**Rama Krishna Ch Email: Ramakrishna.Chekka17@gmail.com**

**Mob: +1 408-242-6301**

**Professional Summary**

* **11 years of Total IT experience** in software industry including Requirements gathering, Analysis, Design, Development, Testing, Data Analyzing, Implementation, Maintenance and Production Support of various BI and Web Applications.
* **On-site experience with Customer facing** – **More than 7 years of Onsite experience as a Project Lead** **worked in USA** for a large Pharma client managing critical BI projects involving onsite-offshore teams, interacted with Vendor and business teams, conducted regular meetings with teams for project status and deliverables.
* Good knowledge of **Qlikview, Oracle, Teradata, Hadoop, MSBI (SSIS, SSAS, SSRS), SQL Server, UNIX, Crystal Reports & VB**.
* Good knowledge of relational databases and data modeling in Qlikview.
* Proficient in understanding business processes/ Functional requirements and translating them into technical requirements.
* Proficient in trouble-shooting techniques, tuning SQL statements, Query Optimization, Join Indexes.
* Ability to work collaboratively with Business Analysts, Developers and team members in complex projects and in the overall enhancement of software product quality.
* Initiated Center of Excellence for BI Tools and mentored new team members in supporting new projects and initiatives within the business unit.
* Experience in creating project plans, Costing, Invoicing and provide detailed status reports to stake holders.
* Self-starter with high degree of commitment and integrity.
* Strong knowledge of Healthcare and Banking domains.
* Good work ethics and “we can do” attitude with excellent communication & interpersonal skills and was successful in the customer delighted delivery.
* Excellent Team Player with strong analytical skills, problem-solving skills, negotiation and leadership skills.

**Achievements**

* Received POB (Pat on Back award) for best performance.
* STAR Performer & top performer in every appraisal.
* Received several appreciations from customers for successful implementation of the projects and solving critical Production support issues.

**Certifications/Trainings**

* Certified Prince2 Foundation in Project Management.
* Certified in QMS (Quality Management System) of Tech Mahindra.
* Certified in Healthcare and Life Sciences domain of Tech Mahindra.

**Qualification**

* Master of Science in Information Systems from Andhra University, India with score 76%.

**Professional Experience**

* Working with Tech Mahindra as a Project Lead - Since 2nd February 2006.

**Technical Skills**

**Business Intelligence :** QlikView, MSBI (SSIS, SSAS, SSRS)

**Programming :** SQL, PL/SQL

**Databases :** Oracle 9i, Oracle 10g, Hadoop, Teradata, SQL Server 2000

**Tools & Utilities :** HP ALM, TOAD, Serena Business Manager, Remedy, Putty, Winscp

**Secondary Skills :** ASP, VB, .NET, Crystal Reports, UNIX

**Operating Systems :** Windows 2007, Vista, XP

**Projects**

**Project #1**

Title : **gSonar**

Client : Genentech

Duration : August 2015 to till date

Team Size : 14

Role : Onsite Lead (Location: South San Francisco, U.S.)

Environment : Qlikview, Hadoop, Informatica

**Description:** gSonar project will facilitate the integration of multi-sourced data into a big data platform and expose the data to standard and ad hoc reporting and visualization as well as analytical tools. The gSonar system serves the overall Commercial organization by providing access to granular data as well as integrated and aggregated data from multiple commercial data sources. This data will support the Marketing Science, Marketing Planning, Industry Analytics, Competitive Intelligence, FOIM, IM and F&BA groups to derive insights across all Genentech brands and products. This platform will integrate and process all existing Genentech product data so that different groups are able to fully access the data with clearly defined business rules in place. The gSonar project will have the capability to incorporate new data sources as and when they are available and extend the exposure to other analytical / visualization tools when required.

