**Suresh Balakrishnan**

**Senior Data Analyst / Senior Tableau Developer / Business Intelligence Developer**

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**Summary:**

Has **17** Years of IT experience (**8 years in Data Analytics (Tableau, Advanced Excel, SQL)**, 7 years in ERP / CRM applications, 1 Year in Functional Testing, 1 Year as a Trainer) for **Banking, Energy, Telecom, Public sector, Manufacturing** clients:

* **Solution-oriented, Problem solving, has Excellent communication skills, worked in complex and larger dataset, Articulating insights and recommendations in a sophisticated manner to stakeholders.**
* Curious to know the data insights & pattens, anomalies.
* **Worked closely with Stakeholders, Product owners and Data teams to define KPIs and Metrics**.
* Experience in working **Data Exploration, Data collection, Data cleanup** and **ETL operations**, **Data Modeling and Building Complex SQL** scripts, as well as ensuring **Data Accuracy and Data Quality** validation.
* Leveraged **Advance Excel & Tableau** for Data Exploratory and quick analysis.
* Implemented **Advanced Reports, Charts, and Dashboards** using Tableau Desktop.
* Extensive experience in **SQL, Advanced LOD expressions, Best Practices in Implementing Dashboards, Optimizing query & dashboard performance**.
* Experience in converting **Reports from Excel, MS Access, Cognos, SQL, Power BI to Tableau**.
* Experience in working with **Inhouse** and **Cloud** databases, **Embedding** Dashboards, **Data security**.
* Proficient in Managing **Tableau Server** Activities.
* Knowledge in Wireframe Tools for building **Mockup: Figma, Balsamiq**.
* Flexible to work as an individual team member, and in large team with onshore / offshore or in different time zones.

**Technical Skills:**

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| --- | --- |
| **Business Intelligence/ Reporting Tools** | Tableau Desktop, Power BI, Cognos, Excel, Crystal Reports, SQR, BI Publisher, SSRS |
| **Data Warehouse and Database** | Snowflake, Amazon Redshift, SAP DW/HANA, SQL Server, Oracle Databases, IBM DB2, MS Access |
| **Data Migration / ETL Tools** | Tableau Prep, Alteryx, SSIS |
| **Database Languages** | SQL, PL/SQL |
| **Scripting Languages** | Python, Java Script, VB script, Linux, UNIX |
| **Programming Languages** | PeopleSoft (PeopleCode), Python, MS.NET, Java |
| **Wireframe Tools** | Figma, Balsamiq |
| **Office Packages** | MS Excel, MS Access, Powerpoint, Word, MS Visio |
| **Project Management Tools** | Jira, Confluence, Service Now |

**Education:** Bachelor of Computer Applications at Bharathiar University by 2004.

**Leadership / Community Service:** Corporate Trainer, Volunteer at Hindu temple of Woodlands on Communication, Food and Operations Management activities.

**Projects:**

**Client: Bank of New York Mellon (BNY Mellon) Role: Senior Tableau Developer**

**Duration: Sep’22 till present**

* Closely interact with stakeholders, product owners to understand the Business Requirements, understand the KPI and Metrics, and presenting data insights and recommendations using Tableau dashboards.
* Performed **data exploration, data collection, and data preparation for the KPI and Metrics**.
* Perform quick analysis in **SQL, Excel, and Tableau**.
* Designed **prototypes / mockup** reports using **Wireframe** tools.
* Extensively worked with **inhouse (SQL Server) and cloud** databases, written **complex SQL scripts** and **built Data Models**.
* Worked in **SQL, Tableau Prep** tool to prepare Data sources, Prepared Live and extract data sources, Published data sources.
* **Optimized Query Performances, Data Extract and Dashboard Performance**.
* **Extensively worked in MS Excel, understood the legacy reports built in Advanced Excel (using formulas, Pivot Tables) and Implemented the same Functionality in Tableau**.
* **Implemented Advanced Reports, Charts and Visualizations, Dashboards in Tableau. Leveraged LOD Expressions, Nested LODs, Sets, Various Filter options, Parameters etc.**
* **Implemented Cross tab Finance Reports for Year-Over-Year, Month-over-Month, Quarter-over-Quarter, Year-to-date period.**
* Leveraged Dashboard **Best Practices to design Dashboards** effectively.
* Worked on Production issues, Support & enhancement.
* Provided Training to End-users to leverage Tableau reports.

**Tableau Server Administration:**

* Took care of Portal Management: (user creation, assigning roles and permissions, access to folders, workbooks, data sources etc.).
* Leveraged Content Migration Tool for Migration activity across instances.
* Responsible for scheduling Extract refresh jobs, monitoring and fixing the failed jobs, Configuring the email subscriptions and alerts for reports.
* Took care of Tableau Server maintenance, used TabCMD utility for Server maintenance activities.

