**UDAYPAL NATT**

Paul has over 23 years of experience in the IT industry with strong leadership, communication, presentation skills and full SDLC experience. His major skills and expertise is in project/program management, roll-outs, building strategies, vendor management, building and managing SLAs, design, development, testing and implementation of enterprise class applications in the Data Warehouse space and has used tools like Teradata,DB2, Oracle 11G, DataStage, Informatica Data Explorer, Oracle ODI, COBOL, CICS, etc.

**Specialties**: Business Intelligence, Data Warehouse, IT Consulting and Management, Vendor Management

TECHNICAL SKILLS:

BIG DATA: BIG SHEETS

Languages: ABAP/4, CICS, COBOL, Visual Basic, Perl, Syncsort, JCL

OS Environment: UNIX, Linux, MVS

Database: Oracle, VSAM, DB2, Teradata

Development Tools: SAP Report Writer, SAP ABAP/4 Query, SQL, QMF, PL/SQL, File-Aid, Erwin Modeling Tool

TRAINING/CERTIFICATION:

* Ascential DataStage - Enterprise Edition Also called Massively Parallel Processing - v7.5, Toronto, Canada, October, 2004
  + Trained and certified in Ascential Enterprise Edition (Parallel Extender, Enterprise Edition – v7.5) Software. Trained and certified in Ascential Audit Stage
* Teradata Utilities, Advanced & SQL Certificate Course – January 2002
  + Trained and certified in Teradata SQL, Teradata Utilities like BTEQ, FASTEXPORT, FASTLOAD, MULTI-LOAD. Teradata SQL Assistant 6.1, BI-Query
* SAP R/3 ABAP/4 Course from Shipco Logistics Inc., Houston, Texas March-April 1999
  + Trained and certified in i2 Rhythm Link, SAP ROI/DSA, ADW
* ETI Extract Masters Certificate Course, ETI Technologies Inc., Austin Texas, August 1996
* Mainframe Certificate Course, ER&DC, Trivandrum, India 1992
* Diploma in Computer Studies, NCC, U. K 1989
* Oracle ODI
* Informatica Data Explorer
* i2 Products:

PROFESSIONAL EXPERIENCE:

**Business Value Consultant (Independent Contractor) @ Promorphics, USA 01/13 - Present**

***Providing Business Value by Consulting***

Job responsibilities include:

* Meeting with Clients at CXO, SVP, Director as well as Staff
* Understanding current landscape
* Gathering “AS-IS” and “TO-BE” information
* Analyzing Gaps in processes
* Documenting Requirements, Strategy, Roadmap, etc.
* Preparing SOW/RFQs
* Presenting Recommendations to Clients for future course of action

**Technical Practice Manager (Independent Contractor), Rogers Communications, Canada 09/12- 12/12**

***Order Care Legacy Transformation***

Rogers Communications is a leading Telecom Provider in Canada providing Voice, Data, Broadband and Cable services. RBS is a division within Rogers, which is responsible for the Enterprise Customers including Carrier, Wholesale, Enterprise, etc. RBS has bought out a number of various companies serving the business users and the Order Management Systems in each of the companies is on different platforms and processes. RBS has thus initiated a project to consolidate these various Order Management systems in disparate systems to the Concept-wave platform which will serve as the Order to Cash process as one entity.

**Responsibilities:**

* Created Strategy Road Map to migrate data from the various Sources into one holistic Cash to Order System
  + Understood the various sources of data and the basis/mode of data transformation
  + Strategized and got business approval on the various options that can be used while transforming and translating data to the new Order Care system
* Selection of appropriate Data Migration Tools
  + Studied Cost v/s existing infrastructure
* Part of a team that consolidated the various Order Management Systems in Rogers Business Solutions (RBS) that required to be migrated to the new Conceptwave Order-Care System
* Ensured that the Order Care data is integrated with the existing Billing System. Phase 1 of this project helped streamline the Order to Cash Flow visibility to senior management.
* Streamlining helped raise jeopardy events in a proactive manner rather than escalations that were the then mode of operations.
* Gathering “AS-IS” and “TO-BE” information
* Analyzing Gaps in processes
* Documenting Requirements, Strategy, Roadmap, etc.
* Conducting and chairing meetings to understand business issues in meetings with C-level, VPs, Stakeholders and Staff and involving IT team by disseminating information appropriately understood by IT and ensuring that business message and requirement got noted correctly.

