

# Arunagiri A

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## Professional Summary

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Having around 14 Years of professional experience in Business Intelligence and Data Technology in Development, Enhancement, Support and Implementation process. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary. Customer focused with diverse industry experience including Fintech, Pharmaceuticals, Insurance and Retail.

## Roles and Merits Summary

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- Tableau reports and dashboard development, administration and implementation
- Power BI Summary report design and development
- Implementation of BI servers and Data Integration tools
- ELT solution design using Azure Data Factory and workflow automation
- Data analysis to identify the product instrumentation gaps
- Database administration, query tuning and execution analysis
- Informatica v9 & v10 end-to-end implementation
- ETL Infrastructure setup, roles creation and rights allocations
- ETL Development, Maintenance, Bug Fixing, query analysis for performance tuning
- Amazon Web services- ETL support
- Implementation of DevOps -CI/CD tools Bitbucket, Jenkins, Perforce and Nolio
- Automation of archival process & design housekeeping strategy/data retention
- Upgrades to platforms/applications/databases for continued compliance
- Complete platform builds for data product and integrations
- Expertise in identifying and resolving bottlenecks in different segment in data domain.
- Data standardization, Classification and security implementation
- TLS 1.2 encryption for DIT process in Oracle thin and thick client implementation
- Data flux Administration.
- Active Batch V8 Administration.
- Development, Maintenance, Bug Fixing, enhancement and Support.
- Query analysis to improve pipeline performance of session.
- Shell script writing for post session process.
- Process standardization and implementation.
- Worked with cross functional team to resolve Informatica implementation issues.
- Involved platform related actives for all site reliability systems across enterprise systems.
- Performed multiple compliance related upgrades on platform/application/databases.

## Skill Summary

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#SQL #Tableau #PowerBI #DAX #BI Administration #Tableau CRM #CRM Analytics  
#ETL #IDMC #DataVisualization #DataAnalytics #DataQuality #AdvancedExcelCharts  
#Command Center #Infrastructure Administration #Infrastructure #System Administration  
#InfrastructureOperations #Operations #Informatica #AWS #AzureDataFactory  
#DataLake #Hive #DataDecisionFrameworks #DataAdvocate #DataOperations  
#SRE #OrchestrationTools #CI/CD #Python #RwithBI #Business Intelligence  
#Business Insights #Performance Engineering #Release Management #GitHub

## Tools Summary

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- ETL Tool : Informatica 10.x, 9.x, 8.x, 7.1
- BI Tool : Power BI, Tableau 10, Business Objects XIR2, Crystal Reports XI, Cognos 10
- Database : Oracle ,MS SQL Server, Tera Data
- Platform : Windows NT/2000, Unix, AIX
- Scheduling Tool : Active Batch V8 and V7, Autosys, WLM, UC4 and Control M
- Tools & Utilities: SQL, Putty, Toad and Secure CRT.

## Certification and Training Summary

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- Attended intensive training in and certified developer in Cognos8
- Attended training for administrative to Cassandra and Tableau servers.
- Attended training in Microsoft Power BI ecosystems.
- Attended training in Informatica MDM.
- Attended training for Informatica migrations and implementations in Informatica Corp
- Attended training/webinars with Informatica Corp for various HF and EBF implementations.
- Attended Corporate training in Dataflux data cleansing tool
- Attended training in Business Objects XI, Crystal Reports
- Attended training in BMC – Control M Enterprise job scheduler.
- Attended training in AMV8 UC4 Enterprise job Scheduler.
- Attended training in Autosys and WLM scheduling tool.
- Attended training in Active Batch Job Scheduler and its administration.
- Attended training in HPOV and Service now Action Required Ticketing tools
- Attended intensive training and completed certification for Information and Security for internal as well as external client Standards

## Academic Summary

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- Bachelor of Engineering

## Key Accomplishments

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- Received Best Employee Award for excellent performance
- Successfully implemented new/upgraded ETL hosts to ESB to attain the enterprise compliance.
- Effectively implemented new version of Informatica with seamless deployment, hot fix and patching

