

EMPLOYMENT

Organization	From	To	Role
Tata Consultancy Services	June '21	Till Date	IT Analyst
Cognizant Technology Solutions	Feb '17	May '21	Senior Administrator

SUMMARY

4.9 years of experience in Global Business Intelligence with SAP BI tools (SAP BO, Lumira, UDT, IDT) Qlikview, Power BI, Snowflakes and SAP Analytics Cloud.

A persistent performer with high ability to manage concurrent tasks in a fast paced environment and handling varied roles that requires confidentiality, timeliness, problem solving and exceptional customer service in providing emphatic analytical solutions. Also, have good client relations and team management and communication skills.

An astute and buoyant learner, probing for an opportunity to work in a challenging environment that provides ample chances to learn and contribute.

SKILL SET

- SAP BO Admin
- Qlikview Admin
- HP ITSM Performance Manager
- SAP Analytics Cloud
- SAP Lumira
- SAP BW HANA
- Power BI
- Snowflakes
- Control-M

EXPERIENCE

**ATHENE (June 2021 to till date): -**

An insurance project designed to handle the critical SAP BO on live environments that was used across globe by close to 10,000+ users. Worked in support model to provide solutions to users in limited time frame. Have experience in three BO Versions (4.1, 4.2 and 4.3).

**1. SAP BO Admin:**

- Upgraded the BO platform from 4.2 SP6 to 4.2 SP8. Single handedly performed the entire upgrade activity.
- Updated the BO platform from 4.2 SP8 Patch 5 to 4.2 SP8 Patch6 individually.
- Installed 4.2 SP9 Patch 4 for AWS Business Objects POC.
- Handling the entire project individually.
- Responsible for creating Control-M restart jobs for daily BO services restart.
- Assisting users in IDT/UDT universe and connection retrieval issues.
- Maintaining the CMS and Audit passwords of all the environments and changing them upon expiry.

- Managing the Audit Data for all the environments.
- Taking CMS backup of all the environments when required.
- Handling of user requests in managed service metrics model adhering to SLA.
- Server Administration (startup/shutdown, managing the services).
- Creation of Web Intelligence reports for usage metrics.
- On demand support by reaching out to users on call or through skype to resolve the issues.
- Knowledge of proactive and swift measures to make sure environment is available to users 24X7.
- User provisioning (providing access), Security management (folders, universe, connection)
- Handling close to 5000 schedules that get delivered to users on a daily basis.
- Incident handling (assisting users for BO end errors).
- Service Request (Report, universe migration between environments).
- Scheduling of Jobs, monitoring and re-scheduling of failed jobs.

### **3M Global BW HANA Team (June 2017 to November 2017): -**

The project is a part of optimization of a qlikview application by converting it into a Lumira Discovery report for better performance as per client requirements. Optimized the HANA views by using multiple Calculation views.

## **2. SAP HANA Developer:**

- Takes responsibility as team and supported people in development tasks.
- Responsible for supporting and independently completing project tasks.
- Proven success in contributing to a team-oriented environment.
- Create, enforce, and adhere to HANA development standards.
- Working with large data volumes including structured and unstructured data.
- Developing SAP HANA information models such as Procedure and Hana Views (Attribute, Analytics and Calculation views) with graphical and SQL Scripting.
- Creation and enhancement of SAP HANA Web-based applications with emphasis on data modeling.

### **3M Global Business Intelligence Team: -**

The project is designed to handle the biggest SAP BO, Qlikview and Power BI on live environments that was used across globe by close to 50,000+ users. Worked in support model to provide solutions to users in limited time frame. Have experience in three BO Versions (4.1, 4.2 and 4.3)

## **1. SAP BO Environment:**

- Handling of user requests in managed service metrics model adhering to SLA.
- Server Administration (startup/shutdown, managing the services).
- Creation of Web Intelligence reports for usage metrics.
- On demand support by reaching out to users on call or through skype to resolve the issues.
- Knowledge of proactive and swift measures to make sure environment is available to users 24X7.
- User provisioning (providing access), Security management (folder, universe, connection)
- LDAP configuration.
- Handling close to 5000 schedules that get delivered to users on a daily basis.
- Incident handling (assisting users for BO end errors).
- Service Request (Report, universe migration between environments).
- Scheduling of Jobs, monitoring and re-scheduling of failed jobs.
- Fixing issues and bugs encountered when trying to run or develop Web Intelligence, Crystal or Lumira Reports.

- Assisting users in IDT/UDT universe and connection retrieval issues.
- Maintaining the CMS and Audit passwords of all the environments and changing them upon expiry.
- Managing the Audit Data for all the environments.
- Taking CMS backup of all the environments when required.

