**SHWETA P**

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**Business Intelligence Developer and Analyst/Business Analyst**

**SUMMARY:**

7+ years of IT Experience as a Business Intelligence Developer and Analyst in development of business applications, Database Design, Development and business intelligence in Banking, Finance and Healthcare domains.

* Strong Business Intelligence with the ability to understand operational aspects of product line and manage projects from a business perspective and ability to conceptualize creative and innovative solutions for new product development.
* Experience in Database Development, Data Warehousing, Design and Technical Management.
* Worked closely with various external stakeholders to understand and document Business, Functional and Software requirements.
* Experience in creating views, complex stored procedures, effective triggers and useful functions to facilitate efficient data manipulation and consistent data storage.
* Strong analytical, and problem- solving skills with emphasis on clear, detailed business requirements and functional specifications, as well as reports for management.
* Created Reports with complex formulas and to query the database for business Intelligence.
* Excellent knowledge in creating Databases, Tables, Stored Procedure, DDL/DML Triggers, Views using T-SQL.
* Experience in enhancing and deploying the SSIS Packages from development server to production server.
* Created shared dimension tables, measures, hierarchies, levels, cubes and aggregations on MS OLAP/ Analysis Server.
* Expertise in migrating data from MS-Access, MS-EXCEL and other external data sources.
* Very Good Understanding and Experience in SQL Server Integration Services(SSIS) and SQL Server Reporting Services(SSRS)
* Experience in Tuning SQL queries and T-SQL queries & improving the performance of the queries.
* Experience in using variables, expressions and functions and defining Query for generating drill down reports in SSRS.
* Experience in writing complex SQL queries involving multiple tables inner and outer joins, stored procedures.
* Experience in Power BI scripting working with DAX and building visualizations as per requirements from business users from time to time.
* Experience in developing Custom Report, Tabular Reports, Matrix Reports, Ad hoc reports and distributed reports in multiple formats using SQL Server Reporting Services (SSRS) in Business intelligence development studio (BIDS).
* Sound Experience and understanding of SSAS, OLAP and OLTP cube, Data mining and Architecture.

**TECHNICAL SKILLS:**

MS SQL Server 2016/2012/2008R2/2008/2005, SSRS, SSIS, SSAS, MS Access 2010/2007, MySQL, Dynamic SQL, Oracle, Microsoft Office, Power BI, MS SQL Profiler, Query Analyzer, Enterprise Manager, Index Tuning Wizard, Microsoft Visio 2010/2007, Data Modeller, PL/SQL, T-SQL, HTML, JavaScript, XML, Azure, ASP.NET, C#, Agile Development, SCRUM

**PROFESSIONAL EXPERIENCE:**

**AIM Specialty Health, Chicago, IL Oct 2017 – Present**

**Business Intelligence Developer and Analyst/Business Analyst**

AIM Specialty Health provides clinical solutions that drive appropriate, safe, and affordable care. AIM promotes optimal care through use of evidence-based clinical guidelines and real-time decision support for both providers and their patients. Focus of the project was to do an analysis on the expanding clinical domains radiology, cardiology, oncology, specialty drugs, musculoskeletal care, and genetic testing to see the trends in various areas of healthcare like patient history, medical trends, claims analysis, case analysis, examination analysis and various others.

**Responsibilities:**

* Involved in analysis of requirements and actively participated and interacted with Team Lead, Technical Manager and Lead Business Analyst to understand the Business requirements.
* Created documentation for functional and non-functional requirements.
* Responsible for extracting and gathering requirements which included brainstorming and

meetings with the stakeholders and created requirement specification artifact.

* Extensively involved in designing the SSIS packages to export data from various sources to SQL Server database.
* Used Power BI with DAX for developing reports, data marts, KPI’s and charts for the organization and departments.
* Used Power BI Power Pivot to develop data analysis prototype and used Power View and Power Map to visualize reports.
* Build KPI, Power BI dashboards and ad hoc reports as needed.
* Provide continued maintenance and development of bug fixes for the existing and new Power BI reports and DAX calculations
* Resolved conflicts between development and implementation teams. User Acceptance Testing

(UAT) testing was performed to ensure proper compliance of goals was met.

