**SUMMARY**

* Around **8+ years** of total IT experience in areas involving **Business** **Analysis**, **Business Intelligence, Business Objects, SQL Server**, **Customer Support, Server Administration, Project Management** and Web/App Design.
* Experience with **Business Objects 6.x/XI R2-R3/4.0/4.1, Crystal Reports 2008, Universes (.unv/.unx), Web Intelligence, Desktop Intelligence, Designer/IDT, Xcelsius/Dashboards 4.0, Explorer and InfoView**.
* Strong Knowledge in all phases of **Software Development Life Cycle (SDLC)** such as developing, testing, Migrating, Administrating, security management and production supporting.
* Experience in **Universe development** and retrieving data from them, **Personal data files**, **Query Panel**, **Stored procedures, Free hand SQL methods and creating complex ad-hoc Reports** using the Business Objects and Web Intelligence modules.
* Excellent experience in Enterprise **Business Objects** skills in both **server deployment** and **up gradation**, **migration, report design, desktop skills**.
* Experience in Designing, Developing the **User-Interface (Universe/Data-Model), Developing Canned/Ad-hoc Reports, Scheduling** and processing of reports.
* Experience with **writing test cases** and **testing business requirements.**
* Tested, Troubleshooted and monitored **ETL jobs** with **Business Object XI Data Integrator, Data Services and Informatica PowerCenter 8.6.1**
* Proficient with **SQL Server 2000 & 2005 & 2008, MySQL** and **MS Access** databases.
* Experience with **DB2**, **Oracle, PL/SQL, and Teradata**.
* Responsible for job monitoring of huge data warehouses.
* Good knowledge of **data warehouses**.
* Ensure customer satisfaction **onsite** and **offshore**.
* Extensive experience in analyzing in **MS** **Excel.**
* Hands on experience working with **Finance, Government, Manufacturing, Services and Healthcare** relatedData.
* Excellent **Analytical**, **problem solving**, oral communication and team Lead skills, willing to work in both independent and team environment.
* Ability to understand the business environment and translate **business requirements** into technical solutions.
* **Bilingual (English and Spanish)**

**CERTIFICATIONS AND COURSES**

* ***Bachelor’s Degree in Computer Science***
* ***Business Objects Certified Professional – BOE XIR2***
* ***SAP Certified Application Associate – SAP Business Objects Enterprise XI 3.X (3/2009)***
* ***SAP Certified Application Associate – SAP Business Objects Web Intelligence XI 3.X (10/2011)***
* ***SAP Certified Application Associate – SAP Business Objects Crystal Reports 2008 (12/2011)***
* ***SAP Certified Application Associate – SAP Business Objects Data Integrator XIR2 (3/2012)***
* ***Oracle Technology Support Specialist*** *Certified*
* ***Oracle Business Intelligence Applications Support Specialist*** *Certified*
* ***Oracle Business Intelligence Applications 7.9.6 Sales Specialist*** *Certified*
* ***Microsoft Certified Professional Certified*** *(MCP ID: 5547106) (11/2007)*
* ***Six Sigma Green Belt Certified (7/2009)***
* **MS Official Course**: *Implementing and Maintaining Microsoft SQL Server 2005 Reporting Services and Integration Services*
* **BO Official Course**: *BusinessObjects Enterprise XI R1/R2: Administering Users and Content.*
* **BO Official Course**: *BusinessObjects Enterprise XI R2: Administering Servers – Windows.*
* **BO Official Course**: *BusinessObjects Enterprise XI R1/R2: Designing & Deploying a Solution - Windows.*
* **BO Official Course**: *IDD Fast-Track: Universe Designer.*

# TECHNICAL SKILLS:

|  |  |
| --- | --- |
| **Business Intelligence:** | Business Objects XIR2/R3/ 4.0, 6.X, Infoview, Supervisor, CMC, Designer, Desktop Intelligence, Web Intelligence. Crystal Reports 2008, Xcelsius 2008/Dashboards 4.0, Explorer, Data Integrator/ Data Services, Informatica PowerCenter 8.6.1 |
| **RDBMS:** | SQL Server 2000/2005/2008, DB2, MS Access, MySQL, PostgreSQL, Oracle 10g/11, Teradata 12/13 |
| **Data Modeling:** | Visio, ERwin |
| **Operating Systems:** | Windows 2008, 2003, 2000, NT, 95, 98, Me, XP, Windows Server editions, AIX, Solaris, Linux Red Hat, Suse, Fedora, Ubuntu, Linux Server editions. |
| **Web/App servers:** | IIS, Apache and Tomcat 4.0x/ 4.1x |
| **Languages:** | PHP, Java, C++, JSP/Servlets, CGI, HTML, XML, Assembly, SQL, Visual Basic and Prolog. |
| **Other:** | MS Office**,** Vmware 4.x, Macromedia Flash, Flex Builder, Dreamweaver, Toad, Fireworks, Ethereal, Intrusion Detection Software, UML and OOP methodologies, HP Open View, Veritas |

