

# JESSICA CLAIRE

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## CERTIFICATIONS

- Teradata Certified Professional
- NRF Certified Retail Professional

## EDUCATION AND TRAINING

*Bachelor of Technology:* Computer Science and Engineering

## CAREER OVERVIEW

- Expertise in Enterprise Data Warehousing with 9 years of IT experience.
- Proficient in Data warehouse Architecture, Data Integration and Data Quality.
- Detail-oriented professional with extensive experience on ETL and Reporting.
- Managing a team of 8 spread across geographies with Global Delivery model.
- Client facing skills and reports to Director Information Management.
- Customer focused with diverse industry experience in Retail, Health Care, Insurance and Telecom.
- Experience in complete Development life cycle including System analysis, Design, Development, Testing and Implementation of Business Warehouses.
- Articulative and effective negotiation skills to arrive at Solutions.
- Building Semantic layer for Reporting purposes and hands-on knowledge with MicroStrategy and Cognos reporting tools.
- Practitioner of AGILE methodologies to build a High-performing and Organized team.
- Expertise in OLTP/OLAP System Study and Dimensional Data modeling.
- Extensive experience to define, store and maintain Secured Information.
- Skilled in Estimation and Budget, Project planning, Resource Scheduling and Status Reporting using Microsoft Project.
- Has strong ability to build productive relationships with peers, Senior Leadership, and Business using strong communications, organizational, and planning skills.
- Release coordination with Change Management, participated in Project Audit and Project Retrospective meetings.
- Knowledge of MDM, Canonical Data Modeling using SOA and Data Governance.
- Mentoring and ambitious to train the team and conduct Technical trainings and sessions.
- Proactive in documenting knowledge gained and lessons learnt through Retrospective meetings.

## SKILLS

Project Management : Microsoft Project / Integrated Project Management

- *Databases* : Teradata / Oracle
- *ETL Tools* : Informatica / DataStage
- *Reporting Tools* : MicroStrategy / Cognos
- *Release Management* : Dimensions / CA SCM
- *Scheduling Tools* : Control -M / Tivoli
- *Operating Systems* : Unix / Linux / Windows

## ACCOMPLISHMENTS

*Project Management*

- Managed complex BI/DW deployment programs, facilitating acquisition of business requirements.
- Approachable and reliable for Technical and Functional directions.

*Recognitions*

- Awarded Most Valuable Player and Best Motivated Team.

*Technical Training*

- Actively mentored, trained new team members to make them adhere to Organizational standards and Best practices.

*Client Interface*

- Improved client relationships and project predictability through shared business and technical perspectives, agreed project roles, risk assessment, use cases, transparent business-aligned development efforts, and time-boxed delivery.

*Team Collaboration*

- Brainstormed development team evolution strategy and deployed best practices, such as Peer Code reviews, Constructive feedbacks and regular one-to-one meetings with the team.
- Defined project skill sets in line with methodology and drove Data warehouse sessions to appraise the team.

## WORK EXPERIENCE

**Nokia - Technical Project Manager**

*Wexford, PA • 08/2013 - 03/2014*

With GAP Inc. expanding its footprint globally and opening Franchise and Brick and Mortar stores across the Globe focusing on Asia, the data warehouse should be enabled to accept data from the newly opened stores and Franchises. The Item number is identified differently across the various RMS systems throughout the PDLC. This is a bottle neck to the global reporting team where the same item spans across multiple genres under different numbers. To streamline the Item number, the proposed solution is to clean up the Multi-parent items and assign the correct hierarchy at all levels. Re-assignment has been achieved at Style /Style Color / SKU level. Item Master which is the Global source for generating Item numbers is considered the Source of record. Data correction in Dimensions, Cross reference and Lookup tables was done and then the corrected keys have been re-stamped in facts. It involves various LOB's like Planning, Inventory, Price, Sales and Order.

