

# Vimal Sandra Dsouza

[vimsan19@gmail.com](mailto:vimsan19@gmail.com) ✉

## Analyst – II

8123041781 📞

Bangalore, India 📍

I am a self-motivated professional looking to take the next step in my career. I enjoy tackling problems and have a proven track record in delivering solutions within timelines. An effective communicator with excellent analytical, problem solving, organizational abilities, and a flexible attitude.

<http://www.linkedin.com/in/Vimsan-dsouza> in

## SKILLS

C Programming

C ++

Java

Python

MYSQL

SQL

HTML

Shell Scripting

UNIX

Linux

AWS

Adaptability

Communicator

Problem Solving

Requirements Gathering

## TOOLS

Informatica ETL

Oracle SQL

Citrix

ServiceNow ITSM

VDP

CMS

MS Office

WordPress

Turbo C

C Panel

MATLAB

ScheduAll

Service Now

JIRA

Salesforce

Ubuntu

Windows XP

## WORK EXPERIENCE

### SD Analyst - II

**American Express** (05/2022 – Present)

#### Job Responsibilities

- Gathered business requirements from partners and provided functional walkthroughs and clarifications.
- Working across the teams to compile, examine sizable datasets to develop data-driven strategies.
- Managing scalable data pipelines that guarantee effective data transformation, flow for a range of analytical uses.
- Mapping out client needs, completing the high-level design documentation and technical/functional specifications.
- Communicate business needs, prepare process-related documents and coordinate for user acceptance testing.
- Ensured high availability and reliability of cloud-based systems by proactively monitoring, troubleshooting, and optimizing infrastructure performance
- Investigated incidents, performed root cause analysis, and implemented permanent fixes to reduce Mean Time to Recovery (MTTR) by 25% and enhance system stability.
- Developed and maintained automated deployment pipelines using Terraform, Ansible, or similar tools to streamline infrastructure provisioning and configuration management.
- Managed and optimized SQL databases and Informatica-based ETL processes to ensure efficient data processing, transformation, and availability for business applications.
- Designed and maintained CI/CD pipelines using Jenkins, GitHub Actions, or similar tools to enable seamless application deployments with minimal downtime.

## PROJECTS

### Automation of various repetitive tasks to save the manual efforts

- Developed and deployed "API Orchestrator" automation, saved 116 business hours per month and 1390 hours in year 2023
  - Reduced 21.28% incidents and manual work across multiple Payment applications in Global Network Business
  - Conducted root cause analysis and recommended code fixes to reduce production issues, resulting in a 30 incident per month reduction in payment applications, saving 12.5 hours of manual effort monthly
  - Collaborated with the team to make the automation script enterprise-ready and easily adaptable for other applications
  - Performed disaster recovery exercises to minimize the interruption of critical processes and safeguard business
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### Senior Associate HR Exits

**Amazon** (10/2020-04/2022)

#### Job Responsibilities

- Specialized in the end of the employee life cycle: separation/off-boarding processes.
  - Partnered with cross-functional teams like Legal, HR community, Benefits, Payroll and Compliance in Seattle, US to help employees.
  - Collaborated with the broader HR organization to deliver a smooth transition out of Amazon by facilitating the separation of employment.
  - Worked as a Subject Matter Expert for the team and partners to provide guidance, training and resolution related to the process.
  - Responsible for creating and maintaining the standard operating procedures (SOPs) and communicating to the team.
  - Resolved termination/ Exits, transfer country to country trouble tickets.
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### Junior IT Admin

**Diya Systems** (03/2020-06/2020)

#### Job Responsibilities

- Expert in troubleshooting diverse technical issues related to web hosting plans and services.
  - Provided proficient technical support for level-one escalation issues, ensuring prompt resolution.
  - Demonstrated ability to multitask effectively and achieve specific goals set by supervisors and management.
  - Proficient in resolving domain and server-related issues to maintain optimal website performance.
  - Offered comprehensive support to clients, addressing and resolving website errors promptly.
  - Efficiently resolve trouble tickets, contributing to a seamless and responsive support system.
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### DAZN Engineer

**Perform Sports Content & Media Pvt Ltd** (02/2019-08/2019)

#### Job Responsibilities

- Analysed live OTT services and follow procedures when issues arise.
- Monitored live critical systems using tools provided and follow procedures when issues arise.
- Provided excellent communications by way of notifications and updates, both written and oral to the business and external parties.
- Supported the Delivery team to ensure seamless execution and monitor the delivery process to ensure compliance.
- Responsible for analysing change request and managing to deliver the requirements within the committed timeline.
- Provided stats for the Duty Engineering Team to report on incident trends.
- Published support documentation to assist staff with requests for information & provide staff training if required.
- Supported clients, account management and remote offices in accordance with company policies and procedures.

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## ACHIEVEMENTS

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- Received scholarship of 248 USD for Harvard College Project for Asian International Relations conference – 2022
- Received Exit Shoutouts for the best performed (12/2021)
- Secured First position in Tech Vision 2017 Intra College Project Exhibition for project GSM based garbage bin overflow collector.
- Promoted from L2 Associate exits to L3 Sr. Associate HR exits in amazon.
- Pat on the Back Award (06/2019)  
Awarded for achieving results with immediate impact.

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## CERTIFICATIONS

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- Business Etiquette- Phone, Email, and text from LinkedIn
- Writing Formal business letters and emails from LinkedIn
- Fundamentals of business analysis from Udemy

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## EDUCATION

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- B.E in Computer Science Engineering  
Sahyadri College of Engineering and Management  
06/2014 - 07/2018

**CGPA – 6**

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## PERSONAL DETAILS

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- Date of Birth: 19<sup>th</sup> Sept'1996
- Languages Known: English, Kannada, & Hindi
- Permanent address: Mangalore, India

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## DECLARATION

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I solemnly declare that the above information is correct to the best of my knowledge and belief.

*VIMAL SANDRA D'SOUZA*