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| Sri Nagini Ette |

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**Professional Summary**

* **Over 8 years of experience** on Information Technology as a **Business Analyst** on usage of various **Tools & Technologies** of **Data Warehousing**, **Data Integration, Talend, Snowflake** and **Salesforce** including Requirement Gathering, Data Analysis, Design, Testing and Production with proven capability of working in different Software development lifecycle (SDLC) methodologies like Agile (SAFe, Scrum) and Waterfall.
* Experienced in various **Business Domains** including **Health Care Pharmaceutical industry** (Sanofi, BI,), **Retail and Insurance.**
* Good Knowledge **ETL applications** for Extraction, Transformation, and Loading into Data Warehouse/Data mart. Used **Informatica Power Center10.x/9.x and Informatica Cloud (IICS), Talend.**
* Strong experience working on **End-To-End implementation** of Data warehouse and Strong understanding of **Data warehouse concepts, ETL, Star Schema, Snowflake, Data modeling** experience using **Normalization, FACT & Dimensions tables, Physical & logical database design and modeling**.
* Worked on generating BI Reports using **Tableau & Cognos** Reports.
* Proficiency in **Business Requirement gathering** and in conducting **retrospective and problem-solving** workshops and have hands-on experience in **conflict resolution and delivering** high business value. with a keen awareness of developers and end-users needs and able to deal with user groups at all levels efficiently.
* Proficient in using tools like **MS Visio, Lucid Chart** for creating **UML diagrams** like **Use Cases, Class Diagrams, Entity Relationship diagram (ER), and Activity Diagrams for process diagrams.**
* Familiar with getting requirements from **Business users** and having discussions with them to finalize requirements.
* Good knowledge of **testing methodologies** like User Acceptance Testing (UAT), Smoke, Unit, Regression, Integration, Functional testing and Bug tracking system & process and database testing using SQL.
* Mastery in the use of **Agile project management** tools such as **JIRA/ Agile studio/RALLY/AZURE DEVOPS** to document and visualize stories, tasks, and measure performance through burn down charts/velocity charts and other KPIs.
* Experienced in facilitating **Scrum ceremonies** like Backlog Grooming Session, Sprint Planning Meeting, Sprint Review Meeting, Sprint Retrospective Meeting, Daily Stand Up.
* Assisted **Product Owner** in refining product backlog, writing Technical User Stories and prioritizing user stories.
* Involved in **Program Increment Planning** (PI), headed the team breakout sessions during the PI and assisted my **Release Train Engineer** (RTEs) for the feature readiness, logistic readiness, and team readiness.
* Participated in weekly **Scrum of Scrum** (SOS) meetings facilitated by **RTE** and resolved dependency issues.
* Experienced on **Salesforce** in **designing Junction objects** and implemented various advanced fields like Picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Expertise at **Salesforce Administrative tasks** such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboards.
* Experienced in performing **CRUD (Create, Read, Update and Delete) operations** of data using **Data Loader, and Import/Export wizards** from legacy CRM database into salesforce.com using apex scheduler on timely basis.
* Expertise in working with **Cross Functional Technical** and **Business Teams** within an Organization.
* A **good team player** with a strong work ethics, a positive attitude and ability to make the best use of resources.
* Excellent **communication, analytical, interpersonal and presentation skills**.

**Certifications**

* Artificial Intelligence with Microsoft Azure
* Supervised ML: Regression and Classification
* Generative AI: Introduction and Applications
* Salesforce Administrator, ID#19271391
* Salesforce Platform Developer 1, ID#18669249
* Salesforce Certified Platform App Builder, ID#21845361
* Informatica Cloud Data Integration for Developers R42 On Demand
* Master’s in Computer science | Texas tech university | 2023
* Bachelor’s in Information Technology | Shri Vishnu Engineering college for women, JNTUK| 2017

