**KALPESH KUMAR**

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**Sr. Tableau Developer / Data Analyst**

**SUMMARY:**

* **8 Years** of IT experience in Business Analysis, System Analysis, Data Analysis, Software design, development, testing and maintenance of **Business Intelligence/Data Warehousing** environment across **Financial, Insurance,** **Healthcare,** **Transportation**, **Technology** and **Banking** industries.
* **Certified Tableau Desktop 9 Qualified Associate** with 4+ years extensive experience in working with **Tableau 7.x/8.x/9.x product suite** (**Desktop, Server, Public, Reader, Mobile)** and other BI technologies like **MicroStrategy, Alteryx, Informatica** etc.
* Strong understanding of project life cycle and **SDLC** methodologies including **RUP, RAD, Waterfall** and **Agile.**
* Experience in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups.
* Conducted Gap **Analysis**, created **Use Cases**, **work flows, screen shots and Power Point presentations** for the Web Applications.
* Interviewed **SMEs** and **Stakeholders** to get a better understanding of client business processes, **KPI's** and gather business requirements as per project milestones.
* Expertise in Tracking, Documenting, Capturing, Managing and Communicating the Requirements using **Requirement Traceability Matrix** (RTM)which helped in controlling numerous artifacts produced by the teams across the deliverables for a project.
* Strong understanding of **Data warehouse** concepts like **Kimball/Inmon** methodologies, **Star Schema, Snowflake Schema, Dimensional data modeling,** Fact and Dimensions tables, physical and logical data modeling.
* Proficient in designing the Design Documents for loading data into Data Warehouse and Data Mart tables.
* Extensive experience in presenting Tableau visual analytics and best practices like **Story Points**, **Dashboard structure, view orientation, Sizing and Layout, Data Emphasis, Highlighting, Color, Fonts, Tooltips**, and performance improvement of complex dashboards/reports.
* Extensive experience in using Tableau functionalities for creating different **Requests, Filters, Charts**, **Interactive Dashboards** with page and dashboard Prompts.
* Experience in developing rich interactive Tableau reports and Dashboards using various visualizations **like Chart-Box (Drill Down, Drill up & Cyclic Grouping), Heat Maps, Tree Maps, Bubble Charts, Reference Lines, Dual Axes, Line diagrams, Bar Graphs, Geographic Visualizations** ( Detailed and filled in maps), etc.
* Experience with **Level of Detail (LOD) expressions** for cohort analysis and complex aggregations at different dimensional levels to provide deeper insights into the available data.
* Implemented advanced **geographic mapping techniques** and use custom images and **geo coding** to build spatial visualizations of non-geographic data.
* Experience with **JavaScript API** to customize the views, selects, filters, date and time.
* Extensive knowledge of Tableau Server Concepts like **tabcmd, tabadmin**, creating/ adding users, sites and projects, managing licenses and data connections, scheduling tasks.
* Extensively worked with various database systems like **Oracle, Teradata, DB2, MS Access, Flat files, XML and SQL Server**.
* Expert in **Unit, System and User Acceptance Testing** and Performed **Data Validations** for all the reports and dashboards generated from various database sources.
* Outstanding knowledge in writing complex **SQL** queries, **Stored procedures**, database tuning, query optimization and resolving key performance issues.
* **Flexible, enthusiastic** and project oriented **team player** with excellent **communication skills** with leadership abilities to develop creative solutions in challenging environments.

**TECHNICAL SKILLS**

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| Analytical Tools | Tableau, MicroStrategy, Cognos, SSRS |
| Modeling Tools | Power Designer, Erwin, ER Studio, MS Visio |
| Data Integration Tools | Alteryx, Informatica Power Center SQL Server DTS |
| SQL Tools | Rapid SQL, Toad, Teradata SQL Assistant, PL/SQL Developer |
| RDBMS | Teradata, Oracle, SQL Server, DB2, Access |
| UI Tools | CICS, ROSE, PUTTY, Visible Analyst, Lotus Notes |
| Documentation | SharePoint, HP Quality Center |
| Scripting/Lang. | C, C++, HTML, JavaScript, Python, PERL, SQL, PL/SQL, and XML |
| Scheduling Tools | AutoSys, Control M |
| Operating Systems | UNIX, Linux, Windows 7/XP/2000 |