- Received Special award on information security and KYC for Payment and Transaction.
- Successfully migrated platform from AIX to Solaris
- Successfully upgraded Informatica from 8.x , 9x and repository upgrade from 10g to 11g
- Received various appreciations for excellence from different teams like Settlement, FDM, Chargeback in PayPal
- Involved various EBF to Informatica based on Redhat Linux patches.
- Involved and co-ordinated with cross functional team to implement parallel servers for Informatica upgrade from 9.x to 10.x
- Involved end to end implementation of TLS 1.2 for Oracle DB servers for DIT process.
- Implemented TLS 1.2 for both ETL and BI tools servers and its WTS servers.
- Implemented Olympus release tool and its ecosystem to standardize the process.
- Implemented security encryption technique enablement in classified data.
- Involved with ops team to identify the bottle neck and engaged appropriate team to optimize runtime.
- Implemented sourcing archival automation method for future investigation and data archival method for data quality based on dashboard limitations.

### **Detailed Project Summary (in reverse chronological order)**

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#### **#1 Salesforce – Enablement CRM Analytics Migration**

Client: Salesforce, CA, USA

Role: Lead Tableau CRM Data Analyst

Tools and Skillset: Tableau CRM, Salesforce internal tools

Salesforce Enables end to end process on each step of global products, this project deals on step to enable the CRM in early stage of business. When a sales team member gathers details and documents their client and enters emails and clock calls and updates information on one complete cycle. This Enablement Dashboard helps drive the business outcomes to reach exercise completion, milestone achieved completion status on both program and exercise.

#### **Key Achievements:**

- Analyzed and created Salesforce Data API for data control
- Created analytic platform and scheduled and created ETL flow for dataset recipe.
- Worked on create a complete application for individual Enablement dashboard
- Created Dashboard with latest features and stored in a common sharable repository on the code.
- Defined the data security based on the job level hierarchy

#### **#2 Salesforce – Trailhead Analytics Data Platform**

Client: Salesforce, CA, USA

Role: Lead Tableau Data Analyst/Data Controller/ Infrastructure Engineering

Tools and Skillset: Tableau, CRM Analytics, Google Analytics, Lucidchart, Snowflake

Trailhead is a gamification future of learning salesforce. This analytics platform provided information and potential insight about the trailblazers who are part of the learning method on the

Salesforce eco system. This initiative is part of a Data 360 process in Salesforce, Entire process provides growth and expansion about partners, clients, users, credential holders in various footprints using data integration method.

**Key Achievements:**

- Data Governance process and enable Critical Data Inventory based on PII.
- Tableau Domain to replace existing Tableau CRM Reports.
- Multi-Tenant architected managed data platform which improved dashboard performance.
- Migrate to Tableau Dashboard from old method.
- Data extract load from different sources.
- Data source identification and analysis.
- Data Cataloging through ML model training.

**#3 PayCom – Employee engagement**

Client: TDS, Orlando, FL, USA

Role: Sr. Data Engineer/Developer-Solution Engineering

Tools and Skillset: Microsoft Azure - Data Factory, Azure tools, SQL DB, Logic apps

Enterprise cloud enablement initiative for Transaction Data Systems that migrates business applications and database to the cloud from on-premises. PayCom is third-party application which will manage the end-to-end HRMS. The data from this application is used to enable onboarding of the employee that includes access provisions, ID management, entitlements and would be maintained till the employee is off-boarded. Microsoft Azure Data Factory and Logic app are leveraged for all events and data capture operation using data pipeline method.

**Key Achievements:**

- Solution engineering – Gap analysis and design of detailed architecture and pipeline automation
- Designed and Developed end to end engineering solution for data feed, reduced the complexity and automated to synchronize application data with premise AD.
- Implemented reusable ADF component as device to resolve data quality and duplicate issues.
- Support to investigate enterprise legacy data warehouse performance issues ensuring SLA compliance
- Created ETL Data factory pipeline and automated with watchdog.
- Integration with logic apps for source data availability

**#4 AutomateNext – Client Implementation process re-engineering and Automation**

Client: FIS, CA, USA

Role: Technologist Engineer – Architecture & Integration

Tools and Skillset: Microsoft Azure Data Lake, Miro Whiteboard, MS Vizio, Postman, MOVEit, decision.com developer

Large scale process transformation program, focusing on process rationalization, modernization through automation of requirements intake, client implementation process workflow, application configurations to shorten the client implementation cycle. This results in quick time to market, servicing significant increase in demand YoY on product installations and implementations. Extensive use of Decisions.com based smart forms for intake automation, Generation of automated configurations using the captured data and mitigating manual tasks on translating client requirements to application configurations.

