

JESSICA CLAIRE

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SUMMARY

- 12+ years of professional IT experience as ETL developer and Functional Analyst.
- 5 years of experience in manual testing in SDLC and Agile (Scrum) methodologies.
- Hands-on experience and strong understanding of Software Development Life Cycle (SDLC), Datawarehouse concepts and Big Data Ecosystem.
- Experience collaborating with product management, development, source systems and external vendors for meeting the business requirements and testing/validating new product features.
- Strong data skills, and working experience in Oracle, Snowflake and Teradata to build, analyze and contribute to the better understanding of the business.
- Performance tuning of SQL queries and Tableau Dashboards.
- Prepared approach and ETL specifications and analyzed ETL code for business requirements to technical architecture.
- Worked with developers and quality engineers, offshore teams in doing design reviews, code reviews, test case reviews and problem solving.
- Actively involved in Integration testing and user acceptance testing.
- Expert knowledge in creating test suites, test plans, test cases, test scenarios and test strategies.
- Defect management to ensure quality assurance and to test all the business scenarios.
- Proficient in troubleshooting database issues and RCA for production failures.
- Followed the company's quality guidance document and testing best practices to ensure safety of customer data.
- Experience working in fast-paced environment and multiple projects/stories at any given time.
- Excellent team player self-motivated with good communications skills.
- Work experience in Retail, Healthcare, Insurance.

SKILLS

- Databases: Teradata, Snowflake, Oracle, SQL Server
- Programming: Python, PL/SQL, SQL, Hive
- Data warehouse Tools: Ab Initio, Informatica
- Reporting Tools: Tableau
- Others: Radar, Chorus, JIRA, Confluence, MS Office (Word, Power point, Excel, Visio), SVN, Control-M, SQL Assistant, SQL Developer, TOAD, Move IT

EDUCATION AND TRAINING

Northern Illinois University
DeKalb, IL • 08/2007

M.S: Computer Science

JNTU
05/2005

B.Tech: Computer Science

EXPERIENCE

Datto - Functional Analyst/Technical Project Manager/ Business Analyst

New York, NY • 12/2019 - Current

- I am currently working in GBI GDPR privacy compliance group which ensures customer data privacy
- Apple Privacy Portal
- Responsibilities:
- Work with cross functional teams to ensure the data integrity from IDMS to downstream GBI Privacy compliance is handled correctly
- Extensive data analysis on GBI GDPR tables for IDMS signals validation and generating data extracts from ICM database on a regular basis
- Work with application teams to ensure Nullification, GDPR Delete and Machete activity is completed on their tables and supporting the teams on questions related to classification of tables ICM
- Write requirements to enhance CANON Engine to add data quality checks to ensure signals are received on in a timely manner from IDMS and applied correctly in CANON
- Worked on privacy portal reporting project as functional analyst and project manager
- Responsibilities included managing project timelines, writing functional requirements, functional test plans and testing
- Prepare Requirement Traceability Matrix to map the privacy portal dashboard business requirements to functional requirements and test cases
- Write requirements for ICM tool to implement enhancements for user search, PAW templates and validating table metadata
- Work with Privacy Legal team to review the Privacy Impact Assessment radars raised by application teams
- Follow up with application teams for any additional/incomplete information to adhere to privacy compliance framework process
- Extensive functional documentation on privacy compliance products such as CANON and ICM Rule Engine
- Work on issues related to Rake ICM raised by users related to tables verification, PAW uploads, backend metadata updates
- Build and monitor operations dashboards in Tableau and report any discrepancies in data to source teams or engineering teams
- Work with 3 offshore resources to coordinate functional testing and perform validations
- Lead the inclusive language Initiative changes effort in the privacy compliance area
- Update the GBI Privacy compliance Chorus and GBI Portal pages on the regular basis
- Worked extensively on preparing test plan, test scenarios, test cases and test data to test the requirements
- Execute the test cases during UAT phase by running test data in UAT portal and validating the expected and actual results
- Captured the results and bugs and assigned them to appropriate teams for code fix/bug fix.

Benefitmall Inc. - Data Quality Engineer

West Conshohocken, PA • 04/2014 - 11/2018

- Loyalty Rewards Project: Customers are enrolled to become a loyalty rewards member, which contains unique loyalty ID, address attributes and loyalty data
- Cross Brand Gift Registry Project: Allows customers to create cross brand wish lists and to shop across multiple brands with one gift registry customer account
- Responsibilities:
- Work with Product Management, Technical Marketing and Engineering during the development, launch and optimization of new customer and transactional processes
- Collaborate across teams (i.e., ecommerce, retail store and brand marketing) for creating test plans and testing strategies for data warehouse application to assure a stable reporting infrastructure for customer targeted campaigns
- Provide accurate estimates for conducting functional testing, system integration testing and user acceptance testing
- Work with management to meet those estimates
- Develop and execute ETL test scripts based on the product requirements and technical specifications
- Write SQL queries/scripts for validating backend database systems
- Created ETL automation framework for regression testing of all applications before go-live
- Work with enterprise QA team to test enterprise applications for creating and initiating test orders/transactions and ensuring they are successfully loaded into target databases
- Work with DBA's to analyze and identify any SQL performance issues and bottlenecks
- Work with offshore quality engineers in test case reviews, test data prep and implementing test standards
- Extensive documentation on Confluence and JIRA for Test results, SIT execution and Regression testing.

Benefitmall Inc. - ETL Developer

Woodbury, NY • 12/2011 - 03/2014

- Content Personalization: Improving personalized content and customer recognition
- Campaigns are built by storing cookie-cookie relationship data in customer warehouse
- Responsibilities:
- Develop scalable ETL solutions for Williams-Sonoma's marketing customer data warehouse
- Collected and analyzed the user requirements and designed logical and physical data models
- Designed and develop generic and complex transformations to load data into stage/target tables by using SQL and datawarehouse tool such as AbInitio and Informatica
- Implemented SQL tuning techniques to improve performance using EXPLAIN PLAN
- Created Oracle tables, procedures, functions and triggers
- Work with enterprise quality engineers to validate the test cases/scenarios as per the business requirement and data design
- Providing extensive support to production support team during job failures by identifying the issues and proposing temporary/permanent fixes.

Healthways, Tivity Health Inc - ETL Developer

City, STATE • 12/2007 - 11/2011

- Embrace project extracts data from various source systems such as Clinical Information System(CIS), Harris Health Trends(HHT) and MyHealthIQ(MHIQ) to merge into a single Consumer Data Store(CDS)
- Discovery project maintains legacy healthcare data for consumers and data from various source systems is loaded into Datawarehouse for reporting
- Responsibilities:
- Worked with source systems business analysts in requirements phase to analyze and identify patient information in each of the respective feeds
- Write high level design documents and source to target mapping documents for uniquely identifying patient records
- Performed extensive gap Analysis between source system table and warehouse tables
- Responsible for development, support and maintenance of the ETL (Extract, Transform and Load) processes using Informatica Power Center
- Write Ad-hoc SQL's for identifying Data quality issues and troubleshooting them
- Developed SQL queries /scripts to validate the data such as checking duplicates, null values, truncated values and ensuring correct data aggregations from source to target tables
- Performed unit testing, user acceptance testing and regression testing
- Assist quality assurance team in developing test plans and create test data for patient records for various source systems
- Development and validations were performed by following Internal Quality Regulations Policy to ensure patient information records were secured.