**Responsibilities:**

* Gathering Business requirements from Clients, Providing Project Estimates & involved in Customer Meetings.
* Actively involved with Business Analysts and End Users to understand the business requirements and design specifications and providing demos.
* Actively participated in UAT sessions with End users and defect triage meetings with developers and testers.
* Analyzing clients existing systems and business models.
* Presenting weekly status reports and communicating project status to the Customer.
* Working as the first-level escalation point of contact for Project deliverables and offshore team concerns.
* Working closely with colleagues, developers, testers and a variety of end users to ensure technical compatibility and user satisfaction.
* Lead the team and played an active role in interacting with various stakeholders.
* Conducting regular meetings with team members and resolving the issues.
* Drawing up, supervising and documenting testing schedule for complete system.
* Responsible for overseeing the Quality procedures related to the project and project sign-off.
* Understanding the high-level roadmap and the “big picture” of what is going on at the client’s side and communicating it to offshore leads on periodical basis.

**Project #2**

Title : **P416 Service Performance Report for Customers**

Client : United Parcel Service

Duration : April 2014 to July 2015

Team Size : 7

Role : Onsite Lead (Location: New Jersey, U.S.)

Environment : Qlikview, SQL Server, MSBI (SSIS, SSAS & SSRS)

**Description:** UPS customer management groups need a better approach to proactively managing customer expectations by providing detailed package and corresponding trailer movement information on US Small package shipments.  These groups need tools supporting this approach that allow for visibility and insight into individual/summary package detail as well as package progress detail.  In order to meet the need, the customer management groups have outlined a web-based tool that provides 5 key deliverables for success: Service Performance Dashboard, Root Cause Analysis tool, End to End Time in Transit feedback, Volume Forecasting and Compliance, and a Proactive Monitoring component.  These components will provide detailed exception analysis and visibility, package level event history, UPS network health visibility, planned vs. actual volume analysis, and proactive issues management.

**Responsibilities:**

* Analyzing the Requirements from User, providing estimates, responsible for End to End process.
* Perform detailed analysis of source systems and source system data and model that data in QlikView.
* Interpret written business requirements and technical specification documents.
* Actively involved with Business Analysts and End Users to understand the business requirements and design specifications.
* Actively participated in UAT sessions with End users.
* Perform quality coding to business and technical specifications.
* Work directly with business units to define and prototype QlikView Applications.
* Presenting status reports and communicating project status to the Customer.
* Working as the first-level escalation point of contact for Project deliverables and offshore team concerns.
* Extracting, transforming and loading data from multiple sources into QlikView applications.
* Participated in defect triage meetings with developers and testers.
* Monitoring and maintenance of all components that make up the Data Warehouse and Business Intelligence infrastructure.
* Design, create and tune physical database objects (tables, views, indexes) to support logical and dimensional models and maintain the referential integrity of the database.
* Act as evangelist for BI benefits across the organization and promote BI usage to relevant departments.
* Responsible for demonstrating software to end users.

**Project #3**

Title **:** **Orion AS Service Performance**

Client **:** GlaxoSmithKline

Duration **:** Mar 2013 to March 2014

Team Size **:** 8

Role **:** Onsite Lead (Location: New Jersey, U.S.)

Environment : QlikView, Oracle

**Description:** ORION is a real time dashboard for Service Management and the dashboard is developed on Qlikview Technology.  ORION captures application service performance data on real time basis, helps to slice and dice the data – drilling down them to lowest measure and provides system, user, region, unit wise details.  The dashboard deals with Incident requests, Problem requests, Service requests and Change Management requests and metrics are reported in individual KPIs. The KPIs include Percentage of remedy incidents resolved within SLA target, Volumes, Average hours, Reactivation SLAs, Response SLAs, Incidents open outside resolution SLA, Number of Problem tickets created, backlog and closed, etc., This is the most useful dashboard which provides detailed trends and critical inputs for service improvement.

**Responsibilities:**

* Gathering business requirements from customer & involved in business discussions.
* Presenting status reports and communicating project status to the Customer.
* Design and build QlikView Solutions to meet customer specifications.
* Manage customer project expectations and deliverables.
* Deploy client solutions.
* Provide End-User/Customer training in the QlikView product and delivered solution(s).
* Support QlikView client deployments and mentor team members.
* Work on internal QlikView initiatives.
* Conducting regular meetings with team members and resolving the issues.
* Performed code reviews, design of test plans and execution of test cases.
* Responsible for overseeing the quality procedures related to the project.

