**SAMRA AFREEN ** samraafreen2@gmail.com

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**PROFESSIONAL SUMMARY:**

Perceptive Senior Business Analyst with 4+ years driving successful business processes for US client companies. Dedicated to maximizing impact of key performance metrics to enhance and expand business operations by **POWER BI** projects with extensive usage of **Oracle Server, Power Apps, Excel, Microsoft Exchange & share point lists, Automated flows**.

**Power BI Roles and Responsibilities:**

Overseeing the daily activities of the Team, allocating requirements and targets, collaborating with other Teams to provide optimized solutions. Client Interaction and client feedback for better quality deliverables.

* Experience in handling Service Now incidents related to **Power BI report issues, Paginated Reports, Automated flows** issues along with Power BI services issues.
* Having Experience in creating **Pivot Tables, Pivot Charts and lookups** in excel and having hands on experience
* Vast experience in creating **Bookmarks, Actions, Cards, Bar and Column charts** including stacked and clustered column and bar chart visuals.
* Great Experience with Power Query and Mash up language to perform various data transformation tasks.
* Expertise in designing tabular schemas like **Star, Snowflake schemas and relationships**
* Worked on On- premises gateway to refresh the data sources and implement **RLS** as part of security.
* Imported data from multiple **data sources (SQL server, Oracle server, Share Point, Excel Files etc., Dataflows, Email outlook)**
* Having good knowledge in writing complicated DAX measures and good knowledge in **Row Context, Filter Context and Context Transition working principals**.
* Data modelling, Report Designing, Data investigation through Power BI.
* Experience in creating different visualizations like **Line, Bar, Histograms, Scatter Plot, Waterfall Chart, Bullet Graph, Heat maps, tree maps** etc.
* Hands on market place timeline slicer, Hierarchy slicer, Drill down donut chart, text filer, word cloud on Power BI.
* Developing **Trend lines, References lines** in Power BI.
* Extensive experience on building dashboards, advanced dashboards using Power BI Expertise in creating Storyboard with all the Dashboards.
* Worked on DAX expressions like **filters, Aggregate, Functions and time intelligence functions** for **YTD, MTD, QTD** growth analysis etc.

**SQL Roles and Responsibilities:**

* Good knowledge on SQL Command Statements DDL, DML, DQL, TCL, DCL
* Having good experience in creating All types of **JOINS, UNION, Views, Common Table Expressions (CTE),** etc.
* Vast knowledge in Database keys creation i.e; **Primary Keys, Foreign Keys, Candidate Keys Composite** keys etc.
* Having hands on experience in handling null values in Oracle SQL database tables using NVL, Coalesce, If Null etc.
* Having hand on experience in creating Constraints and Expertise in creating **Group BY, Order By, Having and Over clause, CASE statements.**

**PROFESSIONAL EXPERIENCE:**

* Working as a Technical Lead Analytics & Reporting Manager at **“Sagility”** from Apr 2022 to Present
* Senior Software Engineer Analytics at **“HGS”** from June 2019 to Apr 2022

**QUALIFICATION:**

* **B Tech** from MVJ college of Engineering (computer science), VTU, Bangalore 2019

**TECHNICAL SKILLS:**

* Reporting Tools : Power BI, PLSQL, TOAD, Report builder, Power Apps
* Databases : Oracle server, SQL server
* Languages : SQL, DAX, M Query
* Microsoft office : Access, outlook, power point
* Operating systems : Windows family

**PROJECTS:**

**Project 1: PEMS**

**Client:** Humana- CCM

**Role:** Senior BI Developer/ Mentor

**Environment:** Power BI Desktop, Power BI Service, PLSQL, Share point, Excel

[Humana is a fortune 40 US companies and **for-profit health insurance company** based in Louisville, Kentucky](https://www.bing.com/ck/a?!&&p=205ba6a58e8dcbf3JmltdHM9MTY4OTM3OTIwMCZpZ3VpZD0wMDkzYTA4OC1mZmVmLTY0NWItMjA2ZS1iMjA5ZmU0MjY1OWMmaW5zaWQ9NTk3MQ&ptn=3&hsh=3&fclid=0093a088-ffef-645b-206e-b209fe42659c&psq=about+Humana&u=a1aHR0cHM6Ly9lbi53aWtpcGVkaWEub3JnL3dpa2kvSHVtYW5h&ntb=1). [It offers **Medicare, dental, and vision plans for individuals, and group health, dental, and vision plans for employer groups**](https://www.bing.com/ck/a?!&&p=1cf9cd4d48c124e2JmltdHM9MTY4OTM3OTIwMCZpZ3VpZD0wMDkzYTA4OC1mZmVmLTY0NWItMjA2ZS1iMjA5ZmU0MjY1OWMmaW5zaWQ9NTk3NQ&ptn=3&hsh=3&fclid=0093a088-ffef-645b-206e-b209fe42659c&psq=about+Humana&u=a1aHR0cHM6Ly9lbi53aWtpcGVkaWEub3JnL3dpa2kvSHVtYW5h&ntb=1). [Humana also provides **healthcare services** such as home health, pharmacy, and wellness solutions](https://www.bing.com/ck/a?!&&p=52a4dd17870b23b7JmltdHM9MTY4OTM3OTIwMCZpZ3VpZD0wMDkzYTA4OC1mZmVmLTY0NWItMjA2ZS1iMjA5ZmU0MjY1OWMmaW5zaWQ9NTk3OA&ptn=3&hsh=3&fclid=0093a088-ffef-645b-206e-b209fe42659c&psq=about+Humana&u=a1aHR0cHM6Ly93d3cuZm9yYmVzLmNvbS9jb21wYW5pZXMvaHVtYW5hLw&ntb=1).

