**aarun**

###### Professional Summary

Passionate Technical Lead in Business Intelligence and Data Technology with more than 15+ years of experience in data ecosystem. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary. Customer focused with diverse industry experience including Fintech, Pharmaceuticals, Insurance and Retail.

###### Roles and Merits

* Involved in Product analysis to identify the instrumentation and gaps.
* Involved in setting up the roles creation and setting up infrastructure for the team.
* Involved in Tableau reports and dashboard developments, administration and implementation process.
* Involved in migrating existing Teradata queries to BigQuery to improve report performance.
* Developed pilot report generation on Power BI for required summary reports.
* Implementation of BI servers and Data Integration tools end to end in server.
* Implemented Informatica V9& v10 complete implementation.
* Successfully Implemented TLS 1.2 encryption for DIT process in Oracle thin and thick client implementation.
* Provided support and taken ownership for Database Administration activities and query tuning and its analyzing execution.
* Involved in Dataflux Administration and enterprise scheduler Active Batch V8 Administration
* Involved in Development, Maintenance, Bug Fixing, enhancement, query analysis to improve the performance of session and Support.
* Automated archive mechanism for output files and scheduled process for retention.
* Implemented process standardization and implementation of corporate standard release engineering into the restricted data zone.
* Coordinated with cross functional team to resolve Informatica implementation issues by involved platform related actives based on enterprise systems.
* Involved multiple compliance related upgrades on platform/application/databases.
* Involved in AWS ETL support system and SAP Redwood scheduler development
* Involved in loading data from salesforce application to Redshift for analytics purpose.
* Involved in Developer level guide creation for CICD tools Bitbucket, Jenkin, Perforce and Nolio

###### Experience Summary

**Sep 2019 –** Till Date**,** Working as Engineering Coordinator/Staff Engineer – Altimetrik Corp, MI.

**Apr 2013 – Sep 2019,** Worked as Technical Lead – Altimetrik India Pvt Ltd, Chennai, India.

**Mar 2011 – Apr 2013,** Worked as DBA – Informatica in Technosoft Global Services, Chennai, India

**Feb 2010 – Oct 2010,** Worked as Informatica Developer in E2E Infoware Solutions, Chennai, India

###### Certification and Training

* Certified developer in Cognos 8 & 10.
* Certified on advance calculation methodology for Tableau
* Intensive training cloud data services using Amazon Web Services.
* Training on Reporting tools and Administrative to Tableau servers, Cassandra Administration, Microsoft Power BI ecosystems.
* Training on Enterprise scheduler migration for BMC – Control M for Enterprise, AMV8 UC4 Enterprise job Scheduler, SAP Redwood schedular.
* Trainings attended and implemented administrative Tableau servers, Microsoft Power BI ecosystems as well Cassandra Administration.
* Attended training in CI/CD - tools and implemented into project adhere process regulation.
* Completed corporate training for Informatica migrations and implementations, Informatica MDM Involved Informatica Corp for various HF and EBF implementations.
* Trained in reporting tools like Business Objects XI, Crystal Reports
* Implemented in BMC – Control M Enterprise job scheduler and UC4 for different process.
* Attended training in Active Batch Job Scheduler and its administration.
* Involved in a sentimental analysis visualization using Python in Tableau
* Involved in a statistical analysis visualization using R

###### Skill Set

* BI Tool : Tableau 10, Business Objects XIR2, Crystal Reports XI, Cognos 10
* ETL Tool : Informatica IICS, 10.x, 9.x, 8.x, 7.1
* Database : Oracle, SQL Server, Tera Data, Redshift.
* Platform : Windows NT/2000, Unix, AIX AWS Cloud platform
* Scheduling Tool : Active Batch V8 and V7, Autosys, WLM, UC4, Control M, Redwood
* Tools & Utilities : Jenkin, Nolio, Perforce Git Hub, Bitbucket, Shell, Python, R

###### Key Accomplishments

* Received Best Employee Award for excellent performance.
* Successfully implemented new/upgraded ETL hosts to ESB to attain the enterprise compliance.
* Effectively implemented new version of Informatica with seamless deployment, hot fix and patching
* Received Special award on information security and KYC for Payment and Transaction.
* Successfully migrated platform from AIX to Solaris.
* Successfully upgraded Informatica from 8.x, 9x and repository upgrade from 10g to 11g
* Received various appreciations for excellence from different teams like Settlement, FDM, Chargeback, Credit/Bill Me Later in PayPal
* Involved various EBF to Informatica Server, based on Redhat Linux patches.
* Involved and co-ordinated with cross functional team to implement parallel servers for Informatica upgrade from 9.x to 10.x
* Involved end to end implementation of TLS 1.2 for Oracle DB servers for DIT process.
* Implemented Olympus release tool and its ecosystem to standardize the process.
* Implemented security encryption technique enablement in classified data.
* Involved with ops team to identify the bottle neck and engaged appropriate team to optimize runtime.
* Implemented source data archival automation for future investigation and data quality based on portal dashboard limitations.

