

Rebecca Johnson

IT Product And Functional Consultant @ Tata Consultancy Services

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Summary

Previous	IT Consultant @ IBM
Preferred	Sr Data Analyst or Data Engineer or BI Developer
Location	Honolulu, HI, US
Desired Work Settings	Remote or On-Site or Hybrid
Willing to Relocate	No
Work Authorization(s):	Authorized to work in the United States on a full-time basis.
Security Clearance Info:	US Citizen (for security purposes)
Employment Type	Full-time
	Part-time
	Contract - Corp-to-Corp
	Contract - Independent
	Contract - W2
	Contract to Hire - Corp-to-Corp
	Contract to Hire - Independent
Total Experience	Contract to Hire - W2
	Unspecified
Education	Masters @ University Of Phoenix
	Bachelors @ Georgia State University
Profile Source	Dice
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Objective: Currently seeking a challenging position within the data analytics industry involving data integration, data analysis and data visualization utilizing software tools, such as Power BI, Tableau, Cognos Analytics, Python, SQL and Excel interfacing with various data sources, such as Oracle, SQL Server, Text Files, and Big Data; bringing with me over 24 years of industry experience with 11 years in Telecom, 6 years in Retail, 4 years in Healthcare, 1 year in Finance, and 1 year in Defense & Space Manufacturing.

Technical Expertise

<u>RDBMS & ETL:</u>	Oracle, Microsoft SQL Server, PostgreSQL, DB2, SSIS, Toad Data Point
<u>Coding Languages:</u>	Python, PL/SQL, T-SQL
<u>Analytic Tools:</u>	Tableau, Power BI, Power Query, IBM Watson, Cognos Analytics, R, SSAS, Python, Excel, Text Analysis, VLOOKUP, XLOOKUP, SharePoint Performance Dashboard Designer, Business Objects
<u>Cloud Tools:</u>	Microsoft Azure, GitHub, CI/CD with GitHub Actions & Docker
<u>IDE Tools:</u>	Visual Studio, Visual Studio Code, Eclipse, IntelliJ IDEA, PyCharm
<u>DB Tools:</u>	Oracle Toad, Azure Studio, SQL Developer, SQL Navigator, SSMS
<u>SQL Connectors:</u>	ODBC, JDBC, PYODBC, SQLALCHEMY
<u>Retail Merchandising:</u>	Blue Yonder Category Management Suite - Space Planning Plus, Floor Planning Plus, Data Manager, Open Access, Category Knowledge Base (CKB) & One Door Visual Merchandising Tools.
<u>Agile:</u>	Jira, ServiceNow, Confluence
<u>Training Courses:</u>	Java, JavaScript, HTML, R, Python, PostgreSQL, AI & ML

Education

- 2024 – UF, Gainesville, FL – Certificate in Computer Science K-12 Teaching – GPA: 3.91
- 2017 – UMGC, Adelphi, MD - Certificate in Foundations of Business Analytics – GPA: 3.5
- 2005 – UOPX, Phoenix, AZ – Master’s in Computer Information Systems – GPA: 3.75

Professional Summary

- Over 25 years of solid experience working with various BI technologies within enterprise IT; including IBM Cognos BI, Microsoft Power BI, SAP Business Objects, Tableau Server and Desktop.
- Experience in various SDLC Processes; including Waterfall, Spiral and Agile (RAD) Methodologies.
- Experience working with various large data sources and data access mechanisms, including SQL Server, Oracle, Access, Text, CSV, and Big Data (Structured & Unstructured).
- Experience working with Category Management software by Blue Yonder (formerly JDA); including Space Planning, Floor Planning, Planogram Generator, Category Knowledge Base (CKB), Open Access, SAPRO.
- Experience working within the One Door Merchandising Cloud platform, providing solutions and support to users, content, locations, fixtures, floorplans, planograms, and reporting.
- Sound experience in complex SQL, including PL-SQL, DAX, MDX, and T-SQL.
- Sound understanding of data warehouse concepts; including data modeling techniques, relationships, and cardinalities, ODS, Data Marts, Data Mining, SQL Access, Multi-Dimensional and Tabular modeling.

