**ARUN RAGHAVAN**

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**Summary:**

* Over 11years of strong technical exposure and competence in handling Client server, Data Warehousing and Business Intelligence applications.
* Arun is an IBM Certified Specialist, IBM Certified Developer, and an IBM Certified Administrator (Please refer to the attached IBM Cognos Transcripts)
* Technical expert with the necessary behavioral, domain , project management skills and customer management skills
* Practical Knowledge of **DQM-Dynamic Query Mode**, implementation expertise with **Cognos 10.2 Dynamic Cubes** and deployed Cognos 10.2 Dynamic Cube applications.
* Managed the deployment of Cognos 8.4 and 10.1 including installation, configuration, maintenance, content management, and system optimization.
* Developed, deployed Consumer Centric Dashboards, Production, Drill through reports, and Ad-hoc packages using IBM Cognos Suite of products.
* Extensive 10 years of hands on experience with IBM Cognos Suite of Products (Cognos Impromptu, Powerplay, Cognos 7 EP Series, Cognos ReportNet, Cognos 8.4.1, 10.1, 10.2 Cognos TM1, Cognos BI , Cognos Express)
* Automated the enterprise “Reports and Dashboards” scheduling process using Cognos **Event Studio** and by creating the required Stored Procedures, Packages and Triggers.
* Created durable, flexible IBM Cognos TM1 Models and TM1 application objects manually as well as using **Cognos TM1 Turbo Integrator, TM1 Architect, TM1 Performance Modeler**, and **Cognos Insight**.
* Used best design techniques, best practices for building consumer centric IBM Cognos BI and Cognos TM1 applications and to reduce maintenance.
* Built processes to load, delete, update and to maintain the Models using TM1 Architect , TM1 Performance Modeler, and Cognos Insight.

**Certifications:**

1. IBM Cognos Certified Specialist (Cognos TM1 10.1 Data Analysis)
2. IBM Cognos Certified Developer (Cognos TM1 10.1)
3. IBM Cognos Certified Administrator (Cognos 10 BI)
4. IBM Cognos Certified Developer (Cognos 10 BI Metadata Models)
5. ReportNet Product Professional Advanced Authoring
6. Cognos ReportNet Administration Product Professional
7. Cognos ReportNet Product Professional Metadata Modeling
8. Cognos Impromptu Series 7 Product Professional
9. Cognos PowerPlay Product Professional Version 2
10. Cognos PowerPlay Series 7 Product User Version 2
11. Cognos PowerPlay Web Series 7 Product User Version 2
12. Cognos Impromptu Series 7 Product User
13. Cognos ReportNet Product User
14. M15 HP Quality Center 9.2
15. M16 HP QuickTest Professional 9.2

**Technical Skills:**

Databases : Oracle 8i, 9i, 10, 11, SQL Server 2000, 2005, 2008 and DB2

OLAP Tools : IBM Cognos (6, 7, 8.1, 8.2, 8.3, 8.4,10.1 and 10.2), Microstrategy

8.0.2 and 9.0.1 (Desktop, Web, Mobile, OLAP and Architect)

Data Modeling :Cognos Framework Manager, Dynamic Cube Designer, TM1

Peformance Modeler, Cognos Insight, TM1 Architect

Languages : SQL, Java, Visual Basic 5.0

Administration :Cognos 7, 8.3,8.4, Cognos 10.1,10.2

**Education:**

PGDMCH (Post Graduate Diploma in Microprocessors and Computer Science)

Master of Science (Physics)

Bachelor of Science (Physics)

**Professional Experience:**

**UTI Worldwide, Portland, OR 07/13 - Present**

**Sales Reporting - Dynamic Cubes Implementation**

**IBM Cognos 10.2.1, Microsoft SQL Server 2008, Cognos Framework Manager,**

**Cognos Cube Designer, Cognos Dynamic Query Analyzer**

**Sales Reporting - Dynamic Cubes Implementation**.

Phase 1 Strategy: Build the Tradelane Activity component of the Sales Data Mart with the ability to drill to the shipment details. The drill across capability is very critical in the Tradelane Activity report in Cognos Analysis Studio. Enable end users/ consumers to perform analytics using Cognos Analysis Studio, export them to Excel or PDF format and distribute the reports to the sales team. In addition, provide the business user access to some key Operations reports such as the FF0047 Intercompany, Top 100 Client Comparison Report and Trade Lane Report.

