

## ARKA GHOSH

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### Technical Manager

Versatile and hands-on technical resource who leads team to design and implement successful IT projects that align business and IT objectives and deliver rapid results.

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### Business Intelligence | ETL Development | Data Analytics

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- Energetic, driven, and accomplished senior resource with 11.6 years of work experience and a track record of success in managing complex IT projects, doing sophisticated **BI/ETL development** and data analytics.
- Interacting with client/onsite team to understand client's business problems, defining, executing and delivering the analytical solution to the business problems
- Translate high level business requirements/problems into sound and comprehensive analytical framework through appropriate usage of statistical techniques and responsible for successful delivery of the analyses.
- Experienced in end-to-end implementation of **Business Intelligence (BI)** projects especially in reports and dashboards using Tableau 9.1.
- 5+ years of experience in ETL projects for existing clients by using **Pentaho 5.2 DI** tool for Extraction, Transformation and Loading (ETL) data that used a metadata-driven approach.
- Experienced in writing SQL Queries, PL/SQL, Stored Procedures, Functions, Triggers, Exception Handling, Database Objects and Indexes.
- Possesses hands-on experience in handling large datasets using '**R**' package and is familiar with models using Descriptive Analytics, Univariate/Bivariate Analytics, Data pre-processing, Data Visualization, Predictive modeling using Linear Regression, Classification - Decision Trees, Random Forest, Naïve Bayes and K-means clustering.
- Extensive experience in ETL process consisting of data transformation, data sourcing, mapping, conversion and loading.
- Strong **analytical skills** has ability to ask right questions, analyze data, draw conclusion by making appropriate assumptions.
- Interact closely with all the stake holders such as Infra teams, traders, Unix teams, DBAs, **ITIL management** including Documentation, Change, Incident, problem, Release etc.
- Understanding design and functionalities of all new enhancements periodic review with vendor for bug fixes and performance improvements Responsible for approving change management.
- Monitor Batch jobs, communicate and troubleshoot issues with data integrity, data design, and functional and technical software issues.
- Communicate analysis and recommendations to all levels of the business through written and verbal communications. Follow up with client for any modifications and feedback.
- Manage operational workflow and ensure seamless delivery for both quick turnaround analysis and long term projects.
- Act as an enabler for the effective functioning of a software development team using Scrum Methodology. Is also a custodian for the Agile process and ensures all Scrum processes are used as intended.
- Facilitate **Daily Scrum Standup Call, Sprint Planning, Product Backlog grooming, Sprint retrospective, Sprint Demo.**

**Blackrock India Pvt. Ltd. (June 2012---Present)**  
Associate [Trading Analysis & Research]

Gurgaon

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**Data Analytics | ETL Development | Business Intelligence**

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Senior resource with consistent career track in developing & supporting a wide range of Banking and Financial applications. Determine and adapt business requirements to IT solutions that support the business needs of portfolio managers and traders across North America, UK and Asia Pacific. Maintain strong stakeholder and client relationships, develop statement of work and implement strategic negotiations for improved services. Leads the team that supports the global trading desks across all asset classes by generating Transaction Cost Analytics on a Web based app as well as by using customized BI reporting tools.

- Manage India team including 7 direct and indirect reports - define scope & deliverables, hire resources, resolve conflicts, conduct performance reviews and ensure compliance with established company policies.
- Good hands-on project experience in Pentaho ETL technology. Create jobs and transformations using inbuilt plugins in Pentaho Kettle DI.
- Experience building applications for data integration from various sources in batch/real-time.
- Import large datasets from flat files or relational databases, cleanse and prepare for statistical analysis in R.
- Extensive understanding of structured data analysis using relational SQL databases.
- Experience of working in Solaris and Linux environments; hands-on experience of writing shell scripts to accomplish various tasks.
- Work in an Agile Scrum development cycle as part of an offshore Scrum team contributing to scoping and estimating discussions, design reviews, code reviews and delivery of functional demos.
- Ability to effectively prioritize, communicate and manage the needs of multiple stakeholders.

**Morgan Stanley (Jan 2011---Feb 2012)**  
Associate [Corporate Actions System]

Hong Kong

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**Data Analytics | Data Visualization | ITIL Service Management**

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Position Services is a support area within IT operations which manages the firm's risk around Corporate Action events for Equities and Bonds. Directed Level II and Level III Position Services support team managed, trained, and monitored cross-functional team of 7 offshore members.

- Designed and developed IT strategy to support a global user base of more than 100 users throughout Japan, Singapore, Hong Kong, London, and New York.
- Managed L2/L3 Support functions across the main applications to ensure system stability and BAU.
- Delivered a Dashboard that helped monitor server activity and aided database query optimization.
- In-depth RCA for all major outages/incidents. Co-ordinated with Trade operations to prioritize fixes for major problems and updated stakeholders.
- Managed an offshore team of 7 project team members in India who were on the payroll of vendor (TCS).
- Consistently enhanced billable time and issue acquisition/handling/resolution compared to other managers.
- Handled 33 percent more production issues; resolved 40 percent more issues on Y-o-Y basis.
- Developed clear and concise weekly/monthly project management reports detailing project status across schedule, scope and outstanding technical issues. Exercised significant on-the-spot issue management and end-user support to global user base on release deployment status.