**PROFESSIONAL EXPERIENCE**

**Client: Synchrony Financial, Chicago, IL Aug’17-Current**

**Sr. Tableau Developer / Sr. Data Analyst**

**Project Description:** Synchrony Financial is a consumer financial services company that offers consumer financing products, including credit, promotional financing and loyalty programs, and installment lending, and FDIC insured savings products through Synchrony Bank The company provides private label credit cards for such brands as Amazon, Walmart, Lowe’s, Guitar Center, Gap etc., The project is to design and develop various Business Intelligence dashboards on Projects, Clients, Vendors, and Applications of GE capital migrated to Synchrony Financial using Tableau application.

**Responsibilities:**

* Gathered Business Requirements, Interacted with Strategic Development Team, Business analyst to analyze business needs and developed technical specifications.
* Installed,configured and setup Tableau environment in the organization.
* Develop, organize, manage and maintain graphs, tables and document templates for the efficient creation of reports.
* Worked with Teradata database and extracted data using Alteryx and developed POCs by building reports and dashboards using **Tableau 9.2** to demonstrate quick wins.
* Incorporating weekly changes of the data source files by integration into **Tableau data sources** for timely leadership reporting.
* Creating reports and infrastructure to show migration activities by monthly release, business functions and IT projects.
* Created Visuals for Paypal team workflow optimization using different Tableau charts such as KPIs and sparklines in a single view.
* Cleaning and Blending multiple data sources to allow for different views on application data in a single dashboard.
* Worked on converting map shape files to tableau readable **CSV format** using R software
* Conducted presentations to other lines of business as a meta role to show value of **Tableau as a BI tool.**
* Participated and co-ordinated daily stand-ups with clients on daily design and development effort.
* Extensively used **LOD expressions** for cohort analysis and aggregation.
* Prototyped data visualizations using Charts, drill-down, parameterized controls using Tableau to highlight the value of analytics in Executive decision support control
* Extensively used calculated fields for different logics for Trend, Extended price calculations for the different cost types
* Define best practices for creating **Tableau dashboards** by matching requirements to the charts to be chosen, color patterns as per user's needs, standardizing dashboard's size, look and feel
* Developed visualizations using sets, Parameters, Calculated Fields, Dynamic sorting, Filtering, Parameter driven analysis
* Hands-on development assisting users in creating and modifying worksheets and data visualization dashboards.
* Generated the test plans specifying an overview of testing approach, testing strategy, roles, responsibilities and its scope.
* Prepared test scripts and documented user training modules.
* Maintained Test log and created Test Evaluations, Summary Reports.
* Generated Test Cases for each specification in Requirement Specification Document corresponding to each module.
* Provided Ongoing support to BI applications running in production & troubleshoot any issues.

**Environment:** Tableau Desktop 9.1/9.2,Tableau Server 9.1/9.2, OBIEE 11g, Axure, Alteryx, Toad, Microsoft SQL Server, Microsoft Office Suite (Word, Excel, Power Point, Visio, Outlook).

**Client: Fidelity Westlake, TX Apr’16-Jul’17**

**Role: Sr. Tableau Developer / Sr. Data Analyst**

**Project Description:** Fidelity Investments is the web based portal which helps the finance department and the approval managers to have the detailed information about the expenses incurred on activity/project. Cost management which help the seniors to understand the investment and returns. Used tableau as the reporting and dashboard tool to have a clear overview to the users about the expense bill which is spent on different projects. Fidelity Investments help the approval managers to reduce the costs if it is going beyond the budget allocated.