*Environment: MS Project, Informatica Data Profiler, Salesforce.com, Concept-wave Order Care, Oracle ODI, Oracle 11G*

**Techno-Functional Lead, ETISALAT DB, Mumbai, India 07/11 – 08/12**

***Leading BI/DWH, MIS and Reporting teams***

Etisalat Telecommunications is a leading Telecom Provider in UAE and provides Voice, Data, Broadband and Cable services. Etisalat started its India operations with a vision to be a major player in the Indian Telecom Market in 2008. Having a single source for Ad-hoc analysis, Reporting, Metadata were the prime drivers for setting up the DWH team and initiative.

**Responsibilities:**

* Handled a budget of over $2.5 Million
* Managed over 50 Vendor Employees of both SI(Systems Integration) and MS(Managed Services) teams
* Set Strategy for BI in Etisalat DB –
  + Worked closely with Vendor to build presentation
  + Described current state and the future envisaged for DWH
* Was responsible for Etisalat BI Projects & Operations – Oracle, Teradata, SAS, and DataStage were running as per expected SLA
* Managed Regulatory Requirements
  + Created the environment for approval of Regulatory Portal
  + The Regulatory Portal was built (a long standing demand of business) to reduce the workload on Vendor staff which was getting bogged down by data extraction requests from various Federal Agencies
* Managed collection of BIG DATA
  + Call Detail (Usage) Records were finely tuned for Analysis as well as producing Reports on Daily Basis. Data size is approx. 15 TB.
  + Trolling the Web to gain Customer insight to look for growth opportunities using IBM BIG SHEET
* Build proper standards:
  + Reference Lookups
  + Code Documentation
  + Database Standards
  + Operation Standards
  + Build automated Data Quality processes
* Ensured that the MDM data is updated and maintained
  + Impact Analysis
  + Metadata Documentation
  + Change Review Board
  + Approve changes
* Prepared and presented to Senior Management, including EXECO of the organization, the state of DWH as well as the progress of the various projects running to enhance the system
  + Hands on Experience in writing Teradata Load scripts like FASTLOAD, MULTILOAD, BTEQ, TPUMP, etc. as well as FASTEXPORT
* Gathering “AS-IS” and “TO-BE” information
* Analyzing Gaps in processes
* Documenting Requirements, Strategy, Roadmap, etc.
* Conducting and chairing meetings to understand business issues in meetings with C-level, VPs, Stakeholders and Staff and involving IT team by disseminating information appropriately understood by IT and ensuring that business message and requirement got noted correctly.
* Ensuring that a proper Documentation, plan for training new business users, Development plans for the team, etc.
* Monitored overall performance of the system

*Environment: MS Project, Teradata v12/13, SAS, IBM Websphere (DataStage), BTEQ, FASTLOAD, MLOAD, MS PowerPoint etc.*

Operations Head, Lead BI/DWH Operations,Vodafone, India 04/09 – 07/11

*Maintaining the Enterprise DW*

Vodafone India is the 2nd largest Telecom Operator with over 160 million subscriber base. It does business in Voice, Data and Broadband services. Vodafone Data-warehouse which primarily resided on Teradata, was having challenges in meeting SLAs, Operational Issues, Data Accuracy, Data Availability, etc. Role envisaged included streamlining operations, reducing incidents, increasing Client CSAT, etc.

Responsibilities:

* Led the transformation project to re-architect the existing EDW at Vodafone India
  + Looked at current infrastructure
  + Analyzed Gaps for slippage of SLA
  + Recommended approaches to plug the gap so that SLA can be met
* Recommended overall strategy for upgrade of current infrastructure
* Was involved in doing POC for bringing in BIG DATA into the DWH
  + This involved looking at setting up infrastructure
  + Looking at IBM. Amazon products
  + Finally selected IBM BIG SHEET as the tool to help in analysis of the data that was to be obtained from Web, Internal Databases, Flat Files, Vendor sources, etc.
* Major responsibility included saving $2 million annually to the company.
* Consolidated over 1400 MIS reports into less than 400 Reports across the country
* Handled a budget of over $20 Million
* Was responsible for staff of 2 FTE + oversee 100 Vendor Employees
* Ensured Call Detail Records were finely tuned for Web URL Analysis
  + Help create Usage based Dashboard
  + KPIs to measure performance
  + Producing Usage/URL based Reports on Daily Basis
  + Delivering TEXT based messages to Heads of Departments identifying smooth delivery of reports and data
* Ensured proper Standards were being followed for
  + Reference Lookups
  + Code Documentation
  + Metadata Documentation
  + Database Standards
  + Operation Standards
  + Build automated Data Quality processes
* Did Query Optimization:
  + Building of Query SWAT team
  + Inputs from Users
  + Parse SQL Queries fine-tuned before sending these across to end users
  + Helped reduce DBA work which was earlier just fighting fire was reduced to be pro-active rather than re-active
  + Decision to block Long running Queries based on Time taken/number of rows being returned
  + Hands on Experience in writing Teradata Load scripts like FASTLOAD, MULTILOAD, BTEQ, TPUMP, etc. as well as FASTEXPORT
* Ensured that the MDM data is updated and maintained
  + Impact Analysis
  + Metadata Documentation
  + Change Review Board
  + Approve changes
  + Establishing concept of Data Governance
  + Creation of Data Steward
* Operational Improvements
  + Improved SLA timings by ensuring that the various Systems had Operational Level Agreements between the systems
  + Incident Analysis on monthly basis to reduce recurring errors
  + Reduced Incidents from a high of 400 incidents on a monthly basis on the DWH in April 2009 to less than 40 incidents by Feb 2011
* Presentations to Senior Management on the state of DWH as well as the progress of the various projects and pointing out various risks on a project
* Ensured VF India was the leader in VF Opcos (UK, Germany, etc.) and shared best practices within the Global organization
* Ensured Business had BI Available around the clock
* Provided inputs to Vendors to improve processes
* Built Training Schedule and ensured completion for Business Users
* Gathering “AS-IS” and “TO-BE” information
* Analyzing Gaps in processes
* Documenting Requirements, Strategy, Roadmap, etc.
* Conducting and chairing meetings to understand business issues in meetings with C-level, VPs, Stakeholders and Staff and involving IT team by disseminating information appropriately understood by IT and ensuring that business message and requirement got noted correctly.
* Ensuring that a proper Documentation, plan for training new business users, Development plans for the team, etc.

*Environment: MS Project, Teradata v12/13, SAS, IBM Websphere (DataStage), COGNOS, BTEQ, FASTLOAD, MLOAD, Chordiant, Alterian, MIS, etc.*

Program Delivery Manager, Satyam Computer Services Ltd., Mumbai, India 01/07 -03/09

Satyam Computer Services Ltd is the 3rd SI in India with over 50,000 employees and revenues of $2.1 Billion. The company is into consulting services and has major presence in the US, Australia, India and other countries.

Offshore Delivery Manager, Optus Telecom 12/08 – 04/09

*Optus IDW Ops*

OPTUS is Australia’s 3rd largest Telecom Operator with over 3 million subscriber base. It does business in Voice, Data and Broadband services. OPTUS Data-warehouse which primarily resided on Teradata was having challenges in meeting SLAs, Operational Issues, Data Accuracy and Data Availability, etc. Role envisaged included streamlining operations, reducing incidents, increasing Client CSAT, etc.

Responsibilities:

* Optus Integrated DW Operations. Handled responsibility for Offshore day to day activities
* Produced reports to client in terms of number of new defects, resolution status, best-in-class fixes so as not to repeat the same errors, etc.
* Managed responses to RFPs to Optus
* Created SOW
* Monitored SLAs
* Created metrics so that the measures could be tracked

*Environment: Teradata, SAS, DataStage, COGNOS, BTEQ, FASTLOAD, MLOAD, etc.*

Architect, CISCO, San Jose, CA 10/08 – 11/08

*CISCO EDW2B Architectural Direction*

CISCO is a primary manufacturer of Networking Gear and has presence around the world. Its DWH needed to be looked afresh as it had inorganic growth and needed to be re-architected to meet the dynamic business demands.

Responsibilities:

* Cisco was planning to move from their old DW to the new DW using Teradata and had planned for implementation by FY 2011. However, Cisco management wanted this to be fast tracked and completed by FY Q2 2010.
* A team of architects was given the task to come up with various options and suggest one final option.

*Environment: Teradata, CA - ERWIN*

Onsite Program Manager, Telstra Telecom, Melbourne, Australia 01/07 – 09/08

*Telstra Transformation Release 1*

Telstra Telecom is Australia’s largest Telecom Operator with over 18 million subscriber base. It does business in Voice, Data and Broadband services. The Data-warehouse needed to be re-engineered as the existing DWH had grown from a home-grown ODS and was not meeting the dynamics of the business needs. The DWH transformation project was envisaged to work on the eTOM model and was to primarily reside on Teradata.

