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**Farhanaz Syed**

**Sr. MicroStrategy Administrator**

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# Professional Summary:

* Over **7+** years of IT experience in **MicroStrategy Development/Administration, Database Administration.**
* Over **6** years of experience in **Business Intelligence(BI) Project Development and Implementation** Using **MicroStrategy 10.x/9.x/8.x Product Suites** including **Desktop/Developer, Web, Architect, Intelligence Server and Report Services, Object Manager, Command Manager, Integrity Manager, Enterprise Manager.**
* **MicroStrategy Certified Administrator (MCA)**
* Excellent Performance **diagnostics/troubleshooting** experience all MicroStrategy products Proficient in **Snowflake/Star schema design** techniques, **logical** and **physical** modeling. Expertise in **Data Warehousing**, **Data Marts**, **Dimensional Modeling.**
* Exclusive knowledge in **creating and integrating MicroStrategy objects - Attributes, Facts, Metrics, Filters, Prompts, Templates, Consolidation and Custom Groups, Drill Maps, Grids, Intelligence cubes, Documents and Dashboards.**
* Experience with **Visual Insight Dashboards & Prime Cubes in MicroStrategy v10.x**
* Strong working experience on relational databases **like Teradata, Netezza, DB2, SQL Server**
* Strong experience in developing **dynamic dashboards and scorecards** using new features like **Widgets** and **Selectors**.
* Designing Data Mart using different **multidimensional modeling** techniques such as **Star Schema** and **Snowflake Schema**, **Fact** and **Dimensional** tables, Logical and Physical data modeling and Security and deployment.
* Hands on Experience in Creating Documents from multiple Datasets like **Map Application** Diagram, **Grid &amp; Graph.**
* Have Good understanding of **Intelligence cube (I-cube),** custom group and consolidation in Microstrategy**.**
* Experience in **integrating Big Data systems with MicroStrategy & developing VI dashboards.**
* Efficient work experience in creating **complex reports** in **MicroStrategy Developer** and **Web user interfaces** using key features like Templates, Filters, Prompts and advanced Metrics.
* Extensive knowledge of **SQL, PL/SQL, TSQL** programming and worked on very large databases like **Oracle** 12c/11g/10g/9i, and **SQL Server** 2005/2008, **Teradata** V2R5/V2R4.
* Experience in Upgrading **MicroStrategy**, Configuring **Intelligence Server**.
* Experience includes but not limited to implementing all phases of the **System Development Life Cycle** (**SDLC**), including Business Requirements **Gathering**, **Design**, **Development**, **Testing**, and **Implementation** of **Client-Server**, **Multi-tier**, **Web, Data Modeling** and **Data Warehousing**/**OLAP**/**Business Intelligence Applications**. Solid working experience in **Agile project methodology**.
* Extensive Knowledge in Developing **Interactive PDF’s in MicroStartegy Developer & schedule to Business Users.**
* Strong experience in understanding **Business Applications**, **Business Dataflow** and **Data relations**. Ability to quickly master new concepts, problem solving skills with a strong **technical background** and perform well in a group or individually.
* Designing Documents in Flash mode using **Hyperlinks,** **Grouping, Sorting, Panel stack and Panels**.
* Designed **interactive** and **Dynamic Dashboards** using Report Services objects like Waterfall, Graph Matrix, Gauges, Micro charts Widgets and Grid/Graph combinations.
* Adept at driving full project lifecycles and collaborating with internal, **3rd-party** and **off-shore IT** teams.
* Strong **DB tuning experience.**
* Install, upgrade and **configure** MicroStrategy environment in both **Windows** and **Linux environment.**