**Project #4**

Title **:** **PPV Dashboard**

Client **:** GlaxoSmithKline

Duration **:** Oct 2011 to Feb 2013

Team Size **:** 20

Role **:** Offshore Lead (Location: Hyderabad, India)

Environment : QlikView 10, Teradata, SQL Server 2000, Windows XP

**Description:** PPV stands for Policy, Payers & Vaccines. This is a contracting group which is responsible for few products sales on behalf of GSK. PPV system sends the transactional data to GSK. This is important data and displayed on dashboard for business decisions. It is also an input for 2X2 reports. This report will give the Analytical group more dynamic yet more controlled use of their data. The 2x2 metric provides an estimate of unrealized and realized opportunities, for a specific set of Products, calculated at the Territory level, to maximize local pull through. It evaluates the access % and market share at the territory level relative to access goals and market share benchmarks. The metric can provide answers to questions related to performance and formulary access down to the territory level as well as optimize local / regional decision-making on efficient utilization of resources.

**Responsibilities:**

* Requirements gathering and analysis, project estimates, preparing design documentation, design reviews, development, testing and deployment of application enhancement, project planning.
* Compare the reports generated from Qlikview with Microstrategy and analyze the reasons for the deviations observed.
* Create the test cases for all the tables and reports in the Quality Center tool and also logged the defects in Quality Center tool for any of the issues that were noticed during the testing.
* Arrange the defect triage meetings to coordinate with all the teams and plan the testing needs accordingly.
* Create the test plan document for the project based on all the reporting requirements and provided the efforts estimation for all the reports and tables validation.
* Co-ordinate with business process owners and get UAT Approvals.
* Answering the technical queries, driving the product initiatives and metric collection and analysis.

**Project #5**

Title **:** **Channel Management (INSIGHT)**

Client **:** GlaxoSmithKline

Duration **:** Mar 2010 to Sep 2011

Team Size **:** 8

Role **:** Onsite Lead (Location: Philadelphia, U.S.)

Environment : QlikView 10, Oracle, Windows XP

**Description:** Channel Management (INSIGHT)application is a Vendor Product developed by Axway. GSK is using this product to generate scorecards for wholesalers based on calculation of certain metrics called as KPIs (Key Performance Indicators). The raw data gets from different Input systems (EDI, TFDM, ORS, FILENET, etc.,) and normalizes the data and then load it into Insight schema for generation of KPI processing. The end result is to generate payout based on the final score. The Payouts will be sent to CSS system in order to process the credits. Reports will be generated from this system and reviewed by business before processing the credits.

**Responsibilities:**

* Actively involved with Onsite Managers/BAs/developers to understand the business requirements and design specifications.
* Analyze, assess, and implement data and business processes, perform gap analysis, and identify data quality issues with those business processes.
* Organize disparate data sources into single data models.
* Design and develop QlikView applications.
* Develop creative solutions.
* Identify customer needs and work collaboratively to determine business requirements;
* Validate solutions, including end-to-end processes, by testing programs and validating results.
* Document existing and new processes, data model structures, etc.
* Manage work through timelines and milestones as well as issuing progress reports.
* Train and support team members.

**Project #6**

Title **:** **Order Management and Monitoring (OMAM)**

Client **:** GlaxoSmithKline

Duration **:** Jul 2008 to Feb 2010

Team Size **:** 7

Role **:** Onsite Developer (Location: Philadelphia, U.S.)

Environment : QlikView, Oracle, Windows XP

**Description:** OMAM is a system which creates a new interface file for GSK JDE every business day. The file summarizes 852 data, calculating on-hand / on-order quantities and maximum allowable order quantities. The

File is picked up by JDE and used in its order management function. Order Management and Monitoring system allows for the setting of brand and NDC level rules for Maximum Days on Hand. The data is fed to E1 daily on an interface file. OMAM defines Brand Classes (A, B, X). Default DOH rules are defined for each class. Brands are assigned to classes. NDCs are assigned to Brands. This is how each NDC’s default DOH rule is defined.

