**Quality focused, detail-oriented analyst, Oracle and HP Certified PPM Product Specialist with strong knowledge of business analytics tools such as Tableau, Business Objects and possess technical experience in IT Industry. Skilled trouble-shooter with ability to translate business intelligence requirements into manageable data formats.**



**PROFESSIONAL SNAPSHOT**

* A proactive and highly self-motivated analyst with deep understanding of **Business** **Functions/Process** and have working experience with various BI tools.
* Strong Customer Centric Approach, with **Process Orientation**; Motivated by internal standards of **performance** to deliver quality results.
* Working knowledge of **Agile Methodology** of Project Management and Delivery functions.
* Successfully executed and managed many projects in **America**, **India and APAC**. Experienced in providing support in different geographies and time zones all over the globe.
* Exposed to entire **SDLC process** including **Requirement Analysis, Effort Estimation, Design, Solution Development, Review, Testing, Implementation and Documentation**.
* Possess knowledge and practical skills of **Business Reporting** tools such as **Tableau**
* Experience with **SQL, PL/SQL, SQL and PL/SQL Tuning, Database Administration Tasks.**
* Experience with **UNIX shell scripting and Windows** environment.
* Expertise in all **HP PPM Modules** and Operational activities **including installation, configuration, cloning and refresh of the PPM instances**.

**ACADEMIA**



* **Bachelor of Engineering** (Computer Science and Engg.) from Kurukshetra University, India **with** **honors**.

**CERTIFICATIONS**



* **Oracle 10g Certified Professional (OCP-DBA)**
* **Oracle 9i Certified Professional (OCP-DBA)**
* **HP PPM Center v8 – Accredited Integration Specialist (AIS)**



**AREA OF FOCUS**

* Extensive working knowledge in the following areas :
  + **Advanced Tableau** Techniques – **Joins, Data Blending, Calculations** and **Parameters, Table Calculations, Top N, Dashboards**, etc.
  + Creating proof of concept solutions and create advanced **BI visualizations.**
  + Designing access controlled **Multiple Dashboards & migration of manual reports to Tableau.**
  + Writing and **tuning complex SQL statements, complex joins, M-views and sub-queries**
  + Aspects of **Oracle Database**, including creating **tables & indexes**, using **data dictionary**, writing **SQL Loader Scripts** and **Oracle Export/Import Utilities**.
  + Writing **Batch Jobs, Stored Procedures, Packages, Functions & Database Triggers** using PL/SQL
  + Creating logical and physical **data models**, **process models**, and **detail design specifications**.
  + Experience in **Extraction, Transformation and loading** using **SQL Loader** and Other tools.
  + Strong in **Database Design, Creation, Migration, Performance Tuning**, Logical and Physical Design, Disk Space Management, **Database Tuning, Backup** and Recovery Activities, Installation and Upgrade of Database.
  + Worked on **Operating Systems**: **UNIX / Linux, Windows9x, NT & 2000**.
* Complete **Software Development Life** Cycle (SDLC) including Global delivery model projects (Onshore-offshore development and delivery):
  + Roadmap, **Requirements Gathering and Analysis**
  + **Design and Architecture**
  + **Customizing and configuring** the product/tool to meet the customers need
  + **Testing**, Implementation and Product Support
* **Agile Methodology** for Delivery Projects :
  + Requirement Gathering and **Prototype Development**
  + **Regular Demonstrations** with the clients and end users to provide the appropriate solution to their needs followed by **Unit** **Testing, SIT and UAT**
* Expertise in **HP PPM Center (7.x, 8.x, 9.x)** specifically in the following areas :
  + **All PPM Modules** (Portfolio, Project, Demand, Resource, Time, Deployment and Financial Management)
  + PPM Support, **Administration** and **Configuration**

**OCCUPATIONAL CONTOUR**



**Client: Cisco Systems**

**Employer: Worldscape Inc.**

**December 2012 – Till February 2016**

**Version : Oracle10g, Oracle 11g, Tableau 7.x, 8.x, 9.0**

**Tools : Tableau, SQL Developer**

**Role : Database Analyst**

**Location : San Jose, CA**

**Project Summary:** **PSA - Tools and Automation**.

Proactive Service Analysis (PSA) is part of cisco tools and automation group. The objective of PSA is to analyse the gaps between the reports that a customer generates (using SNTC – Smart Net Total Care) and the actual data collected.

These metrics are collected on a monthly basis and then analysed. To see the performance made, we use tableau to create graphs comparing actual collection v/s report data.