*Responsibilities:*

- Worked with product Owner to break the Epics into User stories.
- Involved in identifying the Sprint backlogs from the Product backlog.
- Managing and Leading team of 8 spread across geographies with Global Delivery Model.
- Committing to Sprint deliverables and ensure timely completion from the team.
- Burn Down charts shared with team to show case the day to day progress.
- Guiding offshore and onshore team on the best development standards and processes.
- Tracking team's progress on a day to day basis and addressing any road blocks.
- Providing directions on Technical dependencies across teams and identifying solutions.
- Creating a Detailed Design document with Pseudo code to help development team gain better understanding.
- Working with Enterprise Architect to identify the impact of changes across Source systems and any Downstream reporting impacts.
- Handling huge volumes of data and ensuring performance is never compromised.
- With a Sprint duration of 3 weeks, worked closely with the team to resolve Technical questions.
- Captured the Best practices followed throughout the project and sharing it with other teams.
- Gathering team's inputs with a thorough retrospection and documenting Lessons learnt.
- Focusing team's achievement with Leadership and Senior Management to keep up the momentum.
- Addressing team issues with knowledge sharing and providing training to the team as required.
- Captured the Design changes in a HLD and brought Business in sync on the impacts they would see after the changes.
- Working with Data Analyst Group to identify and resolve any anomalies in Production data.
- Working on Technical and Functional spikes to analyze aggregate functional behavior and the determine feasibility.
- Working with Change management team to get Business users comfortable with the changes that appears on reports.
- Committing to sprint deliverables and ensuring team follows and understands the Agile methods.
- Leading an 8 member culturally diverse team spread geographically.
- Delegating work and tracking the progress of the team.
- Resolving any technical and functional impediments across team's way by involving the right people.
- Breaking down the extra-large tables based on partitions and estimating the run times.
- Involve Production support and DBA to negotiate the Deployment window.
- Audit and Balance control has been implemented to keep track of counts of records being updated.
- Any anomalies will be highlighted immediately with an alert to stake holders.
- Assisting the QA team in completing test cycles.

**Deloitte - Project Delivery Lead**

*Charlotte, TX • 03/2013 - 07/2013*

Upgrading to a New Teradata Server for the SOX Compliance Data processing 2650 (Teradata Data Warehouse Appliance), profoundly for processing High volumes of Data is configured and the existing Production processes have been migrated to this Data Processing Engine. With this, the existing 6680 (Teradata Active Enterprise Data Warehouse Appliance) server transformed to a Reporting Engine and acts a Single Source for all the User reports and Business queries. With heavy lifting being done at 2650, the reporting server will better be utilized for addressing Business questions. The Data after being cleansed, transformed will be copied using a Custom built TPT process on to 6680. This enables real time data availability across servers. As this is a Financial Data Mart, SOX Compliance is in place and data is being masked to ensure its availability to identified Users.

*Responsibilities*

- Identifying the processes to be migrated to the new server.
- Designing the data copy process and defining the transfer methods.
- Understanding the dependencies on availability of data across servers and transferring the data at regular intervals.
- Bringing the team together when the team is impeding with low confidence levels.
- Gain the confidence of the team and making sure there is value add delivered always.
- Maintain high spirits with in the team with cross functional trainings and knowledge sharing.
- Publishing artifacts on the team's achievements across the board.
- Scheduling one on one meeting with the team to understand the hurdles and get them to closure.
- Working with DBA to identify long running copy jobs and resolve any performance issues.
- Creating the deployment plan to run all the pre-migration scripts.
- Conscientiously tracking the production migration status and getting to closure.
- Acting as a Liaison to business and get reports validated pointing to the new server.
- Classification of tables as D/I and Delta loads based on the volumes processed.
- Metadata driven loading by creating a Configuration table to handle to load process.
- Any changes to load process can be easily handled by altering at one place.
- Masking of critical sales data has been in place and views with masked data have been created to users.
- Involved Teradata Experts in fine tuning the new server settings and completing a Health checkup for the new server before hosting the Heavy processes.
- Audit issues and Data issues have been solved by identifying the variances and sending a report to stake holders.
- Successfully delivered the project in a Fixed pricing model and rendered warranty support.
- Acknowledged by the Client for working in a high pressure environment and aligning things at a short notice.
- Received Appreciations from Senior Leadership for delivering a seamless migration.

**Cognizant Technology Solutions - Informatica Lead**

*Corinth, MS • 06/2012 - 02/2013*

ePI is Enterprise Person Identifier (ePI) project is linked to the 2012 BCBSM strategic plan through the consumer strategy. The Enterprise Person Identifier is a core foundational element for enabling BCBSM to better know and engage with consumers across their lifetime. It built the infrastructure and populated the solution with core membership systems. ePI takes in data from disparate source systems and links records that refer to the same person. The linking is done by assigning a Unique Person Identifier (UPI) to records that are considered to be referencing the same person. ePI uses the power of IBM's Initiate software to compare membership records and generate two person outputs that are housed in the EDW. In order to create and promote new products to sustain and enhance market share, it is critical to link, analyze, and leverage individual consumer behavior and health care history. ePI will allow the foundation to enhance consumer strategy and customer satisfaction.