- Accustomed to working with large data volumes and transactional data.
- Experienced with Microsoft BI Stack, including SSIS, SSRS, SSAS, SSMS, Excel, PowerBI, PerformancePoint Dashboard Designer, and Microsoft SharePoint.
- Knowledgeable and entry-level understanding of Microsoft Azure, ADF and DBX environment; working with Resources, Services, Configuration, Notebooks, Workspace, Compute Resources, Pipelines, Storage Blobs, Databricks Connect, PySpark, Spark, Scala, Python, and SQL.
- Basic understanding in Software Development environments, including Visual Studio, Visual Studio Code, PyCharm IDE, IntelliJ, Eclipse, Docker, Rancher, GitHub Repositories, and GitHub CI/CD.

Professional Experience

02/2023 to 10/2024 - TATA Consultancy Services (TCS)

Product Consultant

- Automated Quality Assurance (QA) tasks using Python scripting and SQL Server, improving efficiency, accuracy, and code coverage in executing test cases, verifying functionality, identifying defects, and streamlining the testing process to reduce manual efforts and ensure the overall quality of software releases.
- Conducted R&D in local environments using Docker, WSL, GitHub, GitHub Actions, and Ubuntu Runners to develop solutions for connecting to on-premises SQL Server databases from within GitHub CI/CD pipelines, assisting another project team with the same challenge.
- Developed local SQL Server databases for faster testing of programmatic processes, reducing dependency on data-intensive staging environments.
- Implemented DevOps and automation strategies for Continuous Integration/Continuous Delivery (CI/CD) within GitHub using YAML and GitHub Actions.
- Collaborated with the Center of Excellence (COE) to implement the PyTest framework with Allure Reporting for automated test case validation of SQL Server stored procedures, ensuring error and warning checks during the LCM promotion process for the Merchandising environment in Category Management.
- Managed Docker containers and images within Docker Desktop for use in GitHub CI/CD pipelines.
- Actively participated in daily scrum meetings with the Scrum Team, Scrum Master, and Product Manager, reviewing and updating Jira stories on the Kanban dashboard.
- Performed functional testing of customized SAPRO applications, including Floor Planning Plus, Space Planning Plus, Data Manager, CKB, and Open Access, within Blue Yonder Category Management environments.
- Collaborated with QA Engineers in conducting User Acceptance Testing (UAT) within Blue Yonder Category Management environments for various applications.
- Completed annual and ongoing compliance training while engaging in continuous professional development.
- Trained and supported QA Engineers in DevOps environments, focusing on GitHub Repositories and GitHub Actions (YAML) for CI/CD processing.
- Coordinated and conducted interviews for Senior Data Engineer roles, evaluating candidates' expertise in Azure, Databricks, SQL, Python, and PySpark.
- Worked independently in challenging environments, leveraging technologies like Python, Java, .NET, C#, DevOps, Sonar/SYNK security, Git, GitHub, Azure, Databricks, PySpark, and ADF with minimal mentorship.
- Utilized Visual Studio Code with extensions to build and evaluate software applications, verifying code specifications and requirements for functional and UAT testing, despite having no access to Visual Studio.

10/2019 to 02/23 - AT&T Retail Mobility – Retail Operations, Brookhaven, GA

Senior Project Program Manager

Data Analyst - Contractor

- Collaborated with multiple business units providing daily technical support of Blue Yonder's (formerly JDA) Category Management Suite, including Citrix installations and connections, Category Knowledge Base (Oracle) used for creating floorplans containing fixtures for placing planograms containing products (content) to support over 6 thousand AT&T mobility retail locations, supporting over 20 retail and corporate users, who manage and maintain products within their dedicated and assigned retail locations.

