Muhammad Usman Shahid | Sr BI Consultant

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Technology Experience

- ETL
- Data Warehousing
- Data Management
- Microsoft Power BI
- Tableau
- Salesforce

Functional Skills

- Leadership & Innovation
- Requirements gathering and analysis
- Analytical Skills, Presentation Skills, Interpersonal skills
- Problem-solving, business process modeling, documentation
- Stakeholders Management
- Work in Multi-Vendor Environment
- Trusted Communicator
- Time Management
- Conflict Resolution
- Teamwork & Flexibility
- Taking Responsibility
- Adaptability Skills

Industry Experience

- Telecom
- E-commerce
- Healthcare
- Insurance
- Retail
- Finance
- Technology

Education/Qualifications/Certifications

- **Snowflake**: Data Sharing, Data Engineering, Data Warehouse, SnowPro Core Preparation
- **Salesforce**: Salesforce Basics / Data Security and Security
- **Amazon Web Services**: AWS - Accreditation Business
- **Google**: Looker
- Data Warehouse & Business Intelligence
- **Bachelor of Software Engineering**

Summary

I'm a seasoned BI/ETL professional with a track record of success across diverse industries. My expertise lies in optimizing BI solutions and ETL workflows, notably in telecommunications with XL Axiata and Mobilink Jazz.
I've led BI development for e-commerce platforms like OLX, ensuring seamless migration to AWS Redshift and S3 Data Lake. In healthcare, I've crafted insightful dashboards at Inovalon using Snowflake and Looker.
Consulting roles in insurance, retail, and finance showcased my ability to manage data warehouse projects and optimize system performance on Teradata. My tech background adds versatility, handling system configurations and administration effectively.

Technical Skills

- Data Stage, Talend
- Snowflake, SSIS/SSRS/SSMS
- Salesforce
- AWS Services, Redshift, Glue, DMS, Step Functions
- PySpark, Data bricks, Data Factory, Python
- Microsoft Power BI, Tableau, Micro strategy
- Looker, Open Search
- Salesforce
- Teradata, Oracle, SQL Server, Aurora PostgreSQL, MongoDB, MySQL
- DWH & Dimensional Modeling, DWH & Analytics
- Scrum Master

Certifications

- **Microsoft**: Power BI Data Analyst PL-300
- **TDBL**: TDBL 16.10 Certified Associate, TDBL 2: 16.10 Database Administrator
- **Neo4j**: Neo4j certified professional
- **ITIL Foundation**: ITIL V4
- **Snowflake**: Data Sharing, Data Engineering, Data Warehouse, SnowPro Core Preparation

Work Experience

SENIOR CONSULTANT – BI, DATAMATICS TECHNOLOGIES | 04/2024 – PRESENT

Senior Consultant - College Possible, USA | 23/10/2024 – Present

- Gathered requirements, identified data sources, and developed data models.
- Designed and implemented a Data Warehouse using Azure Data Factory, SQL Managed Instances, Blob Storage, and Data bricks, following data warehousing best practices.
- Created and optimized ETL pipelines, including Change Data Capture (CDC) processes, to extract, transform, and load data from multiple sources into the Data Warehouse.
- Built dynamic dashboards and reports in Power BI to provide actionable insights for stakeholders.
- Coordinated with cross-functional teams to gather requirements and align reporting solutions with business goals.
- Maintained comprehensive documentation of data flows, architecture, models, and ETL processes.