# Technical Skills:

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| --- | --- |
| **Operating System** | z/OS, Linux, UNIX AIX, Sun-Solaris, Windows NT/7/8/10 |
| **Database** | Teradata, DB2 UDB, Oracle 10g, SQL Server, Netezza, MS-Access |
| **BI/OLAP/Reporting** | **MicroStrategy** 10.x/9.x/8.x (Desktop/Developer, Architect, Web, MicroStrategy Intelligence Server, Report Services, Enterprise Manager, Integrity Manager, Object manager, Visual Insight), **Tableau, Power BI, OBIEE.** |
| **ETL Tools** | Informatica, Data Stage |
| **Job Scheduling** | AutoSys, Control-M, Windows Scheduler |
| **Languages** | UNIX Shell Scripts, JAVA 2.0, C/C++, HTML, XML, JAVA Script, JCL |

**Professional Experience**

**Tyler Technologies, Dayton, OH Feb 2016 - Present**

**Sr. MicroStrategy Administrator**

**Responsibilities:**

* **Worked closely with business users and application owners to understand and prioritize business goals and information needs.**
* **Translating** the **business requirements** into **functional** and **technical design documents** and **conceptual design** into **technical design**
* Developed **schema and public objects- attributes, facts, hierarchies, metrics, filters, transformations, custom groups and consolidations, intelligence cubes, report grids and dashboards using MicroStrategy Developer, Web and OLAP services**
* Troubleshoot MicroStrategy application issues internally and with vendor.
* Developed **Report Service Documents, Scorecards, Visual Insight Dashboards.**
* Unit testing of **MSTR reports** and **troubleshooting** the **production issues.**
* Coordinated with the **testing team** regarding the **test plans** andassisted them to understand the **business functionality** and in creating **test cases.**
* Administered MicroStrategy environments and formulated user groups and handled **user licenses** for projects**.**
* Involved to setup **ODBC connectivity** from database and configuring to the project.
* Managed backup of **Metadata and Supervised** report delivery and established project schemas**.**
* Formulated **grid, graph, document and dashboard reports and Coordinated with internal and external stakeholders.**
* Administered **MicroStrategy environments and formulated** user groups and Handled user **licenses for projects.**
* Managed backup of **Metadata and Supervised** report delivery and established project schemas**.**
* Formulated **grid, graph, document and dashboard** reports and Coordinated with internal and external stakeholders.
* Involved in troubleshooting **MicroStrategy prompts, filter, template, consolidation, and custom group objects in an Enterprise Data Warehouse team environment.**
* Tested **report layouts,** validated the **SQL queries**, **prompt ordering** **prompt defaults**, **security filters**, export/print functionality and drilling options. Created **Events** and **Triggers** for **nightly runs**;
* Worked on **SQL queries** and **reports** to address the **performance issues**.
* Created **ad-hoc reports in grid & graph mode** consisting of **data analysis by combining** a template with filters using **MicroStrategy developer and web.**
* Extensively worked on creating various **metrics** including **simple**, **compound**, **derived**, **smart metrics**, with **various** **Level dimensionality.**
* Played an active role in development of **Data Quality framework project**; closely involved in discussions with **business team** on **in-stream data** and **reporting requirements**.
* Acted as Liaisons, resolved License key issues and bugs related to 10.4 MicroStrategy installations
* Actively involved in **design**/**plan** **ETL**, **staging table creation**, **work breakdown sessions**; created **individual stori**es in **work flow management** (**Agile methodology**).
* Worked Closely with SDK Developer in Finding Issue on **CSS files** and Suggested Code Modification required.
* Developed **Linux shell** and **SQL scripts** for **data extraction**, **transformation** and **loading process**.
* Worked on implementing single sign on from **WebSphere portal** environment to MicroStrategy using out of the **box portlets**.
* Configured and administered MicroStrategy **Intelligence Server**, **Scheduler**, **Server Administrator**, **Object Manager** and other **administrative tools**.
* Implemented **end-user** security via **web** using **database security views.**

**Environment:** **MicroStrategy** 10.4/10.3/10.2/10.1/9.4 (Architect, Developer, Web, Enterprise Manager, Integrity Manager, Object Manager, Report Services), Teradata/Netezza/SQL Server, Shell Scripts)