Phase 2 Strategy: Build the Client Activity component of the Sales Data Mart with the ability to drill to the invoice and charge code level. Convert the Cognos Analysis Studio reports, graphs, charts and dashboards created in Phase 1 to Cognos Report Studio reports (static reports meant for distribution to a larger audience) for automated support to the Sales Team and others through the BI Portal or other automated distribution methods. Enable few Cognos Analysis Studio users from the sales team to continue with Cognos analytics.

Responsibilities:

* Prepared an overall design. Perform hardware assessments.
* Determine operating system administration changes. Perform middleware installation and maintenance.
* Design the database physical model. Design the multi-dimensional model.
* Gather business requirements. Design the logical model. Prepare the security definition.
* Design dynamic cubes. Define security rules and views.
* Configure and manage IBM **Cognos 10.2.1** dynamic cubes.
* Manage security of IBM Cognos objects, including dynamic cubes.
* Manage IBM Cognos data sources. Assign users to security views.
* Evaluate overall performance. Run Aggregate Advisor.
* Author reports, analyses or dashboards for use by collection of users

**Arizona Public Service (APS),**

**Pinnacle West Capital Corporation., Phoenix, 85004**

**July 2011 – Till date**

**Microstrategy To Cognos - Report Conversion Project & Solar Dashboard Project**

**IBM Cognos 10.1, Oracle 11g, SQL Developer, Microstrategy 9.1**

**Microstrategy To Cognos - Report Conversion**

Arizona Public Service (APS), generates sells and delivers electricity and energy-related products and services. APS serves more than a million customers in 11 of Arizona’s 15 counties, and is the operator and co-owner of the Palo Verde Nuclear Generating Station – a primary source of electricity for the Southwest.

At APS there were about 840 Reports both Operational and Business Intelligence, of which 800 MicroStrategy v9i reports and 40 Business Objects XIr2 reports. APS wanted to convert all the above mentioned reports to the corporate BI tool Cognos 10.1. As part of the conversion process APS was interested to analyze the existing reports and develop a strategy to consolidate the existing BI Reports to a reasonable number where feasible.

 The total composition of the reports are: - 20% complex, 50% medium and 30% simple.

**Roles & Responsibilities:**

* Migrated 31 very complex reports (long running, Multi fact and Multi-grain) and 24 reports of medium complexity (Conditional formatting and exception handling) from Microstrategy to IBM Cognos
* Reviewed, validated and helped other developers to fix at least 20 migrated reports.
* Created IBM Cognos Event studio Monthly and Daily Agents and Event conditions and scheduled multiple reports for different schedules.
* Created multiple “Stored Procedures”, to work with the Cognos Event studio - Agents and Jobs” for Scheduling multiple Cognos reports in replacement of the Microstrategy Narrowcast Scheduled Reports.
* Contributed effectively for the efforts to upgrade from Cognos 10.1.0 to Cognos 10.2.
* Established the environment, developed validated and deployed the IBM Cognos TM1 applications for the IBM Cognos TM1 Proof of concept initiative.
* Worked with IBM support people to resolve the issues with the IBM Cognos TM1 Proof of concept initiative.
* Created 3 complex drill-through reports for Solar dashboard project.