**PEMS** – Bouquet of reports, each report was built for Providers activity and has its own significance

* PPIM – Intent was to make it easy and keep reporting consistent across all regions for Market facing Teams and is a snapshot of PPI reports such as customer contacts, overpayment, code edit, paid & audit, clinical, open MRM, ER policy, clinical disputes and Findings
* Provider pulse – Dashboard is used for internal tracking, Trend analysis of Provider PPI activity
* Claims reporting – Exportable claim level data used to share to providers and Market partners. We have excel templates placed in Share point where used can see summary level pivoted information and Claim level information
* PEMS Alert system – Source of truth and extension of all reports above, guides in PPI reporting and alerts as well as Predictive modelling

Roles and Responsibilities:

* Requirement gathering from client, brainstorming with Team on analysis the data which could help them track Provider PPI activity
* Daily connect with the Team over tracking the progress of development and frequent checks with client to avoid reworks
* Experienced in complex SQL scripting for Query folding and Microsoft flows for Monthly refresh
* Good Experience on modelling, mentoring on optimized DAX functions like Date & Time, Information, Filter & Values, Logical, and Text
* Good Experience to Implement RLS since the drill down links should be accessible to internal Team
* Updating weekly status and keeping track of overall development status for the project.
* To improve the performance of report by using performance analyser.

**Project 2: IRT EAAS HelpPPI**

**Client:** Humana- IRT

**Role:** Senior BI Developer/ Mentor

**Environment:** Power BI Desktop, Power BI Service, PLSQL, Microsoft Exchange, Excel

Issue Resolution Team is responsible for resolving queries which CS team and other Teams were unsuccessful. EAAS is Email Automation and Analytics system, an automated process of resolving issues. Help PPI dashboard is inventory report, captures Emails in different folders in outlook. Deep dive statuses of a particular case could be captured by SQL and displayed like Order tracking status visual in Power BI

Roles and Responsibilities:

* Extracting data from multiple sources like, Oracle Server, Outlook and validating data and loading into Final Destination.
* Creating a drill down and drill through reports.
* Creating an optimized model to capture information from Oracle DB tables and Outlook and creating Keys to capture one-one relationship and avoid Many to many relationships
* Improve Weekly updates on development, documentation over navigation of dashboard for new users and daily refresh scheduled were taken care

**Project 3: Fee Based Model**

**Client:** Aetna- Dental

**Role:** Senior BI Developer/ Mentor

**Environment:** Power BI Desktop, Power BI Service, SQL server(TOAD), Power Apps, Share point list, Excel

Aetna is [**American managed health care company that sells traditional and consumer directed health care insurance and related services, such as medical, pharmaceutical, dental, behavioural health, long-term care, and disability plans, primarily through employer-paid (fully or partly) insurance**](https://www.bing.com/ck/a?!&&p=1cf9cd4d48c124e2JmltdHM9MTY4OTM3OTIwMCZpZ3VpZD0wMDkzYTA4OC1mZmVmLTY0NWItMjA2ZS1iMjA5ZmU0MjY1OWMmaW5zaWQ9NTk3NQ&ptn=3&hsh=3&fclid=0093a088-ffef-645b-206e-b209fe42659c&psq=about+Humana&u=a1aHR0cHM6Ly9lbi53aWtpcGVkaWEub3JnL3dpa2kvSHVtYW5h&ntb=1)

**Fee Based Model Tool-** Tool used by the users to change the fee in real time, compare the values with other Contracts and few conditions to be satisfied- Area fee increase% based on which the status of a contract becomes approved/ rejected.

Roles and Responsibilities:

* Guiding Team in optimizing existing reports on Modelling, Power Query, SQL server, DAX aspects
* Mentoring Technical lead in improvising the aesthetics of the existing reports using Page Navigator instead of Bookmarks and adding better Custom visuals
* Implemented Context transition in the reports to improvise on memory aspects which was impressive by clients
* Direct client Interaction and suggesting Power BI developer from Client side for any issues
* RANKX by Context transition implementation was appreciated instead of many group by tables

**ACHIEVEMENTS:**

* **Best Team player award** in April 2022
* **Client appreciation emails** for spontaneous solutions in march 2023
* Team award in june 2023

**CERTIFICATIONS:**

* PL-300 Certification from Microsoft (March 2023)
* IIT Bombay certifications for Python, Java, PHP, C, C++ in BE (2015-19)

(**SAMRA AFREEN**)