**Client: Guild Mortgage Role: Data Analyst / Tableau Developer**

**Duration: Sep’21 till Aug’22**

* Worked closely with stakeholders, Product owners to understand the KPI, challenges and expectations worked with Data team to collect and store the data effectively.
* Written SQL scripts to retrieve data from snowflake, build data models and Built Advanced Tableau reports and Dashboards.
* Host Design sessions with business stakeholders, collect requirements, and design dashboard designs using **Wireframe** tools (**Figma**).
* Works for **Chief Information officer**’s analytical needs to deliver insights in aggressive timelines.
* Developed Tableau Dashboards for CIO, Directors, Managers, and employees.
* Converted Standalone Dashboards built in Excel to Tableau by storing the data in snowflake, automating, and retrieving from snowflake to tableau.
* Converted Reports built in SQL, Power BI to Tableau.
* Provided Recommendations, Data Insights to save resources, helped better planning.

Environment / Skills: Tableau Desktop, Tableau Cloud, SQL, Snowflake, Excel, Power BI, Tableau Prep

**Client: CenterPoint Energy Role: Data Analyst / Tableau Developer**

**Duration: Sep’20 till Aug’21**

* Host Collab session with SME’s to understand the production issues, worked to resolve the pressing issues in the existing Tableau reports.
* Designed and Developed **SQL** queries, tables, views, scripts to import/export data to build data models specific to Dashboard requirements.
* Designed Dashboards from various data sources (**Excel, IBM DB2, SAP HANA, Oracle Databases, SQL Server**) from various ERP – SAP Applications, Linux and Unix Servers.
* Designed dashboards from Web plug-in data sources such as **Jira**, **Service Now**, **Confluence**, and **third party applications** through plug-in, as well as developed plug in using Web Data Connector tool.
* Embedded Dashboards in third party applications, internal portals and tools such as **Jira**, **Confluence**.
* Ensured data integrity by checking for duplication, completeness, accuracy and validity.
* Extensively worked on **Line charts**, Implemented **Trending** and **Forecasting** charts. Provided Recommendations to the clients.
* Customized **Trending** and **Forecasting** models, used **Python** and **R** scripts to implement **custom forecast model**.
* Designed Dashboards, Performed Data analysis and Provided Recommendations.

**Environments:** Tableau Desktop, Tableau Server & Online, Tableau Prep, SAP HANA, MS SQL Server, Snowflake, Oracle Databases, IBM DB2, Jira, Service Now, Confluence, Microsoft Excel, Microsoft Access, Linux, Unix, Python Scripting.

**Client: University of California – Berkeley, San Diego Role: Data Analyst / Tableau Developer Duration: Apr’18 till Aug’20**

* Interacted with Customer for Requirement Gathering, worked to build Datawarehouse, Designed Data models and SQL scripts, Dashboards and ensuring the Data quality.
* Written complex sql scripts for Data validation, Data Accuracy and Data Transformation activities.
* Written SQL scripts for ETL operations, to load data to Data warehouse.
* Built Data Models, Implemented Advanced Reports, Dashboards in Tableau for Universities various Departments (HR, Campus, Finance).
* Converted Legacy Reports built in Cognos tools, transitioned them into Tableau Dashboards.
* Performed Data Analysis in SQL, Excel and Tableau, Provided recommendations.
* Took care of Tableau Server and Portal Administration activities.

**Client: CALPERS (California Public Employees Retirement System Role: Tableau Developer**

**Duration: Oct’17 till Mar’18**

* Involved in Requirement gathering, Identifying KPIs and Defining Data Metrics, Designing Dashboards using wireframe tools.
* Prepared Complex sql scripts to build the data models and data sources.
* Implemented Reports, Dashboards and visualizations in Tableau Desktop.
* Responsible for Tableau Administration activities such as Server maintenance, Portal management.

**Client: ANPI (Voyant Telecom) Role: Tableau Developer**

**Duration: Feb’17 till Se[’17**

* Designed Interactive and Compelling Dashboards for Sales, Marketing, Customer Service, Finance requirements.
* Prepared datasources from Inhouse and Cloud data bases, written complex sql scripts.
* Created Reports and Dashboards using Data Blending, Cross database joins.
* Leveraged Alteryx tool for Data Preparation.
* Implemented Advanced Dashboards and reports using Filters, Actions, Sets, LOD expressions.
* Implemented Data security on Dashboards, Embedded dashboards to access from other applications.
* Implemented Best practice in using Containers and Layouts in Dashboard design.
* Resolved Production issues, Improved Dashboard and Query performances.
* Managed Tableau Server activities.

