**Rupak Gautam**

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**Profile:**

IT Professional with 7+ years of experience in Data Analysis and Analytics .Deployment and Support. Involved in all stages of application development life cycle. Ability to adapt on rapidly changing technical environments and business requirements.

**RELEVANT EXPERIENCE:**

* 7+ years of experience in the Information Technology (IT) Industry serving as a Data Analyst in Data governance and warehousing environment.
* Excellent interpersonal skills and a fast learner.
* Broad knowledge of health care and financial institutions.
* Expertise in broad range of technologies, including business process tools such as Microsoft Project, MS Excel, MS Access, MS Visio, technical assessment tools, Data Warehouse, Data Modeling and Design.
* In-depth working knowledge of Software Development Life Cycle (SDLC), having thorough understanding of various phases such as requirements gathering, analysis/design, development and testing.
* Full understanding of RAD, Waterfall, RUP and Agile methodologies.
* Extensive experience on interaction with system users in gathering business requirements and involved in developing projects.
* Worked extensively in Data consolidation.
* Experience in Data Transformation, Data Loading, Modeling and Performance Tuning.
* Extensive experience in Data Analysis and ETL Techniques for loading high volumes of data and smooth structural flow of the data.
* Adept at writing Data Mapping Documents, Data Transformation Rules and maintaining Data Dictionary and Interface requirements documents.
* Created and executed Test Plan, Test Scripts, and Test Cases based on Design document and User Requirement document for testing purposes.
* Extensive experience in the testing environment, which included User Acceptance Testing (UAT), functional testing and system testing and defect tracking.
* Acted as a liaison between the development team and the management team to resolve any conflicts in terms of requirements.
* Experience with SQL, PL/SQL objects
* Interacted with all levels of the project development team, from end users to Software Developers.
* Experince with FACETS, ICD9, ICD10.
* Worked with heterogeneous relational databases such as Teradata, Oracle, MS Access and SQL Server.
* Managed, updated and manipulated report orientation and structures with the use of advanced Excel functions including Pivot Tables and V-Lookups.
* Experience in Other Utilities/Tools/Scripts like Shell Scripting, SQL Plus, SQL Loader, Export and Import utilities, TOAD 9.1 and Visio 10.0.
* Well versed with Data Migration, Data Conversions and Data Extraction/Transformation/ Loading (ETL).
* Experience in designing and developing Data Warehouse applications using ETL and Business Intelligence tools like Informatica Power Center, Datastage, Mainframes, OLTP, OLAP, Business Objects.
* Experienc  in developing CRM metrics that were used to gauge customer satisfaction for new and existing customers.
* Experience with creating reports using Business Objects, Crystal reports.

**TECHNICAL SKILLS**

**Languages:** Teradata, SQL, PL/SQL

**Reporting Tools:** Business Objects 6.5, Crystal Report, SAS, and Tableau

**RDBMS:** Teradata, DB2, Oracle, SQL Server 2005/2008/2008R2/2012, My SQL, MS Access

**Data Warehouse Concepts:** ODS, Star Schema, Snowflake schema, OLTP, OLAP

**Operating Systems:** UNIX, MS Windows 2000 & NT, MS DOS

**Design:** Entity-Relationships, Data Flow Diagrams

**Tools:** Informatica, Erwin, TOAD, Powerdesigner, Teradata, Rational rose, MS-Visio, E-R Studio, DB Visualizer, SQL developer, SQL\*Loader, MS-Project, HPQC,ALM

**Desktop Software:** Microsoft Word, Excel, and PowerPoint.

**PROFESSIONAL EXPERIENCE**

**Client: EmblemHealth, New York, NY Period: April 2013 - Present**

**Position: Sr. Data Analyst**

**Project Description:**

Identify the breakdowns in the process; mend the issues with either an IT fix or reporting solution. Developed critical preventative, directive and detective reports for the business. Provided the business with valuable feedbacks about their defects and exceptions.

