# Cindy Zheng

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# SUMMARY

* 7 years of experience in MS SQL Server 2014/2012/2008 R2/2008 including SSMS, SSIS and SSRS, as a SQL Business Intelligence Developer/Database Developer. Involved in design, development and analysis with in-depth knowledge of business objectives and processes.
* Proficient in SQL Server and T-SQL (DDL and DML) in constructing database objects, performing Normalization & Denormalization techniques on database & data warehouse tables.
* Efficiently built Views, Subqueries,Joins, CTEs,Temp Tables, Table Variables, Stored Procedures with parameters, Functionsand Dynamic Queries using T-SQL.
* Experiencedin troubleshooting, debugging, identifying issues in database andtuningperformance by utilizing Index strategy, Execution Plan, SQL Profiler and Database Engine Tuning Advisor.
* Expert in transforming and loading data using Data Flow Transformations, Control Flow Tasks andContainers such as Execute Package Task, Execute SQL Task, Foreach Loop Container, Sequence Containerand Slowly Changing Dimensions (SCD).
* Managed the maintenance of Error Handling and Debugging by configuring Breakpoint, Checkpoint, setting tasks in Event Handler and Logging file for packages, containers and tasks.
* Highly skilled in configuring and deploying packages to multiple environments; adept in configuring Connection Manager and Environment Variables forSSIS projects.
* Developed SSRS reports including Ad-hoc reports, Drill Down, Drill through, Parameterized, Cascading, Linked reports, Subreports and Charts using Global variables, Expressions and Functions for the Business Users.
* Generated customized Dashboards (Interactive or Static), Action Items and KPIs based on business requirement by using SSRS.
* Extensively involved with Design, deployment and maintenance of reports and used Report Builder and MS SharePoint to deliver reporting solutions.
* Exposure to Data Warehousing Architecture Approach (Bill Inmon & Ralph Kimball), Data Marts, defining Cubes and setting up KPI, Calculations, Hierarchy, Partitions in SSAS.
* Good team player, reliable, self-motivated and possesses ability of critical thinking and analysis.

# EDUCATION

Master of Science in GlobalFinance

Fordham University

# TECHNICAL SKILLS

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| Relational Databases | Microsoft SQL Server 2014/2012/2008 R2/2008,Oracle11g/10g,IBM DB2,MySQL,PostgreSQL,MS Access |
| Tools and Packages | SQL Server Management Studio (SSMS) 2012/2008/2005,MS Visual Studio, SQL Server Profiler, MS SharePoint, Team Foundation Server (TFS) |
| Languages | T-SQL, PL/SQL, C#, VBA, MDX, SAS, R, Python |
| Operating Systems | Windows 8/7 /XP, Mac-OS |
| Web Technologies | HTML,XML |
| Application Packages | MS Excel, MS Word, MS Outlook (MS Office Suite) 2013/2010 |
| BI Tools | SQL Server Integration Services(SSIS)2012/2008/2005, SQL Server Reporting Services (SSRS)2012/2008/2005,SQL Server Analysis Services (SSAS)2012/2008/2005, Tableau8.0 |

# PROFESSIONAL EXPERIENCE

**East West Bank, NYC,NY**

**Business Intelligence/ SQL Database Developer (SSRS/SSMS/SSIS) 10/2014- Present**

East West Bank is one of the top-performing banks in United Statesthat provides a range of personal and commercial banking services in three segments: Retail Banking, Commercial Banking, and Other.The project is to generatecustomers, products, services and operation reports forretail banking department, loan and mortgage department and to build data marts serve for these departments.