Internal Project:

- Experienced in extracting and analyzing Salesforce data for grant reporting, with strong expertise in data visualization using Tableau and Power BI.
- Work closely with stakeholders to monitor KPIs and create Resource Planning reports and dashboards to track them
- Configuration and Automation - setting up custom fields, creating flows, managing user permissions, manage user accounts, profiles, and roles.
- Worked with application developers to create a solid data model and prepared technical documentation.
- Designed and managed the database for the Resource Planning App.
- Created a Talent Acquisition BI dashboard in Power BI for management to monitor resource planning.
- Proficient in survey data analysis, developing SQL queries for data retrieval, and resolving complex dependencies.
- Adept at assessing program effectiveness through data analytics, delivering insights on impact and ROI.
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SENIOR CONSULTANT – NORTHBAY SOLUTIONS | 12/2021 – 04/2024

- Technical Engagements on different projects:
    - XL Axiata, Indonesia
    - OLX, Indonesia
    - Inovalon, Maryland, USA
    - Mobilink Jazz, Pakistan
- Developed scalable ETL frameworks and optimized workflows using tools like AWS DMS, Glue, and Step Functions to ensure efficient data processing.
- Migrated and optimized large datasets to AWS Redshift, Snowflake, and S3 Data Lake, enabling enhanced data analytics and reporting capabilities.
- Built and deployed BI solutions with advanced dashboards and reports using Tableau, Power BI, and Looker to translate complex datasets into actionable insights.
- Extracted, transformed, and analyzed Salesforce and other business data for grant reporting, trend analysis, and program effectiveness evaluation.
- Designed and executed SQL queries for data retrieval and troubleshooting, ensuring high-quality results and system optimization.
- Conducted statistical analyses on survey data, delivering meaningful insights to measure impact, ROI, and program effectiveness.
- Automated and scheduled tasks in Teradata and other BI systems to improve efficiency and minimize manual efforts.
- Collaborated with cross-functional teams to integrate systems, enforce data security measures, and streamline processes.
- Developed technical documentation, including best practices for optimization, and led training sessions for diverse teams.
- Managed incident resolution, change management, and release processes to maintain the reliability of BI systems.

PROFESSIONAL CONSULTANT (DATABASE ADMINISTRATOR), TERADATA GDC | 12/2017 – 12/2021

- Technical Engagements on different projects
  - ETL Consultant MBLL, Canada
  - DBA/CIM Consultant IF Insurance, Sweden
  - DWH/BI Consultant LahiTapiola, Norway
  - DBA/Performance Consultant Gjensidige, Norway
- Ensure data ingestion activities from different sources into different layers on Teradata.
- Perform ETL jobs implementation, testing and ingestion flow management (Monitoring, technical data quality checks, scheduling).
- Developed data transformations involving data-type conversions, joins, filters, translations, aggregation, de-normalization of large sets of data.
- Developed jobs for DWH (initial loads/delta loads /audit columns/staging tables)
- Management and troubleshooting of existing solutions, identify and fix any data related issues on the system.
- Automated jobs/scripts with Linux shell scripting.
- Managed and owner of Incident, Request, Change, Release and Escalation processes.
- Teradata administration (Creation, update, and deletion of database objects such as Views, Users, Roles, and Profiles)
- Analyzing overall system performance metrics and providing optimization resolutions wherever required.
- Created stored procedures to support the continued functioning of the Teradata data warehouse.
- Space management: set up the purging policy, implementing compression techniques.
- Performed BAR operations (offline & online backups, iterative & delta backups)
- Workload management, creation, and modification of TASM
- Monitor Big Batch operations and resolution upon failure along with L2 support.
- Create and maintain Incident sheets upon failure and share with the customer on their Incident Management System as well as on TD.
- Automation of housekeeping scripts through Shell.
- Performed ad-hoc requests from the client on CIM related issues.
- Overlooking and performing pre and post migration activities of the Teradata System on upgrade.

ASSISTANT ENGINEER - SYSTEMS & CONFIGURATIONS, INTERACTIVE GROUP OF COMPANIES | 09/2015 – 11/2017

- Installation and Configuration of WebSphere Application Server 7 and 8.5.5.6 (Linux & windows)
- Application configuration, deployment, service, support and troubleshooting on Local and Live Servers.
- Application testing and assisting developers with troubleshooting.
- Performance monitoring and tuning of VM's and servers thorough VM Workstation and vSphere Client.
- Administration and maintenance of Virtual SourceSafe 6.0d
- Workflow creation, template customization and maintenance of Issue View
- Technical Documentation