**NIKE Inc., Oregon 97006**

**June 2011 – Jan 2012**

**GTM Sales BI - Asia RDM Support**

**IBM Cognos 8.4.1 and Cognos 10, SQL Assistant, Oracle 11g, SQL Developer, Teradata 13.0**

**GTM Sales BI - Asia RDM Support**

Asia Regional Data Mart is a for the greater Global Sales Reporting Consolidation initiative which will:

* Support the corporate strategic direction to adopt EIS and consolidate geography data marts
* Transition geography sales reporting onto one platform, and divest of all geography sales data marts
* Replace Asia RDM functionality to the global platform (EIS/Teradata) to increase stability and supportability
* Leverage the global platform to create integrated reports (ex: sell thru + billings) for JP/CN that have future compatibility w/other Geographies (value added process improvement)
* Leverage the Cognos reporting tool to produce more timely reports (reduce, possibly eliminate, manual effort in report creation).

**Roles & Responsibilities:**

* To support Business users for the IBM Cognos reports, dashboards and applications.
* To clarify Business users with respect to documented features.
* To troubleshoot issues when Business users are experiencing unexpected results.
* To participate and contribute in EBI change control meetings on daily basis.
* To monitor IBM Cognos reports, dashboards and application performance and to apply optimization techniques.
* To improve report performance of all reports dashboards and Cognos applications.
* To manage both the onsite and offshore BI Cognos production team members to fix issues.
* To update the client managers with the daily issue status and resolution methodology.
* To support the transition to a managed ad-hoc model using the Cognos Connection portal as an access point for reporting.

**American Express, AZ 85029**

**Mar 2010 – Apr 2011**

**IDN B2B -Onsite Dev Lead**

**SYBASE IQ 15.0, SQL advantage, Interactive SQL, UNIX, Microstrategy 9.0.2**

**IDN B2B WS2 - Work stream 2 Exposures**

This project built a global capability that had

* Aggregated dispersed information into one single warehouse
* Improved the accuracy of exposure and collateral information
* Report exposure and collateral information on a daily basis
* Provided a single interface for Risk Officers to take risk mitigating actions (hold funds, change payment plans) on merchants in a timely fashion
* Provided users the ability to manage the Risk-related functionalities like Non-Delivery Factors, Non-Cash Collateral, Post Liquidation Inputs

**Roles & Responsibilities:**

* Worked with client to gather requirements and prepared technical specifications Documents.
* Involved in design of proto type of reports based on requirements.
* Communicate offshore working team to explain client requirements and develop reports.
* Actively involved in walkthroughs and meetings with Business team to discuss related issues and review of the Objects and reports.
* Responsible for keeping team members on track toward completing the terms of goals.
* Communicated detailed requirements and concepts to developers
* Ensured requirements are understood and implemented.
* Trained developers to understand IDN standards and capabilities.
* Consulted with DBA's as needed during design and development
* Responsible for Code review and Code migration to UAT and Production environment

**ALFA Insurance, Montgomery, AL**

**Feb 2009 – Oct 2009**

**BI Technical Consultant**

**Cognos 8.3(BI Server, Metrics Server, Framework Manager), Teradata, Informatica 8.1**

**BI Dashboard Development**

This initiative for ALFA was aimed at providing the executive management ‘One Single Screen’ insight. This one consolidated screen answered all the informational needs of an ALFA executive for the organization's daily performance with the following components.

* Visual Status of key performance areas and display of critical indicators
* Infinite drill-down to any level of information from one common place

With a dashboard in place, the unnecessary circulation of stacks of reports to get an overall perspective was eliminated. It captured real-time information for monitoring key metrics, generating alerts whenever the metrics went below the defined threshold values, thus empowering the decision makers to take corrective measures quickly.

**Roles & Responsibilities:**

* Interacted with the ALFA business users to get the reporting requirements
* Worked as a “Cognos BI - Subject Matter Expert” to refine the requirements
* Worked collaboratively with Development managers to provide work estimates for executing designs.
* Secured the Cognos 8 BI Environment (Defined authentication and authorization)
* Administered the Cognos 8 BI Server Environment (Dispatchers and services) using Cognos Administration
* Developed and maintained a set of product standards that ensure consistent usability and high performance that result in a satisfying customer experience.

