**Mithun Shanmugam – Tableau Architect, Snowflake Developer (SNOWPRO, TOGAF Certified)**

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**PROFESSIONAL SUMMARY**

15+ years of IT experience **leading teams in Architect, Design, Development and Delivery of Large and Complex Enterprise IT Solutions**. Proven experience in Delivery of Large and Complex Enterprise IT Solutions for various Fortune 500 and/or Global Companies, and U.S. Federal Agencies. Skilled in all phases of Software Development Life Cycle (SDLC), using **Waterfall and Agile Scrum Methodologies**, while building strong, trusted relationships with clients to deliver to their enterprise-wide goals **over multi-year initiatives.**

* **15 +** years of IT **Leadership Experience;** 4+ years of experience in salesforce.com with implementation experience; 10 + years of Business Intelligence (BI) and reporting (OBIEE, SAP BoE 4.X and Tableau 8.X,9.X Tableau 10.X, Tableau 2018.X, Tableau 2019.X, Tableau 2020.x, Tableau 2021.x).
* Extensive experience and **interpersonal skills** to effectively communicate with **all levels of management.**
* Strong hands-on client experience in requirement, analysis, coding, testing, implementation, supporting, maintenance and review (Waterfall and Agile methodologies).
* Significant knowledge and leadership experience in various **Web Technologies**, **Salesforce** and **Database Systems MS-SQL Server, Oracle, Sybase,** DB2, Middle-Tier systems like Informatica and Java applications.
* Responsible in overseeing and ensuring quality controls for daily operations support and maintenance related to Tableau enterprise infrastructure including **System maintenance, Security Administration, License Management, Troubleshooting, Tableau Workbooks, and Performance Monitoring**.
* Excellent experience in **Financial, Retail and Media** business Sector.
* Ability to **Multitask** projects in parallel, successfully completing within budget and time baselines.
* Participated in all phases of **Software Development Life Cycle (SDLC)** from inception of the project to implementation and roll out procedures.
* **Effectively communicate** complex technical matters in business terms.
* Have very good working knowledge on **Salesforce, Java Scripting and SQL stored procedures**.
* Integrating the interface application with **SOAP and REST API’s.**
* Experience **in strategic planning process**, making recommendations for **best practices** and providing value added consulting services to management.
* Experience successfully **architecting** solutions for clients including Capacity Planning considering HA (High Availability up to 95%).
* Good knowledge in Test case preparation, organising **User acceptance and signoff.**
* Good hands on experience in tools like **Microsoft Project**, **Power Point, Visio, Quickbase, SharePoint** and **Rally**.

**PROFESSIONAL EXPERIENCE**

***Health First, Remote***

**Jan 2022 to Till date**

***Role:* Tableau Architect, Developer and Administrator**

* Design **excellent Tableau Dashboards** and **presented correct decisions** independently based on what different kind of visuals would make sense for the business.
* Involved on Tableau Server installation and upgrades in AWS EC2 Environment/instances with 32vCPUs and 128 GB RAM.
* Have used GCP environment for the POC to deploy Tableau Server.
* Managed 3 node cluster with 4000+ users in the environment.
* Always look for **#MakeoverMonday, #IronViz Jedi Tableau workbooks** to adapt new techniques on the dashboards.
* Used **Customer Data Platform** data and performed Digital Analytics based on the page names, Page tags.
* Design and developed the Tableau Dashboard from snowflake.
* **Collaborate with end users**, **project stakeholders** and **support partners** to **identify needs, goals, and business models and** provide a solution which accepts by all the team.
* Worked on creating Campaign related reports. Clinical Quality – contains call and email engagement, Signature Rewards.
* Worked directly with **Business Team,** understand the dataanddeliver the reports.
* Handling the large datasets from Hive that stores the session and members information. Using this datasets, the KPI are generated.
* Used Adobe Figma tool for UI/UX design for creating the Mock up.
* Involved in writing extensive SQL code to create the dashboards.
* Responsible for Installation, configuration and upgrade related to Tableau infrastructure in a clustered environment.
* Automated key reports using Tableau and it is used by Executives of the Organization.
* **Collaborate with end users**, **project stakeholders** and **support partners** to **identify needs, goals, and business models and** provide a solution which accepts by all the team.
* Worked directly with **Business Team,** understand the dataanddeliver the reports.
* Handling the large datasets from Hive that stores the session and members information. Using this datasets, the KPI are generated.
* Documented, Implemented and deployed tableau server on Windows with AWS platform, and TSM commands.
* Extensively **worked on metadata** in Tableau desktop to **modify data types**, **rename fields**, **joins**, **refresh data** and **change extract data** options to **prepare data sources to be used by users**.
* Created Tableau **scorecards**, **dashboards** using **stack bars**, **bar graphs**, **scattered plots**, **geographical maps**, **Gantt charts** and **publishing them** **to tableau server** and **tableau Online**.
* Created **advanced analytical dashboards** using **Reference Lines**, **Bands** and **Trend Lines**.
* Mastered in **different formatting techniques**, **using Annotations** and **Mark Label**.
* Developed **effective and interactive Dashboards using Parameters** and **Actions**. **Setting the user permissions in Tableau Server**.
* Responsible for Installation, configuration and upgrade related to Tableau infrastructure in a clustered environment.
* Involved in performing the Tableau platform sizing **troubleshooting, tuning. Used ‘TabJolt’** tool to make sure the application handles Concurrent users., troubleshooting, tuning
* Extensively **worked on metadata** in Tableau desktop to **modify data types**, **rename fields**, **joins**, **refresh data** and **change extract data** options to **prepare data sources to be used by users**.
* Experience in **using TSM Commands and tabcmd for setting up security profiles** for various **user groups** and **users**.
* Developed automated refresh process from Tableau Server using Python.
* Developed a data pipeline in Python to read from the API endpoints and transform the data to load into the Tables.
* Developed SPARK programs using Pyspark API and transform the data into Hive Tables.