**Key Achievements:**

- Played a key role in end-to-end implementation of decisions.com framework to be used by Client implementation teams, resulting in \$350K projected savings on a 5-year period
- Designed integration with Corporate Data Platform/ Data Lake through REST APIs
- MFT integration with IAM, Service now and Project View Plan view
- Designed and involved with cross functional team for integration of various workflow automation.

**#5 CSAP – Customer Success Analytics Platform**

Client: PayPal, San Jose, CA, USA

Role: Visualization Analyst/ Product Analytics Engr/Technical Business Analyst

Tools and Skillset: Tableau, Kibana, PayPal Analytics Platform, notebook, Teradata

Implementation of Customer Success Platform which is a Salesforce Implementation for CRM with Cloud capabilities- replacing incumbent inhouse tools, bringing in state-of-the-art business analytics capabilities in multiple areas of customer engagement. Creation and tracking of Process and People efficiency metrics resulting in valuable insights for customer management

**Key Achievements:**

- End-to-End infrastructure setup for the platform
- Building business critical product behavioral insights through Tableau reports and dashboards
- Creation of Actionable Insights, using Kibana on Kafka stream data based on application usage
- Built end to end infrastructure with Cross functional team help
- Requirement analysis and sprint finalization with PO

**#6 Online Data Platform – nCino and Informatica MDM**

Client: Silicon Valley Bank Financial Group

Role: ETL Engineering consultant

Tools and Skillset: Informatica Cloud, CI/CD Pipelines, Perforce, AWS Redshift, Redwood

Enterprise-wide Data Lake creation for customer, account, credit data for Commercial banking and implementing the new platform and end to end data load for EDS using different methodology and pipe lines

**Key Achievements:**

- ETL data load for all business objects in Commercial banking domain
- DevOps Jenkins CI/CD pipeline creation for code and script deployment
- DevOps Perforce CI/CD implementation for Informatica ICS objects
- Git bash implementation for source code management
- Part of migration of existing pipelines with IDMC Pipelines
- Complete migration of On Premise to AWS Cloud for EDW

## **#7 VBS – CTA Reporting**

Client : Visa Inc., CA, USA  
 Role : Engineering coordinator/Report developer/Admin  
 Tool : Tableau 2018, Hue for Big Data Hive, AQT, DB2  
 Operating system : Linux, Windows 10

### **Description:**

Visa Business Solution – Corporate Travel Accounts Reporting is an initiative Visa Business Team to categorize the corporate Visa cards and its utilizations across travel. It is categorized into various parts like mode of travel, stay, car rentals. Also, it requires to provide matched vs unmatched dashboard for the corporate users for only Europe and North American users.

Initial categories for reports are further classified into three sub categories like core report, extended reports and Flexible reports. Dashboards of NA users and EU users will be sending to the users based on billing cycle and offset date. These dashboards are containing passenger's itinerary and leg specific information based on company, issuer ID and regional information

### **Contribution:**

- Involved in initial analyze and requirement and design phase.
- Involved in detailed data analysis and documented to the team members.
- Involved implementing industrial standards into the process.
- Involved in report developments based on the requirements.
- Worked between cross functional team to setting up environments.
- Involved and created summary dashboards as part of the visualization.
- Involved in publishing reports and maintained version histories
- Setting up the permissions for individual users as site administrator.
- Worked on report performance improvement techniques.
- Writing up hive queries and built data extracts.
- Involved in building the data model to improve the performance of reports
- Involved in data management and modeling

## **#8 People Data Warehouse/ HR-Analytics**

Client : PayPal, San Jose, CA, USA

Role	: Business System Analyst in HR Analytics
Tool	: Informatica 9.x, 10.x, IDQ 10 x, Oracle12c, Teradata, Tableau
Operating system	: Windows 7, 2003 Server, XP, Unix

### **Description:**

People Data warehouse (PDW) is an initiative from the People BI team to create a Single source of truth for all People data for PayPal Inc. PDW is receiving different type of source feed from multiple applications.