- Coordinated with various teams to implement, maintain, and support various systems and applications, including the implementation of single sign-on (SSO) using Halo.E over OAuth, SAML or OpenID Connect and coordinating and supporting upgrade of Category Management Suite from version 2018 to 2019.
- Utilized Microsoft Excel (Power (Pivot/Query)), Power BI and Tableau to create pivot tables and tabular reports and visualizations, manipulate data using VLOOKUPS and XLOOKUPS and various functions and calculations within the tools to provide views of aggregated data related to compliance reporting illustrating the percentages of tasks completed sliced by channel, region, market, Directory of Sales, Area Retail Sales Manager, and retail location; updated and refreshed for every scheduled reset or release.
- Developed reporting and analytic solutions utilizing IBM Cognos Analytics 11.x integrated with JDA Open Access as a preconfigured solution as part of the Category Management Suite (CMS) and Category Knowledge Base (CKB) that interface with Oracle database providing information related to floorplans, planograms, fixtures, stores, products, and performance data all within AWS cloud infrastructure; including developing print quantities reports summarizing total number of facings across each warehouse categorized by new items and replacement items utilizing parameters from prompt entry to be included in the calculations for determining the overall print quantities for each warehouse using the future estimated entertainment store method.
- Utilizing CKB and JDACUSTOM oracle schemas to develop and modify oracle code-base PL/SQL and stored procedures and functions.
- Modified source code using Mycroft Visual Studio to update Category Management bulk edit templates for bulk editing various attributes/fields/data pertaining to stores, floorplans, fixtures, planograms, and products.
- Created and submitted trouble tickets within JDA support portal to the JDA support team related to issues such as data integrity, user access, new account creation, custom database changes or new requests, new application features, and life cycle management (LCM) issues, all related to CMS and CKB.
- Prepared simple to complex SQL scripts querying CKB across multiple tables, including subqueries and CTE queries to provide datasets requested by business users or troubleshooting issues reported related to data integrity and updated data within CKB to correct data integrity issues or updates requested by the business users.
- Collaborated with ITO on corporate related system issues that impact the overall project team and provide requirements for any new software updates required to support the retail users and business users; including visiting retail locations to test and document reported systems issues related to internet browser issues, such as downloading content from applications utilizing certain versions of internet browser that conflict with pdf versions and McAfee virus protection.
- Attended weekly meetings collaborating across multiple teams discussing status updates, outstanding issues, potential fixes and resolutions, upcoming projects and tasks and special project activities around creative marketing and merchandising new features and updates.
- Interviewed technical team members, including Database Administrators as potential candidates for joining the technical team within the retail operations space.
- Provided technical leadership and guidance to technical team members on various technical solutions including JDA Category Management Suite used for Floor, Space Planning, supply chain, retail locations and user management as well as guidance querying databases, developing reports and visualizations in tools such as Tableau, PowerBI, Open Access (Cognos), and Excel Power Pivot and Power Query, and in addition hold weekly status and technical planning meetings to review statuses and database planning activities and action items; including ServiceNow tickets.
- Provided mentoring to .NET Core Developer through special program and assist with testing and reviewing .NET Core application written in C# utilizing Azure Function App and App Services for processing automatic data file into SQL Database directly from Azure storage accounts.
- Provided training to new technical team members, including training on reports, to bring them up-to-speed on all aspects of the project so that they can assist with the overall project technical requirements and demand within the overall data and technical retail operations space.
- Coordinated the implementation and support of new Retail Operations database and web application within the Public Cloud Infrastructure utilizing Microsoft Azure Portal and SQL database within a Software as a Service (SaaS) platform, maintain artifacts and compliance within MOTS and attend weekly status meeting with the technical team, including DBAs, to plan for and implement new features and functionality related to the overall new SaaS and SQL Database.