**PROFESSIONAL EXPERIENCE:**

**August 2011 – Till Date People Services Center – Kansas City, MO, USA**

Senior Business Intelligence Developer & Administrator

**Description:** Helped different KC clients with their BI needs including the **Federal Reserve Bank of Kansas City, YRC, CHCA, OOIDA, KDOT, Noridian, Emcor, BlueCross BlueShield of KC, Saint Luke Hospital** including universe design and development, reporting, administration and ETL work.

**Environments** **:** Business Objects 4.0/4.1 XIR3.1, Oracle 11g, Teradata, Epic, SQL Server 2008, Windows 2003/2008 servers, Data Services, Informatica Power Center 8.6.1, Xcelsius 2008, Dashboards 4.0, Explorer, CMC, Designer, Information Design Tool, MS Excel, Word, Designer, BMC’s Remedy

**Responsibilities:**

* Involved in **Full Project Life-Cycle** (from gathering requirements up to development and maintenance of the universe, reports, dashboards and security model)
* Conducted **JAD sessions** to capture **Business Requirements** and Key Performance Indicator (KPI) metrics from Directors and Managers from different departments/business groups.
* Created **Reports Requirements Document** after gathering requirements and created a new standard/template of such document for future projects.
* **Designed and developed Universes with Designer and IDT** **from scratch** based on a data model and material views.
* Created **complex Universe** using **Contexts, Aliases, Derived tables,** using **Aggregate Navigation, @Aggregate aware, @Prompt** and other@functions.
* Resolved **Loops** using **Aliases** and **Contexts** and checked the universe with **check Integrity** of the Universe and exported it to the Repository to make resources available to the users and groups.
* Created **complex scorecards reports in Web Intelligence** for the business, using **report** **contexts, multiple queries, merging dimensions, alerters**, **sections, variables, hyperlinks.**
* Usedextensively **WebI** functionalitieslike **breaks**, **filters, prompts**, **sorting**, **calculations**, using **cross-tab** and **complex charts** for the reports.
* Created **ad-hoc reports** for special users that will use Interactive Viewer capabilities for their reports.
* Constantly **tested sql queries** against **SQL Server 2008** for **data validation vs WebI** queries.
* Several **Service Pack installations** on Business Objects environments.
* Provided **centralized repository administration, security administration,** and **change management** for the reporting project teams.
* Involved in **CCM administration** including **start, restart, stop services and add, delete, enable and disable servers.**
* **Involved in CMC administration providing user access, rights and scheduling features.**
* Created **Reports Requirements Document** after gathering requirements and created a new standard/template of such document for future projects.
* SSO Integration using **LDAP** and **Active Directory**
* **Provided a Migratrion/Upgradation plans from BOXIR2 TO BOXIR3.1 and 4.0/4.1**
* Responsible for recommendation **Business Objects architecture**, user/group administration, reporting, objects and ad-hoc universe needs.
* Experience with **Installing and Administration of entire hardware, and software products like Tomcat, and Apache** (Clustered and Standalone environments) with Unix and Windows.
* Effectively **administered and supervised** the Business Objects (SAP BI) environment by **monitoring/granting permissions and rights to users for viewing, creating and publishing reports**.
* Tested several and followed **best practices** for **development** and **administration Business Objects environments.**
* Worked withSystem Administratorsto **provide best BOXIR3.1 security model** for the business**.**
* Involved in a **Teradata to Oracle** data conversion with **Informatica PowerCenter** 8.6.1 testing and updating existing workflows.
* Worked on **Informatica Power Center** tools- **Designer, Repository Manager, Workflow Manager, and Workflow Monitor.**
* Provided **training for managers and end-users** on how to use Web Intelligence ad-hoc reports with the Interactive Viewer Report Panel**.**
* **Solved problems to complex business processes**, and document results.
* Used **Import Wizard** to create .biar file in order to **migrate reports and universe from Dev to QA and to Production environments.**
* Involved in **extensive testing of universe and reports** during version migration of business objects
* Created dashboardsusing **Xcelsius 2008 & Dashboards 4.0**
* Involved in **writing consistent, clear documentation** that presented information simply and accurately for users on how to use **Infoview** and the **ad-hoc reports**.
* Constantly checked on **data load** into **Business Objects repository** working with the ETL team that used Informatica.
* Created **Change Control tickets in BMC’s Remedy** application in order to migrate from Dev to QA and QA to Production.

