Dilip Basani

Summary

• More than 13 years of experience in BI/DW development, project and operations management for organizations like UC Berkeley, Macys.com, WellsFargo, County Of Los Angeles and GE Healthcare. Created and managed the project plan and budget, negotiated resource allocations, defined critical path dependencies and risk contingency plans. Worked on simultaneous projects in a fast-paced and time-constrained environment.

• Ability to effectively lead, build, deliver, and execute complex BI/DW implementation, maintenance and production support.

• Planned entire BI Data Warehousing initiative from requirements gathering, analysis, identifying and analyzing the source systems, incorporating data governance, designing and developing ETLs and dashboards, defining security roles and permissions for users.

• Experienced in managing large centralized EDWs as well as subject oriented data marts.

• Worked with various Enterprise IT Service Operations groups (like Widows, Unix, network, data base) and software vendors for infrastructure-related work such as hardware and software upgrade, software patches, schedule outages.

• Experienced in both Agile and Waterfall project methodologies, and the use of prototyping for high risk use cases. Involved in the entire SDLC (Software Development Life Cycle), from user interviews, business requirements gathering and definition (BRDs), gap analysis, benefits/ROIs, prioritization of desired system features, reconciling of conflicting requirements, design, development, QA, user acceptance test all the way to deployment/release management, implementation and production support for BI/DW projects.

• Managed all project-related artefacts like Project Plan, Project Charter (SOW), Functional Specifications, User Stories, Use Cases, ERDs (Entity Relationship Diagrams) for relational and dimensional data models, Issues & Risks Log, Software Architecture Document, Change Control Specifications, Test Acceptance Package, User Guide, Deployment and Rollback Plan, SLAs (Service Level Agreements) and Business Continuity/Disaster Recovery Plan.

• Prepared meeting agendas and Powerpoint presentations, conducted review meetings & issue discussions as well as design walkthrough sessions with various business and IT stakeholder groups. Identified project milestones, performance metrics (KPIs) and provided regular status reporting and Executive Summary or issue escalation to higher management.

• Managed projects to ensure that deliverables are met within schedule, budget, & quality.

• Demonstrated ability to bridge the gap between IT, Business Users, & Senior Management.

• Strong analytical, presentation, communication, facilitation, collaboration and time management skills. Detail-driven, results oriented, and able to work in a cross-functional role.

• Experience with project management tools such as M/S Project, Visio, Word, Powerpoint, Excel, Clarity, Clear Quest, Remedy.

• Experience in Banking, Retail, Government, and Healthcare domains.

Professional experience

EDW Manager(Dev/Ops) at UC Berkeley, Berkeley, CA Mar 2014 – Present

# Roles and responsibilities:

* Managing geographically dispersed team of 8 resources to maintain production stability, production support, enhancements and release engineering of University of California Berkeley Business Intelligence and Enterprise Data warehouse which constitutes Cal Answers ( OBIEE and Informatica), Cal Planning ( Hyperion Planning and Essbase) and BAIRS (Hyperion IR).
* Conducted biweekly iteration meetings with functional leads(product owners) from various departments in campus for requirement gathering, prioritization and estimation and commited to deliverable.
* Managed deliverable within timelines for developing/modifying/performance tuning of Informatica ETL jobs/OBIEE dashboards/ Hyperion BQYs/ Unix scripts/ Essbase loads, extracts/ Calc Scripts, guided them through development, code review, unit testing, documentation, updating/creating run books and subversion process.
* Made sure all Critical and Major Incidents are addressed within SLA response and sending out the Critical Alerts for such Incidents.
* Successfully brought down the MTTR (Mean time to resolve) for all categories of incidents.
* Managed all service incidents either personally or via the Service Desk, through to successful completion and user satisfaction.
* Regularly reviewed performance and trends in response to incidents and to provide recommendations to the Service Manager for service improvement. The emphasis is on swift resolution of critical incidents, which have severe business implication or have the potential of causing disruptions / unavailability.
* Actively manage the monitoring and resolution of stalled or breached jobs.
* Ensure that any service breach is suitably recorded and described before it is closed.
* Produce metrics for service performance both on a regular and an ad hoc basis.
* Coordinated with QA team for functional, regression and load testing.
* Defined guidelines and policies of release engineering for EDW team and managed release engineering process.
* Designed automation of release migration.
* Notified impacted party for any missed SLA, did RCA, developed mitigation plan and published to customer to maintain the credibility.
* Prepared and managed transition plans of multi year development projects to edw operations team.
* Led the team in defining data quality, metadata strategy, data stewardship, communications, best practices, standards, policies, and training.
* Worked closely with Functional to train campus users for any new release of Subject areas/ dashboards and BQYs.
* Defined and managed oncall support schedule using xMatters.
* Planned and executed software upgrades and patches, switched machines for compliance with software vendor agreements.
* Religiously communicate with the campus budgeting, planning, finance, facutly and OUA departments.
* Attended change control meetings to communicate planned and unplanned scheduled of EDW and get updates of changes in other campus application impacting EDW.
* Participated in RFP process, evaluated the responses and selected the vendor and the tools.
* Involved in resource management, planning, budgeting, defining strategy goals and performance evaluation.

