[Dates Employed: Oct 2007 – Dec 2007](https://www.linkedin.com/search/results/index/?keywords=IBM%2FPANASONIC%20NA)**

**[Location: Secaucus, NJ](https://www.linkedin.com/search/results/index/?keywords=IBM%2FPANASONIC%20NA)**

Tapped by IBM to lead the Server Migration effort for PANASONIC, USA. A mission critical which was the deciding factor for Japan whether or not to close down PANASONIC, USA. The effort to be completed within a 3 month time span.   
  
Server Data and Print Migration Specialist  
♣ Create and run reports on each server, analyzing in detail all data needed to be migrated. Deciding on which data per server should not be migrated. Manage data consolidation and automate ongoing data management tasks. Automate all aspects of data lifecycle management.   
♣ Perform storage assessment, extending storage space by excluding outdated or inappropriate data from consolidation projects - including folder exclusion, this solution ensures that only current and appropriate data is moved, helping to eliminate cumbersome cleanup processes.  
♣ Automate the online migration of data, data security and printers to new storage devices such as Windows-Powered NAS, SANs, clusters, and other solutions using the Quest Storage Suite, scheduling online data movement and synchronization for specific times. The migration of printers online, include shares, permissions, attributes, ports, and drivers to other print servers or clusters.  
♣ Update the home directory paths that are stored as an attribute of user accounts. Update hyperlinks and Object Linking and Embedding (OLE) links in Microsoft Word, Excel, and PowerPoint documents,   
♣ Enable administrators to gain visibility into their storage environments by providing enterprise-wide to file-level detail on current network storage. Storage reports provide the metrics required to identify and recover wasted space attributed to duplicate, orphaned, or inappropriate data types. Provide historical reports providing excellent trending of server growth which aids in capacity planning.

#### **[IBM/Carefirst Blue Cross Blue Shield of Maryland](https://www.linkedin.com/search/results/index/?keywords=IBM%2FCarefirst%20Blue%20Cross%20Blue%20Shield%20of%20Maryland)**

#### **[Dates Employed: Nov 2006 – Sep 2007](https://www.linkedin.com/search/results/index/?keywords=IBM%2FCarefirst%20Blue%20Cross%20Blue%20Shield%20of%20Maryland)**

**[Location: Owings Mills, MD](https://www.linkedin.com/search/results/index/?keywords=IBM%2FCarefirst%20Blue%20Cross%20Blue%20Shield%20of%20Maryland)**

Tapped by IBM to lead the data analysis team for project platform transition, doing an excellent job in that capacity and is, quite literally, the benchmark IBM used to take the measure of candidates for open data analyst positions on the project.  
  
Technical Data Team Lead:  
Lead the data analysis team to support CareFirst’s decision to transition the “Facets” core applications from SYBASE to an Oracle 10g data platform and upgrade the “Facets” application from version 2.96 to version 4.31. As a result of the transition to the Oracle 10g platform, CareFirst’s custom business and analysis/BI (business intelligence) software environments are impacted as well as many technical applications which use SYBASE.   
♣ Acted as the local DBA for the local personnel that need quick DBA functions (some of these include creation of schemas, private and public synonyms, alteration of tables to alter datatypes, nullability issues, column name changes <some of these include column name changes being transposed to ‘reserved words in the other platform’.  
♣ Migrate and create Oracle packages from SYBASE stored procedures.   
♣ Member of the Operational Data Store Team creating the logical and physical data model for the ODS, working very closely with other Data Modelers to provide a consistent and accurate view and definition of the data requirements throughout the enterprise.   
♣ Storage and Maintenance of Reporting Data  
These tables and views provide critical business information for CareFirst to process Membership Enrollment and Claims for Maryland and Washington D.C.   
♣ Identification of a technical owner and business owners (if possible) of the DB object or its function. (This is a key to collecting most of the information needed and establishing risk levels).   
♣ Complete List (tables, views, indexes, stored procedures, triggers etc).   
♣ Erwin data models of the Facets Production and Reporting Databases.

