

Suzanne Raph

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PERSONAL SUMMARY:

I am a self-motivated professional with a desire and love for challenge. I work hard to not only meet deadlines, but also produce quality work. I have 20 years of business experience in education, travel, E-commerce, finance, direct marketing, retail, health care, manufacturing and pharmaceutical areas. I am a motivated and versatile individual who is continually seeking challenging opportunities and continually expanding my skill set. I have a proven track record of mentoring and leading others to achieve a shared vision. I love what I do and it shows in the quality of work that I deliver.

PROFESSIONAL SUMMARY:

- 15+ years of IT experience in the Analysis, Design, Development, Testing and Implementation of business application systems for Education, Travel, Health care, Pharmaceutical, Financial, Retail and Manufacturing Sectors.
- Experienced in leading off shore teams.
- Experienced with Agile methodology.
- Excellent experience in the Analysis, design, development, testing and implementation of Business Intelligence solutions using Data Warehouse/Data Mart Design, ETL, OLAP, BI, Client/Server applications.
- Expert level Data Warehousing ETL experience using Informatica 9.5/9.1/8.6.1/8.5/8.1/7.1 PowerCenter Client tools.
- Expertise in Data Warehouse/Data mart, ODS, OLTP and OLAP implementations teamed with project scope, Analysis, requirements gathering, data modeling, Effort Estimation, ETL Design, development, System testing, Implementation and production support.
- Expertise in working with relational databases such as Oracle Exadata 3/11g/10g/9i/8x, SQL Server 2008/2005, DB2 8.0/7.0 and Sybase.
- Strong experience in Extraction, Transformation and Loading (ETL) data from various sources into Data Warehouses and Data Marts using Informatica Cloud, Informatica Power Center, Power Exchange and Power Connect as ETL tool on Oracle and SQL Server Databases.
- Experienced in developing complex SQL queries using unions, multiple table joins and views.
- Vast experience in resolving on-going maintenance issues and bug fixes; monitoring Informatica sessions as well as performance tuning of mappings and sessions.
- Expert experience in all phases of Data warehouse development from requirements gathering for the data warehouse to developing the code, to Unit Testing and Documentation.
- Experience in writing UNIX shell scripts and automation of the ETL processes using UNIX shell scripting.
- Proficient in the Integration of various data sources with multiple relational databases like Oracle Exadata 3/11g /Oracle10g/9i, MS SQL Server, SAP, ESSBASE, Excel and Flat Files into the staging area, ODS, Data Warehouse and Data Mart.
- Experience in using automated scheduling tools like Autosys and Control-M.
- Worked extensively with slowly changing dimensions.

- Hands-on experience across all stages of Software Development Life Cycle (SDLC) including business requirement analysis, data mapping, build, unit testing, systems integration and user acceptance testing.
- Excellent interpersonal and communication skills, and experienced in working with all levels of management, business people, developers and testers across multiple disciplines.

ETL Tools: Informatica Cloud, Informatica Power Center 9.5/9.1/8.6/8.5/7.1, SQL Server SSIS

Databases: Oracle Exadata 2/ 11g/10g/9i/8i, MS SQL Server 2008/2005

Scheduling Tools: Informatica scheduler, Autosys, Control-M

PROFESSIONAL EXPERIENCE:

Optum Healthcare – Eden Prairie MN – Consultant

ETL Architect for eHP/ECODS Data Warehouse, 3-16 to Present

- Lead a team of 6 offshore developers in supporting and enhancing the ETL for the eHP/ECODS data warehouse. It is the second largest data warehouse at Optum at a size of approx. 64 TB.
- Implementing automation processes that will provide a 20% reduction of manual processing.
- Creating design documentation deliverables including process models, Application Architecture diagrams and Data Flow diagrams.
- Assign Service Now tickets and make sure they are completed within SLA timelines.
- Develop project plans.
- Identify solution strategies for business enhancements.
- Prioritizing the business wish list according to the yearly goals.
- Building a process for automating file movement from Ironbox to Linux server.
- Created a project estimation plan to speed up estimations of ETL fixes and enhancements.
- Close communication with upper management of project statuses and possible issues with either team availability, upcoming system outages or upgrades.
- Implemented a strong code review and migration process that has dramatically reduced production migration errors.