**Allstate, North brook, IL Dec 2014- Jan 2016**

**MicroStrategy Administrator/Architect**

**Responsibilities:**

* Experienced in **large-scale, high availability, end to end MicroStrategy Business Intelligence**

Application development through **user interaction** to gather **business requirements .**

* Handled development of **Logical & Physical data Models, Metadata repositories and Statistical tables.**
* Using MicroStrategy Architect developed schema objects like **Attributes, Facts and Hierarchies.**
* Prepared Documentation and User Guides to identify the various **Attributes, Facts, Metrics and multiple Grid & Graph Report objects embedded in HTML Documents** needed by **business users.**
* Created **dynamic Dashboards**, **HTML dashboards**/**Scorecards**, **Cross-tabs** using **Report Services Documents.**
* Created **Derived Metrics**, **Complex Metrics** forcing **Dimensionality** and **Conditionality**.
* **Responsible for creating Metrics, Filters, Custom Groups & Consolidations, Compound metrics, Prompts, Transformations** using **MicroStrategy Desktop and Web.**
* Created **Complex Filters (Relationship Filters, Dynamic Filters, Embedded Filters, Custom Filters),** Compound Metrics with dimensionality**.**
* Developed **Forecasting Reports, Documents** and **Transformed reports** by optimizing **Query Performance** using **VLDB settings.**
* Created **Services, Schedules and Subscription Sets** in **Narrowcast Server**. Involved in **ETL team** and worked on **Informatica Power Center Designer** & **Server Manager** to ensure efficient **Transformation**, **Extraction**, Loading of data sets, data conversion logics and mappings
* Developed various mapping using Transformation components like **Expression, Aggregator, Filter-by-Expression, Sorter, Joiner, Rank, Router, Rollup, Replicate, Demoralize and Redefine.**
* Implemented **ETL scripts** using **Data Transformation services** to move data from tables in **Oracle database** to **SQL Server database**.
* Performed **Unit testing** and **Validating**, resolving **data issues** processes and efforts of the results to meet **functional requirements**.

**Environment:** **MicroStrategy** 9.x (Architect, Desktop, Web, Enterprise Manager, Integration Manager, Object Manager, Report Services), Teradata, SQL Server 2008/2005, Linux Shell Scripting, SQL

**Charter Communications, St. Louis, MO Sept 2013- Dec 2014**

**MicroStrategy Consultant**

**Responsibilities:**

* Developed reports implying **complex filters** with **advanced qualifications** involving the ‘Apply simple’ and ‘Apply comparison’ functions.
* Developed MicroStrategy **schema objects** to support **new reporting requirements**.
* Extensively worked on creating Application Objects like **Metrics and Compound metrics, Filters, Custom Groups** and **Consolidations** for **complex reports.**
* Performed administration tasks like tuning, Caching, specifying Query Governing Thresholds, and Report optimization
* **Governing** and **monitoring** job performance as an **administrator**.
* Created **new users, roles, privileges, shared folders, access controls Lists by using security roles in MicroStrategy.**
* Extensively used **Micro Strategy Administrator**, **Architect, Desktop** and **Web**.
* Involved in **Data Modeling** and **Data Warehousing** using **Multi-Dimensional Model**, **Star and Snow Flake Schemas**.
* Involved in generating and implementing Micro Strategy **Schema objects** and **Application objects** by creating **facts, attributes, hierarchies, reports, filters, metrics, prompts and templates using MicroStrategy Desktop and Architect**.
* Created transformations to-do **time series analysis** and to compare the values at different times such as sales at this year versus last year, or month-to-date.
* Used **Drill maps** in the project to allow the documents **drilling** from one level to another both **drill up and drill down.**
* Maintained the **metadata** repositories and taking up **regular backups** of the **metadata**.
* Involved in **migrating** the objects from **Development to Test** and then to **Production Environment** in **Micro Strategy**.
* Configured the **Enterprise Manager** for **statistical reporting purposes**.
* Involved in **troubleshooting MicroStrategy Web Reports, optimizing the SQL using the VLDB Properties.**
* Created **Dynamic Enterprise Dashboards** and utilized the new features to convert the dashboards into **Flash mode.**
* Involved in **Analysis, Design, Development, Testing, Documentation and Implementation** of the **project**.