## **2. Migration Activity:**

- Part of the team performing SAP BO migration from SAP BO 4.1 to SAP BO 4.2 environment along with reports universes and other objects.
- Security Setup of the folder in BO 4.2 environment for 3M Australia.
- Handled migration of reports, universes and other objects to SAP BO 4.2 environment.
- Part of the team in offshore in migration for 3M Thailand from BO 4.1 to BO 4.2 and assisted the end users with all the testing post the upgrade.
- Part of the team for migration of BO reports for Europe users from BO 4.1 to BO 4.2 and assisted in post upgrade testing.
- Worked with the development team and assisted the users with the post migration issues.
- Worked with the team to setup the folders and files for Europe user's new projects and established the connections and IT data-sources.
- Individually owned up the migration for P2P/Q2C/Belgium/EHS/MIS/China/Hong Kong/Tax Finance Business Critical folders from BO 4.1 to BO 4.2 and assisted the users with post upgrade testing and issues.
- Individually owned up the migration for Europe Business Critical folders from BO 4.1 to BO 4.2 and assisted the users with post upgrade testing and issues. This is one of the biggest folder in our environment consisting more than 5000+ reports.
- Part of the team performing SAP BO migration from SAP BO 4.2 to SAP BO 4.3 environment along with reports universes and other objects.
- Individually owned up the upgrade from BI 4.3 Patch 1 to BI 4.3 Patch 4 to overcome the bugs.

## **3. Server Monitoring:**

- Monitoring the servers (Dev, QA, UAT and Production environments) closely for BO, Power BI and Qlikview and make sure they are available 24\*7 to the users for their activities and daily tasks.
- Intermediate Proficiency in managing performance monitoring and tuning in Business objects, qlikview and Power BI environments.
- Improved the server performance by creating new serves as required and coordinated with SAP team for the same.

## **4. Power BI Activities:**

- Development and monitoring of Power BI Dashboard that provides the COVID – 19 status of 3M employees across all the sites.
- Development of Power BI Dashboard that provides the COVID – 19 back to work status and the symptoms of 3M employees across all the sites.
- Managing the Power BI Gateways and assisting the users in creating new DSN's, scheduling the dashboard refreshes and assisting in other Adhoc requests and issues.

## **Qlikview Activities:**

- Creation of QV Task.
- Modifying the existing Tasks (Changes in security, reducing methods, etc.)
- Migration of the applications (From Development to Test to Production)
- Manual Execution of Jobs (Addressing ad-hoc requests, rerunning failed ones)
- Monitoring and Recycling of Hung QV Services.
- Creating Server Data Source Names for QV applications.

- Setting up of QV 12 environment, migration of applications, publishing tasks, installation of QV Plugin and licensing.
- Creating External Schedules from Windows Task Scheduler in Qlikview.
- Part of team in migrating the Global QV applications from QV 11 to QV 12.20.
- Part of team in migrating the China QV applications from QV 11 to QV 12.30.

### **SAP Analytics Cloud:**

- Intermediate proficiency in SAP Analytics Cloud.
- Have hands-on experience in creating Stories and Analytics application in SAC.
- Part of a team in which we did POC in creating a sales dashboard for Volkswagen and Audi using SAP Analytics Cloud Analytical Application and Planning Model.

### **HIGHLIGHTS**

- Individually handling the entire project and performed all the migration, upgrade and patching activities single handedly.
- Part of the offshore team while migrating reports from BO 4.1 to BO 4.2 environment.
- Created RFP and planned and assisted our PG&E team to create BOBJ upgrade plan, approach and provided the required solution to upgrade from BI 4.1 to BI 4.3.
- Migration of 100+ applications and their bookmarks from QV 11 version to QV 12 Version.
- In the team from offshore and brought about process improvements in Managed services metrics SLA maintenance.
- Part of the team to standardize processes involved in support projects throughout the practice.
- Part of the team to setup tools for the automation of the activities.
- Part of the team while setting up various security access levels and folders structures in 4.1, 4.2 and 4.3 environments as per user requirements.

### **EDUCATIONAL QUALIFICATION**

**KPR Institute of Engineering and Technology**  
B.E (ECE) -- 7.77 GPA (2016)

**Sri Ramakrishna Vidyalaya Matric.Hr.Sec.School**  
12th -- 90% (2012)

**Sri Ramakrishna Vidyalaya Matric.Hr.Sec.School**  
10th -- 86% (2010)

### **AWARDS & RECOGNITIONS**

- Appreciated by the clients for handling the project single handedly.
- Appreciated by the clients for handling the migration, upgrade and patching activities single handedly.
- Appreciated and awarded as the star performer for being the key resource and handling the entire project.
- Appreciated by multiple clients in completing all the daily activities on time and for immediate on time assistance.
- Appreciated by Project Director on having good customer relationship and assisting them with their timely issues promptly.
- Appreciated by project manager on handling whole project alone and working hard to complete all daily activities.
- Winner of Analog Maker Contest Conducted by Texas Instruments which was held at College level.
- Appreciated by Cognizant Academy for training the Entry Level Trainees in SAP BO.
- Appreciated by clients for conducting interviews.