University of Minnesota – Minneapolis MN – Employee

ETL Architect for OIT, 7-14 to 3-16

- Led and guided the development of ETL architecture.
- Led complex ETL requirement and design discussions to implement stringent performance requirements.
- Collaborated with business teams and senior architects to develop architecture requirements to ensure business satisfaction.
- Conducted impact assessment and estimated the work effort based on requirements.
- Identified, recommended and implemented ETL process and architecture improvements.
- Developed full SDLC project plans to implement ETL solutions and identify resource requirements.
- Created ETL standards and templates to ensure consistency in design and building of ETL processes.
- Managed build phase and quality review of code to ensure requirements were met and code adhered to ETL architecture standards.
- Installed, and configured Informatica cloud at the University and developed the ETL code for the first integration of PeopleSoft data to Salesforce. Project used agile methodology with the Scrum framework.
- Mentored 6 ETL developers.

Carlson Wagonlit Travel – Minnetonka, MN – Consultant

Senior Informatica Developer for CWT Glory Team, 11-13 to 6-14

- Worked with International as well as local business teams to deliver projects that fulfill business requirements with the use of Informatica, pre and post session scripts, stored procedures and UNIX shells.
- Designed ETL technical design documents.
- Creating DDL scripts for Oracle databases to build tables, create permissions, indexes and primary keys.
- Worked with migration team to migrate projects to production.

Carlson Wagonlit Travel – Minnetonka, MN – Consultant

Lead ETL Developer for CWT Finance– Informatica 4-13 to 11-13

- Created Informatica mappings to pull Call Metrics, Government and Canada data from Essbase to Financial data warehouse.
- Worked with OBIEE developers to optimize report response time by creating new aggregate tables, and adding or changing indexes.
- Worked with Oracle team to gain access to Canada AR data.
- Migrated new development to test and production.
- Modified UNIX scripts to add new workflows into existing load processes.
- Optimized slow running ETL processes.
- Mentored 3 Informatica developers.

Portico – Minneapolis, MN - Consultant

Senior ETL Developer – Informatica and SSIS, 10-12 to 4-13

- Built SQL Scripts and SSIS packages to convert legacy data to new billing system.
- Built Informatica mappings to load disparate payment files into new billing system.
- Worked closely with Business Analysts to identify business requirements.
- Created Informatica mappings to move billing system data to the ODS and a new data warehouse.
- Created load process dependencies and strategies.
- Worked with external clients to set up secure FTP processes.

Emtec – Minnetonka, MN - Consultant

Working at Carlson Wagonlit Travel

Tech Lead – Informatica, 2-12 to 10-12

- Led a team of 4 ETL Developers to enhance the Glory, CWT travel Data Warehouse.
- Worked with International as well as local business teams to deliver projects that fulfilled business requirements.
- Created detailed estimates for the business that provided costing for ETL and QA work.
- Worked with Business teams and Business Analysts to identify business requirements.
- Worked with Business Leads to prioritize projects and create timelines.
- Directed team in building mappings, writing test cases and implementing unit testing.
- Created hand off and production support documentation.
- Built and enhanced Informatica mappings to resolve business problems and provide better reporting capabilities.
- Created DDL's for table creation and modification as well as index creation.
- Worked with DBA's to improve data load performance.

Ameriprise Financial – Minneapolis, MN - Consultant

ETL Technical Analyst – Informatica Lead, 9-11 to 2-12

- Led a team of 6 ETL Developers to build a Financial, Variable Annuity, Data Warehouse.
- Worked with the Data Architect to design the table structure of the warehouse.
- Worked with Business Analysts to gather business requirements.
- Worked with internal Department of Excellence to identify company standards, processes and procedures.
- Designed ETL mapping specs from business requirements.
- Directed team of developers to build mappings, write unit test cases and implement unit testing.
- Created project support documentation.

- Created load order strategy and migration step procedures.

Digital River - Eden Prairie, MN - Consultant

ETL Developer and Project Lead 8-10 to 8-11

- Led a highly visible reporting project that was sold to outside clients.
- Documented projects so that employees could support and enhance the projects in the future.
- Created load order and data pull strategy that would not strain e-commerce sites.
- Developed Informatica mappings to use Oracle partitioning to facilitate multiple Data Warehouse loads per day.
- Built data reconciliation mappings.
- Developed code to handle split payment orders coming out of SAP.