**Responsibilities:**

* Generation of **graphs and charts** for a complete metrics data representation using **Tableau** using various data sources like Oracle, Excel, etc.
* Hands on experience with **Advanced Tableau** Techniques – **Joins, Data Blending, Calculations** and **Parameters, Table Calculations, Top N, Dashboards**, etc.
* Developed various reports, views, drill down and bar chart dashboards using Tableau to incorporate the growing business needs and data representation at various levels.
* Generating the Inventory Metrics through **custom procedures and scripts** and regulated their execution through data base jobs.
* Responsible for **refresh of Load Test** environment with production.
* Extensive use of **Materialized Views** to enhance the performance trends for heavily populated tables.
* Developing and Enhancing the existing Workflows, Request Types, Portlets, Reports and Dashboards using **PL/SQL procedures and functions**.
* Worked in writing **ad hoc SQL Queries, Pl/ SQL Procedures and functions to fetch data** for analysis.
* Loaded data into oracle tables using **SQL\*Loader**.
* Developed **real time**, Account, Project Manager and Team Member **dashboards** using **SQL and PL/SQL** for resource utilization, project cost details, project tracking, audit details, defect tracking, project monitoring and planning for SDLC/Maintenance/QA/Production Support projects.
* **Migration of Resource bundle** from one instance to other using Change Management module. Defining Security Model for users.
* Was responsible for tuning the SQL statements using **Explain Plan, SQL Trace, TKPROF and Optimizer Hints**.
* **Testing and identifying Bugs** in the existing version Inventory Reports.

**Client: Apple Inc**

**Employer: InfoObjects Inc**

**July 2012 – December 2012**

**Version : Oracle 11g**

**Tools : SQL Developer, Emptoris CLM (IBM)**

**Role : Oracle DB Consultant**

**Location : Cupertino, CA**

**Project Summary:** **GMACC & CLM integration**

Global Master Apple Channel Customer is the current system of record for managing contract requests, location data, and customer master requests.

Implement a worldwide IS&T supported CLM system solution that provides Apple Sales with a centralized repository for the life cycle management of sales customer contracts as well as a library for the management of contract clauses and templates. Develop approval workflows, notifications and define meta-data variables used to facilitate search and reporting as well as obligational term integration with downstream systems.

**Responsibilities:**

* Created new procedures and Scripts for Migration and Real Time Data updates in CLM Databases.
* New Custom **Schema setup** for integration.
* Setting up **interfaces between GMACC and CLM** - for publishing and subscribing data.
* Creating Data Flow Diagrams.
* Managing migration risk and ensuring Data Integrity.
* Creating Complex queries for reporting.
* Data validation scripts for verifying data post migration.
* Supporting UAT.
* Tuned SQL Query for **optimization** in Oracle stored packages using Explain plan and Auto trace.
* Used **TKPROF (SQL Trace)** tool to analyse and fix multiple time consuming SQL statements that were available in stored packages.
* Used **SQL hints and indexes to improve SQL performance** and analysed the schema tables for to get the better performance.
* DBA Activities including backups**, managing CLM integration, tablespace monitoring**, query optimization.
* Loaded data into oracle tables using **SQL\*Loader**.

**Client: Starhub, Singapore**

**Employer: Birlasoft**

**February 2011 – March 2012**

**Version : Oracle 11g**

**Tools : SQL Developer; HP PPM 8.x, 9.x, Business Objects**

**Role : Oracle Developer/Consultant**

**Location : Singapore**

**Project Summary:** **StarHub Limited** is a full-fledged telecommunications company providing a full range of services over mobile, internet and fixed platforms in Singapore. It is the second largest mobile operator

**Responsibilities:**

* Created new **procedures and tables for Archiving databases**.
* Extensively used **DBMS\_Scheduler** for scheduling the nightly **batch jobs**.
* Tuned SQL Query for optimization in Oracle stored packages **using Explain plan and Auto trace**.
* Used **TKPROF (SQL Trace)** tool to analyse and fix multiple time consuming SQL statements that were available in stored packages.
* Involved majorly in **Data Refresh, Cloning activities, Deployment of Service Packs** and import export of HP PPM schemas.
* Deployed Operational Reporting Solution (Integration of PPM 9.12 with Business Objects) for the OOTB Operational Reporting.

**Client: Ministry of Health Holdings, Singapore**

**Employer: Birlasoft**

**April 2010 – February 2011**

**Version : Oracle 11g**

**Tools : SQL Developer; HP PPM 9.10, 9.12**

**Role : Oracle Developer/Reporting Analyst**

**Location : Singapore**

**Project Summary:** MOHH (previously known as Health Corporation of Singapore) is the holding company of Singapore’s public healthcare assets. It was restructured to address systems-level gaps in the public healthcare system. MOHH provides systems-level strategizing and coordination and facilitates collaboration across clusters/healthcare institutions.