The key functions the PDW will serve will be Workforce planning & optimization, People Analytics & BI. BI – Operations loading snapshot data to PDW on daily basis. Based on Agile methodology, all required workforce analysis and spent total hours, productivity of employees, cost effective methods of workforce for engagement are calculated.

### **Contribution:**

- Based on the requirement, working with different application team to get required data.
- Data analysis on source file and identifying appropriate table in PDW to load.
- Working with Workday, Web methods team for source data processing.
- Provided and involved completed guidance and allocating priority-based issues to team members.
- Implemented TLS 1.2 in ETL and BI team servers to connect Oracle servers for DIT.
- Working closely with DBA team to make DML changes based on requirement.
- Executed and projected issues and communicated to Seiner Leadership Team and Stack holders.
- Worked on providing rule-based data quality process to analyses the trend based of resource requirements.
- Worked on Creating report analysis and providing data to SLT for quality and effective way of hiring.
- Implemented communication matrix during outage, upgrade, maintenance and SLA impacts.
- Involved on query-based rule triggering metadata creation for DQ based on trend analysis.
- Involved on streamlining process for Development and Operational perspective.
- Engaged right people at right time to resolve multiple production-based issues.
- Bridging gap between technical difficulties and business requirement.
- Involved in gathering of requirement and created user stories based on business requirement and assigned to appropriate team members.
- Worked with cross functional team to achieve the implementation process on time.
- Worked on standardization process of automating release engineering process as per PayPal standard.
- Worked with cross functional team for Denver Data center movement to ensure the connectivity and data integrity.
- Worked with release engineering team to enable PayPal standard release process automation using Olympus in restricted data environment which would avoid manual deployment issues and parallel backup in Github version based

### **#9 Site ETL Management/EDW operation Market places from Data Center**

Client	: PayPal, San Jose, CA, USA
Role	: Site reliability engineer
Tool	: Informatica 9.5.1, Cognos, Oracle12c, 11.x, 10g.x Teradata
Operating system	: Windows 7, 2003 Server, XP, Sun Solaris, Unix

**Description:**

PayPal is an eBay, Inc. PayPal is the leading international e-commerce business that allows payments and money transfers to be made through the Internet all around the globe. This project is to provide exhaustive support to PayPal's several high critical LOBs such as Merchant Reporting, FINOPS and several other external clients' settlement applications by actively monitoring and administering the ETL infrastructure which is considered to be one of the world's largest Informatica Grid with currently 24 worker nodes available for load balancing the several thousand ETL jobs that run 24x7

**Contribution:**

- Provided and involved completed guidance and allocating priority-based issues to team members.
- Loading data to OIS Database from various ADG replicates
- Loading stage EDW systems OIS Tables/files on daily basis
- Worked with cross functional team to rectify outages.
- Maintained enterprise standards during managing Informatica objects.
- Worked on hot fixes and software upgrade.
- Worked on multiple PCI patching and bouncing required services.
- During high volume data hours, managed environment to attain SLAs for PayPal.
- Handled and worked as brand ambassador with multiple projects to bring down difficulty and challenges on environment.
- Executed and projected issues and communicated to Leadership Team during issue impact time
- Conveyed end users and external users about settlement related issues and delays.
- Involved and driven bridges during maintenance and outages.
- Provided and worked on clear runbooks creations and procedural steps for maintenance.
- Involved and engaged cross functional team for multiple compliance related patching and upgrades.
- Engaged and involved appropriate product development team to resolve legacy system issues.
- Involved and provided approvals for planned maintenance/upgrade based on business needs and criticality.
- Involved and resolved by multiple P0 and P1 issues based on engaging cross functional teams.
- Worked on migrating enterprise scheduler from UC4 to Control - M.
- Provided support/ Administration for various enterprise tools like Tumbleweed edge services, File delivery services, Network data mover systems.
- Provided Administration/Support for Drop zone, Drop Box, and Cognos servers in extensive way based on the primary analysis
- Provided platform support to various hosts across ETL, Settlement, Risk and Compliance related hosts and its services.
- Provided middle level support for site hosts and its services.
- Worked/provided support for SOX audit and compliance.
- Provided support for multiple settlement related (Bank and Credit Card) jobs and its production components.
- Provided support to Kafka related support based on monitoring to CDH (Core Data Highway) service-related administration process.