**Environment:** Java Script, Tableau Server 10.x, 2018.x, 2019.x, 2020.x,2021.x, 2022.x, Tabcmd, TabMon, TabJolt, Tableau Desktop 10.x, Tableau Desktop 2018.x, Tableau Desktop 2019.x, Tableau Desktop 2020.x, Tableau JavaScript API, Tableau REST API, React JS, Angular JS, Node JS , Hive Hadoop, Spark, Pyspark, AWS EC2 instances.

***Pepsi Co, Remote***

**Nov 2020 to Dec 2021**

***Role:* Tableau Architect, Developer and Administrator**

* Involved on Tableau Server installation and upgrades in Azure Environment/instances with 32vCPUs and 256 GB RAM.
* Managed **12 nodes in Global Production** with **35 k user base** and 5 nodes in Cockpit Environment with 3k user base.
* Configured and integrated Tableau Server with Site minder to enable **Single Sign-On (SSO).**
* Worked closely with network team on configuring Internal and External **Load Balancers.**
* Responsible for troubleshooting **Tableau related support tickets** for operational issues.
* Manage the Tableau **users and group’s security** configuration and **integration with Active Directory.**
* Responsible for content **migration between multiple Tableau environments**.
* Responsible of **creating** and **maintain** the **Sites** within Tableau Server.
* Documented, Implemented and deployed tableau server on Windows, and TSM commands
* Design and developed the Tableau Dashboard from snowflake.
* **Collaborate with end users**, **project stakeholders** and **support partners** to **identify needs, goals, and business models and** provide a solution which accepts by all the team.
* Worked directly with **Business Team,** understand the dataanddeliver the reports.
* Handling the large datasets from Hive that stores the session and members information. Using this datasets, the KPI are generated.
* Used Adobe Figma tool for UI/UX design for creating the Mock up.
* Involved in writing extensive SQL code to create the dashboards.
* Responsible for Installation, configuration and upgrade related to Tableau infrastructure in a clustered environment.

***Employer: Daman Consulting, Austin, TX***

**Sep 2018 to Oct 2020**

***Role:* Tableau Architect, Developer and Administrator**

* Used **Adobe Analytics – Site Catalyst** data and performed Digital Analytics based on the page names, Page tags =. Also, created data pipelines from Hive (Site cat data) and feed that aggregated data into Tableau
* Design and developed the Tableau Dashboard from the Big Data source systems – hive.
* **Collaborate with end users**, **project stakeholders** and **support partners** to **identify needs, goals, and business models and** provide a solution which accepts by all the team.
* Worked directly with **Business Team,** understand the dataanddeliver the reports.
* Handling the large datasets from Hive that stores the session and members information. Using this datasets, the KPI are generated.
* Used Adobe Figma tool for UI/UX design for creating the Mock up.
* Automated key reports using Tableau and it is used by Executives of the Organization.
* Documented, Implemented and deployed tableau server on Windows, and TSM commands
* Built a single page application on React Native that made the end users as a portal with one stop shop to browse through the reports.
* Developed SPARK programs using Pyspark API and transform the data into Hive Tables.