**Responsibilities:**

* Gathered Business Requirements, Interacted with the Users, Project Manager and SMEs to get a better understanding of the Business Processes.
* Develop, Organize, manage and maintain graphs, tables and document templates for the efficient creation of reports.
* Mentored other Tableau users, provided training and novice in **Tableau.**
* Developing dashboards using calculated fields, parameters, calculations, groups, sets and hierarchies in Tableau.
* Created sheet selector to accommodate multiple chart types in a single dashboard by using parameters.
* Using Multiple Measures like Individual **Axes, Blended Axes, and Dual Axes.**
* Extensively used calculated fields for different logics for Trend, Extended price calculations for the different cost types.
* Created visualizations for logistics calculations and departmental spend analysis.
* Used **SQL Queries** at the custom **SQL level** to pull the data in **Tableau desktop.**
* Validated the results in Tableau by running **SQL queries** in **Oracle SQL developer**
* Attended daily standup meetings to update scrum master with what is achieved, what is being done and is there any impediment.
* Conducted user acceptance testing and mentored business users how to slice and dice data using filters and parameters.
* Created and maintained issue log where business users enter their feedback by working on dashboard in test environment. Implemented the feedback and incorporated the necessary changes.
* Created tableau functional design document.
* Performed performance tuning of the dashboard in **Tableau desktop.**
* Published the developed dashboards into production and ensured the data was up to date by scheduling extract refreshes.
* Performed Parallel Testing or Production Testing, which ensures that the new system will perform correctly in a production environment and interface correctly with other production systems.
* Participated in the retrospective meetings and next sprint planning meetings.
* Involved in Onsite & Offshore coordination to ensure the completeness of Deliverables.

**Environment:** Tableau Desktop 8.1/8.2,Tableau server 8.1,8.2, OBIEE 11g, Microsoft SQL Server, Microsoft Office Suite (Word, Excel, Power Point, Visio, Outlook).

**Client: TIAA-CREF Charlotte, NC Sep’14-Apr’16**

**Role: Sr. Tableau Developer**

**Project Description:** R&I Dashboard project is a system integration Project which is pulling the data from various source systems to middle layer of cisco's Data virtualization and ETL tool composite software for the source data manipulation and the virtualization and then the developed data logical views in composite software are pushing to presentation layer Data Visualization tool Tableau for the dash boarding of Clarity Project\Program metrics data. 

**Responsibilities:**

* Gathering the clients, Suppliers and internal resource data from all the Vendor Management Systems.
* Actively involved in new KPI generation for Scorecards.
* Data collection and leveraging on data manipulation teams for required data.
* Developed complex **SQL scripts for Teradata database** for creating BI layer on DW for tableau reporting.
* Identify new metrics and enhance the existing KPI's.
* Working extensively with Tableau Business Intelligence tool to develop various dashboards.
* Working extensively using Excel to validate the data and use as the source data files.
* Dashboard Visualization through **Tableau BI application.**
* Building, publishing customized interactive reports and dashboards, report scheduling using **Tableau server.**
* Created action filters, parameters and calculated sets for preparing dashboards and worksheets using **Tableau.**
* Effectively used data blending, filters, actions, Hierarchies feature in **tableau.**
* Defined best practices for **Tableau** report development.
* Developed efficient & custom SQL statements for report and analyzed data to identify for data inconsistencies and fix.
* Administered user, user groups, and scheduled instances for reports in Tableau.
* Executed and tested required queries and reports before publishing.
* Converted metric insight reports to tableau reports.
* Analyzing the data using Statistical features in **Tableau** to develop trend analysis.
* Hands-on development assisting users in creating and modifying worksheets and data visualization dashboards.
* Worked with Teradata database and pull data to work on BI requirement.
* Provided Ongoing support to BI application running in production & troubleshoot.

**Environment:** Tableau (Desktop, Server)7.x/8.x, Teradata, SQL, Teradata SQL Assistant, Teradata Administrator, Microsoft Office Suite (Word, Excel, Power Point, Visio, Outlook).

**Client: Blue Cross Blue Shield, Chicago, IL Mar’12-Sep’14**

**Role: Tableau Developer**

Project Description: Blue Cross and Blue Shield insurance companies are licensees, independent of the association (and traditionally of each other), and offering insurance plans within defined regions under one or both of the association's brands. Blue Cross Blue Shield insurers offer some form of health insurance coverage in every U.S. state. The project is to support Business Intelligence strategy by development of various reports, dashboards using Tableau on Claims Data and also document Claim data flow within the Databases.