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### Barclays Capital (Jan 2009---Jan 2011)

Singapore

Analyst [Regulatory Reporting]

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#### Production Support | Release Management | Change Management

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CASTLE stands for Capital Adequacy, Statistical-reporting, and Large Exposures. Capital Adequacy is a ratio that can indicate a bank's ability to maintain equity capital sufficient to pay depositors whenever they demand their money and still have enough funds to increase the bank's assets through additional lending. Banks list their capital adequacy ratios in their financial reports. It is stated in terms of equity capital as a percent of assets. Capital requirements imposed by regulators tend to be simple mechanical rules rather than applications of sophisticated risk models. Large Exposure is defined as the total exposure of a bank to counterparty, connected counterparties, or group of connected clients, whether in the bank's banking book or trading book or both, which in aggregate equals or exceeds 10 % of the bank's resources.

- L2 Support across all Castle applications to ensure system stability and BAU. L2 Support to APAC & LDN users related to Castle Risk related queries (credit risk, market risk).
- Monitoring processes and CPU utilizations on Solaris servers. Work with system admins to set up User Accounts and install patches.
- Chairing meetings for below units within the service management framework of ITIL: Incident Management, Problem Management, Change Management, and Knowledge Management.
- Using the firm wide tool HPSC (HP Service Centre) to keep track of all incidents and ongoing problems and reviewing them with the BTB team and operations on a monthly basis.
- Investigating ALL problems and doing a RCA (root cause analysis) for all outages/incidents.
- Co-coordinating with operations to prioritize fixes for major problems and updating clients on the status.
- As part of the Change Management initiative, liaising-on with developers to writing run books and fixlogs for issue resolution.

### Goldman Sachs (May 2007---Dec 2008)

Bangalore

Analyst Developer [Common Confirmations Tracking]

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#### Production Support | Release Management | Change Management

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CCT is a confirmations generation and document tracking solution that allows automatic generation of the Trade confirmations for transmission to counterparties. I supported middle office and back office users in the Equities Derivatives/Fixed Income silos. Release and Change management of the applications to the production environment. Undertaken enhancements and bug-fixes in production using VC++ and shell scripting. Co-ordinated with Infrastructure teams, Operations Users and Unix SAs/DBAs for issue resolution. Developed, tested and released code fixes to production environment using firm's proprietary release management tool.

- Supporting middle office and back office users in the Equities Derivatives/Fixed Income sector.
- Release/change management of applications to the production environment (used tools like WinCVS, Perforce etc).
- Liaising with Infra teams, Operations Users ,Unix SAs/DBAs on a regular basis for issues like system upgrade & production issues.
- Regular update to IT management and business stakeholders for production rollouts.
- Working for below units within the service management framework of ITIL: Incident Management, Problem Management, Change Management, Knowledge Management.
- Undertaken small enhancements and bug-fixes as and when required by users to improve system stability.

## **ARKA GHOSH**

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**HCL Technologies Ltd. (Jun 2005---April 2007)**  
Software Engineer [Summit]

Bangalore

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### **Application Development | ITIL Service Management | Production Support**

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Summit is a trading and processing solution that allows users to consolidate businesses, minimize operation risk, reduce transaction processing costs and obtain intra-day risk management information at the desk or enterprise level. Worldwide portfolios can be managed locally or centrally. Summit is a modular, high-performance system based on a real-time architecture that is open, scalable, and extendable. It is available on Windows NT, Windows 2000, and on Solaris platforms. Summit is complete derivatives based trading product that covers all aspects of investment banking which enables to build or enhance the product on the fly. The product is a complete blend of all latest technologies. It involves technologies like Orbix which is used as a middleware, CORBA and XML which is used for communication, Java using which all business components and different feeds that go to other systems are developed. It also has various utilities, reports and wrappers developed in Shell, Java and C++ for facilitating various requirements for business and users.

- Supporting Trading Desks on business queries related to Trade Flow and making sure the applications have a maximum uptime during trading hours.
- Taking care of deployment/support for all the regions which has Summit Installation.
- Developed new reports for business users and have assisted on enhancements for some critical components that interact with Summit.
- Ensuring resolution of all tickets raised by users. Upgrading the product according to the needs of client.
- Liaising with Infra teams, Operations Users ,Unix SAs/DBAs on a regular basis for issues like system upgrade & production issues.

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### **Education, Certification & Affiliation**

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- Bachelor of Engineering (B.E)—Information Science, Vishveshwaraiah Technological University, 2001-2005  
[Graduated with 1<sup>st</sup> Class Distinction]
  - Information Technology Infrastructure Library (ITIL) v3 Foundation certified
  - Certified Scrum Master by SCRUM ALLIANCE®.
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