###### Detailed Project Summary (in reverse chronological order)

**#1 AutomateNext – Application integration to Client system**

Client : FIS, CA, USA

Role : Technologist Engineer – Architecture & Integration

Tools : Postman,

Operating System : Windows

**Description:**

FIS is fintech company provide multiple services and products to the world. Most of the product engagement through the manual process and following the legacy method of enablement. Automate next is a program which help to reduce human error and one stop solution using Decisions.com based smart forms. All the questionaries and whole workflow automated and every milestone is captured.

**Contribution:**

* Involved in Initial project Hackathon.
* Involved in problem identification and provided understanding document.
* Worked closely with client system and stack holders to identify bottlenecks
* Involved with cross functional team and technology team for enablement.
* Involved in Data Lake API integration with smart form.
* Worked closely with cross functional teams to setting up the infrastructure.
* Worked with Development team and provided high level solution.
* Worked with IDP to configure firm for user onboarding and token exchange process.
* Provided with solution of design from the operational and post production perspective.
* Involved multiple deployment and integration for the end product.
* Involved in POC and solutioning process to integrate service now.
* Involved in Design solution to integrate the Planview Integration using RPA mythology.
* Involved in Architectural design and help development team.
* Provided support and resolve the problem during integration process and documented it.

**#2 CSAP – Customer Success Analytics Platform**

Client : PayPal, San Jose, CA, USA

Role : Visualization/ Product Analytics Er/Technical Business Analyst

Tool : Tableau, Google BigQuery, Teradata, Kibana, PayPal Notebooks

Operating system : Linux, Windows

**Description:**

Customer Success Platform is a program which believes the trustworthy customer support experience helps people expand their financial potential and deepen their loyalty.

As part of new modernization and moving into cloud-era, Salesforce is implemented for Customer Success Program, this is replacing internal tool and which it has the long journey.

Entire process dived into two streams for pilot user and non-pilot users for particular skillset, initial pilot is running for payment issues with various sub-intents. Efficiency of the resource is calculated based on the clicks evolved to the resolution completion. Pilot and Non-pilot users would be compared for the agent performance.

Application performance has multiple terminology comparison like prediction accuracy, Override success, Decision access. Agent performances are calculated based on adoption rate, average time spent, adoption rate, Task completion rate and daily stats.

**Contribution:**

* Involved in initial analyze and requirement and design phase for pilot phase.
* Involved and prioritizing the projects task and tracked information in user stories.
* Based on the follow ups and tracking created backlogs in Jira to track.
* Worked closely with cross functional teams to setting up the infrastructure.
* Involved in part of product instrumentation readiness for the end product
* Created Visualizations on the product behavior and its trends
* Created Visualizations on the agent’s performance calculations.
* Created with Global filters for interactive cohort dashboard.
* Created X vs Y axis dashboard for multiple parameters.
* Created analytical dashboard for the decision access framework.
* Created scorecards for inactions, journey towards resolutions.
* Comparisons of existing tool for CS agent and pilot tool
* Created Dashboard to identify the page traffic with sanky diagram.
* Created Heatmap Dashboard for the daily statistic on the operations.
* Created and scheduled intermediate aggregated tables for the Dashboard for better performance.
* Created reports are multi device compatibility and interactive to the business users.
* Created ETL load based on batch before the report refresh/retention on daily basis for automation.

**#3 ODP – MVP on nCino and MDM**

Client : SVB Financial Group

Role : ETL Engineering consultant

Tool : Informatica – IICS, Redshift, SQL Server - RDS, AWS Cloud infrastructure, SAP Redwood, CI/CD tools – Nolio, Perforce etc.

Operating system : Linux, Windows

**Description:**

As part of Digital transformation, SVB IT team is building data lake for all business needs and analytical process. Credit One Data Platform batches are playing vital solution of data lake creation. This initiation is started with minimum number of tables based on the business advise.

nCino is the single application which replaces multiple internal application and satisfying the business needs. ETL processing is performed using Informatica Cloud Infrastructure which loads data directly to S3 layer which is using salesforce and Oracle connectors and finally it loaded into Redshift for the reporting purposes.

