**SUSHMA KAFLE**

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(316) 993-2642

**SUMMARY:**

* 8 years of experience in programming, analyzing and reporting in various Banking, Mortgage, Retail, Accounting/Tax,E-commerce & Information Technology using SAS on Windows and UNIX environments.
* Skilled in SAS programming, merging SAS datasets, preparing data, producing and validating reports, SAS formats, and managing data.
* Leverage technology and business process skills to generate innovative solutions to address client business problems.
* Excellent working knowledge of SAS Business Intelligence, SAS Enterprise Guide 4.1/5.1, JMP 9, SAS OLAP Cube studio 9.1, SAS Information Map Studio 3.1, SAS Data Integration Studio 3.4 and SAS Management Console 9.1
* Created reports in SAS and exported to Excel spreadsheets, created web reports using Web Report Studio
* Profound knowledge and strong experience in Base SAS, SAS/Macro, SAS/ODS, SAS/Graph, SAS/SQL, SAS/Stat, SAS Share, SAS/IntrNet and SAS/Connect, SAS Enterprise Guide, SAS Enterprise BI Server, SAS Management console.
* Involved in extracting data from XML files, flat files, CSV, Dat files, Mainframe VSAM files and relational databases, transforming the data and loading into the DW.
* Extensive experience in preparation of tables, listings, and graphs.
* Experienced in business terms like Basel compliance, equities, fixed income and risk management.
* Expertise in statistical, quantitative and analytical data in financial sector.
* Good at migrating SAS datasets and SAS applications from Unix <=>NT
* Experienced in producing external files and customized reports using various SAS procedures like Proc Print, Proc Report, Proc Tabulate, Proc Means, Proc Summary, Proc SQL, ProcFreq, Procunivariate, Proc transpose, Proc Rank, Proc Access and data \_Null\_ techniques.
* Skilled at using basic and advanced RDBMS concepts, SQL, PL /SQL and Unix commands.
* Effectively translated business rules and data rules to data transformation and good understanding of the ETL process.
* Worked with web based, windows based and e-commerce applications.
* Worked on Databases like Oracle/SQL, Teradata SQL Assistance.
* Ability to handle multiple tasks and work independently as well as in team.
* Good Analytical, Technical, Organizational skills coupled with excellent written and verbal communication skills.
* Ability to work with OFFSHORE team effectively.

**TECHNICAL EXPERTISE:**

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| --- | --- |
| SAS Skills | Base SAS, SAS/Macro, SAS/Connect, SAS/SQL, SAS/STAT, SAS/BI, SAS/ODS, SAS/Access, SAS Enterprise Guide 4.0, Enterprise Miner, SAS Stored Processes Web Application, SAS Web Report Studio, SAS Information Map Studio, Unix based SAS |
| Languages | PL/SQL, UML, HTML, XML, Java Script, .NET |
| SAS Procedures | Print, Transpose, Contents, Means, Chart, Plot, Tabulate, Univariate, Summary, Sort, Reg, SQL, Copy, Freq, Forms, Upload, Download, Formats |
| Databases | Teradata, Oracle10g/11i, MS SQL Server, MS Access, DB2 |
| Operating Systems | Windows 7/Vista/XP/NT/98/95, UNIX |

**EDUCATION & CERTIFICATION:**

* Master’s in Information System – Newman University, Wichita, Kansas
* Bachelor’s in CIS – Apex College

**EXPERIENCE:**

**JPMC, WILLMINGTON, DE | 04/2014 - PRESENT| SAS Developer/ Data Analyst**

**Project Name: Card Services Account**

The Card Services Account Corrections functional area cares for the identification, classification, fix, and the correction of customer impact caused by a business process or operational break. Within this function, the Correction team corrects impacted accounts via recalculating and/or crediting finance charges, fees, and rewards balances, correcting/changing finance charge and fee structures, initiating customer communications, etc.