**November 2010 – July 2011 Hewlett-Packard – Guadalajara, Mexico**

BI Business Objects Leader - System/Software Engineer

**Description:** HP is a technology company that operates in more than 170 countries around the world. We explore how technology and services can help people and companies address their problems and challenges, and realize their possibilities and aspirations.

**Environment** **:** SQL Server 2005 / 2008, Windows server editions, Business Objects XIR3.1, Vmware 4.x, Apache Tomcat

**Responsibilities:**

* Started to **lead Business Objects XIR3.1 integration** on current project to improve current application and database integration.
* Worked with IS and business resources to **gather business requirements** and drive functional and technical designs for BI Solutions.
* Prepared some of the **requirements, risk and cost analysis, functional specifications, use cases** and **project plan.**
* **Investigated, managed and resolved incidents**, problems and performed business process changes.
* **Installed in one of our virtual machines BOXIR3.1** and **configure it**, to present a Demo on things that can be done with this BI tool to improve current project.
* **Provided estimates and/or alternatives to Managers related to business and technology impact** of designs put forth.
* Developed and managed **Server Setup process** for software installation servers **worldwide**.
* Provided **escalation support to help desk, HP factories, labs, and partners**, for issues related to software installation, connectivity and infrastructure.
* Provided solutions within defined **Service Level Agreement (SLA)** and **assist in issue resolution** or escalation if needed.
* **Defined and measured metrics to optimize results.**
* Worked on **DB automation** with help of Business Objects and free-hand sql**.**
* Provided first **quarter audit** for all HP servers around the world including AV and system management in general.
* Ensure support processes are documented and followed.
* Defined and implement **improvements** of stored procedures and databases as needed.

**April 09 – October 2010 GE Healthcare – Guadalajara, Mexico**

BI Business Objects Leader (Contract)

**Description:** GE Healthcare provides services in medical imaging and information technologies, medical diagnostics, patient monitoring systems, disease research and more.

**Environment** **:** Business Objects XI R2/R3, Infoview, Oracle 10g, PL/SQL, Teradata 12, CMS, Desktop Intelligence, Web Intelligence, Designer, CMC, Apache Tomcat, Windows server editions, Solaris, MS Excel, PDF.

**Responsibilities:**

* **Lead infrastructure projects**, such as upgrade, patches, server build-outs and hardware replacement.
* Provided **3rd level application** support for a **global shared service** based upon Business Objects Web Intelligence, Desktop Intelligence on the Business Objects XI R2 platform.
* Supported a customer base of **90+ production reporting projects for over 13,500 end-users**.
* Provided 16 x 5 on site support between India and Mexico and on-call support during weekends.
* Maintained **procedures and performed tests for Business Contingency Planning/Disaster Recovery**.
* Documented infrastructure deployments, support policies and procedures
* Conducted **JAD sessions** to capture **Business Requirements** and **Key Performance Indicator (KPI)** metrics from Directors and Managers from different departments.
* **Maintained, supported, deployed and monitored a federated global standard Infoview intranet** infrastructure regionally deployed on over 16 servers on the following platforms: Windows 2003 Server R2 and Application Unix Servers: Tomcat
* **Lead SSO Integration** for the BO HEALTHCARE Infrastructure.
* Provided **centralized repository administration, security administration,** and **change management** for the reporting project teams.
* Provided guidance to other team members on a variety of technical issues.
* **Coordinated internal Business Objects support operations** to distribute and assign internal support calls
* Worked closely with product and engineering teams to: define specifications for value added tools
* **Worked** **collaboratively with management and business units** to create and design reporting solutions and dashboards to support the current needs of the Enterprise Technology group as well as any needs that arise in the future.
* **Provided estimates and/or alternatives to Project Managers related to business and technology impact** of designs put forth.
* **Provided advice for the uses of specified data technology** based upon experience in the Business Intelligence and reporting area.
* **Defined implementation strategies, processes and** **procedures** required to mig rate objects through lower environments and into the production environment.
* **Provided a Migratrion/Upgradation plan from BOXIR2 TO BOXIR3.1.**
* Supported projects charged with the requirements for, and evaluation of Business Intelligence applications and tools

**November 08 – April 09 Noridian – Fargo, ND, USA**

Business Objects Specialist (Contract)

**Description:** Noridian is a healthcare/mutual insurance company which needed an urgent fast, efficient, easy-to-use reporting solution for the PDAC/NAS Project.

