Ajay N. Upadhyay

**Profile Summary**

A seasoned Business Intelligent **Director/Engagement Manager/Sr. BI Architect** with an excellent track record in providing leadership and results for the design, development, and delivery of cost effective and high performance technology solutions for Business Intelligence, Data Management and Data Warehousing; with over **16+ years** of creating strategic technology plans that are aligned with company strategies to successfully deliver business objectives.

 Currently managing BI Practice Pre Sales activities for North America & handling multiple BI strategic accounts **(Approx. $15-20+ million revenue)**

 Strong experience of presenting business value proposition to board and **C-level as a BI Evangelist** with proven success as a Trusted Advisor at CxO level

 As a BI Engagement Manager, Managed delivery function for large Customer relationships in an onsite-offshore model with an average team size of **120+ BIDW** professionals working from two offshore delivery centers.

 Domain Experience in – **Insurance (Life, Annuity, P&C & Healthcare)** , MRDL(Supply Chain & Retail), Asset Management, Telecom, Energy and Finance

 Successfully participated in architecting, deploying and managing a variety of Business Intelligence solutions. Worked with variety of BI scenario including **Enterprise DW, Data Marts, High Volume, Master Data Mgmt, Metadata Driven Architecture, Data Integration, Managed Service BI and OLAP solution**s.

 Work closely with the Solutions Leader to build customized solutions pitches for the target account and driving the revenues and delivery of these solutions to the account scope.

 Account Planning and Governance - completely responsible for all Client Management processes

 Supporting Pre-sales activities by driving initial client discussions, BI Roadmap exercise, high level consulting engagements

 Managing BI Alliance Partnership with Informatica, Trillium, Oracle, Open Source Software & SAP Business Objects

 As a part of my recent assignments, I was responsible for client interactions and providing roadmap for smooth project execution by vetting potential issues. I have demonstrated leadership qualities in enlisting the support of team members and optimal utilization of resources for meeting & exceeding project and organizational expectations.

 Demonstrating a distinctive combination of technical breadth, business acumen, Customer Leadership, critical analysis and communication skills, along with extensive experience in the full life cycle of Business Intelligence developments

 Pre-sales proposal support for new business development outside of account scope

 Provide necessary input for building future alliances with relevant product vendors

 I am technically sophisticated and dedicated leader with expertise in Systems and Business Analysis, Strategic direction and Architecture for creation/maintenance of Enterprise Data Warehouses. Significant managerial and administrative abilities, a process evangelist, ability to involve in pre-sales and client interaction, spot business opportunities, ensure optimal utilization of resources and carry business targets, reviewing people and teams.

 **Created a new service offering**, Business Process Performance Management (BPPM), which linked the data-centric world of BI with process-centric world of BPM

 In-depth knowledge of Multi dimension, Relational Databases, BI technologies like **Informatica, MicroSoft BI, Oracle BI, Open Source ETL, Hyperion – HFM, Planning & Essbase, OLAP – Business Objects, Cognos, OBIEE, MSBI, Various visualization tools (like SpotFire, RoamBI etc.), Master Data Management, DQ**

**SKILLS**

**MOLAP/OLAP**Hyperion Essbase (FDM, Essbase Studio & EIS), Cognos, Business Objects, MS BI

**Data Integration**Informatica, DataStage, DI and SSIS

**MDM, DQ** Oracle - Customer, Supplier & Product, IDQ, Trillium

**EPM/CPM** Hyperion Planning, HFM, DRM, Cognos

**Other Visualizations**SpotFire, RoamBI

**Professional Profile**

**MANAGEMENT/TECHNICAL**

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| --- | --- | --- | --- |
| **Skill Name** | **Level** | **Last Used** | **Experience** |
| Account/Engagement Management | Expert | Currently used | 8 years |
| BI Presales / Solution activities | Intermediate | Currently used | 5 years |
| Program Management | Expert | Currently used | 7 years |
| IT Project Management | Expert | Currently used | 8 years |
| General Project Management | Expert | Currently used | 8 years |
| Data Architecture | Expert | Currently used | 5 years |
| ETL Strategy | Expert | Currently used | 8 Years |
| MOLAP/ROLAP/OLAP Strategy | Expert | Currently used | 5 Years |
| Data Quality & Data Governance | Intermediate | Currently used | 3 Years |
| Master Data Management (MDM) | Intermediate | Currently used | 3 Years |

**FUNCTIONAL**

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| --- | --- | --- | --- |
| **Skill Name** | **Level** | **Last Used** | **Experience** |
| Insurance | Expert | Currently used | 8 years |
| Financial Accounting | Expert | 2 Year ago | 3 years |
| MRDL, Retail Management | Intermediate | Currently used | 3 years |
| Telecom | Intermediate | Currently used | 2 Years |
| Logistics | Intermediate | 4 Years ago | 1 years |
| Asset Management | Intermediate | 4 Years ago | 1 years |

**QUALITY**

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| --- | --- | --- | --- |
| **Skill Name** | **Level** | **Last Used** | **Experience** |
| Six Sigma | Intermediate | Currently used | 7 years |