* Troubleshooting performance issues and fine-tuning queries and stored procedures
* Worked on OLAP Data warehouse, Model, Design, and Implementation.
* Sound Experience and understanding of OLAP and OLTP cube, Data mining and Architecture.
* Created multiple reports with drop down menu option having complex groupings within the report.
* Experience in creating complex SSIS packages using proper control and data flow elements.
* Generated matrix reports, drill down, drill through, sub reports, chart reports, multi parameterized reports.
* Worked very closely with Business Customers, End Users and resolved any business process related issues.
* Responsible for designing and developing a Drill Down, Cross-tab, and Tabular Report using Report Server in SSRS to draw data from the Data Warehouse. Periodically developed a Report to be used by the Senior Management utilizing SSRS.
* Identifying business needs, evaluated business and technical alternatives, recommended solutions and participated in their implementation.
* Actively worked on Business requirement gathering, analysis and Data Analysis.

**Environment:** Windows server 2003, IIS 6.0, MS SQL Server-2016/2014/2012/2010/2008/2005 Enterprise Edition, SSIS, SSRS, T-SQL, DTS, DAX, SQL Profiler, OLAP, OLTP, Erwin, Performance Point Sever, Office-2007, MS Excel, Azure, ASP.NET, C#, Microsoft Office, Power BI

**Texas Capital Bank, Dallas, TX Jan 2015 – Sep 2017**

**Business Intelligence Developer and Analyst/Business Analyst**

Texas Capital Bank wanted to implement a project to do an analysis on the performance of the various products and services offered in the credit card sector and wanted to see the state of the bank to do product enhancements. They also wanted to formulate discount programs for various customer segments based on preferences across various point of sale. Focus was to improve customer satisfaction and encourage customer engagement. Analysis was done to see the state of the customer reputation in the credit cards section and work towards various enhancement programs.

**Responsibilities:**

* Gathered Business requirements. Interacted with the End users, Designers and Developers, to get a better understanding of the Business Processes.
* Involved in analysis of Report design requirements and actively participated and interacted with Team Lead, Technical Manager and Lead Business Analyst to understand the Business requirements.
* Excellent report creation skills using Microsoft SQL Server 2014 Reporting Services (SSRS) with proficiency in using Report Designer as well as Report Builder.
* Used Microsoft Power BI Power Query to extract data from external sources and modify data to certain format as required in Excel and created SSIS packages to load excel sheets to database.
* Designed Business Requirement Documents (BRD) and Functional Requirement/Specification
* Documents (FRD)/ (FSD).
* Worked on OLAP Data warehouse, Model, Design, and Implementation.
* Sound Experience and understanding of OLAP and OLTP cube, Data mining and Architecture.
* Created multiple reports with drop down menu option having complex groupings within the report.
* Involved in developing Web Service classes using SOAP to communicate with legacy systems and deployed web services as per business requirement in ASP.NET
* Integrated custom visuals based on business requirements using Power BI desktop
* Designed, Built the Dimensions, cubes with star schema using SQL Server Analysis Services (SSAS).
* Experience in creating complex SSIS packages using proper control and data flow elements.
* Generated matrix reports, drill down, drill through, sub reports, chart reports, multi parameterized reports.
* Used Power BI Power Pivot to develop data analysis prototype and used Power View and Power Map to visualize reports.
* Build KPI, Power BI dashboards and ad hoc reports as needed.
* Provide continued maintenance and development of bug fixes for the existing and new Power BI reports
* Worked very closely with Business Customers, End Users and resolved any business process related issues.
* Responsible for designing and developing a Drill Down, Cross-tab, and Tabular Report using Report Server in SSRS to draw data from the Data Warehouse. Periodically developed a Report to be used by the Senior Management utilizing SSRS and Power BI

**Environment:** Windows server 2003, IIS 6.0, MS SQL Server-2016/2014/2012/2010/2008/2005 Enterprise Edition, SSIS, SSRS, T-SQL, DTS, SQL Profiler, OLAP, OLTP, Erwin, Performance Point Sever, Office-2007, MS Excel, Azure, ASP.NET, C#, Power BI

**TD Bank, Cherry Hill, NJ Jan 2013 – Dec 2014**

**Business Intelligence Developer and Analyst/Business Analyst**

TD Bank wanted to do a Consumer Research in the retail banking section to check about acquiring new customers with the new products and existing products, check to see how to make the existing customers loyal to TD Bank, retention plans to see why existing customers are leaving the bank, how worthy they were and if the bank requires changes to its policies and programs, new product launch and enhancements to attract more clientele. Sales analysis to see product performance and check on their judgements about consumer research and further steps of action.

