## Chaitanya Gopal

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## 

Professional Summary

With over 10 years of IT experience as a Technical Business Intelligence Lead, Consultant, and Senior Data Analyst, I have demonstrated expertise in utilizing BI and ETL tools such as SSIS, Power BI, Tableau Cognos, and SSRS, leveraging SQL Server and AWS. My experience spans various client industries, including Health Care, Finance, Insurance Brokerage, and Risk Management Services, with a focus on designing and developing data models and complex BI applications.

Data Analytics Expertise

* Demonstrated experience in working with a diverse set of international clients, managing the **complete project life cycle**, from requirement gathering to deployment, and confidently delivering projects as an individual contributor
* Expertise in connecting **Power BI/Tableau/Cognos** to multiple disparate data sources using SQL database, extracting and transforming data in **ETL, creating Mappings, Transformations, Sessions, and Workflows** to extract data from various sources and load into targets, ensuring 20% improvement in data accuracy and completeness
* Develop **SSIS ETL** (extract-transform-load) packages to import data from 3rd party sources into the data warehouse and extract data from the data warehouse.
* Proficient in creating reports in SSRS, Power BI, and publishing to Power BI service
* Extensively created various **Power BI Advanced Visualizations (Slicers, Donut Chart, Pie, KPI, Matrix, Packed Bubble Chart, etc.)** & **Paginated Reports with DAX**,and created the roles for implementing the row-level security for the words, 8 years of SQL, REST API and C#.net Knowledge
* Experience in report writing using various types of Ad Hoc Reports like **Table, Matrix, Drill Down, Drill Through, Parameterized, and Cascaded reports in SSRS**
* Extensively worked on optimizing the performance to speed up the process in the SSIS packages and SQL server queries
* Proficient in building SSIS packages using transformations like **Conditional split, Lookup, Fuzzy, Merge, Execute SQL tasks, and FTP**
* Experience in working with Client/Server applications using **SQL Server, Oracle, T-SQL, Business Intelligence Applications (OBIA) and ETL Tools**
* Solid understanding of data warehousing concepts and experience in creating data models and dimension modeling techniques in a data warehouse, using AWS S3 for data storage and retrieval, resulting in streamlined data processing and storage.
* Experience in implementing Azure Data Bricks, Azure Analysis Services and SQL Server integration services
* Strong troubleshooting skills to identify data discrepancies or issues with existing reports and quickly resolving them, leading to improved data accuracy, and resulting in a 25% reduction in data discrepancies
* Demonstrated ability to deploy changes into development, test, and production environments in line with the organization's change and release processes, using industry-standard tools like **HP ALM, Bit Bucket, and Teams foundation server**
* Positive work attitude and self-motivated to work independently and as a team with strong management, administrative, problem solving and decision-making skills.

Technical Skills:

* **Reporting Tools**: Microsoft PowerBI and Server, SSRS, Tableau, Cognos.
* **ETL Tools:** IICS, SSIS, Data Manager
* **RDBMS:**Microsoft SQL Server, SQL workbench,Oracle DB, AWS S3, Azure SQL DB, Snowflake.

Professional Experience:

**Express Scripts Mar’ 2023 to till date**

**Role: Senior Technical Consultant**

**Tools:** Power BI, SQL Server, SSIS, Jira

* Responsible for implementing advanced and innovative reporting solutions for strategic areas of the organization to improve health outcomes and quality of patient care and strengthen the clinician-patient relationship.
* **Key responsibilities:** 
  + Designed new reports into Power BI based on Business requirements utilizing the latest components
  + Wrote complex DAX for calculated measures and columns, utilized iterators, Parent-child Hierarchies, and Cardinalities. Implemented Row-Level security for effective retrieval
  + Worked on Power Query for data transformations and dataflows and created interactive stories and narratives for published reports in Power BI server
  + Developed SSIS packages and Deployed SSIS projects using the Project Deployment model that includes packages and project parameters
  + Modified Mash up 'M' language on Blank Query's and Row Level Security
  + Created multiple complex queries for each report to display data in reports, resulting in more accurate and insightful data processing and visualization
  + Worked on Authentication in Power BI with Custom Data connectors
  + Install and configure gateways to keep the Dashboards and schedule refresh Reports in Power BI service
  + Engaged in Power BI Administration of management of the organization-wide settings that control how Power BI works, configure, monitor, and provision organizational resources for Users and Roles.
  + As part of Power BI Administration, configured usage Metrics, Users, Audit Logs, Tenant Settings, Dashboard Settings etc.
  + Created Workspaces, assign role-based permissions to end users.
  + Install and configure gateways to keep the Dashboards and schedule refresh Reports.
  + Designed interactive Reports with many ways to filter, interact or drill data with Power BI. Created interactive stories and narratives for published reports in Power BI.
  + Created personalized dashboards in Power BI and set up email alerts on different KPIs.
  + Performed Source to Target Mapping for the data elements and performed GAP Analysis for the data in the warehouse.
  + Configured, monitor, and provision organizational reports, Dashboards. Created various visualizations, DAX measures and Columns, new tables.
  + Involved in Data Modeling, System/Data Analysis, Control user access to record-level and task-based privileges