**[IBM /Horizon Blue Cross Blue Shield Project of New Jersey](https://www.linkedin.com/search/results/index/?keywords=2002-2006%20%20%20IBM%20%2FHorizon%20Blue%20Cross%20Blue%20Shield%20Project%20of%20New%20Jersey)**

#### **[Dates Employed: Jul 2002 – Oct 2006](https://www.linkedin.com/search/results/index/?keywords=2002-2006%20%20%20IBM%20%2FHorizon%20Blue%20Cross%20Blue%20Shield%20Project%20of%20New%20Jersey)**

**[Location: Newark, NJ](https://www.linkedin.com/search/results/index/?keywords=2002-2006%20%20%20IBM%20%2FHorizon%20Blue%20Cross%20Blue%20Shield%20Project%20of%20New%20Jersey)**

Tapped by IBM to lead the Crystal Enterprise Development Team  
Achieve an IBM level 8 from a level 6 including base pay increases and stock options.   
  
Crystal Enterprise Development Team Lead:  
♣ Lead a team of up to 12 developers (of which included Blue Cross Blue Shield employees and contractors, IBM employees and contractors, independent contractors) coming from diverse cultural and ethnic backgrounds, to harmoniously work together to achieve a common goal.   
♣ Keep track of all projects using the Microsoft Project tool, applying Project Management skills.  
♣ Performed data analysis, analyzing data that went to and from the QMACS application. This was performed with the use of data modeling (ERwin), SQL (MSSQL2000), and other pertinent Office tools to capture the Current State of the environment.   
♣ Increased the capacity and capabilities of reports, using Transact SQL, by creating stored procedures, scripts, code, DTS packages, that are individually and characteristically defined to capture the needs for interaction with other applications.   
♣ Promote easy accessibility for acquiring information in global collaboration and information sharing to lift the time spent on information-gathering by designing, developing, and maintaining a development informational intranet website for the QMACS QBLUE Application.   
♣ Responsible for quarterly, mid-year, and yearly performance evaluation for each member of the team.  
♣ Performed all aspects of testing. We were the testing group at the same time. Unit Testing to UAT and production.  
  
Manage Project Off-Shoring (IGSI Account - IBM Global Services India)  
♣ Managed the training of our counterparts to which our projects were being off-shored to by conducting Guided Perform, Assisted Perform, and Parallel Perform Sessions.  
♣ Manage the Off-Shoring of the QBlue Report Development Project to IBM Global Services in India.  
♣ Manage the IGSI Off-Shore Account

***[IBM/AT&T National Local Services](https://www.linkedin.com/search/results/index/?keywords=IBM%2FAT%26T%20National%20Local%20Services)***

#### **[Dates Employed: Jul 2000 – Jul 2002](https://www.linkedin.com/search/results/index/?keywords=IBM%2FAT%26T%20National%20Local%20Services)**

**[Location: Middletown, NJ](https://www.linkedin.com/search/results/index/?keywords=IBM%2FAT%26T%20National%20Local%20Services)**

Acquired by IBM through the buy-out of AT&T’s IT department. Tapped by IBM to lead the QA Load and Performance team, setting off and establishing the use of Silk Performer.  
  
Team Lead for Silk Performer - Oracle and Java (QA)  
♣ Managed the Silk Performer Development Team  
♣ Designed and developed the standards of the Silk Performer, an automated load and performance testing system for maximizing the performance scalability and reliability of mission-critical enterprise applications.  
♣ Increased the value of Silk Performer by maximizing the tool's capabilities, expanding from 3 valid LIFE scripts to 28 major LIFE scripts. And from 0 PRIME scripts to 18, of which now, not only covers Performance testing on applications but also Performance testing on various environmental issues such as Unix, Web Logic, Corba, i-Planet, Fast-Track. And applications written on Oracle PL/SQL, JSP, ASP, CGI, HTML.  
♣ Transferring of knowledge and awareness of the tool to backups and new team members, which included cross-training with other tools such as Silk Performer, FTP, UNIX, SQL, PL/SQL, help in understanding Front-end and Back-end flows.  
♣ Applications: LIFE, PRIME (AT&T Local Services)  
  