**Responsibilities:**

* Interacted with business users and performed Gap Analysis of Client requirements
* Elicit business solutions to develop SOX compliance into the existing procurement workflow executed through IT channels.
* Prepared Business Requirement Document and then converted business requirements into Functional Requirements Specification.
* Developed other supporting documentation such as source to target mapping documents, business logic flows, process flows, requirements traceability matrix, etc.
* Worked with the report development Manager and other team members on report requirements, timelines, testing, and technical delivery.
* Designed and developed **Tableau reports, dashboard and metrics to support Claims Reporting and Business Intelligence strategy**
* Developed Tableau objects like **Filters, Parameters, Calculated fields, Hierarchies, Actions, etc.**
* Extensively used Tableau Report Services to generate **Report Documents.**
* Created calculated fields for comparative reports like claims this year to last year (year to date and month to date).
* Designed different BI Dashboards for the Company Executives, through an efficient use of Tableau Report Services.
* Created all possible Metrics, for enabling the end users to generate customized reports by creating their own Templates and Filters.
* Built Complex Reports using advanced reporting functions like with YTD calculations, percentage differences, sets and groups etc.,
* Involved in report tuning, caching, specifying query governing thresholds, and report optimizations.
* Responsible for the testing, fixing the bugs and troubleshooting the technical problems.
* Creating and developing test strategies, test cases and test plans.

**Environment:** Tableau (Desktop, Server)7.x, Teradata, Oracle, SQL Server, Power Designer, MS Visio, RUP methodology, Rational Rose, Requisite Pro, Microsoft Office Suite ( Word, Excel, Power Point, Visio).

**Client: Axis bank, India Dec’09-Feb’11**

**Role: SQL Server Developer/SQL BI Developer**

**Description:** The aim of the project was Insurance decision and claim ratio and Express Scripts was too involved designing data models, logical and physical databases, data dictionaries and schemas and loading data into data warehouse using SSIS and generating reports using SSRS. Claim affordable payment and honest record of all claim and insurance.   
   
**Responsibilities:**

* Transformed data from different data sources like **Oracle, Flat files, SQL data bases** to **SQL Server 2008** using **OLEDB connection** providers by creating various **SSIS packages**. Data is transformed from hub (ODS) to **data warehouse.**
* Used **SSIS** to create **ETL packages** (.dtsx files) to validate, extract, transform and load data from **ODS** to related destination databases for residential, business, large business users.
* Created **SQL server** Analysis Projects and created multi-dimensional databases and **OLAP** cubes and dimensions for the analysis of capacity planning task in specific areas for departmental manager using **SSAS.**
* Migrated the data from the appropriate databases to end database and maintained batch log files. Involved in the usage of variables to make the packages dynamic and scheduling the package in **SSIS** (sequential scheduling).
* Implemented AD HOC reporting with the report builder for the end users. Involved in scheduling reports to run weekly, quarterly, monthly based on the data to be reviewed by the manager.
* Generating Drill- through, drill down, Matrix, Snapshot reports using the data from the Data warehouse using **SSRS** with **Microsoft Share Point Integration 2007.**
* Effectively used Normalization and De-Normalization techniques for both **OLTP** and **OLAP** systems in creating Database Objects like tables, Constraints and Indexes.
* Involved in identifying and creating data sources and data source views in **SSAS**. Involved in Creating Dimensions and Cubes and deployed it on to the server for the managers to analyze the ongoing production support for the application as required.
* Implemented the elements of **T-SQL** like dynamic stored procedure to store and update the information regarding residential, business and large business customers into one centralized **SQL database** called hub.
* Enhanced the business logic using User Defined Functions to retrieve information on the services like Retailers Debit, Credit etc.
* Created indexes on the database tables and generated trace events to improve the query performance and optimize data access.

**Environment:** MSSQL Server 2008/2005, SSIS 2008/2005, SSRS 2008/2005 with Microsoft Share Point Integration 2007, SSAS 2008, Oracle 10g, Windows XP, MS EXCEL

**Education:** Bachelor’s in Information Technology from GUJARAT TECHNOLOGICAL UNIVERSITY- India