OMAM allows for overriding rules at the NDC level. Thus facilitate users to define Brand Definition, Brand Rule Definition, Brand-NDC mappings, Product Conversions, etc.

**Responsibilities:**

* Analysis of Business requirements from User/Onsite Coordinators.
* Conducting regular meetings with clients/Onsite leads for the refinement of requirements.
* Implement various data modeling, visualization and reporting techniques.
* Creating qvd files and transformation.
* Creating different types of charts for QlikView Dashboards.
* Implementing set analysis in qlikview.
* Provide input on proposing, evaluating and selecting appropriate design alternatives which meet client requirements and are consistent with client’s current standards and processes
* Creating and maintain technical design documentation.
* Extracting, transforming and loading data from multiple sources into QlikView applications.
* Responsible for closing defects in HP ALM.

**Project #7**

Title **:** **Electronic Data Capture (EDC)**

Client **:** GlaxoSmithKline

Duration **:** May 2007 to Jun 2008

Team Size **:** 6

Role **:** Offshore – Developer (Location: Hyderabad, India)

Environment : ASP, VB, Crystal reports, ORACLE

**Description:** Electronic Data Capture (EDC) system allows business users to fix Customer errors, Product errors, Data errors during the execution of workflow process from one system to another. The system allows users to generate the reports to see if there are any outstanding errors. The system contains Inventory data, submitted by trading partners (wholesalers and distributors) daily. All data is pulled by EDC from other sources. The system mainly deals with 4 feeds Master data, Chargeback data, Invoices and Orders to create, stage, review and approve data. When approved, the final data will be loaded into a target system.

**Responsibilities:**

* Interacted with business application analyst and Customer to gather requirements.
* Actively involved with Onsite/BAs/developers to understand the business requirements and design specifications.
* Presenting status reports and communicating project status to the Customer.
* Preparation of Test strategy and Test plan.
* Preparation of Traceability matrix and review test cases as per the requirements.
* Working closely with colleagues, developers, testers and a variety of end users to ensure technical compatibility and user satisfaction.
* Open/Track defects in HP ALM and responsible for closing of defects.
* Drawing up, supervising and documenting testing schedule for complete system.
* Involved in providing the Testing Sign off for every release of the project.
* Preparation of Weekly Status reports and sharing with the project groups.

**Project #8**

Title **:** **FDA Investigator Disclosure System (FIDS)**

Client **:** GlaxoSmithKline

Duration **:** Feb 2006 to Apr 2007

Team Size **:** 3

Role **:** Offshore – Developer (Location: Hyderabad, India)

Environment : ASP, VB, .NET, ORACLE

**Description:** FIDS Contains highly confidential financial information pertaining to investigators and sub investigators. Access to the system is therefore limited. Automatic “Admin” access is given to Medical Project Group Leaders (MPGL) and their admin that appear on Medplant. Automatic “User” access is given to Study team leaders that appear on Medtrack for Financial Disclosure (FD) covered studies. The MPGL grants access to appropriate project team members. The main functionalities of this application is to assign studies to other users, Enter study related data and generate reports. FIDS protect the confidentiality of the investigator’s financial disclosure data and comply with FDA requirements for electronic records. Data integrity is ensured through restricting access to the database, and recording modifications to the data.

**Responsibilities:**

* Responsible in Coding and Documentation.
* Responsible for development of test cases and executing those test cases.
* Handling enhancements, change requests and support requests.
* Interacted with Client and business team to gather requirements.
* Unit testing for the modules developed as per the test cases developed by Business.
* Configured development, user acceptance and production environments.
* Supported system testing environment for user acceptance.
* Provided production support to resolve critical production issues in a timely manner
* Involved in performance tuning on code level.
* Participating in Knowledge Transfer sessions.

**Personal Profile**

Date of Birth : 07-07-1981

Nationality : Indian

Address : 4117 Stevenson Blvd Apt#236 Fremont CA 94538

Type of VISA : H1B (USA)

VISA validity : Feb 2018 (Extension eligible for next 3 years)

Passport # : K3155064

Date of Passport Expiry : 25/04/2022