**Software Environment:**

Informatica 9.5.1, Informatica 9.0, Hyperion IR 9.1, Hyperion IR 11.1.2.3, OBIEE 11.1.1.5, OBIEE 11.1.1.7 Hyperion Planning 11.1.2.3, Essbase, Linux, Control-M, Oracle Weblogic, Oracle 11g. UDB DB2. Citrix.

BI/DW Manager for Gspann technologies at Macys.com, San Francisco, CA Aug 2012 – Mar 2014

Performed following activities according to stage of SDLC:

Sprint Planning Stage

• Gather business requirements (BRDs) from the list of product backlogs based on the priority , discussed anticipated benefits with product owner, design solutions with team and estimated LOE.

• Assisted product owner in slicing large complex requirements into smaller stories which could be delivered in an iteration.

* Committed to product owner(business), in association with team members, for set number of story deliveries for the iteration based on LOE and resource availability.
* Developed acceptance criteria for every task with product owner, worked with Data architect team to develop Entity Relationship Diagrams (ERDs) and DBA teams to implement database changes.
* Worked with system analyst, provided technical design and assisted team member in committing for story.

# Daily Scrum Stage

# • Attended daily scrum with team and worked with developers and QAs to identify and resolve questions, issues, and/or provide additional business and technical clarification.

# Sprint Review/delivery Stage

# • Coordinated with business to do User Acceptance testing.

# • Monitored Change Control management for new requirements or changes.

# • Coordinated Control M, DBA and Release engineering team based for deployments

# • Coordinated QA and business on Post production validation.

# Sprint Retrospective Stage

# • Conduct a Post-Implementation Review to document what went well during last spring and what could be improved in the next sprint.

# Production support

# • Defined SLA and escalation procedures for business critical processes.

# • Coordinated with Enterprise IT Service Operations groups (Network, Database, Application server) and Development lead, in resolving issue of critical processes which missed SLA and send out timely notifications and ETA to product owner.

# • Identified the root cause of production issues and addressed the same in timely manner.

# • Assisted team in identifying performance issues on database and application(ETL) and solved them effectively.

# • Coordinated with enterprise wide team and managed effectively shutting down and bringing up the applications during major database infrastructure upgrades.

• Provided daily status on production support activities to management.

# 

# General Project Management activities:

# • Managed BI and ETL development team of 20 resources across multiple BI/DW projects located at onsite and offshore.

# • Monitored application and coordinated with Enterprise IT Service Operations during black out dates.

# • Communicate and manage user expectations.

# • Interviewed, negotiated billing and managed SOWs for resources.

# • Conducted yearly performance review of reports

# • Developed career development plan and mentored resources.

**Software Environment:**

IBM InfoSphere information server 8.1(DataStage, Information Analyzer, Metadata Workbench, Business Glossary), Oracle 10g, DB2, JIRA, ServiceNow, Flat files, SQL, Toad, Unix, Control-M, OBIEE 11.1.1.5, Java scripting.

