Vimal Sandra Dsouza

## Analyst – II

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.

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.

**SKILLS**

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Adaptability

Java

C ++

C Programming

MYSQL

Python

SQL

Shell Scripting

AWS

UNIX

Linux

Problem Solving

Requirements Gathering

Communicator

**TOOLS**

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**WORK EXPERIENCE**

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JIRA

WordPress

MS Office

Oracle SQL

Informatica ETL

Salesforce

Windows XP

Ubuntu

Service Now

ScheduAll

MATLAB

C Panel

Turbo C

ServiceNow ITSM

VDP

Citrix

CMS

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HTML

**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 operations

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.



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.



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.

**PROJECTS**

* **SAP Cost & Compliance**: Track licence utilization and provide AI insights that aids in decision making.
* **ESG & GISI**: An investor model that will help fund managers/investors in robust decision-making using AI algorithm.
* **MCE:** With the help of AI engine, data from multiple public sources, such as online behaviour and web tracking data, are triangulated to identify unique HCPs.
* **Sanofi Dupixent:** With the help of AI engine, data from multiple public sources, such as online behaviour and web tracking data, are triangulated to identify unique HCPs and are delivered in the form of reports.
* 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.

**ACHIEVEMENTS**

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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

**EDUCATION**

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* B.E in Computer Science Engineering

Sahyadri College of Engineering and Management

06/2014 - 07/2018 **CGPA – 6**

**PERSONAL DETAILS**

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* Date of Birth: 19th Sept’1996
* Languages Known: English, Kannada, & Hindi
* Permanent address: Mangalore, India

**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*

**ACHIEVEMENTS**