**Environment:** **MicroStrategy** 8.x/9.x (Hotfix 2), MSTR Intelligence Server, MSTR Web Server, Object Manager, Integration Manager, Enterprise Manager, SQL 2008, Erwin Data modeler 7.2.3, Windows and Linux.

**RJ Reynolds, NC Jan 2012- Aug 2013**

**MicroStrategy Administrator/Developer**

**Responsibilities:**

* Coordinated **test plans**, and provided **feature/functionality/usage scenarios** for the Managers.
* Created **Metadata Repository** and **Statistical tables** in the **data warehouse** using the **Configuration Wizard.**
* Used MicroStrategy Project Builder in creating different **Reports** to meet the **in-house Business Requirements.**
* Generated and implemented advanced **MicroStrategy** Reports concepts by creating **projects**, **attributes**, **hierarchies**, **facts**, **metrics**, **filters**, **Scoreboard**, **Dashboard** and **templates** using **MicroStrategy Architect, MicroStrategy Agent.**
* Involved in troubleshooting **MicroStrategy Prompts, Filters, Templates, Consolidations,** and **Custom groups** in an enterprise data warehouse team environment. The project was connected to **Data warehouse** and **Metadata Repository** through a **3-Tier Architecture** through **MicroStrategy Intelligence Server**.
* Performed studying the existing system and **analyzing** the **requirements** and **identifying the gap items**.
* Did converting the gap items into **technical design documents** and **code specifications.**
* Designed and customized reports in **development** and **production** to supply the business with improved **flexibility** and **functionality**.
* Created **complex metrics** with different level dimensionality, condition and transformations for user and business specific reporting needs.
* Enforced **advanced administration, management and performance tuning** techniques and Imparted advanced technical troubleshooting.
* Outlined documentation and **handled Project Migrations**.
* Managed research of solutions to business and technical problems and Formulated Functional & Technical **Specifications and Test Plans.**
* Extensively used **filters, prompts, custom groups,** **consolidations** and **transformations** to generate reports for **Business analysis.**
* Used **table based** **Transformation objects** created for **comparative metrics** analysis like this year last year and year to date analysis.
* Created **free form** and grid based **reports services** documents and optimize the same for **Excel** and **HTML**.
* Created **Advanced Reports** in grid mode and graph mode using MicroStrategy Desktop.
* Used **PL/SQL** procedures in different places.
* Used analytical and governing settings in **VLDB properties** to tune the SQL and for calculating the metrics in dealing with the **Nulls** and **Zeroes** in data.
* Developing **Auto prompts** to give end users a choice of different **filtering criteria** each time they run the report.
* Implemented **Narrowcast Server** **Services** to send reports to files and users via E-mail, based on **Schedules** and static and dynamic **subscriptions**

**Environment:** **MicroStrategy** 8.1.1 Desktop, Intelligence Server, Narrowcast Server, Web, Office, Object manager, Integration Manager, Enterprise Manager, SQL Server 2005, Linux