*Responsibilities:*

- Involved in gathering and analyzing the Business requirements from End users.
- Documenting the LLD (Low level Design) and HLD (High Level Design) and reviewing with external teams and Business Users.
- Understanding the end user requirements on the Usage of data and leverage the reports.
- Working with Data modeler to get the required set of columns from the source system.
- Defining UDF tables to store User Defined Data and load it to EDW.
- Dynamic View creation for the end users and leveraged it to make it user friendly.
- Data stewardship to profile the source data and identify any Data issues.
- Applying EEDIT process on the incoming data to allow Cleansed data to be loaded to EDW.
- Experience with both Inbound and Outbound Data Feeds.
- Requirement gathering from the Reporting team on structuring the reports.
- Extracting the Output data into flat files and SFTP them to external vendors.
- Performance tuning of jobs by partitioning the large tables and accessing only relevant data as necessary.
- Applying SCD Type-2 and maintaining Change Data Capture by having Historical data in the tables.
- Assisting the QA team in completing test cycles.

**Cognizant Technology Solutions - ETL Lead**

*Cumming, GA • 01/2012 - 05/2012*

ABIS is an Enterprise Data warehouse built for reporting purposes to leverage the data availability to Business to measure the trends and buying patterns of customers. There are wide ranges of Metrics and Semantics defined to diversely provide the required data using Cognos reporting solutions. The claim, patient and prescription information is loaded from source systems using Ab-Initio to Teradata systems. As the reports are pulled with few years of data, Teradata handles it efficiently with quicker response times. The reports are provided with various filters to enable users filter the data as per their necessity.

*Responsibilities:*

- Involved in gathering and analyzing the Reporting requirements from Business users.
- Documenting the Functional Specifications, LLD (Low level Design) and HLD (High Level Design) and reviewing with external teams and Business Users.
- Collecting the Data Demographics to select on Index candidates.
- Requirement gathering from the Reporting team on the value access and range based access data elements to define the Primary Index and Secondary Indexes.
- Identifying the VONUSI (Value Ordered NUSI) to accommodate high volume periodic batch queries.
- Defining the Partitioned Primary Indexes along with Primary indexes to improve the performance for Range based queries.
- Avoiding FTS (Full Table Scans) by declaring NUSI appropriately and running the EXPLAIN plans to see if the secondary indexes are being used.
- Dropping any unused Secondary indexes for better performance and space utilization.
- Developed stored procedures to load and transform data and working on various databases Teradata and Oracle.
- Extracting high volumes of data using FastExport from Teradata Data warehouse and secure copying the files to external vendors.
- Assisting the QA team in completing test cycles.

**Cognizant Technology Solutions - ETL Lead and Designer**

*Dayton, NJ • 07/2010 - 05/2011*

E-Receipt is an electronic way of sending the sales receipt to customer's personal email address. This is a new service rendered for more customer satisfaction and an effective way for the customer to keep track of Purchase history and for any future returns. E-Receipt transactional data from the source is extracted and sent as flat files. This will be loaded to Teradata warehouse database to identify the new customers and their marketing preference. Daily and Weekly reports are created from warehouse database using Microstrategy and distributed the reports to the users using Report Center.

*Responsibilities:*

- Involved in gathering and analyzing the Business requirements from End users.
- Documenting the Functional Specifications, LLD (Low level Design) and HLD (High Level Design) and reviewing with external teams and Business Users.
- Collecting the Data Demographics to select on Index candidates.
- Requirement gathering from the Reporting team on the value access and range based access data elements to define the Primary Index and Secondary Indexes.
- Defining the Partitioned Primary Indexes along with Primary indexes to improve the performance for Range based queries.
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- Assisting the QA team in completing test cycles.

**Cgi Group Inc. - ETL Lead**

*Columbus, OH • 11/2009 - 06/2010*

Rack Scheduling is an Employee Workforce Management Application to forecast Employee work hours using Historical data, scheduling Labor as per availability and Actual Hours logged. Weekly and Monthly reports are created and distributed to the users using Micro Strategy narrowcast Administrator. The objective of this project is migration of ETL from the legacy system on Access database and Excel reports to a High performance Teradata Database and Microstrategy reports with improved Design Process.

*Responsibilities:*

- Involved in gathering and understanding Business requirements from Vendor and MBIO (Marketing Business Information Office) team.
- Designing the Logical and Physical Data models for extracting data from multiple heterogeneous sources.
- Defining referential integrities by providing ER Modeling and developing Data Mappings according to Business rules.
- Developed complex Extract Transform and Load (ETL) jobs, hands on experience in UNIX shell scripting and worked on various databases Teradata, Oracle.
- Extracting high volumes of data using Fastreader from Oracle and loading into Teradata using Fastloader.
- Extracting data from Excel files, Oracle tables and loading to Teradata warehouse using FastLoad and Multiload.
- Transforming the data per Business rules and loading to warehouse and mart tables using BTEQ scripts and stored procedures.
- Managing User Access and creating Database objects in Development and Test environments.
- Assisting the QAG (Quality Assurance Group) team in complete system and End-to-End Testing.
- Involved with supporting UAT for Business Users.