This entire process split into two wings called Raw load and Credit mart load. Raw layer will be writing the parquet file in Amazon S3 bucket. IICS jobs will perform the data load from S3 files to Redshift DB load.

ODP MDM is the data process of heterogenous source data into load S3 Files using AWS Glue jobs, by using the AWS Crawler jobs catalog the data which loaded into S3 files. This entire ETL process is verified with Data Mart Control checks. These DMC jobs will keep maintaining the results in RDS Database for verification process.

**Contribution:**

* Involved in initial analyze and requirement and design phase for phase 1.1
* Involved in detailed data analysis and documented to the team members.
* Involved in PII and Non PII data view creation for the reporting layer.
* Involved in Redwood development activities of object creation events, locks and time window.
* Invoked multiple alert system for product definition status and delay in the Redwood.
* Involved and provided support for all glue jobs and crawler jobs.
* Created build using Jenkin for code build, backup and worked on emergency PII data fix.
* Created build using Perforce to create deployment for various IICS objects
* Created code backup of scripts using Git bash.
* Created deployment packages for production deployment.
* Involved in script creation for RDS and created scripts for automated query generation in Redshift views.
* Provided hyper care support in post-production support.
* Observed, learnt cross function tools and fulfilled the team needs.

**#4 VBS – CTA Reporting**

Client : Visa Inc., CA, USA

Role : Engineering coordinator/Technical Business Analysist/Report developer/Admin

Tool : Tableau 2018, Hue for Big Data Hive, AQT, DB2

Operating system : Linux, Windows 10

**Description:**

**Visa Business Solution – Corporate Travel Accounts Reporting** is an initiative Visa Business Team to categories the corporate Visa cards and its utilizations across travel. It is categorized in to various parts like mode of travel, stay, car rentals. Also, it requires to provide matched vs unmatched dashboard for the corporate users for only Europe and North American users.

Initial categories for reports are further classified in to three sub categories like core report, extended reports and Flexible reports. Dashboards of NA users and EU users will be sending to the users based on billing cycle and offset date. These dashboards are containing passenger’s itinerary and leg specific information based on company, issuer id and regional information

**Contribution:**

* Involved in initial analyze and requirement and design phase.
* Involved in detailed data analysis and documented to the team members.
* Prioritized the task and making the sprint ready for resources and tracked it.
* Worked between cross functional team to setting up new environments.
* Involved in building the data model to improve the performance of reports**.**
* Created Dashboard for Matched and Unmatched transactions.
* Created different canned reports for Air/Rail, Hotel, Car Rental core and extended reports.
* Scheduling of canned reports based on billing period with additional attribute days.
* Involved in providing report in downloadable format for privileged users.
* Involved and created summary dashboards as part of the visualization.
* Involved in publishing reports and maintained version histories
* Setting up the permissions for individual users as site administrator.
* Worked on report performance improvement techniques.
* Writing up hive queries and built data extracts.
* Gathered and provided required information to offshore.
* Worked with data source team to create the temporary hive table to improve the performance.
* Worked and created on data source for color palette assignment for enterprise standard.
* Involved internal corporate to get the feedback of CTA reports.

**#5 Capability Transformations Dashboard using Playground**

Client : Altimetrik India Pvt Ltd – Playground utilization

Role : Report Developer, Talend ETL support

Tool : Tableau, Talend, Udemy online API Connector, Oracle10c

Operating system : Windows 7, 2003 Server, XP, Unix

**Description:**

**Capability Transformation Dashboard** is a Playground initiative from the Altimetric epically on strategic account engineers for provided geographic region. Data Extraction team extract the Udemy for Enterprise data in file format. These data transformed and loaded into oracle table using Talend ETL.

CT Dashboard containing of different reports about employee based on technology and engineering perspective. Effective utilization of Enterprise training tool, Involvement and transformation in to results in Altimetric Playground Utility.

Additionally, effective technology material and non-technological material utilization towards KRA, Goals and Deviation from goal on monthly utilization which will help employee to realign back to track based on monthly review with immediate reporting manager.

This Dashboard help the leadership team to measure and diagnose the Learning Curve of an employee and its helpfulness to the organization to take decision in various point and perspective.

**Contribution:**

* Created reports on skillset program and Enterprise training tool utilization.
* Created reports on key result area and enrolled trainings and tools
* Worked on Dashboard visualization creation and integration for MSR on resources.
* Created on schedule based materialized views for report generations.
* Consulted with business and technology partners for data visualization best practices.
* Created and provided access to set of users and roles.
* Published reports into different environment.
* Involved to create the WSR for the learning curve projections.
* Worked with different teams to setup the environment.
* Familiar with Tableau on VMware.
* Worked on Talend Data Integration setup and scheduling.

