**Tapabrata Das (Tappu)**

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Jersey City, NJ

**Experience Summary**

* Having several years of extensive experience in various phases of software development including Requirement Engineering, Data Analysis and Design, Development, Testing, Support and maintenance of programs.
* High-level experience in Base SAS, SQL and UNIX. RDBMS: Oracle, Access, SQL Server, Teradata, Sybase.
* Hands on experience with applications of Retail banking, Marketing, Risk, Digital, Mortgage, Web and Mobile.
* Experience with software development methodologies and practices (SDLC, **Agile**, **Scrum**, and **Waterfall**).
* Experience in processing large datasets with millions of records for data transformation including data cleansing, data profiling and applying business logic rules to incoming data.
* Acquired good knowledge in Credit Card Business, ITIL concept, Production and Change Management Systems.
* Experience in the documentation of **Business Requirements and Functional Specification**, design and development of Test Case scenarios and Test Plans, Traceability Matrix, Requirement Validation plan for various new processes and technology.
* Good project management skills, excellent problem solving and analytical skills for delivering scalable and best available solution.

***Business System Analyst / Technical Business Analyst***

***JP Morgan Chase April’2013-Present***

**Project: Develop Marketing/Servicing Campaigns for Chase Card Products**

The project involved development and execution of applications that enable the marketing of products including: new acquisition efforts (both partner and non-partner), card member reward products, and portfolio initiatives. (Ex: building customer balances, providing targeted offers, selling chase and third party products.)

* Responsible for implementation of portfolio marketing campaigns, working with stakeholders to write **business requirement document**, active participation in pre analysis architecture and project planning and write **functional specifications** document.
* Prepare Test scenarios, **Test cases** and validate outputs produced from the campaign to insure marketing requirements are met.
* Responsible for **UAT** **testing** and data mock up in **UAT** region, code deploy in Production region and provide **production support** and **automation** of the recurring marketing campaign.
* Responsible for ad-hoc report generation for business team by **extracting** customer data from **databases**, perform **quantitative** **analysis** and use **marketing analytic** approaches to target population.
* Generate **Tableau** reports and dashboards as per business requirements from Stakeholders.
* Design new **databese tables and targeting attributes** and work closely with **Product Owner for sprint planning** and validation, responsible for creation of **user stories** and **test cases** and update work log in **Jira**.
* Utilized numerous internal databases to investigate **transaction activity** for personal and business accounts in order to detect any suspicions money laundering activities.
* Perform CIP reviews of accounts provided by Stakeholders to determine if an account passes CIP checks according to the firm's policies and procedures.
* Extract data from multiple data sources using SQL/SAS, write SQL queries and execute, perform data analysis, resolve inconsistencies and finalized data elements to be used for specific campaign.
* Lead regression and new feature testing efforts in anticipation of new releases for existing programs.
* Performed data cleansing by analyzing and eliminating duplicate and inaccurate data using Excel.
* Partner with external vendors for data proofing and validate customer details in the final direct mail list created before final posting to customers.
* Respond and track the status of customer issues, co-ordinate appropriate response and provide follow up for the duration of an incident/problem solving **ticket life cycle**.
* Responsible for maintaining departmental procedures in **Confluence**, provide solutions to deliver work with quality and transparency while meeting business needs. Identify opportunities for process improvement and assist in updates of **departmental SharePoint** as needed.
* Establish strong business partnership with **Product Owners**, **Solution Managers**, **Stakeholders** and **Quality Assurance testing teams** as necessary to help explain results. Track **progress of the work** and generate reports, **timeline planning** and sign-off.

**Project 2: UDAM (User defined application) migration to Control Environment for Automation**

The project involved taking ownership of UDBA applications from List Management team and putting strong controls on those applications in the IT controlled region.