**Responsibilities**: Client Facing – Both IT and Business Users

* Was part of the Transformation project that helped create Business model at Telstra.
* Managed a team of close to 30 Tech Analysts onsite and 80 offshore members.
* Was involved in design, development and implementation. Designed methodology and system to collect data from various business users via variety of media, performed data scrub, data transformation and produced relevant and timely BI analytical reports.
* Performed ITIL related tasks
* Facilitated smooth delivery of the developed code to the various business units
* Packaged and released management of project code
* Coordinated efforts of different teams along with different components to align with a single release date.
* Performed tasks of the Technical Lead.
* Identified the reporting subject areas and mapped it to the PDM
* Did impact analysis of using Views vis-à-vis report specific views.
* Designed subject area business views
* Wrote SQL code.
* Provided data mappings from PDM to business views.
* Led walkthroughs with client.
* Monitored progress of Business Views Design, Development, Implementation, etc.
* Provided support during UAT and PVT phases of the projects

*Environment: MS Project,Teradata V2R6.2.0, COGNOS 8, Teradata SQL, Erwin Modeling Tool v7.1.2, MS PowerPoint.*

Technical Architect, Royal Bank of Canada, Toronto, Canada 06/01 –12/06

*Anti-Money Laundering* –

Royal Bank of Canada is Canada’s largest Bank with over 27 Billion in Revenues and 750+ Billion in Assets and employee strength of over 81000. It does business in Banking, Capital Markets, Securities and Insurance services. It was mandated by the Government of Canada to implement Anti-Money Laundering such that after implementation, the bank would be in a position to notify the government of fraudulent/suspicious transactions.

**Responsibilities:**

* Designed and Implemented the Anti-Money Laundering Data-Mart at RBC, project starting in Oct 2003 and continued until I resigned in Dec 2006.
* Wrote and Prepared ETL code for execution
* Fine Tuned SQL Queries
* Work role expanded from being a Technical Lead into being an ETL Designer.
* Improved existing processes by introducing Best practices geared towards Data Quality and introduced QA steps.
* Improved existing process flows.
* Took initiative and introduced the concept of Daily Delta processing using Teradata scripts to load data - Slowly Changing Dimensions/Rapidly Changing Dimensions.
* Scripted and documented the back out procedures in case of Daily Load failures. This helped create faster resolutions to issues for the operations team
* Did data Research using Ascential Quality Stage – helped Business Analysts when the need arose. This helped reduce production errors we could predict in advance to provide the kind of data in production to build suitable scripts/jobs
* Designed and developed Technical Work-flow, Flow-charts
* Extensive use of DataStage filters, joins, sorts, Partitioning of data – Key/Round robin, inflate records or deflate, etc.
* Built Test Data using test cases to ensure quality of data before implementing in production and created special scripts and programs to load the test data.
* Databases used were: Source Database – DB2. Skilled in DB2 SPUFI utility. Target Database is TERADATA.
* Management tasks included: Weekly monitoring of contractors work progress, timesheets, preparing weekly status reports for management, and vendor management to ensure prompt payments for services rendered.

*Environment: Ascential DataStage v7.5, ETI, UDB2, TERADATA,UNIX, MVS and Windows*

*Implemented Credit Applications and Scoring Models*

Responsibilities:

* Designed Credit Application Scoring Models and Risk Management Information Collection
* Conversion from IMS DB and UDB to TERADATA Enterprise Data Warehouse.
* Used TERADATA utilities to feed Experian Database Manager (DBM) so that Scope could receive the formatted files

**Environment:**Ascential DataStage v7.5, ETI, UDB2, TERADATA,UNIX, MVS and Windows

**Mainframe Programmer, Various Clients 06/89 – 05/01**

**Clients:**

* i2 North Inc., Professional Services Group, Toronto, Canada
* Prism Data Services Ltd., Toronto, Canada
* Logan Britton Inc, Dallas, TX
* Software Vendor Royalty Payment System – IBM, Southbury, Connecticut
* Equity & Fixed Income Maintenance - Goldman Sachs, New York
* Pension Benefits Systems - United Nations, New York
* Saved United Nations Pension Fund $1 million annually in 1994 by redesigning and automating completely the delivery and tracking of Pension forms for all the employees of the various UN entities (37 entities) based globally.
* This project at that time was unique within the UN and led to invitations by various UN heads to demonstrate and give inputs on how to achieve the same within their departments.
* Underwriting Processing Module -AIG
* On-Line Order Processing Module-Sales & Dist. System
* Demand Forecasting & Production Scheduling - PPC System
* Sales Management System -SDS
* Financial Accounting Module And Inventory Module - FI/MM
* Students Information System

**Responsibilities:**

* Programmer analyst on mainframes using CICS, COBOL 2, DB2, VSAM, TSO/ISPF in various projects listed below:

**Environment:**Mainframe, COBOL, CICS, CSP, SAP ABAP/4

**EDUCATION:**

* Bachelor of Science, Bombay University, India, 1986 – 1989