**Technical Skills**

* **Tools & Technologies:** Informatica (IICS), Informatica Power center, Talend, Force.com Platform (Sandbox and Production), App Exchange Applications, Leapwork Automation, Force.com IDE Plug-in (Eclipse), Apex Data Loader, ETL.
* **Salesforce.com Technologies:** Standard/Custom Objects, Workflows, Approval Processes, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Validation Rules, Record Types, Role Hierarchy, Page Layouts, Dashboards, Force.com IDE, Sales cloud, Service Cloud, Marketing Cloud, Process Builder, Visual Workflow, Translation Workbench.
* **Other CRM:** Veeva
* **Web Technologies:** Web Services, HTML, CSS, XML, Java Script
* **Languages:** APEX, SQL, Shell Scripting, Python, Unix, NLP model, Sentimental Analysis.
* **Office Tools:** MS Excel, MS Word, MS PowerPoint, MS Project, MS Outlook, MS SharePoint.
* **Operating Systems:** Windows, Linux, UNIX, MAC.
* **Methodologies:** AGILE & Waterfall
* **Databases:** Oracle, SQL Server

**Work Experience**

**Boehringer ingelheim | March 2022 – Present**

***Senior Business Analyst***

**Project Scope:** Boehringer Ingelheim Group is recognized as one of the prominent global pharmaceutical companies, ranking among the top 20 in the industry. The organization is actively engaged in the fields of human pharmaceuticals and animal health. The primary aim of this project was to seamlessly transfer data from flat files to the Veeva system, ensuring accurate and efficient data loading processes.

**Technologies:** IICS, ETL, Informatica Power center, Veeva Salesforce, Snowflake, MS Excel, Jira, Confluence.

**Roles & Responsibilities:**

* Successfully executed **Salesforce integration** utilizing **Informatica Cloud** to meet the specific business requirements.
* Challenged teams to become **self-organized and accountable** while helping them to adopt ideal **scrum practices** and processes.
* Helped teams focus to achieve **sprint goals** and assisting them to remove impediments or resolve issues outside of their control, responsibilities, and duties.
* Schedule and **facilitate scrum meetings** as required including **Sprint Planning, Daily Scrum and Sprint Reviews** to enable teams plan and deliver customer value based on the highest priority and the team’s available capacity.
* Assisted teams to identify, **communicate and resolve or escalate impediments and issues**; Run interference for non-critical unplanned work that may prevent the team from completing their planned sprint goal.
* Removed obstacle for the team by **escalating an issue to leadership** resulting in early delivery of customer issue solution.
* **Collaborated and negotiated** with **stakeholders** in defining project scope boundaries.
* Gathered **client specific business requirements** and **translated** it in a proper manner to the developers, ensured that these requirements were fully tested and implemented accordingly for each production cycle by creating **Traceability Matrix**.
* Created **Business Requirement document** (BRD) and **Functional Requirement document** and maintaining the **Requirement Traceability Matrix** (RTM) related document Involved in identifying **functional and Non-Functional requirements.**
* Understand the **business requirements** and **identified gaps** in different processes and implemented process improvement initiatives across the **business improvement model**.
* Acted as a liaison between several levels of the organization with **business process evaluations and improvements**.
* Demonstrated proficiency in **Salesforce Workbench** for efficient querying of data.
* Involved in Migrating Objects from **Informatica to Snowflake**.
* Maintain **ETL/Data integration** **agile management stories** with delivery to dates to ensure **Safe Agile processes** are adhered to.
* Performed **technical** walk-through in **Informatica Power Center** as needed to communicate design/coded solution and to seek input from team members.
* Copied subset of secured data from Production databases to development and Testing environments of **Test Data Management (TDM).**
* Worked on supporting all **the ETL Inbounds and Outbound of TDM** in production.
* Validated in **Informatica Power Center**, current production data, existing data and the programming logic involved.
* **Clinical Data professional** with experience working in **healthcare and pharmaceutical** industry.
* Hands on experience in **clinical data management, data validation**, Responsible for performing **CRF review** for completeness, accuracy, and consistency.
* Hands on experience working on studies in different **Clinical Research Therapeutic Areas** including Oncology, Ophthalmology, Respiratory etc.
* Hands-on experience in **clinical data management** end to end process study start up, conduct and close out.
* Experienced working on **Data Review** and **SAS listing review** manually.
* Responsible for ensuring that all **Data Management activities** are conducted in compliance with **Good Clinical Practice guidelines.**
* Good understanding of **International Conference of Harmonization/Good Clinical Practice (ICH GCP) Guideline** and good understanding on **FDA**.
* Other activities like data entry of patient case report forms in **Oracle Clinical database**.
* Querying **Snowflake using SQL**. Performed data analysis in **Snowflake** by creating tables and views.
* Actively participated in the **migration of mappings** from the development environment to QA.
* Provided knowledge transfer (KT) to the L2/L3 support team, ensuring smooth transition and effective ongoing support.
* Proactively reported and **tracked defects, ensuring timely resolution** and comprehensive documentation.