**#6 People Data Warehouse/ HR-Analytics**

Client : PayPal, San Jose, CA, USA

Role : Technical Business Analyst in HR Analytics

Tool : Informatica 9.x, 10.x, IDQ 10 x, Oracle12c, Teradata, Tableau

Operating system : Windows 7, 2003 Server, XP, Unix

**Description:**

**People Data warehouse** (PDW) is an initiative from the People BI team to create a Single source of truth for all People data for PayPal Inc. PDW is receiving different type of source feed from multiple people applications.

The key functions the PDW will serve will be Workforce planning & optimization, People Analytics & BI. BI – Operations loading snapshot data to PDW on daily basis. Based on Agile methodology, all required workforce analysis and spent total hours, productivity of employees, cost effective methods of workforce for engagement are calculated.

**Contribution:**

* Based on the requirement, working with different application team to get required data.
* Data analysis on source file and identifying appropriate table in PDW to load.
* Worked with Workday, Web methods team for source data processing.
* Implemented TLS 1.2 in ETL and BI team servers to connect Oracle servers for DIT.
* Working closely with DBA team to make DML changes based on requirement.
* Executed and projected issues and communicated to Seiner Leadership Team and Stack holders.
* Implemented communication matrix during outage, upgrade, maintenance and SLA impacts.
* Worked on providing rule-based data quality process to analyses the trend based of resource requirements.
* Worked on Creating report analysis and providing data to SLT for quality and effective way of hiring.
* Involved on query-based rule triggering metadata creation for DQ based on trend analysis.
* Involved on streamlining process for Development and Operational perspective.
* Engaged right people at right time to resolve multiple production-based issues.
* Bridging gap between technical difficulties and business requirement.
* Involved in gathering of requirement and created user stories based on business requirement and assigned to appropriate team members.
* Worked with cross functional team to achieve the implementation process on time.
* Worked on standardization process of automating release engineering process as per PayPal standard.
* Worked with cross functional team for Denver Data center movement to ensure the connectivity and data integrity.
* Worked with release engineering team to enable PayPal standard release process automation using Olympus in restricted data environment which would avoid manual deployment issues and parallel backup in Github version based

**#7 Site ETL Management/EDW operation Market places from Data Center**

Client : PayPal, San Jose, CA, USA

Role : Site reliability engineer

Tool : Informatica 9.5.1, Cognos, Oracle12c, 11.x, 10g.x Teradata

Operating system : Windows 7, 2003 Server, XP, Sun Solaris, Unix

**Description:**

PayPal is an eBay, Inc. PayPal is the leading international e-commerce business that allows payments and money transfers to be made through the Internet all around the globe. This project is to provide exhaustive support to PayPal’s several high critical LOBs such as Merchant Reporting, FINOPS and several other external clients’ settlement applications by actively monitoring and administering the ETL infrastructure which is considered to be one of the world’s largest Informatica Grid with currently 24 worker nodes available for load balancing the several thousand ETL jobs that run 24x7

**Contribution:**

* Provided and involved completed guidance and allocating priority-based issues to team members.
* Loading data to OIS Database from various ADG replicates
* Loading stage EDW systems OIS Tables/files on daily basis
* Worked with cross functional team to rectify outages.
* Maintained enterprise standards during managing Informatica objects.
* Worked on hot fixes and software upgrade.
* Worked on multiple PCI patching and bouncing required services.
* During high volume data hours, managed environment to attain SLAs for PayPal.
* Handled and worked as brand ambassador with multiple projects to bring down difficulty and challenges on environment.
* Executed and projected issues and communicated to Leadership Team during issue impact time
* Conveyed end users and external users about settlement related issues and delays.
* Involved and driven bridges during maintenance and outages.
* Provided and worked on clear runbooks creations and procedural steps for maintenance.
* Involved and engaged cross functional team for multiple compliance related patching and upgrades.
* Engaged and involved appropriate product development team to resolve legacy system issues.
* Involved and provided approvals for planned maintenance/upgrade based on business needs and criticality.
* Involved and resolved by multiple P0 and P1 issues based on engaging cross functional teams.
* Worked on migrating enterprise scheduler from UC4 to Control - M.
* Provided support/ Administration for various enterprise tools like Tumbleweed edge services, File delivery services, Network data mover systems.
* Provided Administration/Support for Dropzone, DropBox, and Cognos servers in extensive way based on the primary analysis
* Provided platform support to various hosts across ETL, Settlement, Risk and Compliance related hosts and its services.
* Provided middle level support for site hosts and its services.
* Worked/provided support for SOX audit and compliance.
* Provided support for multiple settlement related (Bank and Credit Card) jobs and its production components.
* Provided support to Kafka related support based on monitoring to CDH (Core Data Highway) service-related administration process.