**Environment** **:** Business Objects XI R3.1, Infoview, Oracle 10g, Toad 9.0, PL/SQL, CMS, Desktop Intelligence, Web Intelligence, Designer, CMC, Apache Tomcat, Windows server editions, AIX, MS Excel, PDF.

**Responsibilities:**

* Conducted **JAD sessions** to capture **Business Requirements** and Key Performance Indicator (KPI) metrics from Directors and Managers from different departments.
* Responsible for recommendation **Business Objects architecture**, user/group administration, reporting, objects and ad-hoc universe needs.
* **Developed** **the** **universe** with Designer by creating the data model, selecting and joining the tables.
* **Exported the universe** into the repository and maintained the domains regularly.
* **Defined new RDBMS (Oracle 10g) connections to the universes** for the System and Audit databases.
* Worked closely with DBAs and project managers in order to provide advice on **field indexes, overcome data issues and make data validation and verification.**
* **Developed some PL/SQL queries** in order to troubleshoot issues with the data that was received from Thomson Reuters.
* Responsible for developing the entire **BO XI 3.1 security model**.
* Followed a **best practice to build a Folder-level security** to have a cleaner and simpler security administration.
* Created **custom access levels** to provide an easier method to grant/deny rights according Noridian’s needs.
* Followed Noridian security policies by **customizing Business Objects XI 3.1** appropriately (persistent cookies, passwords and authentication requirements).
* Built **complex WebI reports** including multiple data providers, **hyperlinks, breaks, sections, graphs, ranking** and more.
* Developed some **Scheduled reports** to run in non-peak hours and not compromise the system.
* Set up **Email notification** to make sure that instances in **Scheduled** reports run well or restart them if failed.
* **Customized InfoView** by modifying parameters within web.xml, logon.jsp and home.jsp files.
* Involved in **CCM administration** including **start, restart, stop services and add, delete, enable and disable servers.**
* **Involved in CMC administration providing user access, rights and scheduling features.**
* Used **RFS Project Tracking system** to track the entire corporate project.
* Responsible of development of Web Intelligence Reports in DEV, QA and PROD environments
* **Promoted all kind of objects, users, groups, universes, access levels** and more using Import wizard for Life Cycle Management between Development, QA and Production.
* Involved in **writing consistent, clear documentation about how to use the import wizard** that presented information simply and accurately.
* **Mentored on-site employees** on Business Objects administration and WebI report creation.
* **Provided support** to all users in their report-building issues as well as data discrepancies.

**March 08 – November 08 Louisiana State Government – Baton Rouge, LA, USA**

Business Objects Specialist (Contract)

**Description:** The Louisiana State Government has Business Objects 6.5 for all their reporting needs and they started a migration project to version XI R2 in which I was involved so they could have one of the newest version of this data analysis and reporting tool.

**Environment** **:** Business Objects 6.5 and XI R2, Crystal Reports XI R2, Infoview, SQL Server 2000/2005, DB2 v7 & v8, CMS, Desktop Intelligence, Web Intelligence, Designer, CMC, Apache Tomcat, Windows server editions, Report Conversion Tool, AIX, MS Excel, PDF.