**CSAA - California State Automobile Association**

**Sep 2007 – Dec 2008**

**QA-DW Testing Team Lead**

**Cognos 8.3, HP Quality Center 9.2, Informatica 8, Oracle 9i, DB2, Epiphany Reports**

**EDW - Data Warehouse Phase I & II**

The EDW (Enterprise Data Warehouse) provided a consolidated data environment for the client. The primary goal was to provide a data storage, delivery and reporting environment that allowed business user, easy access to the client's data assets. The approach was to implement small manageable pieces or data marts that could return benefit to the user community. This program, driven by information system focused on producing integrated data, business intelligence and reporting capabilities to the client.

**Roles & Responsibilities:**

* Developed desired test cases for functional, system, integration and regression testing for the various environments ( Source, DW Stage, Data Warehouse, Data Mart Stage, Data Mart, Cognos Reports and Epiphany Reports)
* Validated change data capture in stage and data warehouse tables for different transactions in the business scenarios (Renewal, Add associate, Cancellation, Upgrade, Downgrade, Reinstatement, Address change and Locked Transactions).
* Created test scenarios and test cases based on the test plan, executed the test cases in Mercury Quality Center 9.2.
* Reviewed the test cases and their associated results / defects with respect to the requirement to enhance defect tracking system.

**American Express, AZ 85029**

**Feb 2007 – Nov 2007**

**Application Architect – (DW&BI Tech Lead)**

**Informatica 7.1.4, Microstrategy 8.1.1, DB2 Version 7 on AIX UNIX**

**FFRF(Flight Finder Room Finder) REPORTING**

This reporting layer will provide the MR business insight into what redemption activity is being completed through the FFRF –Flight Finder Room Finder application. Since FFRF covers MR and partner redemptions, the scope of this reporting will cover all point/mile activity whereby the customer was able to book a flight or room through FFRF. The purpose of this reporting is not to provide a complete view of activity within FFRF, only the redemption based activity. Thus activity around user navigation around the site, partner searches or adding partner accounts to the MR accounts is not included.

**Roles & Responsibilities:**

* Worked with client to gather requirements and prepared technical specifications Documents.
* Communicate offshore working team to explain client requirements and develop reports.
* Responsible for keeping team members on track toward completing the terms of goals.
* Involved in installation and configuration of Micro strategy 8.1.1.
* Creating **Schema Objects** (**facts, attributes, hierarchies, Transformations**) and application objects (**filters, prompts, metrics, reports**) needed to create the micro strategy objects necessary for the deliverable.
* Architected the project and created all the necessary schema, application and configuration objects.
* Creating advanced metrics (level, conditional), **filters, consolidations, custom groups** and reports with VLDB properties.
* Involved in partitioning the tables, indexes and management of the schema objects.
* Involved in optimization of code and tuning queries for performance.
* Involved in tuning the application Queries using Explain Plan.

**Liberty Mutual / Indiana Insurance –Indianapolis, IN 46240**

**Aug 2006 – Dec 2006**

**Onsite Project Lead**

**Informatica 7.2 on Unix, Hyperion Brio 8.3, DB2 Version 7 on AIX Unix**

**CLORDS – Operational Reporting**

This project was to construct an Operational Data Store – CLODRS and to populate it with data from various source systems using Informatica. Customer wanted to develop Hyperion Brio reports as similar to the existing mainframe reports whose source was one of the legacy systems.

**Roles & Responsibilities:**

* Coordinated with offshore team of 5 members to create mappings and to move data from Various Systems to Operational Data Store – CLORDS.
* Developed standard and re-usable mappings and mapplets using various transformations like expression, aggregator, joiner, source qualifier, router, lookup, and filter.
* Managed offshore team of 4 members to create **Hyperion Brio Reports** from the CLORDS to support client's enterprise reporting strategy.