**#8 Data Factory and Master Data Management.**

Client : IQVIA/Quintiles, Durham, NC

Role : ETL Administrator /ETL implementer.

Tool : Informatica 9.0.1, Dataflux, Data Processor, Oracle 11g

Operating system : Windows 2003 Server, XP, Sun Solaris, Unix

**Description:**

Quintiles Transnational is a drug research company started its consulting since from 1974 and incorporated as Quintiles Inc. in 1982. It is fully integrated biopharmaceutical Services Company providing solution through clinical trials. Quintile helps to deliver new drugs and cure for the world's most challenging diseases. It has revenue of $3.0 billion. It has around 20,000 employees in different countries.

**Contribution:**

* Working as a ETL Admin for various ETL tools.
* Providing support and maintenance for the client system.
* Manage users/groups and repository security in Informatica
* Troubleshoot tool related problems and tuned for performance
* Implemented Informatica 8.x, 9.x client/server on Windows/UNIX platforms
* Installed Informatica patch on Windows/UNIX platforms
* Performed server maintenance activities and backup.
* Deployment done on different environments.
* Experience in Applying Informatica Latest Hot fixes/Patches.
* Worked on multiple EBF with Redhat based on Informatica patches.
* Experienced in Testing, Debugging, Validation and Performance Tuning of ETL Architecture, help to develop optimum solutions for Informatica deliverables and Table portioning in DB level
* Responsible for investigation, characterization, and communication of build and release problems; implementing corrective and preventive actions. Resolved the issues Action Required Tickets on Priority basis.
* Experience in Create, backup, restore for Informatica Repositories.
* Monitors and tunes ETL repository and system for performance improvements.
* Write Repository Queries in support of developments and Production statistics
* Monitoring the Jobs and server space availability and CPU Process.
* Involved on improving performance of tables based on its usage.
* Worked on multiple scheduling on ETL, Dataflux jobs and MViews using enterprise scheduler Active Batch.

**#9 Data integration ETL**

Client : RHI PBM, WellPoint Pharmacy

Role : ETL Consultant

Tool : Informatica 8.6, Oracle 10g, Tera Data 7.8.1

Operating system : Windows XP, AIX

**Description:**

RHI - PBM Data integration project is a collaboration process; it is a kind of activity geared towards improving the overall profitability of different client systems by identifying common activities between the two companies. The process which is involved here is purely leveraging activity of one client system that can use by other system, to improve the overall efficiency of the entire system.

**Contribution:**

* Providing support and maintenance for the client system.
* Involved in deployment of integration services.
* Generated report for abended workflow and event waits.
* Involved in enhancement, testing and bug fixing.
* Updating the status of the successive workflow jobs.
* Created and involved in testing of unit test case as per the modification
* Involved in creation and modification in Turnover document after go live.
* Involved in verification and test run after new test server implementation.
* Involved in Informatica firewall related issue resolving for domain connectivity.
* Analyzed SQL statements using EXPLAIN PLAN to improve the performance.
* Implementing the stored procedures to improve performance of the workflow.
* Involved in creation of shell script to improve the overall efficiency.

**#10 Business Data Analysis**

Client : Mc Rae Industries Inc. Gilead, NC.

Role : ETL Developer, Report Developed,

Tool : Informatica 8.1, Oracle 10g

Operating system : Windows XP, Unix

**Description:**

The project for McRae Industries warehouse, it is one of the leading retailers of footwear’s and hose hold appliances in North Carolina State. The client's IT department planned for a business intelligence initiative to enable speedier, accurate and reliable decision-making. The primary objectives were Implementation of data warehouse with a common business model. A common model that could be propagated as a standard an integrated and intuitive reporting and analysis platform.

**Contribution:**

* Involved in leading the team in phase 2 for development in ETL in complex mapping.
* Involved in dynamic parameter file generation.
* Involved Report generation using Cognos.
* Developed various type 2 mappings to track the history of records.
* Created the reusable transformations to increase productivity.
* Involved in performance turning of mapping.
* Developed mapplets for audit tracking functionality
* Created various user defined functions to simplify the coding logics
* Involved in preparation of detailed unit test cases
* Involved in system testing

###### Personal Summary

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###### Academic Summary

Bachelor of Engineering