- Coordinated and provide support to external Vendors, such as Archway to ensure that inbound and outbound data flows daily as scheduled, assisting with other application support including SPI Scans, SSO implementation, sunsetting of Promonet applications, and troubleshoot issues within CKB that could be related to user access and role capabilities sent within the data files to Archway.
- Assisted and provide support of the retail chain's main task completion applications, such as AIMM Task and iPOG used to complete instructional tasks and mark tasks as compliant upon completion within the retail stores as part of the active or current Release or Reset.
- Reviewed and deciphered oracle database scripts and stored procedures to evaluate new and modified features and document the outcome prior to approving and requesting new features implemented in Production.
- Modified bulk edit templates and scripts within visual studio code to allow additional columns to the overall bulk-edit process or to remove unwanted columns from bulk edit process.
- Worked within the One Door Merchandising Cloud platform providing solutions and support of users, content, locations, fixtures, floorplans, and Planogram and reporting, and managing and fixing data and issues transferred to merchandising cloud from JDA Category Management and Knowledge Base (CKB).
- Reviewed and verified new solutions implemented using Microsoft Azure Function App and App Services to receive data files from Data Router and to processing files into Azure storage account and insert incremental of full load data file into SQL database and utilize SQL tools such as Toad Data Points, SSMS and Azure Data Studio to manipulate and script data as required retrieving datasets and performing data analysis.
- Performed additional querying against Teradata (EDW) and Oracle (CinglePoint) data sources to retrieve datasets required for reporting and updating into the project's Category Knowledge Base and submit subscriptions to Invenio's Data Router to subscribe to data feeds required as daily auto feeds into the projects data lake or data hub.
- Downloaded processed files from SFTP containing data processed from the Category Knowledge Base based for changes made by the business users as well as uploaded files to OneDrive shared with the business teams.
- Collaborated and coordinate with various other teams related to system activities as part of the overall maintenance, support and compliance of the Retail Operations application, SPI Scans as part of data security measures, and the CMS applications; teams such as ITO, CSO, Proxy, AOTs, and external Vendors and AT&T help desk.

04/2019 to 08/2019 - IBM Watson Health, Smyrna, GA

Business Intelligence (BI) Developer - Contractor

- Team Collaboration, Research and Analysis on Geocoding and Geospatial Analyses utilizing integrated MapBox features within IBM Cognos Analytics.
- Research and compilation of critical materials related to MITA Framework 3.0 administered by Center for Medicare & Medicaid (CMS) used for State-based Implementation of Medicaid Management Information Systems (MMIS) or Medicaid Enterprise Solutions for the State of Georgia.
- Designed documentation Template for documenting Report specifications used within the BI Team for IBM Cognos Analytics.
- Created Header/Footer Template for use with Professionally Administered Standard Reports and shared with the BI Team.
- Documented report specifications and designs, unit test cases, peer-review plan, and business architecture document for Business Intelligence related solutions relevant to IBM Cognos Analytics.
- Created subject-matter Folders within SharePoint and uploaded important Team-related materials viewed by stakeholders and various Teams within the overall Project.
- Assessed and examined the overall Request for Proposal (RFP) to gain clear understanding and knowledge of overall objectives of State-wide Medicaid Enterprise Solution for the State of Georgia, as well as compiled and reassessed key components within the FRP related to Business Intelligence specifically for Reporting and Analytics.
- Assessed and examined overall infrastructure plan and other internal project related documentation to gain knowledge and understanding of the inter-workings of the overall implementation of the Enterprise Data Solutions for the State of Georgia.

- Created Oracle data tables and loaded data into tables utilized for the creation of metadata models for the design and development of Reports, Dashboards, Visualizations, and Analytics within IBM Cognos Analytics.
- Designed IBM Cognos Framework Manager Model and published Package to Development Welcome Portal used for Reporting, Visualizations and Analytics.
- Performed data analyses within Microsoft Excel and created functions to mock-up data used for Reporting and Analytics.
- Authored summary and detail level reports based on requirements for Standard Reports utilizing IBM Cognos Analytics.
- Authored Dashboards and visualizations utilizing IBM Cognos Analytics.
- Queried against and extracted data from IBM AdvantageSuite and IBM DataProbe environments for analysis purposes.
- Assisted other Developers in creating Reports within IBM Cognos Analytics.
- Attended and participated in various meetings; including, but not limited to Town-hall, Project-wide, Team-related, unique events, and activities; and last, but not least, Client-related Meetings.
- Utilized WebEx, Slack, Sametime, and Jama for Technical Team sessions and collaborations amongst the Team as well as reviewing important Business and Functional Requirements related to the overall Project implementation and Process Flow.
- Logged support-related Tickets for project-related technical issues utilizing ServiceNow and Vendor Ticketing System as required for BI Reporting and Analytics related areas.
- Completed Company-wide and Project-related training; including, but not limited to, HIPPA, Data & Security, Medicaid 101, Risk Management, Scope Management, Communication Management, and Agile.