**Responsibilities:**

* Participated in business requirement gathering to understand all aspects of the business (functionality and processes); identified best approach to provide technology solutions to meet business needs, and then translated into well-engineered, tested and deployed reporting solutions.
* Created Parameterized,Linked,Drill-through, Drill-down, Subreport, Cache reports and Snapshot reports in SSRS; createdand modified Ad-hoc reports in MS Report Builder.
* Designed and implementedDashboard/Scorecard with KPI including Area Charts, Bar Charts, Pie Charts, Line Charts, Scatter Charts, Gauges and Heat Maps.
* Validated report results against requirements to ensureaccuracy of deliverables and got reports approved before deploying.
* Involved in report deployment using Report Builder and MS SharePointafter validation and testingaccording to business requirements.
* Generated daily, weekly and monthly reports with multiple rendering extensions for end users and scheduled report execution and delivery.
* Skilled at convertingdate/string/currency;grouping/sorting/aggregating data fields; setting filters/conditions; creating reports parameters; designing format, visibilityand report layout in SSRS.
* Built datasets with T-SQL queries including CTE, Window Function, Temp Table,Table Variable,Join, Union, Stored ProcedureandFunction for the preparation of building reports.
* Identified slow running T-SQL queries, tuned and optimizedqueries in SSMSto increase performance of reports.
* Created dynamic SSIS Packages to transfer data between servers, load data into Datamartsand tuned the existing package.

**Environment:**MS SQL Server 2012, MS Visual Studio 2010, SQL Server Management Studio (SSMS) , SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS), MS Report Builder 3.0, MS SharePoint,MS Excel, Adobe PDF, MS Outlook,Windows 7

**Fortress Investment Group, NYC, NY**

**Business Intelligence/Database Developer (SSIS/SSMS/SSRS) 04/2013-09/2014**

Fortress Investment Group LLC is a leading investment management firm across a range of private equity, credit, liquid markets and traditional asset management. The project was aiming at buildingnew ETL jobsto organize new customers&products data,at generatinginvestment reports (Fixed Income, ABS, Corporate Securities,Real Estate loan & Equity)for asset management department.

**Responsibilities:**

* Responsible forBusiness Intelligence (BI) development and Microsoft (SQL Server, Integration Services, Reporting Services); involved in the analysis, design, development, testingand deployment of ETLfull lifecycle.
* Extracted data from multiple data sources, performed data cleansing,data validation checks during Stagingbefore loading the data into the Data Warehouse.
* Utilized SSIS transformations includingDerived Column,Lookup,Conditional Split,Merge Join,Multicast and Union All in SSIS.
* Built SSIS Tasks and Containers for processing facttables, dimension tables, type 1 and type 2 slowly changing dimensions (SCD) in Incremental Loading.
* Implemented error handling and debugging;set package/task transaction properties; created checkpoints to define restart points; identifiedpackage status in package progress and precedence constraints; handlederrors with event handlers and examined the package state by setting breakpoints.
* Tuned ETL performance by configuring SSIS package advanced properties and by optimizing queries inside packages.
* Configured and deployedETL Packages to Dev/Testing/Prod Environments; configured Connection Strings and Environment Variables for project parameters.
* Created and manageddatabase objects such as Temp Tables, Views, CTEs, Table Variables, Parametersand Stored Procedure in SSMS.
* UtilizedT-SQL queries inside SSIS packages for validation and better performance.Applied highly complex queries to load data efficiently based on complex Business rules.
* Designed,developed, optimized, and maintained reports and delivered data visualization solutions using SSRS.

**Environment:**MS SQL Server 2012/2008 R2, MS Visual Studio 2010, SQL Server Management Studio (SSMS) , SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS), MS Report Builder 3.0, MS Excel, MS Outlook, Windows 7

**Access Community Health Center,NYC, NY**

**Business Intelligence/Database Developer (SSIS/SSMS)10/2011-03/2013**

Access Community Health Center provides a wide range of health care services including Primary Care and Specialty Care; it serves the acute and chronic health care needs of all community members.The project was to implement ETL packages to support the new web portal for members and service provider where providers can see patients’ appointments, check patient medical history as well as members can book, reschedule or cancel appointments.