**WellsFargo, San Leandro, CA Aug 2011 – Aug 2012**

# Roles and responsibilities:

* Managed team of 7 developers.
* Interacted with different teams from Business, Technical, Data owners at Wells Fargo to understand their SOR’s.
* Involved in the process flow of data across different layers in Data Warehouse like Landing, Integration and Semantic.
* Involved in designing the simple to complex DataStage jobs.
* Recommended the best practices in DataStage.
* Leading, training and mentor the Wells Fargo employees on DataStage and Metadata workbench.

**Software Environment:**

IBM InfoSphere information server 8.1(DataStage, Information Analyzer, Metadata Workbench, Business Glossary), Oracle 10g, MS Access 2003, Flat files, SQL, Toad, Unix, Autosys, OBIEE.

**LEADER , El Monte, CA. Jan 2005 –Aug 2011**

**Responsibilities:**

**Application Manager Dec09 - Aug11**

**Application Lead Oct 08 – Dec09**

**Application developer Jan 05 – Sept 08**

# Performed following activities according to stage of SDLC:

**Inception Stage**

* Gather business requirements (BRDs) and create Value Engineering & Overall Sizing Document (SOW) which defines the project charter, major deliverables, Risk Assessments, anticipated benefits, and alternative design solutions.
* Conduct interviews with key business folks to develop the High Risk Requirements/Use Cases, sample UI pages, Entity Relationship Diagrams (ERDs), define Roles & Responsibilities, the Communication Plan & create the Project Schedule.
* Conduct Local Governance Review with other Enterprise IT organizations (Data Center, DBA, System Administration Group, Network, etc) and other impacted business groups.

**Elaboration Stage**

* Created, reviewed and validate the High-Level Design (HLD)/Integrated System Design, Data Mapping documents (DMDs) against the functional architecture and knowledge of industry trends and developments.
* Identified the scope for improvement in HLD and suggest possible solutions.
* Did performance evaluation and implementation of the feasibility of HLD.
* Defined and deployed standards for design and development including coding standards.
* Work with the business to define the test strategy, and develop the User Acceptance Test Package.

**Construction Stage**

* Conducted technical project reviews on key deliverables.
* Did troubleshooting of complex high-level design issues and provided appropriate solutions.
* Involved in development of DataStage parallel jobs to load data from sequential files, flat files and Oracle DB.
* Designed job sequences to automate the process and document all the job dependencies, predecessor jobs frequencies to help the production support people better understand the job runs.
* Resolved data issues during the testing processes and reloaded the data with all the necessary modifications.

**Transition Stage**

* Work with the business to develop the Final Deployment/Release Plan.
* Conduct a Post-Implementation Review to document Lessons Learned.

**General Project Management activities:**

* Managed team of 10 resources.
* Interviewed negotiated billing of the resources.
* Provided technical guidance to development.
* Involved in development during critical development phase.

**Software Environment:**

IBM InfoSphere information server 8.1, , DataStage 7.5, Oracle 10g, MS Access 2003, Flat files, SQL, Toad, IBM AIX 6.1., COBOL, Db2, JCL.

### GE Healthcare, WI June 2003 – Dec 2004

**Responsibilities:**

Requirement gathering, design development, unit testing, deployment and production support.

**Software Environment:**

COBOL, JCL, CICS, MVS, IMS/DB, DB2,Teradata, IMS Xpert, File-Aid, Intertest, Panvalet, Ascential DataStage 7.5.1A, DataStage 7.5 Version Control, Windows 2000/XP, UNIX, Sun-Solaris, IBM-AIX

### AquaRegia Technologies (P) Ltd, Hyderabad Sept 2001 - June 2003

### Client: Phillip Morris, USA

**FSAS (Field Sales Automation System)**

**Responsibilities:**

Requirement gathering, design development, unit testing, deployment and production support.

**Software Environment:**

COBOL, JCL, CICS, MVS, IMS/DB, DB2, IMS Xpert, File-Aid, Intertest, Panvalet,.

Education

* Bachelor of Engineering in Electronics.