01/2018 to 03/2019 - United Health Group (UHG) – Optum Analytic Solutions, Minneapolis, MN
Cognos Developer/Tableau Developer

- Performed data analysis for data accuracy checks, data validation checks, and query performance tuning against ODS running on Oracle RDMS platform.
- Created database views and tables and wrote complex SQL for fulfilling data analytics requests for internal and external customers.
- Developed high-priority, ad-hoc queries in direct SQL for Tagging reports containing data and information relevant to external client requests and provide output of request to the client in Excel or Access Database containing detail data and formatted summary Reports.
- Using SQL, generated monthly data files uploaded to shared network drive for customers to access for their monthly reporting.
- Refreshed monthly data extracts for multiple clients and upload extracts to shared drive for internal customers to use for monthly reporting and analysis in support of internal systems and external client systems and fulfillment requests.
- Provided ongoing daily support of Cognos Analytics 11 and Tableau 10 applications to external and internal customers ensuring that the business applications continue to function as expected and ensures that business reports and executive dashboard are running as expected and that they provide consistent and accurate results.
- Assisted with yearly Cognos Analytics Application Auditing and Compliance requirements by gathering, compiling, and submitting all necessary requests by the Auditing Team for compliance reviews.
- Provided ongoing Cognos Analytics 11 Administration support and assisted primary Cognos 11 Analytics Administrator by delegating administrative tasks and providing support as needed throughout the implementation process of each task.
- Developed and provided ongoing support of Cognos Analytics 11 Framework Manager Data Models and Packages used for reporting solutions for various internal and external clients.
- Developed complex Cognos Analytics reports for external and internal customers; reports including summary and detailed information with prompting, drill-throughs, variables, descriptions, links, JavaScript, security, and reporting-templates.
- Overall experience allowed me to contribute to, provide support and be a part of the overall Fraud, Waste and Abuse against Healthcare Claims by running the claims through Analytic Algorithms to ensure payment integrity for supped clients, such as UHC, Highmark Group, BCBS, CVS.

08/2017 to 11/2017 - Cognosante, Data & Reporting, Solutions and Technologies, McLean, VA

Report Developer - Contractor

- Consulted with business users to define business requirements for solutions for BI Reporting & Analytics.
- Designed reporting & analytics solutions utilizing Tableau and Microsoft Excel Pivot Tables, including design of reports, visualizations, and dashboards.
- Imported weekly and monthly data files into Tableau, refining and transforming data into meaningful dimensions and measures for developing moderate to complex visualizations and dashboards.
- Attended daily scrum meetings to discuss progress of sprints and user stories for projects and tasks.
- Attended daily technical meetings to discuss technical issues related to projects and technical solutions for best practices for projects related to data modeling, reporting and analytics.
- Attended weekly technical discussions around modern technology within areas related to Data Warehouse and Business Intelligence.
- Performed data analysis against data within ODS and OLAP data environments, validating data accuracy and data integrity as well as documenting processes around reporting & analytics solutions.
- Evaluated and recommended best market tools for potential Tableau automation project.
- Validated & tested SSAS tabular cubes utilized as a data source for developing reports in Tableau and Microsoft Excel.
- Utilized data analysis expression (DAX) and multidimensional expression (MDX) queries to validate SSAS OLAP data sources utilized for designing, developing, and testing reports developed Tableau and Microsoft Excel.
- Validated Tableau administrative features and functionalities for running batch commands to refresh and publish data and workbook extracts to Tableau server.