**#10 Data Factory and Master Data Management.**

Client : IQVIA/Quintiles, Durham, NC



Role	: ETL Administrator /ETL implementer.
Tool	: Informatica 9.0.1, Dataflux, Data Processor, Oracle 11g
Operating system	: Windows 2003 Server, XP, Sun Solaris, Unix

**Description:**

Quintiles Transnational is a 30 year old drug research company started its consulting since from 1974 and incorporated as Quintiles Inc. in 1982. It is fully integrated biopharmaceutical Services Company providing solution through clinical trials. Quintile helps to deliver new drugs and cure for the world's most challenging diseases. It has revenue of \$3.0 billion. It has around 20,000 employees in different countries.

**Contribution:**

- Working as a ETL Admin for various ETL tools.
- Providing support and maintenance for the client system.
- Manage users/groups and repository security in Informatica
- Troubleshoot tool related problems and tuned for performance
- Implemented Informatica 8.x, 9.x client/server on Windows/UNIX platforms
- Installed Informatica patch on Windows/UNIX platforms
- Performed server maintenance activities and backup.
- Deployment done on different environments.
- Experience in Applying Informatica Latest Hot fixes/Patches.
- Worked on multiple EBF with RedHat based on Informatica patches.
- Experienced in Testing, Debugging, Validation and Performance Tuning of ETL Architecture, help to develop optimum solutions for Informatica deliverables and Table partitioning in DB level
- Responsible for investigation, characterization, and communication of build and release problems; implementing corrective and preventive actions. Resolved the issues Action Required Tickets on Priority basis.
- Experience in Create, backup, restore for Informatica Repositories.
- Monitors and tunes ETL repository and system for performance improvements.
- Write Repository Queries in support of developments and Production statistics
- Monitoring the Jobs and server space availability and CPU Process.
- Involved on improving performance of tables based on its usage.
- Worked on multiple scheduling on ETL, Dataflux jobs and MViews using enterprise scheduler Active Batch.

**#11 Data integration ETL**

Client	: RHI PBM, WellPoint Pharmacy
Role	: ETL Consultant
Tool	: Informatica 8.6, Oracle 10g, Tera Data 7.8.1
Operating system	: Windows XP, AIX

**Description:**

RHI - PBM Data integration project is a collaboration process; it is a kind of activity geared towards improving the overall profitability of different client systems by identifying common activities between the two companies. The process which is involved here is purely leveraging activity of one client system that can use by other system, to improve the overall efficiency of the entire system.

**Contribution:**

- Providing support and maintenance for the client system.
- Involved in deployment of integration services.
- Generated report for abended workflow and event waits.
- Involved in enhancement, testing and bug fixing.
- Updating the status of the successive workflow jobs.
- Created and involved in testing of unit test case as per the modification
- Involved in creation and modification in Turnover document after go live.
- Involved in verification and test run after new test server implementation.
- Involved in Informatica firewall related issue resolving for domain connectivity.
- Analyzed SQL statements using EXPLAIN PLAN to improve the performance.
- Implementing the stored procedures to improve performance of the workflow.
- Involved in creation of shell script to improve the overall efficiency.

**#12 Business Data Analysis**

Client : Mc Rae Industries Inc. Gilead, NC.  
Role : ETL Developer, Report Developed,  
Tool : Informatica 8.1, Oracle 10g  
Operating system : Windows XP, Unix

**Description:**

The project for McRae Industries warehouse, it is one of the leading retailers of footwears and hose hold appliances in North Carolina State. The client's IT department planned for a business intelligence initiative to enable speedier, accurate and reliable decision-making. The primary objectives were Implementation of a data warehouse with a common business model. A common model that could be propagated as a standard an integrated and intuitive reporting and analysis platform.

**Contribution:**

- Involved in leading the team in phase 2 for development in ETL in complex mapping.
- Involved in dynamic parameter file generation.
- Involved Report generation using Cognos.
- Developed various type 2 mappings to track the history of records.
- Created the reusable transformations to increase productivity.
- Involved in performance turning of mapping.
- Developed mapplets for audit tracking functionality
- Created various user defined functions to simplify the coding logics
- Involved in preparation of detailed unit test cases
- Involved in system testing