**Sanofi | january 2021 – december 2021**

***Business Analyst***

**Project Scope:** Sanofi Group ranks among the top 20 global pharmaceutical companies, operating in the fields of human pharmaceuticals and animal health. The primary goal of this project was to transfer data from flat files to the Veeva system.

**Technologies:** Veeva Salesforce, AWS (S3 bucket), Talend, Shell Scripting, Apex Dataloader, MS Excel, Jira, Confluence.

**Roles & Responsibilities:**

* Worked closely in **key requirements gathering** with **solution architects** and prepared business requirements documents to ensure the **business needs** were being captured.
* Used **Jira** for tracking requirements, user stories, and tasks assigned to them.
* Created **Standard Operating Procedures** (SOPs) with step-by-step **RBAC** (Role Based Access Control**) flow process with data flow diagrams** of locating group details and created Responsible Accountable Consulted and Informed (RACI) chart
* Led effort for reaching out to **group owners** of Active Directory (AD) groups, as well as created templates for the team.
* Prepared and maintained **Requirement Traceability Matrix** (RTM) for Clean Up project, presented efforts to the auditors.
* Proficient with **SharePoint, Microsoft 365, OneDrive, OneNote, Word, Excel, PowerPoint, Microsoft Visio, and Teams**
* Experience with **agile methodologies** and worked closely with the **project manager** for **resource allocation and project management.**
* **Good Knowledge** on **Talend** jobs how to extract data from **source systems, including MDM and AWS S3 buckets**. Ensure efficient and reliable data retrieval.
* Worked with **Subject Matter Experts** (SME) and project team to gather all **Data Migration and Data Mapping** requirements for lift and shift process of company servers.
* Strong knowledge of **data transformations and data migration** design and implementation principles.
* Involved in the initial process for **Data Migration of servers** to re-validation of the servers.
* Coordinated with application **owners, system architects and Subject Matter Experts** (SME) to collect tracking of **Application Information Form and Data Intake form**.
* Identifying the **data migration** impact of all proposed changes.
* Utilized **Migration Information Manager** (MIM) tool by Power Apps for tracking server migration.
* Defined **escalation procedures for critical errors**. Maintained detailed documentation for all **Talend** jobs, including **data flow diagrams and transformation logic**.
* Documented **data validation rules and procedures** for auditing purposes. Collaborated closely with Developer, data analysts, and Salesforce administrators to gather **technical** requirements.
* Ensure compliance with **data protection** regulations. Monitor **ETL jobs** for successful completion **and performance metrics.**
* Identify areas for improvement and propose **enhancements.** Provide training and support to end-users and stakeholders on **data integrated into Veeva Salesforce.**
* Stay informed about **Talend** best practices, new features, and industry trends. Proactively identify opportunities for process improvements and automation.
* Demonstrated proficiency **in Salesforce Workbench** for efficient querying of data.
* Involved in preparing meticulous **Unit Test (UT)** documents to ensure comprehensive testing coverage.
* Displayed expertise in **creating custom Salesforce functionalities**, including apps, objects, fields, tabs, profiles, role hierarchies, public groups, and queues, all meticulously tailored to meet specific business requirements.
* Extracted data from Salesforce using **SOQL** to effectively retrieve the required information.