08/2016 to 06/2017 - Camber Corporation, Systems Engineering & Training, Huntsville, AL

Software Engineer - Contractor

- Engineered, tested and documented database and software application solutions, utilizing MS BI tool-set including, SSMS, SSIS, SSAS, SSRS, SharePoint PerformancePoint Dashboard Designer, and MS SQL Server Data Tools for project consisting of a unified team effort, involving implementing a system to automatically profile and quality-screen source data by evaluating data against a predetermined set of metrics and rules resulting in output of calculated metrics containing min/max threshold values along with passed or failed bits and error descriptions for each profiled object, i.e., source file, table, column and/or field value.
- Developed complex Tableau worksheets and dashboards; including scorecards and detail worksheets, for internal customers; used for ongoing support of external clients.
- Attended ongoing weekly team meetings, business requirements and ideation meetings, and one-on-meetings w/ Manager.
- Attended monthly town-hall meetings and complete all necessary and required company training as well as work towards established goals, including company, professional and personal development goals; comprising of completing all scheduled training, participating in new implementations of modern technology as a directive of the company, and other SMART and professional development goals as established for the year.
- Utilized CA Rally for creating and processing agile projects and tasks and promote each assigned task through the Software Development Life Cycle with a Scrum and Kanban methodologies.
- Managed time wisely and work extra hours in an effort to maintain high-priority core development tasks for external clients, as well as internal core development requests and external ad-hoc Tagging queries and reporting requests as well as provide application and administrative support of both internal and external customers on an ongoing and daily basis; all in addition to maintaining my professional and personal development through online training and assimilating real-world example with my own personal BI environment in order to stay abreast with new and changing technology.

02/2015 to 03/2016 – Relay Health, McKesson Connected Care & Analytics (MCCA), Atlanta GA

Senior BI (Cognos) Developer

- Documented artifacts related to projects, including RTMs, HLDs, LLDs, function points, report specifications, and unit test cases associated with various BI projects.
- Documented project tracking details on development requests using an internal tracking system, such as JTrac.
- Performed daily customer support by fulfilling ad-hoc requests, such as granting user access to BI solutions and updating production database new sponsors, drugs, and manufacturer information.
- Conducted peer-reviews of code, reports, unit test cases, and technical documentation.
- Developed BI data models, packages, reports, and database views for BI reporting & analytics solutions.
- Utilized MS Excel to create visual presentations, pivot tables; and VLOOKUP's search techniques, as project requires.
- Supported IBM Cognos administration and security functions for business users, developers, and QA stakeholders within project.
- Performed detailed data analysis for determining best approaches to designing new queries and determining issues related to existing queries by testing SQL performance and SQL design.
- Promoted IBM Cognos objects across different environments in support of distinct phases within overall SDLC process and performed ongoing support and maintenance of existing reports within Production.
- Consulted with project stakeholders to ensure best design approaches for new development, including attending weekly and/or ad-hoc project meetings.

10/2013 to 08/2014 - SunTrust Bank, Consumer Business Information Office (CBIO), Atlanta, GA

BI Developer/Analyst - Contractor

- Utilized BI tools, such as IBM Cognos Framework Manager, IBM Cognos Transformer, IBM Cognos Report Studio, and IBM Cognos Analysis Studio to provide development solutions and on-going support to business users within overall project.
- Monitored daily jobs and ensured jobs processed completely and accurately and rerun processes as needed if any discrepancies or missing data.
- Developed and/or modified new and existing Microsoft SQL Server 2000 DTS Packages and 2008 SSIS (ETL) Packages to support new business requirements from Consumer Credit Card Business users.
- Consulted with Microsoft BI Stack to develop and deliver Business User Reports and Analysis using BIDS, Visual Studio, and Report Builder.
- Modified existing stored procedures to support project requirement changes and developed new stored procedures to support new project requirements.
- Verified data consistency across multiple systems running on IBM DB2, Oracle and SQL Server Platforms.
- Analyzed and ensured integrity of data used for Business Intelligence and analysis within Business Intelligence environments, such as Cognos Report Studio and Cognos Analysis Studio.
- Wrote complex SQL against DB2, Oracle and SQL Server to compare data across multiple platforms utilizing SQL Developer, IBM DB2 Data Studio and SSMS.