**KPMG**

**Finance** Dallas,Tx/India **Aug’ 2021 to Mar 2023**

**Role: Lead BI Developer**

**Tools:** Power BI, SSIS,SQL Server, Jira, Bitbucket, AzureSQL Database

* The project was to build data warehouse, which is used to get the data from different sources and keep the data into a format which is used to analyze the data and generate the reports that supports both everyday tactical decisions making and long-term business strategizing
* **Key responsibilities:** 
  + Developed interactive and visually appealing dashboards and reports using **DAX** queries and functions in **Power BI,** resulting in increased user engagement and adoption.
  + Developed forecasting App using PowerApps and employed Power Automate to send emails to users.
  + Implemented KPIs in the Main dashboard page for High-Level Business Analysis
  + Utilized Power BI/Pivot View to develop and analyze multiple dashboards to display information required by different departments and upper-level management.
  + Modified Mash up 'M' language on Blank Query's and Row Level Security.
  + Experience in using Report builder to create Paginated reports on user’s request.
  + Performs debugging, troubleshooting, modifications, and unit testing of integration solutions.
  + Provided continuous support and development of bug fixes for the new and existing reports.
  + Perform unit and integration testing and document test strategy and results and responsible for the promotion of code from development to production environments.
  + Created Jira tickets and worked with Scrum masters, QA teams and offshore teams.
  + Develop SSIS ETL (extract-transform-load) packages to import data from 3rd party sources and transform and load data into the data warehouse
  + Involved in Data Modeling, System/Data Analysis, Design and Development for both OLTP and Data warehousing environments.
  + Created SSIS packages and solutions and automate SSIS Design Patterns
  + Developed SSIS packages and Deployed SSIS projects using the Project Deployment model that includes packages and project parameters
  + Created the DTS Package through ETL Process to vendors in which records were extracted from Flat file and Excel sources and loaded daily at the server
  + Used Bit-Bucket for code check-in for reports, which improved report deployment efficiency by 20%
  + Prepared and maintained comprehensive documentation for support team to refer and fix issues on common errors, resulting in a 40% reduction in time spent on support requests.

**Baxter May’ 2019 to July 2021**

**Healthcare,** Deerfield, Illinois **Role: BI Lead**

**Tools:** Power BI, SSIS, SQL Server, Jira, Bitbucket, Cognos -11.0.7, 11.0.13,

SQLWorkbench/J, HP ALM (Application Life Cycle Management Tool), AWS S3, Meta Manager

* The main objective of the project is to develop reports and dashboards based on the raw business data acquired from different data sources. These reports and dashboards are used in analyzing test samples, sales, and profit. Simultaneously with same client worked on product insurance to develop a system to conduct the survey, capture, and approval of survey results, recording and approving of the surveyor’s Time and Expenses Report.
* **Key responsibilities:** 
  + Responsible for creating appropriate loaders and relational writes to load the Data from SSIS.
  + Created Dashboards using Direct Query, Import connections in Power BI Desktop.
  + Worked with team members to publish Power BI reports to and coordinated with different stakeholders for report and data testing.
  + Created various visualizations, DAX measures and Columns, new tables in Power BI Desktop
  + Extensively used Power Query to perform various Transformations and Dataflows
  + Developed models, packages, scenarios using interfaces for OLAP Data warehousing environments
  + Utilized Power BI/Pivot View to develop and analyze multiple dashboards to display information required by different departments and upper-level management
  + Extracted data from databases and non-database sources (XLS, and Text file) and generated reports using Power BI Desktop, resulting in significant reductions in data processing time.
  + Created personalized dashboards in Power BI and set up email alerts on different KPIs.
  + Created various Visualizations using Card, Q&A, advanced charts like Line Dot, Bullet and Timeline Slicer’s within Organization.
  + Configure and set-up enterprise data gateways for access to multiple data sources for global reporting.
  + Involved in Data Modeling, System/Data Analysis, Design and Development for both OLTP and Data warehousing environments.
  + Created Data Flow diagrams for current system and created process flow diagrams for the python scripts.
  + Wrote complex SQL scripts in Netezza and Oracle to understand the data flow.
  + Created stored procedures to perform various tasks including, but not limited to index maintenance, data profiling, metadata searches, and loading of the data mart.
  + Developed reports using Cognos-11 and Power BI Desktop, utilizing data stored in AWS S3, resulting in improved report development time
  + Used Bit-Bucket for code check-in for reports that were deployed, which improved report deployment efficiency by 20%.
  + Used HP ALM (Application Life Cycle Management Tool) for report deployment, which resulted in a 15% reduction in report deployment time.
  + Deployed reports into development, prepared test plans, and production environments using Meta Manager, which improved report deployment efficiency by 30%.
  + Created multiple complex queries for each report to display data in reports, resulting in more accurate and insightful data processing and visualization.