**Responsibilities:**

* Involved in all phases of full Software Development Lifecycle (SDLC) including design, flowcharting, development, testing and implementation.
* Extracted data from different sources including SQL Server database,Flat Files (TXT, CSV, XML) and Excel files and load them to destination serversusing SSIS.
* Developed highly complex SSIS packages using various Tasks and Transformations such as Lookup, Conditional Split, Derived Column, Aggregate, Sort and Multicast.
* Extensively used SSIS for transferring data by utilizing various control flow and data flow elements and also involved in data validation and testing.
* Used Row Count transformation and Event Handlers to populate Log tables for SSIS package execution results
* Used Slowly Changing Dimension (SCD) transformation for Incremental Data Loads.
* Assisted application developers to manipulate data by writing complex T-SQL commands, developed CTEs, Window Functions, Temp Tables, Variables, Functions and Store Procedures.
* Optimized the performance of queries with modification in T-SQL queries, removed unnecessary columns, eliminated redundant and inconsistent data and checked data integrity wherever necessary.
* Used Microsoft Team Foundation Server (TFS) as project management, automated builds and testing and release management tool and SharePoint as requirements control management tool.

**Environment:**MS SQL Server 2008 R2, MS Visual Studio 2008, SQL Server Management Studio (SSMS) , SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS),Team Foundation Server (TFS), SharePoint, MS Word, MS Excel, Windows 7

**National Lloyds Insurance, Dallas, TX**

**Business Intelligence Developer (SSRS/SSMS)10/2010-09/2011**

National Lloyds Insurance Company is the specialist in Homeowners and Renters Insurance, Dwelling Coverage, Mobile Home Insurance, Fire Insurance, Flood Insurance, Commercial and Business Insurance. This project focused on generating different types of reports to analyze customer needs, track trends, identify profitable areas and prevent fraud in order to help company make low-cost and personalized decision.

**Responsibilities:**

* Developed and implemented data-driven reports solutions and Ad-hoc reports to meet business requirements.
* Extensively worked on Drill-down, Drill-through, linked, Parameterized reports and Pivot table using SSRS for end users to view the conclusion of historical data.
* Generated Dashboards with quick/context/global filters, parameters and calculated fields on reports to visualize the trend and distribution of data.
* Deployed report on server using SSRS report configuration manager.
* Scheduled daily/weekly/monthly reports to show data against various measures in different insurance categories and regions based on business requirements.
* Createdreports including developing Dashboards, building parameterized reports, sorting the data, returning subsets of the data with query parameters, designing report layout and rendering reports.
* Fetch complex data from different tables in remote databases using Joins, database links and formatted the results for reports in SSMS.
* Wrote T-SQL queries to create datasets from identified data source for specific reports and also for parameters to create cascading reports.

**Environment:**MS SQL Server 2008, MS Visual Studio 2008, SQL Server Management Studio (SSMS),SQL Server Reporting Services (SSRS),MS Excel 2007,Windows XP

**China Securities Index Co.,Ltd., Shanghai, China**

**Business IntelligenceDeveloper (SSMS/SSIS)01/2009-09/2010**

As a joint venture between the Shanghai Stock Exchanges and the Shenzhen Stock Exchange, the China Securities Index Company Limited (CSI) is a professional business entity specializing in the creation and management of indices and index-related services. This project was to design, build, update and maintain OLTP and OLAP databases.

**Responsibilities:**

* Coordinated database implementations and changes among multiple departments: Created, modified and troubleshot Transact-SQL stored procedures, design and implement tables/data structures and perform code reviews in an extremely performance sensitive environment.
* Utilized T-SQL queries in constructing Tables, Views, Indexes, Functions,UDFs, Stored Procedures and maintaining Data Integrity.
* Defined Check constraints, Business Rules. Used Triggers to enforce data and referential integrity.
* Used Execution Plan, SQL Profiler and Database Engine Tuning Advisor for troubleshooting, Monitoring, Optimizing SQL Server and T-SQL queries.
* Designed and created various ETL packages using SSIS and to import and export data from multiple data sources to MS SQL server destination.
* Created packages using SSIS from Excel Filesand OLEDB source to SQL Server for reporting and future analysis. Performed data conversions from Excel files and Flat files into standard database structure.

**Environment:**MS SQL Server 2008, MS Visual Studio 2008, SQL Server Management Studio (SSMS) , SQL Server Integration Services (SSIS),MS Word 2003, MS Excel 2003, MS Outlook, Windows XP