**Environment:** SAP Business Objects Web Intelligence, IBM Netezza, Java Script, Tableau Server 10.x, 2018.x, 2019.x, 2020.x ,Tabcmd, TabMon, TabJolt, Tableau Desktop 10.x, Tableau Desktop 2018.x, Tableau Desktop 2019.x, Tableau Desktop 2020.x, Tableau JavaScript API, Tableau REST API, React JS, Angular JS, Node JS , Hive Hadoop, Spark, Pyspark.

***Employer: CGI Consulting, Fairfax, VA (Cigna Insurance)***

**Nov 2017 to Aug 2018**

***Role:* Tableau Architect, Developer and Administrator**

* Create a roadmap to convert the BI reports to Tableau. Also, create a plan to convert the reports in Crystal, OBIEE to Tableau Dashboards.
* Work closely with the end users stakeholders and gather their reporting requirements using working group sessions.
* Started with deploying a dashboard which was by an Analyst Manually over years. This dashboard will be presented to Cigna’s Senior Leadership Team.
* Used Jenkins to promote the dashboards from Test to Prod Environment.

***Employer: ADG Tech Consulting, Herndon, VA***

***Client:* United States Agency for International Development (USAID), Washington, DC**

**July 2014 to Oct 2017**

***Role:* Tableau Architect, Developer and Administrator**

**The Enterprise Reporting Portal provides a single point of data visualization application with reference for internal USAID stakeholders in need of routine, special, and ad hoc reports related to, and integrating, and supporting financial management, acquisition & assistance, programs and operations functions.**

* Involved in writing extensive SQL code to create the dashboards.
* Involved on installing the different versions of **Tableau Servers (8.3, 9.X and 10.X)** in Dev, Test and Prod Environments.
* Involved in performing the **Tableau Server Stress test & Performance Load test using ‘TabJolt’** tool to make sure the application handles Concurrent users.
* Integrated Tableau Dashboards on the single page application with the help of **JAVA Script API**.
* Responsible for Installation, configuration and upgrade related to Tableau infrastructure.
* Create/develop operational Tableau Dashboards to **monitor Tableau server performance** and **user activities.**
* Configured and integrated Tableau Server with **PingFedrate SAML Single Sign-On (SSO).**
* Responsible for troubleshooting **Tableau related support tickets** for operational issues.
* Manage the Tableau **users and group’s security** configuration and **integration with Active Directory.**
* Responsible for content **migration between multiple Tableau environments**.
* Manage **Tableau Metadata tables** and **Postgres SQL**.
* Used Tableau REST API to migrate the dashboards from one site to another site.
* Responsible for creating the Tableau Dashboards and always ensure metrics, benchmarks and related content are accurately represented in published content.
* Active Participate in the USAID organization-wide Tableau community of practice where Developers share the new techniques learnt and document the best practices.
* Responsible in the governance process to ensure content published on the server, to the entire Agency, is appropriate and accurate.

*Employer****: Oasys Technologies, Eagan, MN***

**Nov 2013 to June 2014**

*Role:* **Lead SFDC Developer (Enrollment Team)**

[Envoy](http://envoycorp.wpengine.com/) is a legacy enrollment and authorization application operating specifically for retail banking across the U.S.

SEAS: Shared Entitlement and Authorization services. SEAS is the new app for enrollment and authorization systems which is planned to replace Envoy. SEAS is the complete rewrite of the legacy application and made easy user friendly to the customers with new business development in enrollment application.

***Employer: Tata Consultancy Services, Edison, NJ***

*Client:* **Target Corporation, Minneapolis, MN, USA Mar 2007 to Oct 2013**

*Role:* **SFDC Developer (Supply Chain Management Team)**

Target has taken a strategic step to merge replenishment functionalities of Target.com into legacy Brick and Mortar (B&M) Stores world and replenish any Target location from any other location, which enables Target to get the product to Guest with a better pricing across and quicker to Guest with cheaper delivery charges. Target is also looking at multiple ways of fulfilling Guest Online orders, like order-online-pick-up-at-store, order online-ship-from-store and order-from-one-store-and-pick-at-other-store. The project was supply chain management that involved new developments to include vendors distribution centres and inventory processing both for Distribution centre and Stores.

There were lots of enhancements to the existing system and migration from legacy to salesforce. The project also involved support and maintenance after implementation for 24x7.