ENTERPRISE DATA WAREHOUSE SUPPORT

(March, 2012- December, 2014 | Technical Project Manager)

PROJECT BACKGROUND

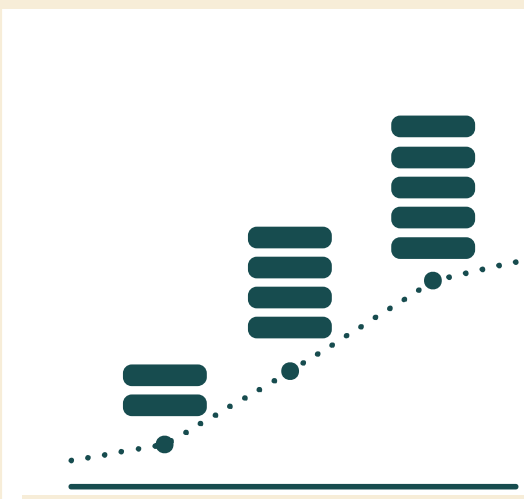
Client is a Financial services giant and a key player in the credit card market. They have implemented a data warehouse to support analytics and operation data needs for purposes like regulatory compliance and data reporting.This warehouse supports over 100 applications which run close to 10000 batch jobs daily . There are about 200 incidents each day and a large number of data research and adhoc request tickets to be closed. This project was an attemp to streamline these efforts and provide a 24*7 support to the line of business. The teams were organized in ITIL 3 tiered(L1,L2,L3) format working accross geographies to provide continuous support. The services provided were SLA bound forvarious category of incidents.

SUMMARY

THIS PROJECT WAS A HIGH PROFILE PROJECT SINCE IT STARTED OUR PARTERERSHIP WITH THE CLIENT. CLIENT WAS NOT HAPPY WITH THE OUTGOING VENDOR AND WAS SKEPTICAL ABOUT OUR SUCCESS . 2 PRONGED STRATEGY WITH FOCUS ON CLOSE CLIENT CONNECTION AND EFFICIENT INCIDENT RESOLUTION TO WIN CONFIDENCE WAS FOLLOWED.PROCESS WERE FINE TUNED & IMPROVED AFTER CONSULATAIONS WITH EXPERTS.

PURPOSE

- The purpose of this project was to to provide SRE (site reliability engineering) services to ensure that enterprise data warehouse was loaded with data within SLA's veryday and it was available for the business users during and after the business hours.
- Provide timely resolution of production job failures.
- Conduct research and present findings to the ticket owners.
- Conduct data analysis to answer bunsiness queries and identify shortcomings in data to help create new features for business.
- Perform change management



PROJET LEARNING

- Unix versions have their nuances and can cause significant roadblocks which are tough to debug and fix.Migrating accross unix versions caused delays and this should be factored into effort estimation.
- Ab initio Co-operating system works seemlessly on top of HDFS due to inbuilt parallelism in the ab initio tool.

RESPONSIBILITIES

- Project management tasks , technical leadership and process consulataions.
- Ownership of all timely response and resolution of all type of problems reportes.
- Oversee creation and implementation of team schedule rosters .
- Day to day team management , hiring new talent , planning team tranings.
- Co-ordination with other stakeholders , both internal and external.
- Own the BCP and drive all audits for the project including Quality control , business continuity and security.
- Conduct team and project performanace assessment and work with leadership on improvements.

PROJECT ENVIRONMENT

- Execution : Scrumban (hybrid of scrum and kanban)
- Geo distributed teams with heavy offshore component.
- Cross-functional team composed of infrastructure engineers, application engineers and Caludera experts.
- Unix, Teradata, Ab Initio, Caludera Hadoop, ControlM.
- Team Size - 24