**Responsibilities:**

* Responsible for defining Business Objects XI R2 Architecture and hardware sizing recommendations.
* Conducted **JAD sessions** to capture **Business Requirements** and Key Performance Indicator (KPI) metrics from Directors and Managers from different departments.
* Responsible for recommendation Business Objects architecture, sizing, hardware and software configurations
* Responsible for installation and configuration of BOXI SP3 OLAP Intelligence, Web Intelligence Reports in DEV, QA and PROD environments.
* Responsible for BOXI R2 SP3 upgrade and Reports conversion strategy process and procedures.
* Responsible for defining BO XI best practices for Production Administration/Support for Webi reports, universes change management, impact analysis , monitoring user activities security, backup and recovery process and procedure
* Responsible for **Migration from Business Objects 6.5 to Business Objects XI R2.**
* **Used Import Wizard to upgrade and migrate all the universes, corporate documents, users and groups from BO 6.5 to XI R2.**
* **Tested** the migration/upgrade on over **1500+ reports** and 10 universe and made recommendation to minimize risk.
* Used **Report Conversion Tool** to convert critical reports from **Desktop Intelligence to Web Intelligence.**
* **Fixed and corrected critical reports** to overcome problems such as **#MULTIVALUE** and other calculations.
* Assisted the team **to provide solution of how users could run DeskI reports without installing it in every computer.**
* Assisted **in the installation of Business Objects XI R2 SP3 in test and production servers.**
* Assisted **in the installation of latest Business Objects fix packs in test and production servers.**
* Developed **documentation of all tested/converted/fixed reports.**
* Assistedwith **query analysis for some functionals and end users.**
* Assistedwith **formatting issues with Web Intelligence**
* Built new standard **WebIntelligence** **query/reports** based on user specifications and exported them to **MS** **Excel** to analyze those reports.
* **Provided solutions using WebI functionalities like merging dimensions, incompatible objects and more.**
* Retrieved data using **Universes, Personal data files, Stored procedures, Free hand SQL methods** and creating complex **ad-hoc Reports** using the **Business Objects** and **Web Intelligence** modules.
* **Defined new RDBMS connections to the universes (ODBC/ OLE DB Provider).**
* Exported the **universes** into the repository and maintained the domains regularly.
* Involved in **CCM administration** including **start, restart, stop services and add, delete, enable and disable servers.**
* **Involved in CMC administration providing user access, rights and scheduling features.**
* Published reports using **Web Intelligence** and scheduled them using **Broadcast Agent**.
* Supported End users in their use of the Universe for ad-hoc **WebIntelligence query/report** development and help users to analyze their reports in **MS Excel.**
* Involved in **writing consistent, clear documentation** that presented information simply and accurately.
* **Published** reports using **Web Intelligence, Desktop Intelligence and Report Conversion Tool.**
* Provided **guidance** to other team members and assist project leader on a variety of technical issues.

**Feb 07 – Feb 08 Flextronics - Guadalajara, Mexico**

Business Objects Developer and Administrator (Contract)

**Description:** Flextronics is a leading Electronics Manufacturing Services (EMS) provider focused on delivering complete design, **engineering and manufacturing** services to many OEMs.

**Environment** **:** Business Objects 6.5 and XI, Crystal Reports XI R2, Business Object XI Data Integrator 11, Dashboard Manager, EPM, SQL Server 2000/2005, DB2, Teradata, PL/SQL, Flash, Flex Builder, Test Director, CCM, Supervisor, Designer, MS IIS 6, Windows all server editions, Linux server editions, Physical and virtual servers.

**Responsibilities:**

* **Involved in gathering functional requirements & developed Technical Specifications.**
* Worked with the team to determine requirements for the reporting (quality, parts management, efficient product design).
* **Developed** and **exported** the **universe** into the repository and maintained the domains regularly.
* Overcame **universe join problems** in a schema like **loops**, **chasm traps and fan traps.**
* **Used Import Wizard to upgrade and migrate the universes, corporate documents, users and groups from legacy BO to XI R2.**
* Worked with team to design environment including process for each server.
* **Business Objects Administration**, **including user access with supervisor, report migration and up gradation from BO 6.5 to BO XI R2**
* Implemented **AD Authentication mapping those accounts into BO XIR2 and applied single-sign-on functionality through Kerberos.**
* Tested the migration/upgrade on over 600 reports and 2 dozen universe and made recommendation to minimize risk.
* Installed **Crystal Reports XI and developed various crystal reports like standard reports, summary reports, and cross-tab reports, charts and graphs which were used by the various departments in the Company.**
* Involved in **Performance tuning** **of report execution in business objects.**
* Involved in **CCM administration** including **start, restart, stop services and add, delete, enable and disable servers.**
* **Worked on** extractions from various diverse systems including **Teradata** using **Business Object Data Integrator** for different kind of reports and data analysis for the business and user requirement.
* Involved in analyzing the requirements, source data and data model.
* Involved in working with the **four primary components (designer, web/based administrator, data server and metadata repository)** of **Business Objects Data Integrator.**
* Installed, administered and worked **on EPM Utilities** such as **EPM Profitability-Report Manager** to create reports**.**
* Installed and worked with **EPM Console** to establish jobs or tasks to run commands against the Performance Optimization utility.
* Worked on **Dashboards Manager** to create dashboards to provide visibility to some activities across the organization.
* Installed and worked on **Crystal Xcelsius** to create rich interactive presentations and reports.
* Worked with **Flex Builder** in order to create the user interface for the presentations and dashboards.
* Worked with **Xcelsius** to create **interactive dashboards** with **animated charts and graphs** with Flash.
* Owned the installation processes and install scripts; maintenance of operating discipline and repeatable processes for design and development of Business Objects universes and reports for global access of data from data warehouse.
* Followed in-house structure Business Object methodology and BO repository in **Teradata and SQL Server databases.**
* Involved in writing consistent, clear documentation that presented information simply and accurately.
* Created **use cases** and **system flow diagrams** to support the BO development project.
* Built new standard **WebIntelligence** **query/reports** based on user specifications and exported them to **MS** **Excel** to analyze those reports.
* Supported End users in their use of the Universe for ad-hoc WebIntelligence query/report development.
* Provides guidance to other team members and assist lead developer on a variety of technical issues.
* Developed Full client reports and Webi reports.
* Involved **in query performance tuning and report tuning, for various different reports.**
* **Perform data validation on new and existing reports, and troubleshoot the report issues.**
* Consultancy and problem solution with operating systems and IT applications to internal and external users.