**Responsibilities:**

* Involved in **writing queries** and fetching the data from the database using PL/SQL on various modules like Demand, Time, Project and Finance.
* Developed complex custom JSP Reports for the Health Analysis (Schedule, Cost, Issue, Resource and Risk) of Projects and Programs.
* Gathered various **Business Requirements from the client and translated the Service requests (SR)** into technical design and specification.
* Involved in importing the production data to work environment through **Datapump Utility**.
* Responsible for the **data refresh activities from Prod to Stage and Dev**.
* Involved in **Creation of Tables, Join conditions, Correlated sub queries, Nested queries and Views** for various HP PPM applications.
* Planning for **Production Deployments**.
* Customization of several OOTB JSP pages and XML files to meet the client requirement.
* Responsible for **System Integration testing and migrations after UAT**.

**Client: Fidelity Investments**

**Employer: Birlasoft**

**July 2009 – April 2010**

**Version : Oracle 10g, 11g**

**Tools : Toad; HP PPM 7.5, 9.10**

**Role : Oracle Developer/Consultant**

**Location : Bangalore, India**

**Project Summary:** Fidelity Investments is an American multinational financial services corporation. It is one of the largest mutual fund and financial services groups in the world.

**Responsibilities:**

* Extensively used **SQL Loader to load the data from Flat Files into the staging tables** and verified the Log Files for rejected rows.
* Used various **Exception handling** cases for proper flow of data into database tables.
* Created various **M-Views** to improve performance of queries fetching large amounts of data for reporting.
* Created Custom **Triggers, Stored Procedures, Packages and SQL Scripts**.
* Analysed existing logical data model and made appropriate changes to make it compatible with business requirements.
* Worked on **Shell Scripting**, fair knowledge of **UNIX.**
* Handling **Change Request's (Enhancing procedure logics** to support functionality and enhancements in queries to add new columns to Reports) in the form of releases (Using Agile Methodology).
* Performed **systems analysis, gathered requirements and created design documents.**
* During Upgrade Process, performed System testing and was involved in **bug fixes for all invalid database objects** (upgrade from PPM 7.5 – 9.10).
* Creating Estimation of release and **Creating plans for releases**.
* Managed activities such as: **Gathering requirement from customer** and providing them efficient solution.
* Direct interaction with customers to clarify the requirements
* **End-to-end responsibility for releases** including coordination with various teams within organization.
* Developed complex queries for Portlets and dashboards for trend analysis of reports on weekly basis.
* Communicated with Subject Experts for implementing any modifications affecting production data.

**Client: SLR Infotech, India**

**Employer: SLR Infotech**

**September 2008 – February 2009**

**Version : Oracle 9i**

**Tools : Toad**

**Role : Database Developer and Administrator (Trainee)**

**Location : Chandigarh, India**

**Project Summary:** **SLR Infotech Pvt. Ltd.** is one of the leading **Software Development Company** with extensive experience in designing and development cutting edge software solutions. **SLR Infotech** has a niche in providing training and learning on real time projects.

**Responsibilities:**

* Performed DBA Activities including backups and recovery through **RMAN and EXP/IMP utilities**.
* Involved in writing **several PL/SQL procedures and functions** as per the requirement.
* Used SQL queries and analytic functions to develop reports for manager and Business analyst’s for various analysis.
* Performed **Database creations, Tablespace monitoring**.
* Performed **Query Optimization and Database Tuning**.
* Used Explain Plan and SQL Trace to fix multiple time consuming SQL statements that were available in stored packages and procedures.
* Developed **SQL scripts and Procedures to load data (ETL) into data marts** and database tables.
* Written complex procedures for validation and error reporting on the data.
* Part of the team that was involved in **project planning and timeline** estimation.
* Creating many reusable components for **migrating Excel data to Oracle database**.



**TRAININGS ATTENDED**

* Tableau Development – Basic and Advanced
* HP PPM (Kintana) – 8.x, 9.x
* HP PPM Upgrade Learning
* HP – Service Manager
* Business Objects



**AWARDS AND ACHIEVEMENTS**

* Received personal appreciation mails from the clients on deliverables.
* Scored 5/5 and WOW Customer Feedback (**V**oice **O**f **C**ustomer VOC) for all projects.
* Provided trainings on Tableau, SQL, PL/SQL, Installation of HP PPM 8.0 and upgrade learning’s.