**Point32Health | January 2018 – December 2020**

***Senior Analyst***

**Project Scope:** The purpose of this project is to implement a transformation from diamond systems to HRP systems using Informatica (and IICS), migration of data structures to align with Transactional and Warehouse models. Transition ETL processes from the Diamond system to HRP systems using Informatica, encompassing data extraction, transformation, and creating workflows. Working with QAs and Sas to ensure accurate data integration throughout the migration.

**Technologies:** Oracle, Informatica cloud (IICS), SQL, Agile methodology, Jira, MS Excel, Tableau

**Roles and Responsibilities:**

* Collaborated with **stakeholders, system analyst and end-users** to understand their data integration needs, business rules, and transformation requirements.
* Involved in **extracting data** from various **source systems**, such as CMS, Diamond system, databases, flat files, and other data sources, ensuring data quality and integrity.
* **Designed and involved in implementation of data transformation logic using Informatica**. This involves mapping source data to target data structures, applying business rules, data cleansing, aggregation, and other transformations as required.
* Experience in **analyzing quantitative & qualitative business data** to develop **business requirement documentation** (BRD) & **functions requirement specification** (FRS).
* Interacted with various **business stakeholders** to gather requirements and implemented them in a **timely manner**.
* **Researched and documented** the existing **business processes** ensuring that a clear and accurate picture of the current state is captured prior to initiation of **upgrading process**.
* **Involved** in the **development, review, and execution of validation documents, generating, and executing SOPs and protocols, conducting testing, and preparing final summaries**.
* Maintain the **technical documents**, and tracking software for production assemblies. **Design process flow and specifications.**
* Employed **UML methodology** in creating Use Case diagrams, business/process flow diagrams, and Activity/State diagram using MS Visio and / screens using Adobe XD to assist development and engineering in understanding the requirements.
* Involved in **Joint Requirements planning sessions** (JRP) as a facilitator to **gather requirements** from the Business User and conducted many **joint developments** (JAD) and conducted many **Rapid application development** (RAD) sessions.
* Conducted **Gap Analysis** to demonstrate that System remains in a validated state in its life cycle.
* Proficient in **SQL Queries, Stored Procedures and PL/SQL** programs for **Data Analysis** purpose and **data mining**.
* Involved in writing **Test Plans, Test Cases and Test Strategies** and arranged triage calls between **developers and testers** so that the **bug cycle** was taken care and made sure that requirements didn't get deviated.
* Involved in **Pre-execution review of OQ and PQ/UAT scripts** and incorporated negative test steps to challenge the system. Also involved in **Post review** to verify the compliance and documentation of scripts according to **GDP** regulations.
* Worked with **the business consultants** to develop **the complex reports** for environmental monitoring **Target systems.** These reports were designed to be used by the **business to reduce the time** necessary to respond to audits.
* Developed **Traceability Matrix** to keep track of the relationship between **Requirements and Test Scripts**.
* Assisted with **user testing of systems (UAT**), developing, and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Involved in the project for implementing **Best Practices** for **Business Analysis** in the organization and instrumental in the transition plan for **Agile Development methodology** using **SCRUM**.
* Collaborated and maintained **project** plans and **schedule** with the **off-shore and on-shore teams**.
* Assisted the **product owner** and **technical team** in determining to receive a **Definition of Done** (DoD) at **the end of sprint** (Sprint Review).
* Created comprehensive documentation for ETL processes, including **data mappings, transformation rules, workflows**, and dependencies in Informatica. Maintain documentation up to date to facilitate knowledge transfer and support on Informatica.
* Built interactive **data visualizations and dashboards** using Tableau, providing insights to team and stakeholders.
* Utilized **data warehousing** principles and practices for efficient **data storage, retrieval, and analysis**.
* Involved in **data modeling** and **dimensional modeling** with **3NF, Star and Snowflake** schemas for **OLAP and ODS** (Operational data store) applications.
* Worked on GUI based ETL Process using **Oracle SQL**.
* Collaborated with **cross-functional teams**, including database administrators, system analysts, and business users, to ensure smooth data integration and resolve any integration-related issues. Communicate progress, challenges, and recommendations to project stakeholders and management.
* Stay updated with the latest ETL and data integration trends, techniques, and best practices. Continuously improve ETL processes, methodologies, and tools to enhance efficiency, scalability, and maintainability.
* Proficiently handled various data formats including **JSON, SFDC, ORACLE, SAP, SQL Server XML, CSV**, and fixed-width formats within IICS transformations.
* Utilize **agile methodologies** for project management, leveraging Rally for effective **planning, tracking, and collaboration.**
* Take the lead as a **self-starter**, fostering a culture of **creativity and strategic thinking** within the project team.
* Proactively contribute **innovative ideas** to enhance project outcomes.
* Exhibit strong **communication skills, ensuring effective information** flow within the team and with **stakeholders**.
* Proficiency in **stakeholder management**, fostering positive relationships and addressing concerns.
* Employ excellent communication skills to engage, influence, and inspire partners for seamless collaboration and alignment with project goals.
* **Strong product management** skills, taking full ownership of the product lifecycle from initial analysis through successful implementation.
* Exhibit a high degree of **organizational skills, individual initiative, and personal accountability** throughout the project lifecycle.
* Ensure efficient **project workflows and timelines** are adhered to while maintaining a focus on **quality deliverables**.