* Responsible for designing the process for **migrating direct mail marketing campaign** from SAS server to Keon. Serve as a liaison between technology team and business partners. Perform Gap Analysis and Impact Analysis between systems.
* Work with **Scrum Master** and Scrum Team on **story grooming**; perform reviews of the deliverables based on acceptance criteria, facilitate daily **Scrum** Meetings.
* Work with **Product Owner for Sprint Planning, write sprint backlog, user stories, UML diagrams** as needed for projects.
* Perform data analysis and system testing before checking code to SVN repository, ensure code meets the corporate standards.
* Led various initiatives to achieve significant performance enhancements and to automate processes using Unix scripting to address manual intervention. Monitor Control M / TWS jobs for recurring applications.
* Follow standard procedures set by the line of Business to ensure reports are AML/KYC compliant with process adherence and ensure proper evidences are uploaded into Instream Tool for Auditors.
* Assisted in all aspects of audits including AML/KYC related issues, risk assessments, audit planning, audit testing, control evaluation, report drafting and follow up verification of issue closure.
* Identify and modify defects, issues and priorities using **JIRA** and captured them into tracking log.
* Provide support for **Resiliency Events** (Disaster Recovery, Sustained Resiliency etc), work on implementation of **ITSM plans**, prepare resiliency documents like SLA (Service Level Document), TRP (Technology Recovery Plan).
* Perform day-to-day **Production Support**, attend incident calls and share status with **Resolver teams**, **Application development** team and Business Owners to ensure escalated issues are followed through and resolved in a timely manner, work on action plans and root-cause analysis of issues.
* Identified test accounts to be enrolled into UAT environment, prepare test plan and scripts, verify system requirements, involve in peer review of **SQL** test scripts and get UAT sign off from the Stakeholders.
* Participate and manage **Incident Management, Problem Management** and Change Management process to track Production issues/Customer issue, Root cause analysis, Resolution, **Change Implementation** and Reporting.

**Environment:** SAS BASE, SQL, SAS/MACRO, Oracle, Teradata SQL Assistant, UNIX Korn-Shell scripting, WinSCP, SVN, Python, Tivoli Job Console, ITSM/ITIL , UNIX , MS Visio, Instream Portal, Jira, Cyber Ark, Tableau, TWS Job scheduling, Control M, Agile development environment and Agile project methodologies, HP ALM, Snipping Tool.

***Aon Hewitt, India, HR Analyst / Associate Sep’2010-June’2012***

AON Hewitt is a global human resources (HR) outsourcing and consulting firm delivering a complete range of integrated services to help companies manage their total HR and employee costs, enhance HR services, and improve their workforces. My role was to maintain the financial and HR applications, keeping those systems running seamlessly and implementing enhancements.

* Ensure business requirements are properly configured, performed **impact analysis** and **gap** **analysis** and estimate the required effort, created **Functional Requirement Documents** and **Process Flows**.
* Created ad-hoc reports for stakeholders and validate new and existing reports for accuracy.
* Generated reports in the client specified format for domains Change of pay, Termination, annual pay award, Promotion and Demotion, Start and End of Secondment, Additional Bonus and Recognition & Spot Bonus.
* Develop **SQL script to fetch/analyze the required data**, perform daily system monitoring, verifying the integrity and data availability of all systems.
* Imported raw data files into **SAS datasets** and performed data manipulations on those to maintain user access, roles and permissions across all financial and HR systems.
* **Engaged in maintenance of jobs**, **documenting details**, monitoring and fixing abends.
* Generate outputs in excel and perform data validation and analysis. Create **Regression** suite for the team and verify all test cases and provide signoffs for the same.
* Partnered with Service request team to support post-production maintenance, queries from end users and maintain MIS report system to track issues and close the comments properly.

**Environment:** SAS, SAS/MACRO, SQL, Unix, MS Excel, Oracle, TOAD, Putty, Sybase, Siebel, MS Visio, Oracle, SAP R3

**Academic Credentials:**

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| **Degree** | **Course** |
| MSC (IASE University India) | Bio-informatics/Information Technology |
| BSC (Guwahati University India) | Bachelor of Science |