

Rupam Jha

Lead Analyst

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Professional Summary

- 9 years of industry experience in different area like **Tableau Developer**, Quality Assurance (Manual and Automation) and Business Analyst and having the domain knowledge of Telecom , Work Force Management, Healthcare and Insurance.
- Understanding the core need of the client, and Collaborate with Cross functional teams to get the job done
- Emplace business and functional requirements.
- Well versed in preparation of Visualization using Tableau desktop.
- Continuous Improvement and Evaluation of services and solutions.
- Well versed in Planning, Documentation, Quality evaluation, User Acceptance and Closure processes.
- Flexible and versatile to adapt to any new environment with a strong desire to keep pace with Latest technologies
- Self-motivated and highly ethical in all work related assignments.
- Possess good analytical and problem solving skills.

Technical Skill Set

Operating Systems	Windows 2000/XP/7& UNIX
Databases	Oracle 10g & 11g, SQL Server
Tools & Utilities	Tableau Desktop, Tableau Server, Tableau Prep, SQL Developer, Rally, Quality Center, TDP, Selenium web driver, Eclipse, Conformiq creator, Oscar, SOAP UI, Postman Client, Putty, UltraEdit and Winscp
Client Specific Tools	Req Pro, PRISM, CRAFT Automation Tool etc.

Projects Experience Highlights

Wipro Ltd.,Gurgaon

Project #1:

Project Name : CBA-Onyx
Client : Multiple(Anheuser Busch, Ryan specialty, HGV etc..)
Duration : August 2019 to present.
Domain : Healthcare and Insurance
Role : Lead Analyst

Project Summary:

CBA (Core Benefit Administration) is a process in which healthcare and insurance data is gathered and analyzed for any issue, in order to provide a smooth service to client.

Contribution:

- Understanding the KPIs and Requirement Documents.
- Working with data warehouse teams and understanding data.
- Writing SQL queries for Data analysis and fetching relevant data.
- Data Preparation and ETL (Extract, Transform and Load) using Tableau Prep
- Designing, Developing and testing reports using Tableau.
- Generated workbooks from multiple data sources using data blending.
- Designed, developed and implement a BI solution for Sales, Product and Customer KPIs.
- Preparation of Dashboards to be presented to Leadership team to have a clear understanding of work volume and issues reported in various projects.
- Well versed in Tableau Data visualization tool with hands on experience of 4.5 years approx.
- Conducting Kick-off, Knowledge transfer & Demo sessions.
- Leading a team of 4 people to oversee their day-to-day operation.
- Conducting 1 on 1 discussion with team members to understand their aspirations and resolve issues if any.
- Handling multiple Clients end to end as a lead Analyst.

Xavient digital powered by Telus international, Noida

Project #1:

Project Name : WLN-Amdocs Billing
Client : TELUS International
Duration : Dec 2018 to Aug 2019.
Domain : Billing
Role : Sr. Software Engineer

Project Summary:

Billing is a group of processes of communications service providers that are responsible to collect consumption data, calculate charging and billing information, produce bills to customers, process their payments and manage debt collection.

Contribution:

- Was involved in transition of the entire Billing Module from Amdocs to Xavient.
- Mediating between clients, business teams and technical team to prepare proper handover documents.
- Was involved in testing phases like Test Planning, Test case writing, Script creation, Test execution, Defect Management, Tracking & controlling the testing activities as per project schedule.
- Conducting Kick-off, Knowledge transfer & Demo sessions.

Tech Mahindra Ltd., Noida

Project Name : Dispatch-Tech-Inter-A (GCAS web applications)
Client : AT&T
Duration : August 2013 to Dec 2018.
Domain : Telecom
Role :Sr. Software Engineer

Project Summary:

GCAS (Global Craft Access System) is a front-end application which dynamically assigns, manages, and tracks work assignments for technicians working inside central offices. It provides different services to Technicians like driving directions, perform Billing, Time Reporting, Materials and multitude other functions like look up of facility assignments, performing cable pair change, sales referrals, Stock Ticker etc.

Contribution:

- As a team member, was responsible for the following –
- Managing change requests by clients and obtaining sign-off on the user- acceptance test
- Communication with clients to analyze the current state and proposal of new solutions.
- Mediating between clients, business teams and technical team to solve issues pertaining to product and to ensure full life-cycle implementations
- Involved in Database (SQL) Testing.
- Preparation of scope of work and proposal documents, shared for review & sign-off from stakeholders
- Coordination with stakeholders for finalizing and user acceptance test criteria
- Leading trainings for clients and internal team.
- Provide deployment support during integration of code and UAT.
- Experienced in - Functional, Database, Interface, Compatibility and Regression testing.
- Worked as an SME for content projects with involvement in testing phases like Test Planning, Test case writing, Script creation, Test execution, Device testing, Defect Management, Tracking & controlling the testing activities as per project schedule.
- Conducting Kick-off, Knowledge transfer & Demo sessions.
- As a part of COE-Testing , helped to develop Tableau Dashboards solutions for the Top managements and Stakeholders.

Training / Certifications / Achievements

- UNIX overview (internal)
- SQL (internal)
- Automation Engineering Basic Certification.
- CA Lisa r7.0: Virtualize Fundamentals 200
- Data Visualization using Tableau-UPX

Scholastics

- B.E in Electronics & Telecommunication (70%) from SVP CET, RTMNU in 2012
- XIIth from K.V.No.1, Delhi cantt-10 (72%) in 2008
- Xth from K.V.No.1, Delhi cantt-10 (82%) in 2006

Personal information

- Marital status : Married
- Date of birth : December05, 1990
- Sex : Female
- Languages known : English and Hindi
- Nationality : Indian

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

Rupam Jha