**YASH P. PATEL**

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# EDUCATION

**Bachelor of Science, Information Systems College Park, MD**

University of Maryland at College Park January 2020 - May 2022

# SKILLS

Operating Systems Windows7/10/Vista/Linux/Mac OS

Programming PHP| Python| Bootstrap| HTML| SQL| VBA| Sublime| PUTY| UNIX/Linux shell scripting|

Soft Skills. Decision Making| problem-solving| Team Player| Communication| Critical thinking and analysis| Organizational skills|

Business Analysis|

Software Tableau| Visio| Visible Analyst| SQL Server| OEM | VBA| Sublime| MS Office| SQL developer | JIRA Confluence|

# EXPERIENCE

**CGI Federal** **Fairfax, VA**

*Oracle Database Administrator* Nov 2022 - Present

* Performs general database administration task such as verify backups, confirm successful completion of daily RMAN.
* Spearheaded the adoption of OEM for database automation and monitoring; improved response time to critical issues by 70% and reduced system downtime by 40% in a team of 5 DBAs.
* Troubleshoots database and golden gate issues in all environments.
* Carry On call support every other week and perform morning checkouts and support any calls during off-hours and support deployments.
* Creates info ticket and snow ticket with CMS, CDS to add extra space on a particular server or a database.
* Troubleshoots and resolved user connectivity and account lockout issues.
* Provides guidance and recommendations for efficient use of database resources using various Resource Management techniques.
* Writes UNIX commands to change passwords for the database and check the golden gate status for a specific database.
* Generates AWR report for a specific database and for a specific timeframe.
* Provides documentation to end-users and ensures proper hardware and software configurations. Analyzes proposed change requests to ensure consistency with organizations' program direction; evaluates various hardware and software available; coordinates implementation via status meetings; provides guidance and notifies appropriate users of change.
* Performs technical IT data management functions and designs tools and techniques for analysis of data, Provides IT support in the normalization, installation and/or implementation of IT databases.
* Uses basic IT analytical techniques to research work methods and procedures to perform successive steps to perform limited, conventional IT work/projects.

*Business Analyst (Consultant)* **Baltimore, MD**

Jan 2022 – Oct 2022

* Analyzed information from large-scale data comprised of CMS customer feedback through survey responses, call logs, and other data sources. Perform detailed analysis, give insight into customer pain points, recommend potential improvements and business solutions, and assist with implementation.
* Supported in testing activities including test preparation, ensuring test cases and scripts cover all requirements and design specifications. Writing automated and manual test cases and test scripts based on requirements and users, which improved business efficiency by 15% QoQ.
* Proactively bringing issues and problems to the attention of the team; generating, proposing, and implementing innovative solutions to solve them.
* Updating product documentation and help files for new or existing functionality for the clients.
* Provided support for the client (CMS) center of Medicare & Medicaid services. Open Payments Project as a Business Functional/technical Analyst.
* Assisted with creating JIRA tickets, including entering user stories, tasks, running sprints, and executing reports, and updating the JIRA with latest details and closing the tickets.
* Provided functional input and background for backlog and new CRs that are discussed internally and with (CMS) Centers for Medicare & Medicaid services.
* Established and maintain a business relationship between the customer and developers, process specialists, and other subject matter experts.
* Performed data analysis on the error which were generated by the system when Physicians and Non-Physicians submitted their data which did not match the validation.
* Helped with analyzing and designing information systems and software with Knowledge of structured analysis and design methodologies.
* Translate business requirements and technical information into non-technical terms for communication and collaboration with development, operations, and leadership groups.
* Collected, analyzed, developed, documented, and communicated business strategy requirements.
* Contributed to the business short-and long-term planning sessions and provided input (from a business and IT perspective) to ensure understanding of business goals and direction.
* Investigated and fixed technical issues in the integration of digital documents between front-end and back-end applications; successfully assisted company and client online interactions.
* Worked with and assisted client facility management teams in investigating and resolving issues within respective applications.
* Did data analysis of 4 million data sets stored in the client systems to maintain the list of active membership of physicians and non-physicians in the clients database.

# ACTIVITIES

## Bochasanwasi Akshar Purushottam Swaminarayan Sanstha Beltsville, MD

*Youth Coordinator* June 2015 – Present

* Led more than 1000 group of people in walkathon for raising funds to protect nature conservancy for different communities.
* Assisted communities cleaning roadsides and open areas of accumulated litter and trash, beautifying space for all.
* Organized food drives for 900 individuals and families to support throughout one’s financial crisis.
* A key member of the Audio-Visual Team and designed multimedia productions for 2000 audiences.

# RELATED PROJECTS

**Academic Projects**

System Analysis and Design:

* Built Survey Phase Report of the Board and Brew business to help them using POS system to gather data of customers and improve their customer service with promotions emails directly sent to their emails.
* Deliver filters within the POS system that will enable customers to be placed in a specific category based on what they order from the store.
* Developed the Design Phase Report which includes logical system design with data flow diagrams of the proposed system.
* Designed Physical system design which includes candidate system solutions, then also created feasibility analysis matrix, physical DFDs, and provided input and output screen/forms with implementation plan.

Database Systems:

* Served as Database administrator and project lead in the completion of 80+ medium- to large-scale implementations, managing projects from business requirements analysis to solutions delivery and support.
* Developed and tested storage strategies and disaster-recovery plan for University of Maryland lacrosse sports team
* database, delivering solution that guaranteed recovery performance and high availability.
* Continuously assess and evaluate data integrity and quality and implement measures and/or processes for improvement
* Provided information systems (IS) consulting to a University of Maryland lacrosse sports team.
* Created documents for technical & business user requirements during requirements gathering sessions.
* Written complex SQL queries using different subqueries.
* Created Table and stored data within the table and then write queries to get the results of the data stored within the tables.
* Created database design using schema and ERD diagram. Convert ERD into relational schema including identify primary, foreign keys to generate business rules and determine referential integrity respectively.
* Produced WH business questions and answered them with complex SQL queries in SQL Server Management studio and create data visualization with SQL data in tableau.

Essential Programming Skills for Business Analytics:

* Developed and constructed algorithm pseudo-code using Microsoft VISIO.
* Programmed an excel worksheet with 4 commend buttons to generate one input number, two lists, one chart, and clear the values in specific ranges and chart while coding in Visual Basic.
* Designed a script deploying Python to prompt user to type in a positive integer to roll a dice between specific numbers to generate report counts and percentage distribution in text.

Information Systems projects:

* Managed projects according to core team timelines and provides input to those timelines
* Developed and coordinate the project progress and monitor the creation and status of all related project artifacts
* Created a Logical system design models of the proposed system with data flow diagrams accompanied by the input, output, and the nature of each of the primitive process.
* Designed the input and output of the physical system of the client’s system.
* Planned the website design for the client and then initially created a website through a software called sublime with all the features of scope.
* Implemented the Bootstrap grid to structure content.
* Connected a website to SQL database through writing a php functionality within the HTML code that will store the data automatically when it’s entered in website.
* Created a visualization of data that was stored in the database with the help of tableau.