**MetLife, Alpharetta, GA 30004 Jan’06 – Aug ‘06**

**Onsite Project Lead**

**Cognos ReportNet 1.1, Windows 2003, DB2 Version 7**

**Group Annuity Reporting (Migration VB Applications to CRN)**

This project was to convert three enterprise VB applications into Cognos ReportNet. To design, build and to deploy the “Group Annuity Reporting” application, I provided expert advice and coordinated the entire process right from requirement analysis till deployment. Within a very short period of time, I designed a data model to meet its completeness with the help of my CRN experience and expertise. I delivered this end to end solution in time and I got commendable appreciations from the client.

**Roles & Responsibilities:**

* Defined users, groups, and roles to maintain security and made reports available to business users
* Data modeled the new Cognos FM model with reference to the existing VB application based on reporting requirement.
* Managed the offshore team to make the VB to ReportNet migration process effective in support of client's enterprise reporting strategy.
* Configured the complex security authentication provider when the custom namespace was shared by multiple user groups
* Secured the Cognos 8 BI Environment (Defined authentication and authorization)
* Deployed the application in the ReportNet Server both in UAT and Production environments.

**MetLife, Bridgewater, NJ 08876**

**June 2005 – Dec 2005**

**Cognos Developer**

**Cognos ReportNet 1.1, Cognos Series 7 Version 3, Windows 2003, DB2 Version 7**

**LTC - Account Status - Enhancement**

This assignment was to enhance “LTC - Long Term Care” Data mart based Cognos OLAP Power cubes and to solve the inability of the cube for Drill-Through and to increase its functionality. I redesigned the model to use a single source for the cube and for the ReportNet report by generating the IQD from Framework Manager and by eliminating the Impromptu. I resolved the issues with the “Drill-through reports” from PowerPlay Cube to ReportNet.

**Roles & Responsibilities:**

* Requirement Analysis, preparation of functional and technical specification documents with respect to the Cognos ReportNet and PowerPlay environments.
* Data modeled to redesign the existing impromptu based drill-through to ReportNet to support client's enterprise reporting strategy.
* Automation of the whole PowerPlay Cube creation, publishing processes with batch script in the windows server environment
* Deployed the enhanced LTC Account Status cube in the ReportNet Server – UAT and Production environment

**Amgen Europe Inc Project - Cognizant offshore, India**

**May 2004 – Apr 2005**

**Cognos Developer**

**Cognos EP Series MR 2, Cognos PowerPlay Enterprise Server, Window 2000, Oracle 9i**

**Europe Activity Reporting**

Activity Reporting Data Mart provided an analytical and transactional reporting environment for Sales and Marketing. There were multiple sales and activity reporting data sources currently in use. This project has enhanced the situation by: Standardizing report measures and templates across business units, substantially reducing the number of reports generated on a regular basis, thereby minimizing the associated operational labor, Standardizing the reporting delivery methods.

**Roles & Responsibilities:**

* Created Reports using Cognos Impromptu as per reporting requirements
* Created Multi-Dimensional Cubes using Transformer for reporting in PowerPlay.
* Created documentation using MS Excel and tested the report against data base

**Amgen Europe Inc Project - Cognizant offshore, India**

**Aug 2003 – Feb 2004**

**Cognos Developer**

**Cognos EP Series MR 2, Cognos PowerPlay Enterprise Server, Window 2000, Oracle 9i**

**“SMART” Warehouse Development**

**SMART Data warehouse has been** providing an analytical and transactional reporting environment for Sales and Marketing. Minimizing the required number of Cognos Cubes and optimize the Cube dimensional model, thereby simplifying the data analysis process for business users. This project ensured reporting consistency across all business units.

**Roles & Responsibilities:**

* Created and maintained catalogs using Cognos Impromptu 7(EP Series MR 2)
* Created Reports using Cognos Impromptu as per reporting requirements.
* Delivered various management levels with reports, time series, graphs and charts.
* Distributed different types of reports (crosstab, free-form, Powerplay and sub reports) to the different hierarchy of consumers.