11/2010 to 10/2013 - AT&T, Operations Services Development (OSD), Atlanta, GA

Developer - Contractor

- Performed 24x7 application support for all Cognos environments, including development, system test, field support, system integration testing, disaster recovery, and production.
- Performed metadata migration of Cognos Framework Models to BusinessObjects Universe Models.
- Created BI solutions utilizing SAP Crystal Reports and BusinessObjects Web Intelligence.
- Performed migration of all Cognos reports to BusinessObjects Web Intelligence reports.
- Performed IBM Cognos and LDAP access to Business users as requested.
- Assisted business user with creating complex queries and reports within both Cognos and BusinessObjects BI environments.

08/2010 to 03/2011 - Relay Health, Information Technology (IT), Atlanta, GA

Sr. Lead BI (Cognos) Developer - Contractor

- Developed and documented reporting solutions to support requests from business units; based on technical requirements.
- Performed unit testing on each report and aided QA as needed during QA phase of SDLC.
- Assisted Junior Developers with designing and developing of Cognos Reports and Performed assigned leadership responsibilities for various BI projects.
- Implemented Java Script and HTML solutions interfacing Cognos Reports using flexible prompting, filtering and parameterized capabilities as required for delivering various reporting & analytics solutions.
- Consulted closely with system administrators and database developers to ensure necessary requirements to install and configure Cognos 8.4.1 within a RHEL environment.
- Maintained and supported user access to Cognos using OpenLDAP as an authentication Source.
- Served as primary contact between IBM Cognos and RelayHealth and collaborated with vendor on open issues related to installation, configuration, and development within Cognos BI environment.
- Evaluated Cognos 10.1 administration, configuration, security, and development requirements and functions for potential upgrade from Cognos 8.2.

11/2007 to 07/2010 - AT&T Services, Inc., Enterprise IT, Atlanta, GA

Developer

- Performed 24x7 application support for all Cognos environments, including development, system test, field support, system integration testing, disaster recovery, and production.
- Performed metadata migration of Cognos Framework Models to BusinessObjects Universe Models.
- Created BI solutions utilizing SAP Crystal Reports and BusinessObjects Web Intelligence.
- Performed migration of all Cognos reports to BusinessObjects Web Intelligence reports.
- Performed IBM Cognos and LDAP access to Business users as requested.
- Assisted business user with creating complex queries and reports within both Cognos and BusinessObjects BI environments.

04/2001 to 11/2007 - BellSouth Telecommunications, Science & Technology (S&T), Atlanta, GA

Developer (Contractor)

- Installed, configured, maintained, and supported a multi-server distributed, load-balanced environment for IBM Cognos BI software running on UNIX(Solaris) platform with failover support.
- Implemented authentication method and security for BI applications using Cognos 8.x, Cognos SDK, JavaScript, and HTML and Performed 24x7 application support for various servers running the BI software.
- Supported business user by providing access to run reports within BI web environment.
- Designed and developed data models, catalogs, reports, and cubes for projects, based on business requirements as written by system engineers.
- Provided technical assistance to testers, system engineers and business users in writing ad-hoc queries and reports, as well as assisted in automation of processing file output to shared network locations for use by NMS and SE's.
- Migrated Cognos reports developed within IWR to Cognos ReportNet; also involved migrating user accounts, user security, data models, reports, and OLAP Cubes as part of overall project.
- Configured, administered, and managed Series 7 Cognos Access Manager CSS for accessing and running reports within Cognos BI environment, and captured auditing activity across Cognos Series 7 and Cognos 8.x BI environments.
- Performed data analysis by writing complex SQL queries to validate data and compare query results to reports and cubes to ensure accuracy of results based on specified business requirements.
- Consulted closely with System Administrators in configuring Sun One Java System Web Server and Cognos 8 to perform hardware load balancing using weighted round robin mechanism.