**PPD- Bangalore - India Apr 2010-Dec 2011**

**MicroStrategy Developer/ Administrator**

**Responsibilities:**

* Successfully installed and administered the MicroStrategy application on **Unix platform**.
* Gather and analyze the **user requirements** specifications of **group members** and **business users**.
* Facilitated requirements gathering & coordinated **IT Support** for **data analysis**.
* Design the logical data model and upon approval of the design by the **user requirement group members**.
* Developed Operational reporting system using **MicroStrategy** **OLAP/OLTP reporting tools**.
* Manage and administer different projects for our business users – **CMS managers**, **Fraud Managers**, **Internal users Adhoc**, daily, weekly, monthly, seasonal and yearly analysis requirements. Getting feedback from group of power users; suggested and implemented several modifications to either individual project or several reports’ objects after providing proof of concept.
* Define, design and modify 150 + different reports for our business users. The primary reports are **Enrollment**, **Fraud Analysis, Law enforcement and Payment Analysis reports**.
* Configured and administered MicroStrategy **Intelligence Server**, **Scheduler, Server Administrator, Object Manager and other administrative tools**
* Implemented **end-user security** via **web** using **database security views**.
* Monitored report performance and ensured most efficient **SQL joins** used in reports to run quickly.
* Extensively used Object Manager in **duplicating**, **migrate objects** from **development** to **QA** to **production.**
* Interacted with **business** to **Analyze requirements**, and **DBA's** to get required information for report design processes and implemented **optimization techniques** to **enhance performance.**

**Environment**: Oracle, SQL Server, MVS/UNIX, Windows XP, MicroStrategy 8.0.0/8.0.1BI Tool (Architect, Desktop, Intelligence Server/Scheduler, Server Administrator, Object Manager, Web)

**Blue Space Technologies, India April 2009-March 2010 SQL Server DBA**

**Responsibilities:**

* Installed **SQL server 2005** on the servers according the requirements.
* Performed **Upgrade** of **SQL server 2005** to **SQL Server 2008**.
* Performed Side by Side Installation of **SQL Server 2008 and 2008R2**.
* Configured **SQL server 2005** according the **requirement**.
* Performed the **hardening** on the **SQL server2005.**
* Changed SQL directories owner to the **Administrator account**.
* Implemented **Audit policy** in the system registry for SQL Server 2005
* Performed **Full backup** and **Restored** on the **SQL 2005**.
* Transferred the **logins, jobs, linked servers**.
* Upgraded **DTS packages** to **SSIS packages**.
* Created SQL admin accounts and dropped the **Built-in- Admin**.
* Changed all **jobs owner** from **SA account** to **administrator account**.
* Created maintenance plan for **user** **databases** and **system databases**.
* Implemented **data base mail**.
* Created **operator** and assigned the **operator to the jobs**.
* Implemented **database mirroring**.
* Implemented **Fail over Clustering** for Instance –I and added Instance-II (Active/Passive).
* Implemented **Log Shipping and Replication** (Snapshot/Transactional/Merge).
* Performed the **Full backup** & **restore operations** in **Full Recovery mode**.
* Supported on call on **rotational basis** and supported the **data bases 24\7**.
* Created the script to find all **SQL server version, license type**, **service pack**.
* Monitored the Performance of SQL Server using **PERFMON**, **ranTraces** using **SQL Profiler**, used **Query Execution Plan (Table scan / Statistics)**. Identified the slow running queries and tuned the long running **queries/SPs**. Database Engine Tuning Advisor is used and tuned the indexes of the Tables to make more efficient. DB comparison Tool is used for **comparing** the **Objects available** in **two Servers**.
* Created the **script** to **monitor** the all server’s **logical disk free spaces**.
* Transferred the data base objects from **dev** to **QA** to **prod**.
* Revoked the **public role** **object level permissions.**
* Changed the **SQL** and **SQL Agent** account to **domain accounts**.
* **Integration Services, Analysis Services & Reporting Services** are performed using **SSIS, SSAS& SSRS** for different Requirements of the Client.
* Developed several **SSIS Packages**, extracted data from multiple Data Sources like **Oracle, DB2, Excel-Flat Files, MS Access, Teradata, Cleansed**//transformed data using control flow task/data flow task elements and loaded on to SQL server Databases by configuring the Connections and **Deployment of Packages.**

**Education**

**Bachelors in Computer Science, India .**