ACHIEVMENTS:

 **2009 Patni Business Eagle** Award “Recognizes employee contribution towards avenue creation & favorable closures on potential for new business opportunities” - Quota 1 from entire organization

 **2010 Excellent Performance award** for account management

 GE GDC - **Excellent Project Management** award from GE GDC Leader

 Six Sigma Green Belt Certified

**Professional Experience**

**Current Role**

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| --- | --- |
| **Responsibility** | **: Director Pre Sales/BI Engagement Manager for North America** |
| **Duration** | : Sep 2010- Till Date. |
| **Technologies** | : All BI Tech like Informatica, Cognos CRN , Hyperion, OBIEE, MDM, DQ, SAP BO |
| **Clients** | : Insurance, MFG, Retail, Asset Management, Telecom, Finance & Telecom customers NA |

My responsibilities include -

 Sales function support for all the BI opportunities

 One point of contact for all the Key BI Engagements

 Work closely with Delivery & sales team, Project Management and Senior Management Understand their needs, pain areas, Technical & Information Architecture, Expectations, Timelines and Process Maturity. Align solutions

 Response to RFP & Customer requirement, Project Estimation, Project Costing (Fix priced/Time & Material projects), resource management & Change request management

 Business Development responsible for building a portfolio of up **to $8-10M**. Identifying business opportunities, selling concepts to the client

 Account Planning and Governance - completely responsible for all Client Management processes

 Key Account reviews - Technical Reviews including upper-life cycle reviews. Quality Reviews.

 Work in close integration with Business Analysts, Solutions, Technical Focus, Quality and Other technical expertise Groups

 Alliance Management – Informatica, Oracle, IBM SAP BO etc.

 Taking Go-to-market solutions to accounts within the account scope -responsible for driving revenues from Go-to-market solutions

 ETL, OLAP & MDM Strategy for Key accounts

 Design and developed data strategy and business analytics solutions for different verticals

 **Insurance** – Product performance, Sales rep performance, Channel Agent/Agency Mgmt, Life/Annuity (Claim, Sales and Marketing, Policy analytics), Implemented ACORD based model for EDW

 **Telecom** – Agent Performance, Call center Operations, Churn & retention, Usage, Sales and Marketing, Campaign Effectiveness and Performance, Subscriber overdue & recovery

 **MFG/CPG/Retail** - Inventory/SKU Optimizer, Sales Analytics, Sales Rep analytics, Supply chain – Demand Forecast, Supplier performance, Material cost, Retail Analytics

 **Utilities** – Asset Maintenance & Performance dashboard – Safety, Asset Availability & Reliability, Finance & Resource planning

 **Banking/Finance** – Regulatory/Statuary/Operational reporting, finance & expense analytics

 Architected Telecom Analytics solution for one of our strategy customer. Solution was around

 Predict and analyze customer behavior to prevent churn and increase retention

 Monitor and improve the customer experience throughout its lifecycle

 Monitor and improve market offerings and promotional campaigns.

Significant Achievements are

 Won multimillion/multiyear BI engagements in 2010 and 2011

 Managed 12M+ accounts Serviced & managed various Customer relationships

|  |  |
| --- | --- |
| **Responsibility** | : **BI Onsite Engagement/Program Manager – MetLife (IB, Institutional & Broker Dealer Business) Insurance** |
| **Duration** | : Feb 2005- Aug 2010 |
| **Technologies** | : Informatica, Cognos CRN , Trillium, Actuate, SQL Server, |
| **Clients** | : Insurance Customers, USA |

As **BI Onsite Program/Project Manager**, my responsibilities include -

 One point of contact for all the MetLife BI delivery function

 Work closely with Patni team, MetLife Project Management and Senior Management Understand their needs, pain areas, Technical & Information Architecture, Expectations, Timelines and Process Maturity. Align Patni solutions

 Timely, Within Budget and Quality delivery in line with Business and IT expectations.

 Response to RFP & Customer requirement, Project Estimation, Project Costing (Fix priced/Time & Material projects), resource management & Change request management

 SLA Management, Look for continuous improvements in the existing processes

 Solution provided and Architected :

 Insurance Product Performance Analytics solution

 Life, Annuity & Investments products data integration in DWH (using ACORD based model)

 Consolidated Customer View (CCV) for Life, Annuity & Investments products

 Claim, Policy, Sales and Marketing, Compliance, Channel/Agent/Agency Performance Analytics

 Dashboard reporting for MetLife Sr. management for project progress, improvement etc.

 Project Planning & Monitoring. Risk, Scope, and Team Management. Quality, Communication and Review Processes setup/adoption & Compliance.

 Reviews - Technical Reviews including upper-life cycle reviews. Quality Reviews.

 Working closely with Customer Managers, SME(s) and IT Support Staff.

 Work in close integration with Business Analysts, Solutions, Technical Focus, Quality and Other technical expertise Groups

**Significant Achievements are**

 Serviced & managed various Customer relationships in an Onsite-Offshore Model working with a delivery team of 100+ Offshore & 10 Onsite.