**Roles & Responsibilities:**

* Gathered essential business requirements and transformations.
* Coordinated with business analysts to resolve the data gaps.
* Identified source and prepared source to target mapping documents.
* Served as a liaison between business and IT and business and the data analysis team.
* Worked with SME’s, process owners, process managers to identify logic for the reports and set appropriate thresholds for defects/exceptions.
* Analyzed, documented and prioritized CTQ’s (Critical to Quality) processes.
* Wrote complex Teradata SQL queries to pull the metrics for CTQ’s, in order to ensure that the process is within agreed tolerance limit.
* Involved in extensive Data validation by writing several SQL queries and involved in back-end testing and worked to resolve data quality issues.
* Regularly provided valuable feedback to the Dashboard team so as to enhance the visual reporting experience for everyone involved.
* Data mapping, logical data modeling, used SQL queries to filter data within the Oracle and Sybase.
* Worked with the Business Intelligence (BI)/Execution Team to transit reports for day-to-day business use.
* Worked with the Business Intelligence team to get loan level reporting available to the business for the CTQ’s such that the details of the exceptions could be thoroughly assessed.
* Successfully coordinated dashboard User Acceptance Testing (UAT) with the business.
* Managed CRM systems throughout project lifecycle ensuring standards were maintained
* Coached and mentored several new Data Analysts.
* Worked in FACETS to upload the memebr information and validated the uploaded information in Member Module.
* Worked on Claim Module of FACETS.
* Worked on different codes table like diagnosis code, procedure code related to ICD10.
* Worked on back end mapping for ICD9 - ICD10.
* Involved in Data analysis and Design and developed processes to bring the data to User tables for any Regulatory-reporting data needs.
* Worked on Source to Target mapping documents.
* Worked with the Process Engineer to build current and future state documents.
* Worked on Data Quality, Data Retention, and Data Governance.
* Clearly communicated information to diverse audiences.
* Developed strategy for data management and best practices for data analysts.
* Data quality assurance (best practices, Data Quality rules (business, analytical, legal, retention)

**Environment**: Teradata SQL Assistant, Tableau,Oracle, SAS, MS Excel, MS Visio,Cognos, MS Office, Windows XP

**Client: Coventry Healthcare, Downers Grove, ILL Period: Feb 2011– Mar 2013**

# Position: Data Analyst

**Project Description**:

The project was involved in was to build data driven strategies to better understand the customers and use that data to develop more effective sales and marketing campaigns.

**Roles & Responsibilities:**

* Met with various groups, including business owners, SMEs (subject matter experts) and marketing team, for data requirements gathering in definition Stage.
* Performed Document Analysis to create Gap Analysis for client requirements, generated workflow process, flow charts and relevant artifacts.
* Defined and documented the vision and scope of the project in Data Requirement Documents and Requirement Specification Document.
* Performed Data Mappings based on the specified data requirements and to check for data uniformity and to modify /update the data fields.
* Verified Source to Target mapping and data validation.
* Helped design and implement processes for deploying, upgrading, managing, archiving and extracting data for reporting.
* Helped testers to define testing strategies based on the mapping.
* Wrote queries for SQL to pull required information from the database.
* Worked with the clients on the final signing process in the User Acceptance stages.
* Knowledge and experience with consolidating data from different sources for analysis and reporting.
* Involved in performance measurement of ongoing data collection to determine if a program is implementing activities and achieving objectives.
* Acted as a liaison between business users and technical team.
* Supported and reviewed ER Diagram as Logical Data Models.
* Data correlation and cleansing on data from multiple sources in multiple divisions.
* Designed, built and implemented a data governance framework including revenue recognition.
* Conducted market research and developed strategies for better customer experience and retention.
* Performed database quality evaluations for Adherence to Data Quality standards, Identification of data relationships and potential data integrity issues, Satisfaction of business Data Quality rules, Interface with other enterprise databases, Identify root causes of poor data quality, Conform to Corporate Data retention polices, Sarbanes Oxley (SOX).
* Assessed and developed long-term strategic Data Governance goals, Data Quality Assurance processes, Master Data Management administration, and Data Retention Life Cycle policy implementation.
* Developed Data Security policy and processes.
* Obtaining, organizing, defining subject area Meta Data in applicable repositories (Teradata, SQL Server, Oracle).