Responsibilities:

* Reviewed the Business Requirement Documents and the Functional Specification.
* Frequent use of SAS function and procedures such as ProcFreq, Proc Means, Proc Sort, Proc Print, Proc Tabulate and Proc Report.
* Created reports in the style format using ODS statements and Proc Template.
* Design SQL query to select, create, append, and update database tables and views.
* Developed numerous ad-hoc SAS programs to create summaries and listings.
* Worked on Source and Target Metadata creation and developed many jobs to load data from source into target
* Developed SAS Unix based applications based on functional specifications that will support Marketing Operations.
* Automate applications and to incorporate controls.
* Validate and test all code for accuracy and efficiency.
* Assist in development of the specification by recommending alternative solutions to technical problems.
* Provide programming support of ad-hoc requests and special projects as assigned.
* Design, coding, testing, debugging, and documentation of multiple treatment and payment SAS programs for charge-off card data.
* Contribute to continuous improvement and develop self-competencies. Facilitate and works towards consistent improvement in developing process.
* Extensively used Proc SQL for highly advanced matching and merging between large datasets.
* Involved in writing SQL queries using Joins, Unions to retrieve and identify the impacted population of customer from data warehouse.
* Involved in calculating complex financial impact, recalculating finance charges over a period of months or years.
* Extensively used UNIX commands for fetching and checking files.
* Collaborate with business and IT team to resolve business queries, defects and mitigate escalations.

**Tools:** SAS/Base, Unix Based SAS, SAS/Stat, SAS/Graph, SAS/SQL, SAS/ODS, SAS/Connect, SAS/Macros, SAS/Access, Teradata SQL Assistant, SAS Enterprise Guide, Sync sort, Oracle, SQL, PL/SQL, Unix Korn Shell Scripting, DB2, Excel, Sun Solaris, Windows NT, MS Office, and HTML

**FISERV, LAKE MARY, FL | 06/2013 – 02/2014 | BUSINESS / Data ANALYST**

**Signature Online Mortgage Loan Origination System**It’s the process of initiating loan application online through the **Web Customer Portal**. Previously mortgage loans were originated in the banks and the entry was made by the Bankers using the Signature Green Screen and stored in Signature Core.The new project integrates the customer portal to common origination platform and onboard on signature core. Fiserv Corillian Online Banking System with Signature Core for all the on boarded loans to other online banking functionality like account statements, account enquiry, mortgage loan status tracking etc.

**Responsibilities:**

* Extracted data from the database using SAS/Access, SAS SQL procedures and create SAS data sets for statistical analysis, validation and documentation
* Developed new or modify macros for report generation using SAS / Macros as per the statistician requirements.
* Developed SAS programs for statistical analyses and data displays.
* Performed data analysis, statistical analysis, generated reports, listings and graphs using SAS.
* Extracted raw data from an Oracle database and used SAS/Access to read it and run statistical analysis using SAS/Stat.
* Involved in modify Legacy Data Warehouse SAS jobs to run on the MDW platform and execute SQL against the DB2.
* Executed the SAS jobs in batch mode through Unix shell scripts
* Worked on advance querying the database using SAS Enterprise guide in calculating and computing columns, using filters, manipulated and prepare the data for reporting and statistical summarization
* Involved in designing the project and process flow diagrams using SAS Enterprise Guide
* Conduct data mining and statistical analysis (t-test, Chi-Square test, Anova, and logistic regression) to improve existing strategies.
* Involved in using Forecast Studio for analyzing forecast models.
* Involved in Physical modeling on Teradata such as creation of tables, indexes and views
* Analyzed existing SAS scripts based of off various platforms such as Unix and Windows.
* Prepare daily, monthly, and ad hoc reports (by PowerPoint, Excel, pivot tables, and pivot charts, etc.), and present findings and recommendations to all levels of senior management.
* Develop SAS and VBA macros for automating the analysis, process, and report generation.
* Wrote SAS reports to Excel, the SAS content server, HTML, and PDF
* Automated SAS jobs running on a daily, weekly and monthly basis using SAS/BI and Unix Shell Scripting
* Wrote stored processes to be used through the SAS Information Delivery Portal
* Used SAS Enterprise Miner for data mining.
* Review and modify SAS Programs, created customized ad-hoc reports, process data for publishing business reports; automate and distribute designed business reports on schedule in various format.
* Created SAS Macros and SAS Graphics. Customize the existing programs using macros as per the statistician’s requirements
* Generated SAS customized reports using the DATA\_NULL and Proc Report techniques.

**Tools:** SAS 9.3, SAS/Base, SAS/BI, SAS/Graph, SAS/Stat, SAS/SQL, SAS/ODS, Excel, Oracle 10g/11g, Windows NT, Unix, Teradata, DB2, SAS Enterprise Guide 5.1, PL/SQL, Unix Korn Shell Scripting, Enterprise Miner, SAS Forecast Studio.