OPAL Screen Scraper  
♣ Maintained the OPAL screen-scraper, ensuring validity of all technical aspects of the application (Installation, Middleware, Cron jobs, Perl CGI files)  
♣ Intranet Web Development  
♣ Design, create, and maintain the Data Model & Data Management web pages for the AT&T Intranet.  
♣ Allow users capability to schedule their own reports using their browsers.

***[IT/Data Specialist; Data Model Diagrammer](https://www.linkedin.com/company/1052/)***

#### **[Company Name: AT&T](https://www.linkedin.com/company/1052/)**

#### **[Dates Employed: Jan 1999 – Jul 2000](https://www.linkedin.com/company/1052/)**

#### **[Location: Dayton, NJ](https://www.linkedin.com/company/1052/)**

Update and Maintain the BES (Business Enterprise Systems) Data Model Diagrams. Sybase SQL Reports.  
  
Performed at an optimum level awarded by a base increase of 45%.   
  
Data Specialist  
Update and Maintain the BES (Business Enterprise Systems) Data Model Diagrams  
Entity-Relationship diagramming  
Data Model Forward & Reverse Engineering   
Data Model reporting  
Put together Data Model Classes for Data Analysts, System Engineers for them to better understand our Data Model.  
Application: BES (Business Enterprise System) was an ORDERING and BILLING system for AT&T's local services. It collects all information completing the cycle from ordering to billing, which included all information regarding customers.  
  
Data Management   
Info 7 (Seagate/Crystal) Administrator  
Billing and Service Reporting using Crystal Reports, MS Access, and SYBASE SQL Advantage (Transact SQL)  
Creating and scheduling reports using Info 7  
Create, update, and maintain the BES (Business Enterprise Systems) Data Dictionary containing descriptions, definitions, valid values of tables and columns.  
Data Mapping  
Data Analysis  
  
Intranet Web Development (BES webmaster)  
Design, create, and maintain the Data Model & Data Management web pages for the AT&T Intranet.  
Allow users capability to schedule their own reports using their browsers.  
Participated in the design of the Billing, Order Entry, and Order Processing System. Support databases for the Order Entry System (front end) and the Order Process System (back end) ad-hoc and recurring reporting system for various customers, (ex. Billing, Sales, Provisioning, Service, Order Entry, and other departments)  
  
Manage Project Off-Shoring  
Trained our counterparts to which our projects were being off-shored to.  
Managed the Off-Shoring of the BES Crystal Project to OAOT in Canada.

**[IT Specialist: ADW ADMINISTRATOR](https://www.linkedin.com/search/results/index/?keywords=Financial%20Technologies%20International)**

#### **[Company Name: Financial Technologies International](https://www.linkedin.com/search/results/index/?keywords=Financial%20Technologies%20International)**

#### **[Dates Employed: May 1995 – Jan 1999](https://www.linkedin.com/search/results/index/?keywords=Financial%20Technologies%20International)**

**[Location: NYC, NY](https://www.linkedin.com/search/results/index/?keywords=Financial%20Technologies%20International)**

Global Financial Data Model (GFDM) Development Team.  
Control and maintain program modules and objects using Case Tool ADW (Application Development  
Workbench) using Cobol, Cobol II, MVS/ESA, MVS/JCL, VSAM, IDCAMS, DB2, Oracle, OS  
Utilities, TSO/ISPF-PDF; Synchronize, update, and maintain the FTI Global Financial Data Model using ERwin, Oracle Designer 2000, SYBASE Data Architect, and ADW 4.0A Design Workbench. The data model in logical and physical versions with 675 entities, 3,500 relationships, and 8,000 attributes.  
  
Encyclopedia/Data Management  
  
Program Compilation and Generation  
  
Maintain Change Control Logs