**Bonduelle Jan 2018 to Apr 2019**

**Food Supply Chain,**Austin,Tx **Role: Senior BI developer**

**Tools:** Power BI, Tableau Desktop, Tableau Server, Cognos Analytics, SQL Workbench/J, HP ALM, AWS S3, Bit Bucket, Meta Manager

* The main objective of the project is to develop reports and dashboards based on the raw business data acquired from different data sources. These reports and dashboards are used in analyzing test samples, sales, and profit. Simultaneously with same client worked on product insurance to develop a system to conduct the survey, capture, and approval of survey results, recording and approving of the surveyor’s Time and Expenses Report.
* **Key responsibilities:** 
  + Created interactive stories and narratives for published reports in Power BI an set up email alerts on different KPIs, data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to drive decision making
  + Developed, tested, and deployed complex automated reporting solutions and automated decision analytics to replace manual business processes
  + Extracting the tables/data from database and generated by using Tableau Desktop.
  + Developed Reports in C11 and sample reports in Tableau Desktop using data stored in AWS S3.
  + Extracting the tables/data from database and generated reports by using Tableau desktop.
  + Extracting the data from non-database sources (XLS, and Text file) and generated reports by using Tableau Desktop.
  + Modeling activities that include building star schema (Teradata Views) as per the business requirements. Created several Dimensional Hierarchies, Level based Measures and Aggregate navigation in BMM layer.
  + To develop freeform reports which includes complex Master Detail Reports in Cognos.
  + Report and Data testing for developed Reports and Packages.
  + Deployment of Reports into development, test and production environments using Meta Manager.
  + Created multiple complex queries for each report to display data in reports.
  + Fix the Bugs for reports having issues after deployment.

**Arthur J Gallagher Nov 2012 to Dec 2017**

**Insurance Brokerage,**Rolling Meadows, IL  **Role: Senior BI developer**

**Tools:**Power BI, SSRS, SSIS, SSMS, SQL Server 2012, Remedy (Ticketing System) and Cognos

* Built reports on Enterprise, Risk management system and Finance data like assets and liabilities of each business units. Built reports to manage budgeting and forecasting data for planning and analyze the financial and monetary aspects of the insurance.
* **Key responsibilities:** 
  + Requirement gathering and analyzing, understanding the business performance based on critical enterprise domain systems and statistical methods and develop reports in Power BI, reducing report development time by 10%.
  + Transformed well formatted data and Loaded into Power BI desktop using Power query, Developed Calculated columns and expression using Power query and DAX Commands
  + Implemented bug fixes and enhancements, resulting in a 20% increase in report accuracy and performance.
  + Scheduled report studio reports via email to several business users, resulting in a 20% increase in report delivery efficiency.
  + Developed operational drill-through and drill-down reports using SSRS, resulting in a 20% improvement in report interactivity and user experience.
  + Altered stored procedures and participated in unit and functional testing, ensuring report accuracy and performance.
  + Hands on Experience in Data modeling (Dimensional & Relational) concepts like Star-Schema Modeling, Snowflake Schema Modeling, Fact and Dimension tables
  + Created packages in SSIS 2012 Designer using various control flow tasks and data flow transformations to implement business rules, reducing data processing time by 15%.
  + Written expressions for calculations and aggregations in the SSAS cube
  + Identified and defined Fact relationships. Maintained and deployed OLAP Cubes in SSAS
  + Extensive experience in writing Stored Procedures, Functions, Views and Triggers, Complex SQL queries using SQL Server and Oracle SQL
  + Extensively worked on optimizing the performance of SQL server queries
  + Extracted data from flat files into the staging area, cleaned the data using appropriate business rules, and loaded the information into the data mart, resulting in a 20% increase in data quality and accuracy.
  + Developed mappings according to ETL specifications for staging area data load and warehouse data load using Integration Services, reducing data processing time by 20%
  + Worked on framework manager in creating the model, relationships and hence published the packages accordingly to multiple users, also created hierarchies using query items as per the end user requirements.
  + Developed Prompt Pages, Cascading input prompts to display only the selected entries in the Cognos report and worked on customization of prompt parameters
  + created cognos Excel reports

EDUCATION

* Bachelors of Engineering from Visvesvaraya Technological University, Bangalore, 2008