**JP MORGAN CHASE, CHICAGO, IL | 05/2010 – 11/2012 | BUSINESS/QAANALYST**

**Conversion and Legacy Migration Project** : Global Commercial Card (Credit Card) Program is designed to meet the clients’ corporate travel and purchasing needs in the countries where they do the business. Commercial Card Program help clients manage and streamline corporate expenditure while providing convenience and security for their employees. Commercial card program are designed to account for local laws, currencies and languages without the inconvenience of managing multiple commercial card relationships around the world. JPMorgan’s global commercial card product suite includes corporate card, purchasing card and Lodge/Central Travel Account Solutions.

**Responsibilities:**

* Interacted with the Business Users to get a better understanding of client business processes and gathered Business Requirements.
* Wrote and maintained **Business Requirements Documents** (BRD) and Functional Requirements Documents (FRD) defining new systems operations for the project using Rational Requisite Pro.
* Created Use cases, Use Case Diagram, Business flow diagram using Unified modeling language (UML).
* Created Use cases, and developed detailed **Use Case Diagrams** and **Sequence diagrams** describing how actions are to be carried out using MS Visio.
* Created User Stories to communicate requirements to the development team.
* Worked on creating the business requirements for Data Migration from Legacy system to new Oracle database.
* Performed Back-end testing, compare and validate data between SQL Server 2005 and Oracle 11g using beyond compare tool.
* Involved in writing SQL queries using Joins, Sub-Queries, and Unions to retrieve and test the data via SQL developer for Oracle 11g and SQL Server 2005.
* Logging, trouble shooting and retesting defects, and provide testing and defects status reports.
* Efficiently coordinated with the offshore team for design as well as the testing.
* Involved in the Functional Design phase by creating Screen Mockups (UI) and Process Flow Diagrams using **Microsoft Visio**.
* Conducted Application Simulation using **iRise** to assist Business Stakeholders with a preview to the actual Application Development.
* Used **Microsoft SharePoint** for document management and as a common repository for project documents and deliverables.
* Involved in verifying the change request for existing scripts.
* Prepared the traceability matrices to fill the gap between the requirements and the test cases covered.
* Involved in defect triage call.
* Performed **Root Cause Analysis** of Defects found during Unit Testing.
* Conducted GUI, functional and end-to-end testing of the applications.
* Used **HP Quality Center** for **Defect management, Requirements module, Test Design and execution.**
* Ongoing Knowledge transfer to users and the new comers.

**Tools:**Quality Center 9.2**,** JIRA**,** SQL 2005, ETL, Oracle11g, Beyond Compare 3, Windows 2003 Server/XP, Microsoft SharePoint, Microsoft Word, Outlook, Microsoft Excel, Toad, Microsoft Visio.

**CCH INCORPORATED (WOLTERSKLUWER), WICHITA, KS | 02/2007 – 02/2010| BUSINESS/RELEASE SUPPORT ANALYST**

CCH offers a variety of products and services for tax and accounting including Sales Tax Office. Sales Tax Office has different modules including Administration Module, Calculation Module, Sum, and Data Load. Administration Module sets company- wide standards, creating entities and divisions, establish nexus, define roles and responsibilities, add and assign users, view and unlock locked areas, and perform other administrative tasks. Calculation Module performs the day to day transaction processing, able to create and map stocking units, set up custom groups and items, customize exemption classes and exemptions, and perform other daily tasks.

**Subscription Update Manager (SUM)** Which is extract updated data from DVD and download updated data from SUM Server for STO customers.The SUM and STO both application are consuming Web Services SOAP and WSDL too.