 Key BI Services/Applications Delivered

 Data Mart / Data Warehouse design & Implementation: Metlife Compliance, Sales, Metlife Bank, CCV

 Actuate to CRN conversion

***Project 2 Sydney Water Corporation Sydney Australia***

***Employer*** Patni Computer Systems Ltd.

***Type*** BI Development

***Role*** Engagement Manager

***Platform/Database***  UNIX, Oracle 9i

***BI Tool*** DI ETL, BO

***Client***  Sydney Water Corp

As **BI Onsite Program/Engagement Manager**, my responsibilities include -

 One point of contact for all the new BI work for SWC

 Start the new engagement / SoW / PoC planning

 Project reviews – BI Finance, Monitoring BI – water quality, EKAMS

 Resource planning, Business meeting, Setting the right expectation with internal team & Customer

 Work closely with Patni team, Sydney Water Project Management and Senior Management Understand their needs, pain areas, Technical & Information Architecture, Expectations, Timelines and Process Maturity. Align Patni solutions

 Created Utility analytics solution

***Project 3* GECPA – Data Migration Architect**

***Employer*** Patni Computer Systems Ltd.

***Type*** Development and Reengineering

***Role*** Project Manager

***Platform/Database***  UNIX, Oracle 9i

***BI Tool*** AB-INITIO ETL

***Client***  GE – Consumer Finance

The objective of the system is to re-engineering the ETL application from Perl/MF to AB-INITIO.

Also, GECPA would like to reduce the current ETL window cycle time. GECPA is getting all the card transactions from the TSYS application in TS1 format but from the next year TSYS will send the transactions in different format (TS2 format). Patni team is involved in analyzing the current application; design the new model (based on the model driven architecture) and develop the ETL mappings to extract, transform and load the data into GECPA DWH environment.

**Responsibilities:**

 Resource Planning, Team setup, Project Planning and monitoring

 Effort, schedule and cost estimation

 Project reviews

 Quality and Risk management

 Reviewing and evaluating High level and low level design documents

***Project 4* Patni (BI-COE) - Presales**

***Employer*** Patni Computer Systems Ltd.

***Type*** Presales Activities

***Role*** Presales Consultant

Patni BI CoE Presales Consulting Group is formed with the objective of facilitation of pre-project activities like responding to industry RFI. Worked on the RFP and RFQ by collaborating with various business units and sales & marketing group. This group also undertakes activities like BI collateral preparation, designing and launch of new BI Services. It continuously strives to evangelize BI in and outside Patni.

**Responsibilities:**

 Design of BI CoE marketing collaterals (E.g., BI Success Stories, BI Capability Documents etc.)

 Respond/facilitate response to industry RFI, RFP and RFQ

 Design and presentation of end-to-end BI solution for customers/prospects

 Creation /enhancements of collateral base

 Design and development of “Patni BICoE - Data Mart Consolidation” consulting service.

***Project 5* GE Supply Quotation Data Mart**

***Employer*** Patni Computer Systems Ltd.

***Type*** Maintenance and Enhancement

***Role*** Single Point of Contact (SPOC) and Project Manager

***Platform/Database***  Windows 2000 Advanced Server,

Oracle 9i

***BI Tool*** Informatica PowerCenter v 6, Business Objects 5.0

***Client***  GE – Supply

The objective of the system is to create an integrated quotation and supplier management information system that provides near real-time information decision-makers to support their decision. Develop ETL mappings to extract data from various source systems and load into quotation data mart.

**Responsibilities:**

 Resource management and allocation

 Project Planning, Efforts/Costs Estimations, Proposal preparation for BI-Data warehousing RFP’s

 Review status reports, quality and productivity data

 Review of ETL design specification

 Provide Technology & Functional guidance to BI team

***Project 6* BankStar Data warehouse**

***Employer*** Patni Computer Systems Ltd.

***Type*** Re-engineering

***Role*** Project Manager

***Platform/Database***  Windows 2000 Advanced Server,

Oracle 9i and Oracle Enterprise manager.

***BI Tool*** Informatica 6, Decision Stream Ver 7.1 MR2

***Client***  Solution Provider - BankStar MIS - Switzerland

Solution Providers has been commissioned to develop BankStar, a management information system that relies on this core banking system. BankStar MIS is based upon a robust Private Banking framework from which important key performance indicators (KPI) are derived.

BankStar provides these KPIs to the customer in the form of report and online queries. The aim of the implementation is a complete replacement of the current core application built on Informatica with an implementation based on Cognos DecisionStream.

**Responsibilities:**

 Project, Process and resource Planning, Estimation for development

 Client Communication

 Prepared roadmap for smooth project execution by vetting potential issues

 Client requirement analysis and understanding

 Review of ETL Technical Specification for ease of implementation in DecisionStream.

 Review of project deliverables

 Review status reports, quality and productivity data

**Education**

Master of Computer Science, 1995, Result: First Class, University of Poona, India.

Bachelor of Computer Science, 1993, Result: First Class, University of Poona, India.

**\*\*\* US Immigration Status : Green Card Holder**