**Environment:** Windows Vista, MS SQL Server, MS Visio, Oracle, Web Logic, MS Project, Informatica, Business Object XI, UAT, Defect Tracking Matrix, Teradata

**Client: Caresource, Dayton, OH Period: Feb 2010- Jan 2011**

**Position: Data Analyst**

**Project Description:**

The purpose of this project was to make Outreach to the Members especially for the Prenatal, Postpartum and Well Care of the baby. Identifying all the members and entering all members outreach into new Campaign data model, to show how often/when a member is contacted by Caresource. Basically, a new campaign was created every time a member was outreached by Caresource.

**Roles & Responsibilities:**

* Gathered and Analyzed Business requirements walkthrough with the business owners
* Involved in writing Test Plans and Test Cases.
* Performed testing in different environment as per needed.
* Involved in extensive Data validation by writing several SQL queries and involved in back-end testing and worked to resolve data quality issues.
* Worked intensively on FACETS 4.6.1 for audit trails made on the used account and check and store information related to the HIPPA authorizations.
* Develop, document and perform testing and validation as needed.
* Coordinated with business analysts to resolve data gap.
* Highly involved in preparing Source to Target mapping documents.
* Performed Data Analysis and Data Validation by writing SQL queries.
* Used Data stage as an ETL tool to extract Data from sources like Oracle and DB2 and loaded to target database.
* Assist in ETL development, documentation and testing as needed.
* Work with SMEs to develop business rules that support the transformation of data
* Perform analysis of all data into, out of and within CareSource as needed.
* Identify and quantify data issues within the organization and assist in the development plans to resolve data issues.
* Facilitate discussions between end users and data modelers as needed.
* Monitor the quality of data submitted to regulatory agencies.
* Support the Verification of Data Accuracy
* Used SSIS for data Integration and Workflow application for getting the information from different health care providers.
* Monitor the quality of data submitted to regulatory agencies.
* Support regular data management processes and ad hoc user requests.
* Created several reports monthly/weekly based on various Campaign for different end users.

**Environment:** Teradata SQL Assistant, Facets 4.6.1, MS Excel,Oracle, MS Office, SQL Server, SSIS, HPQC, ALM.

**Client: DOW JONES, NJ Period: Nov 2007 – Dec 2009**

**Position: Data Analyst**

**Project Description:**

The CIDW warehouse is the solution for analysis and integration of the Print Edition and Online Wall Street Journal (WSJ.COM) customer data. It contains subscribers, non-subscribers and prospects related information. CIDW extracts data from various source databases. The project is concerned with extraction of such data from various sources and loading them in a consistent and integrated database using Informatica as the ETL tool.

Marketing and Advertising departments use the data in CIDW for campaigns, behavioral targeting and other marketing programs such as consumer retention and market events. CIDW also serves as the source from which several systems extract valuable data in order to perform various analysis functions and reporting related to demographics and help target marketing and promotion campaigns (e.g., direct mailings, e-mail).

**Roles & Responsibilities**

* Involved in developing the conceptual, logical and physical data model and used star schema in designing the data mart
* Translated the Business rules into ETL Processes that load the repository for Metadata management.
* Performed thorough analysis of data and worked on enhancements and troubleshooting processes
* Provided production support of the nightly batch.
* Designed processes to load data for MYWSJ.COM; personalized consumer application for WSJ.COM.
* Installed and configured Informatica Power Center and Informatica Client tools.
* Extracted the data from Sql server, Flat files into data warehouse.
* Worked with different transformations like source analyzer, lookup filters.
* Created session, batches and scheduled it.
* Created User, folders and User groups.
* Created various mappings using designer that include source qualifier, Expression, Aggregator, and Lookup Transformations.

**Environment:** InformaticaPowerCenter8.6, Cognos (Impromptu/ Powerplay/ ReportNet), Oracle 10g, UNIX, PL/SQL, SQL\*Plus, SQL\*Loader, Erwin

**Education:**

* Master in Business studies, advance graduate certificate in Computer information system.