**Responsibilities:**

* Interacted with the Business Users to get a better understanding of client business processes and gathered Business Requirements.
* Wrote and maintained **Business Requirements Documents** (BRD) and Functional Requirements Documents (FRD) defining new systems operations for the project using Rational Requisite Pro.
* Successfully conducted **JAD sessions**, which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear-cut picture of the project
* Created Use cases, Use Case Diagram, Business flow diagram using Unified modeling language (UML).
* Created Use cases, and developed detailed **Use Case Diagrams** and **Sequence diagrams** describing how actions are to be carried out using MS Visio.
* Developed, reviewed and executed Functional test plans, Test Case (manual) from requirements and other sources that can be understood and easily followed by other quality associates.
* Created and Executed System and Integration Test Scripts.
* Worked in the testing of non-GUI systems with particular knowledge of interface/integration testing requirements.
* Facilitated and participated in test plan and test case reviews with the test team, subject matter experts, and development to ensure the content, scope and accuracy of all test plans using Quality Center.
* Research, develop, implement, and maintain various environmental changes in the testing environments (such as Operating System and software upgrades, database upgrades, hardware changes and migrations etc.)
* Involved in the testing and implementing the DML, DDL and Store Proc.
* Involved in writing SQL queries using Joins, Unions to retrieve and test the date from the database.
* Extensive knowledge of functional and non-functional testing.
* Logging, trouble shooting and retesting defects, and provide testing and defects status reports.
* Extensively used XML to store the data and parse the data confirming to a specified schema for web service testing.
* Involved in manual testing for web services, Enhanced and maintained scripts and functionality by adding various checkpoints and scenarios.
* Responsible for handling multiple tasks meeting deadlines, Write and design the layout of the SQL statement and Store Proc.
* Execute test cases and scripts and follow through on the prioritization and resolutions of defects.
* Developed XML input file to test Web services implemented in STO, Helped create relevant test cases along with the testing team.
* Efficiently coordinated with the offshore team for design as well as the testing.

**Tools:** .Net, Oracle 9i, UNIX, HTML, CSS, Agile, Scrum, MS Office, MS Visio, Quality Center, SQL Server, Microsoft SharePoint, SnagIt, iRise.

**EVEREST BANK, NEPAL | 08/2004 – 09/2005 | QA TESTER**

**Online Banking:**This is Internet Banking application for both Personal and Business users. This application is developed to enhance their existing web based application for saving accounts, Loans, Checking accounts etc.

**Responsibilities:**

* Analyzed system requirements on base on business documents and developed detailed Test Cases.
* Responsible for weekly status updates showing the progress of the testing effort and open issues to be resolved.
* Involved in tracking, reviewing, analyzing and comparing bugs using Excel Sheet.
* Generated the detailed reports of the Bugs, Pass-Fail report, Comparison Chart using Excel Sheet.
* Prepared the Defect reports and interacted with developers for Debugging.
* Performed Functional and Regression testing.
* Involved in the testing and implementing the DML, DDL and Store Proc.
* Involved in writing SQL queries using Joins, Unions to retrieve and test the date from the database.
* Attended meetings on weekly basis and provide feedbacks and suggestions to Project Manager.

**Tools:** MS Excel, MS Word, Windows 2000.

**SANDILYA (P) LIMITED, NEPAL | 01/2004 – 07/2004 | SYSTEM ANALYST**

It is a software development company which basically creates web based application and websites for Third Party Company.

**Responsibilities:**

* Designed and implemented systems for acquisition applications.
* Performed system maintenance programming.
* Wrote computer system procedure specifications and user manuals.
* Designed and supervised programming of tracking system that determined more cost-effective transportation routes.

**PROGRESSION SOLUTIONS, NEPAL | 01/2003 – 12//2003 | SYSTEM ANALYST**

Progression IT Solution is specialized in educational Institution, which deals with Student Management Database System. This software keeps track of the students, payments, teacher information, and the classes that Students are assigned and the planner book with many more features.

**Progression Solution eLearning:**

Progression eLearning is a full-functional learning management system that provides e-learning that provides solutions to contribute teaching, training and complete knowledge transfer through internet utile for educational institutions, training centers and enterprises for directing know-how.

**Responsibilities:**

* Interacted with the Business Users to get a better understanding of client business processes and gathered Business Requirements.
* Wrote and maintained **Business Requirements Documents** (BRD) and Functional Requirements Documents (FRD) defining new systems operations for the project using Rational Requisite Pro.
* Created Use cases, Use Case Diagram, Business flow diagram using Unified modeling language (UML).
* Created Use cases, and developed detailed **Use Case Diagrams** and **Sequence diagrams** describing how actions are to be carried out using MS Visio.
* Gathering user and usability requirements to create screen mockups and write UI specification documents.
* Designed and implemented systems for acquisition applications.
* Performed system maintenance programming.
* Wrote computer system procedure specifications and user manuals.
* Designed and supervised programming of tracking system that determined more cost-effective transportation routes.
* Served as liaison between system users and technical support group.
* Trained field system users.
* Tools: MS Visio, UI, MS Excel, MS Project