**virgin voyages | august 2016 – december 2017**

***Analyst***

**Project Scope:** Virgin Voyages is a distinguished cruise line with its headquarters located in Plantation, Florida. It operates as a joint venture between the Virgin Group and Bain Capital. In this project, the primary goal was to meticulously develop an innovative online booking application, designed to enhance the customer experience and streamline the reservation process.

**Technologies:** Salesforce Admin, Live Chat Setup, Testing, SOQL, JIRA, Confluence, MS Excel, MS Word.

**Roles & Responsibilities:**

* Possess extensive experience in **Sales and Service cloud** implementations on the **Salesforce** Platform.
* Worked to promote **transparency** across **teams and stakeholders** by preparing **Project Documentation** like **Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Release Notes, minutes of meetings (MOM)** utilizing MS office.
* Gathered **Business Requirements** by using **techniques** such as document analysis, system analysis, one to one interview with Business Users, Stakeholders, and Subject Matter Experts (SMEs).
* Worked with **development and system analyst** team in developing and analyzing the **ER-Diagrams**.
* Identified and analyzed **stakeholders and subject areas**.
* Preparation of **reports and presentations** to **clients**. And performed testing, and **knowledge transfers** to assist other team members.
* Assisted with **user testing of systems (UAT),** developing, and maintaining quality procedures, and ensuring that appropriate **documentation** is in place.
* **Designing and configuring** Custom Objects, Custom Tabs, custom fields, Page Layouts, and Record Types, ensuring tailored solutions to meet specific business requirements.
* Demonstrated expertise in utilizing features such as validation rules, process builder, flows, assignment rules, escalation rules, and auto response rules to optimize system functionality.
* Utilizing **database languages like MySQL and Salesforce Object Query Language (SOQL)** for efficient data management and manipulation.
* Implemented comprehensive test classes to enhance code coverage for **apex triggers and apex classes,** ensuring robust and reliable code quality.
* Developed and maintained **custom integrations**, including Outbound Messages using Workflow rules, as well as utilizing workflow email alerts for targeted communication with individual users.
* Applied **Sanity Testing, Functional Testing, and Regression Testing** methodologies to validate system functionality and ensure reliable performance.
* **Proactive** approach to **learning** and cultivating curiosity, particularly in understanding and mastering the intricacies of the travel domain.
* Exhibit a high degree of **organizational skills**, individual initiative, and personal accountability throughout the project lifecycle.
* Ensure efficient **project workflows and timelines** are adhered to while maintaining a focus on **quality deliverables**.