

# 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

- TECHNICAL 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

## EXPERIENCE

### FUNCTIONAL ANALYST/TECHNICAL PROJECT MANAGER/ BUSINESS ANALYST 12/2019 to CURRENT

#### Datto | Richmond, VA

- 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.

### DATA QUALITY ENGINEER

04/2014 to 11/2018

#### Avantus | Huntsville, AL

- 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, retails 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.

### ETL DEVELOPER

12/2011 to 03/2014

#### Avantus | Springfield, VA

- 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.

### ETL DEVELOPER

12/2007 to 11/2011

#### Healthways, Tivity Health Inc | City, STATE

- 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.

## EDUCATION AND TRAINING

**M.S** | Computer Science 08/2007

**Northern Illinois University, DeKalb, IL**

**B.Sch** | Computer Science 05/2005

**JNTU**