**Jan 06 – Feb 07 Hewlett-Packard - Guadalajara, Mexico**

Business Analyst/ BO Administrator/Analyst(Contract)

**Description:** HP is a technology company that operates in more than 170 countries around the world. We explore how technology and services can help people and companies address their problems and challenges, and realize their possibilities and aspirations. They have huge data warehouses and they needed people to support all users and the **finance** data warehouse all over the world retrieving data using Universes, Personal data files, Stored procedures, Free hand SQL methods and creating complex ad-hoc Reports using the Business Objects and Web Intelligence modules.

**Environment:** Business Objects 6.5/XI R2, Business Objects Supervisor, Web Intelligence, Broadcast Agent, Dashboard Manager, EPM, BO Data Integrator, PL/SQL, Oracle10g, Executive Viewer, Windows NT/2000 servers.

**Responsibilities**

* Applied **slice-and-dice** and **drill-up** and **drill-down** techniques in master detail reports for multi-dimensional analysis of the retrieved data.
* Involved in analyzing the source data coming from the different sources such as **SAP, flat files** and other systems along with business users.
* Exported the **universe** in to the repository and maintained the domains regularly.
* Retrieved data using **Universes, Personal data files, Stored procedures, Free hand SQL methods** and creating complex **ad-hoc Reports** using the **Business Objects** and **Web Intelligence** modules.
* Published reports using **Web Intelligence** and scheduled them using **Broadcast Agent**.
* HP Finance data warehouse Level 1 (helpdesk) support (FDW and EDW)
* **Worked on** extractions from various diverse systems using **Business Object Data Integrator and Informatica** for different kind of reports and data analysis for the business and user requirement.
* Involved in analyzing the requirements, source data and data model.
* Worked on **Dashboards Manager** to create dashboards to provide visibility to some financial activities across the organization.
* Installed and worked **on EPM Products** such as **EPM Profitability-Performance Optimization** to allow financial analyst, reporters & end users to create financial models in a flexible manner.
* Worked on **EPM Monitor** to monitor users currently connected to the EPM suite.
* Supported End users in their use of the Universe for ad-hoc **WebIntelligence query/report** development and help users to analyze their reports in **MS Excel.**
* Followed in-house structure Business Object methodology and BO repository in **Oracle database** and also integration of the BO security with Oracle database as well.
* First point of contact for **Finance** users that are using the data warehouse on the variety of reporting interfaces (user access, data quality issues, database query questions, data retrieving, creating complex Reports, stored procedures).
* Created **WebI Reports** using the universe as the main data provider and writing the complex queries including **Sub-queries, Unions, and Intersects.**
* **Business Objects support** and Executive Viewer support.
* Created SQL server queries.
* Installed and worked on **Crystal Xcelsius** to create rich interactive presentations and reports.
* Created new Business Objects users, using **supervisor module** and administered the user privileges and rights and their range of access on the **corporate documents.**
* Job monitoring of the new Enterprise Data Warehouse with job follow up including capability of restarting jobs.