**Client: Chicago Bridge & Iron (CB&I) Role: Tableau Developer**

**Duration: Jan’16 – Jan’17**

* Designed and deployed interactive Tableau visualizations after gathering Business Requirements, interacting with the Users, Project Manager and SMEs to get a better understanding of the Business Processes.
* Implemented various reports from Microsoft Excel, Cognos to Tableau.
* Leveraged Different Types of Charts in Tableau to convey the insights visually.
* Extensively used LOD expressions, Formulas, Parameters, Filters, Sets and other features of Tableau.
* Implemented Advanced Reports, Dashboards in Tableau.
* Took care of Tableau Server Activities.

Employer: **Kastech, Cognizant Technology Solutions, Capgemini Consulting**

Clients: **JP Morgan Chase, Inter-American Development Bank (IDB), Westpac Bank, Ingersoll Rand / Trane, France Telecom group of companies, Toll Collect Germany, Cognizant**

**Role: Associate @ Cognizant, Consultant @ Capgemini**  **Duration: Dec 2006 – Dec 2015**

* Involved in Requirement gathering, Functional and Technical Design, Development, Testing, Production Migration and Support Phases.
* As a Lead Functional Tester @ Westpac Bank, prepared test scenarios and test scripts, performed Functional testing on Banking Modules (Customer Management, Credit Card, Home Loans, and Small Customer Loans etc.).
* Worked on PeopleSoft HCM Application suite on Implementation, Upgrade, Enhancements, Upgrade projects on Company Setup, Portal configuration, Recruitment (Taleo Integration, Implementing Talent Acquisition Management), Core HR, Employee Self-services (ESS), Manager Self-services (MSS), Workforce Administration, Job Data, Competency, Compensation, Benefits, Absence Management, E-Performance, Profile Management, Payroll (North American Payroll, Payroll Interface) and custom business functionalities.
* Worked on PeopleSoft CRM Application suite on Implementation, Upgrade, Enhancements, Upgrade projects on, Recruitment (Company Setup, Portal configuration, Marketing, Sales, Order Capture, and Case Management) and custom business functionalities.
* Worked on Data conversion projects, transition projects from legacy applications to peoplesoft, written SQL, PL/SQL scripts for conversion, loading, and to verify data- quality.
* Configured client’s metrics and key inputs on the Portal for all the above modules.
* Worked extensively on Security Management (creating users creation, assigning roles and responsibilities for the users as per the departments / business units).
* Worked extensively in PeopleTools – Application Designer, created new fields, different types of records, pages and components.
* Worked on Level 0 to 3 record structure pages and components, traversed through peoplecode on loading and reading the buffer.
* Created Component Interfaces for the delivered and Custom Components, modified the code to ensure the smoother data insertion into system without comprising on the quality and security measures.
* Extensively worked on creating Application Engines for massive data processing and insertion of data into PeopleSoft Application modules by enforcing the functionality. Implemented all the different method of loading and process data in Application engine. Worked on set based and row-by-row data processing.
* Created new inbound and outbound integrations in Synchorus and Asynchronous modes using XML and Rowset based messages between the systems to implement end to end functional integration.
* Worked on Javascript, CSS, XML and Iscripts.
* Worked on UNIX commands for the server interaction.
* Worked on DMS scripts to load the data from one instance to other.
* Created various reports using SQL, SQR, Crystal Reports and BI Publisher for Customer Relationship Management (Marketing, Sales, Order Management and Capture, Service), Human Resource Management (Recruitment, Jobs, Core HR, Competencies, Performance, Absence Management, Benefits, Compensation, Payroll) and custom functionalities.
* Worked extensively on System Integration testing, supported User Acceptance Testing activities.

**Environment:** PeopleSoft HCM 9.x to 8.x/ CRM 9.1/ ELM 9.x, PeopleTools (Application Designer, Pages, Fields, Records, Application Engine, Integration Broker, Component Interfaces, PeopleCode), Siebel 8.0, JavaScript, XML, HTML, SOAP, Integrations, Oracle Databases, SQL Server databases, IBM DB2, T-SQL,PL/SQL, Functional Testing.

Employer: **RCS Technologies, Quest Informatics** Client: **LG Soft India**

Role: **Microsoft Dot Net Trainer & Developer Dec 2005 - Dec 2006**

* Involved in Requirement gathering, Functional & Technical Design, Development, Testing and Prod support. [DELETE]
* Trained Software Engineers in MS.NET (C#.Net, VB.NET, ASP.NET), and assisted them in transitioning the legacy application VB to .NET Platform.
* Developed Travel Expenses Management, Appraisal review applications in (ASP.NET, C#.NET).

**Environment:** Microsoft Visual Basic, Microsoft Dot Net (C#.NET, ASP.NET, VB.NET), ASP, SQL Server, T-SQL.