BioScrip - Eden Prairie, MN - Consultant

ETL Team Lead, 10-09 to 8-10

- Informatica consultant brought in to mentor new Informatica developers and to assist in meeting the project deadline.
- Developed a process to identify new and changed data from data sources without date stamps.
- Created mapping templates to speed up development for new developers.
- Developed an error handling process.
- Worked with Administrator to create a migration process.
- Helped the team to identify supportable, sustainable data warehouse processes.

Digital River - Eden Prairie, MN - Permanent Position

ETL Team Lead, 5-08 to 10-09

- Team Lead focusing on Data Warehouse Development
- Informatica Administrator
 - Created users, groups, folders, connections, grant permissions etc.
 - Set up new environments for System testing, Integration and Production.
 - Created Informatica Standards for the company to follow.
 - Created Release Management Process.
 - Dispatched tickets to developers.
- Prioritized work and gave direction to 6 team members.
- Participated in Data Warehouse design process.
- Worked closely with BA to determine data requirements and data sources.
- Help implement 3 SAP Modules in 9 months.
- Mentored new QA team members on writing test plans and how to test Informatica developed work.
- Created Informatica migration process.

Starkey Labs - Eden Prairie, MN - Consultant

Developer 12-07 to 4-08

- Technical Team Lead for new installation project of Oracle OBIEE Application.
- Installed and configured Oracle software.
- Identified and Analyzed out of the box gaps.

Guidant Companies – Shoreview, MN - Consultant

ETL Developer 6-07 to 11-07

- Informatica developer for Offload Reporting Project.
- Developed mappings and sessions with Informatica 8.1.1 to move data from source to 3 different and unique environments.
- Worked closely with Data Architect to identify data sources.

HowWhenWhere Technologies – Minneapolis, MN - Consultant

Developer 01-07 to 6-07,

- Wrote SQL and UNIX programs to enhance or modify existing Demand Planning systems.
- Created design, system test, unit test and user acceptance documents for new projects and project maintenance work.
- Built ETL flows with APAG.

Select Comfort - Plymouth, MN - Consultant**Informatica Developer 5-06 to 12-06**

- Identified order of processing and dependencies for all Informatica mappings, sessions and batches.
- Modified the load schedule that used 39 triggers to run to completion and totally re-engineered it so that it used just four triggers to run to completion. The load failed multiple times a week prior to my redesign. After the changes, it is on a rare occasion that it fails.
- Modified existing mappings to improve performance time of the load.
- Wrote a production support manual and trained the Application Support team.

Guidant Companies – Arden Hills, MN - Consultant**Developer 3-05 to 5-06**

- Technical Team Lead for APA Project.
- ETL developer for the project using flat file, SQL Server and Oracle sources going to an Oracle Data Warehouse and a new data mart.
- Built and populated a SQL Server database with DTS packages. The business used multiple Access databases to store data. This data was converted to SQL Server and then loaded to the Oracle data warehouse using Informatica.

Medica – Minnetonka, MN - Consultant**ETL Developer, 6-04 to 2-05**

- Designed and Developed mappings to bring new data fields from multiple sources into multiple target tables within the existing data warehouse. Worked with multiple large flat file sources.
- Assisted in modeling and building the Renewals Project to analyze cost per patient per group at renewal time.

Cargill – Minnetonka, MN - Consultant**Developer, 12-03 to 6-04**

- Informatica Developer for an Oracle 9i database.
- Developed mappings to create a flour milling financial application. The application was able to reduce a forecasting process from 30 days down to 4 days. The Informatica process had full error handling processing.

Metris Companies – Minnetonka, MN - Permanent Position**ETL Team Lead, 2-03 to 12-03**

- Team Lead and developer of Data Warehouse Projects.
- Mentor to Informatica developers on the team.
- Performed process and performance enhancements to maintain nightly load window requirements as data feeds grew in size.
- Worked with users to refine business requirements.
- Worked with transformation documents to create mappings to transform and load the business data.

Eaton Corp – Eden Prairie, MN – Permanent Position**ETL Team Lead, 12-01 to 01-03**

- Performed extensive process and performance enhancements to maintain nightly load window requirements when new source feeds were added.
- Worked with users to gather requirements.
- Monitored disk space requirements and growth of the warehouse.
- Designed, created and implemented mappings for loading of Customer policy information.
- Worked with management to identify feasibility of MetaStage implementation.

Education**TEXAS A&M UNIVERSITY**

Graduated with honors May 1997
Bachelor of Science Degree
Major: Computer Science
Minor: Business Administration