**CVS/Pharmacy - ETL Senior Developer**

*City, STATE • 02/2009 - 10/2009*

The objective of this project is to provide data for the Planning application. Sales Transaction data from OLTP source system is loaded to teradata database for analyzing the trends and support DSS applications. Daily and Weekly extracts are created from warehouse database using Teradata FastExport.

*Responsibilities:*

- Involved in gathering and analyzing the Business requirements from Business users.
- Documenting the Functional Designing document.
- Defining the Primary Indexes for even data distribution and value access.
- Avoiding FTS (Full Table Scans) by declaring NUSI appropriately and running the EXPLAIN plans to see if the secondary indexes are being used.
- Developed stored procedures to load and transform data based on business logic.
- Extracting high volumes of data using FastExport from Teradata Data warehouse and secure sharing the files using mechanisms like NASMOUNT.

**Sysco Corporation - ETL Senior Developer**

*City, STATE • 07/2008 - 01/2009*

The CDM database/platform in Teradata will collect all the available customer data including historical data from all different LOBs and host it in its central repository. When an LOB doesn't find required customer information they will send a request to CDM application. CDM collects all requests and send them to Vendors on a daily basis. Informatica collects all the requests from the CDM and performs the required transformation and sends it to Vendors. Vendors send the Response files and Informatica process them and send back to CDM.

*Responsibilities:*

- Responsible for the Data Analysis on the Source systems.
- Created and Validated mappings and workflows for various sources like Teradata, flat files to load and integrate data to warehouse.
- Developed various mappings, Reusable transformations and validated the ETL logic coded into mappings.
- Extracted data from source systems, transformed as per the business rules specified in the ETL design document and loaded into the staging tables.
- Implemented lookups and different transformations in the mappings.
- Used parameter files to parameterize relational and native connections at session level and work flow level.
- Used SQL overrides in source qualifier, joiner and lookup transformations to avoid unused or unconnected ports and to improve performance.
- Scheduled sessions and work flows using Work Load Manager tool.

**Toys'R'Us - ETL Senior Developer**

*City, STATE • 10/2007 - 06/2008*

The objective of this project is to track the Store Sales performance. All the transaction data is captured in the source system and sent in flat files to be loaded to Teradata warehouse. Historical data snapshot for last 10 years is maintained in the warehouse. Data is stored in Aggregate and Fact tables. Reports run at a weekly batch interface to drill up the data to Division and Zone level. The performance of the store is compared with the Average sales per store. Top selling items and least selling items are other significant reports.

*Responsibilities:*

- Designing the Logical and Physical Data models for extracting data
- Defining referential integrities by providing ER Modeling and developing Data Mappings according to Business rules.
- Developed complex Extract Transform and Load (ETL) jobs, hands on experience in UNIX shell scripting and worked on various databases Teradata, Oracle.
- Extracting high volumes of data using Fastreader from Oracle and loading into Teradata using Fastloader.
- Extracting data from Excel files, Oracle tables and loading to Teradata warehouse using FastLoad and Multiload.
- Transforming the data per Business rules and loading to warehouse and mart tables using BTEQ scripts and stored procedures.
- Managing User Access and creating Database objects in Development and Test environments.
- Assisting the QAG (Quality Assurance Group) team in complete system and End-to-End Testing.
- Involved with supporting UAT for Business Users.

**Toys'R'Us - ETL Developer**

*City, STATE • 05/2005 - 09/2007*

ERoster Application is an Associate Scheduling Application to forecast Employee work hours for the future weeks. Manager/Employee can make any further edits and the historical snapshot is stored until the actuals are captured for these weeks. A Weekly and Monthly report with the latest version of forecasted data and the actual metrics are extracted and sent across for measuring the Manager's performance. Zonal and Divisional Managers use the reports. Supporting multiple application suite, answering End user questions and helping them resolve their Technical and Business questions.

*Responsibilities:*

- Designing the Logical and Physical Data models for extracting data from multiple heterogeneous sources.
- Preparing the Functional specifications and Detailed Design documents for reviewing with Business.
- Developed ETL jobs, hands on experience in UNIX shell scripting.
- Documenting the support process for team's future reference.
- Helping the new joiners in the team with Knowledge transition.
- Documenting Unit testing Plans and Integrated test plans.
- Assisting the test teams in completing system and End-to-End testing.