**Responsibilities:**

* Studied the documents in place and interviewed user groups to gather requirements and prepared Business Requirement Documents (BRD) and Functional Specifications Document (FSD).
* Prioritized requirement deliverables documented in requirement document to meet the crucial

deadlines to complete the project according to schedule.

* Developed and maintained the product backlog with tracking the progress pertaining to all the

user stories.

* Designed the navigation flow and user interface for the full-featured reporting functionality.
* Trained the users groups to use the new functionalities of the developed system.
* Extensively involved in designing the SSIS packages to export data from flat file source to SQL Server database.
* Involved in developing Web Service classes using SOAP to communicate with legacy systems and deployed web services as per business requirement in ASP.NET
* Performed the task of data transfer from files in remote server to folders in another server using FTP.
* Retrieved a list of data from another database using Web Service. Call REST Style HTTP Web Service from SSIS.
* Involved in developing Web Service using SOAP/HTTP to communicate with legacy systems.
* Scheduling the SSIS packages and Jobs.
* Designed SSRS 2008 reports with Cascaded Parameters, Gauges and Interactive Charts, etc.
* Excellent report creation skills using Microsoft SQL Server 2012/2008 Reporting Services (SSRS) with proficiency in using Report Designer as well as Report Builder.
* Highly responsible for development and management of SSRS and SSIS projects.
* Developed Complex Stored Procedures, Views and Temporary Tables as per the requirement.
* Created and embedded web reports using Report Definition Language Client-side(RDLC) reports in ASP.NET.
* Worked with script component in SSIS using C# for capturing values at runtime, file operations and debugging SSIS packages.
* Created complex reports which involve more number of groupings and multi-value parameters
* Using SQL server reporting services (SSRS) delivering enterprise, Web-enabled reporting so creates reports that draw content from a variety of data sources.
* Design and create report models based on users’ requirements, explain and train users to use report builder to generate their own personalized reports.
* Worked very closely with Business Customers, End Users and resolved any business process related issues.

**Environment:** Windows server 2003, IIS 6.0, MS SQL Server-2012/2008 R2/2005 Enterprise Edition, SSIS, SSRS, T-SQL, DTS, SQL Profiler, OLAP, OLTP, Erwin, Performance Point Sever, Office-2007, MS Excel, Azure, ASP.NET, C#

**American Equity Mortgage, St. Louis, MO**  **Jan 2010 – Dec 2012**

**Business Intelligence Developer and Analyst/Business Analyst**

American Equity Mortgage is a provider of residential and commercial mortgage loan servicing. With millions of customers purchasing a new property and refinancing their existing property, American Equity Mortgage wanted to do a performance measurement of internal employees to do an analysis on the time taken for the property to get a clear title due to the various actions and formalities involved in the title clearance process. Analysis was done to see of the action completion time is within the service level agreement, Time and motion study was done to finalize on target achievements every month to roll out incentive plans and performance measurement.

**Responsibilities:**

* Involved in creation of functional requirement specifications and supporting documents for business systems, experience in database design process and data modeling process.
* Created Triggers to implement the User defined integrity to authenticate the transactions as per the business logics.
* Migrated SQL Server 2005 databases to SQL 2008R2/2012 databases.
* Analyzed different heterogeneous sources like DB2, Excel, Flat Files and SQL Server for ETL strategy that needs to be implemented with the help of SSIS packages.
* Implemented proper package configuration features and finally securing the packages by using password and encryption methods.
* Responsible for the management and migration of SSIS packages in the staging and pre-production environments.
* Designed several packages to schedule maintenance tasks, and to import files from several locations to the warehouse.
* Created report models from cubes and data warehouse to create ad-hoc reports and chart reports using Report Builder.
* Created Sub-Reports, Drilldown-Reports, Summary reports, parameterized reports, cascaded reports in SSRS by linking aggregate data to support summarized view as well as detailed view.
* Managed very large reports that return a huge volume of records and optimized their performance using techniques like cascading parameters and filters.
* Scheduled the delivery of reports in different formats such as PDF, Excel, using standard and data driven subscriptions in SSRS to generate all daily, weekly, monthly and quarterly reports.
* Enhanced the old Excel files and Crystal Reports to new SQL Server Reports to fit new business requirement and implemented into SQL Server.

**Environment:** SQL Server 2008R2/2005, SSIS, SSRS, Visual studio 2005/2008/2010, Team foundation system Microsoft Visio 2010/2007, Data Modeller, T-SQL