SUBHADIP GHOSH

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Dynamic Technology leader having 16yrs of experience in Data Management Areas, navigating through complex data and system architectures, processing, munging Terabytes of data. Strong business acumen in Retail, Financial Services, Telecom. Hands on in Informatica, AWS services, Python, SQL, Snowflake, DWBI Tech & Tools.

EXPERIENCE

RESTAURANT BRANDS INTERNATIONAL   05/2021-Present
Senior Manager, Solution Architect - Data and Analytics

- **Program Leadership:** Managed 30 member team including Consultants, Data Engineers, PMs, Analysts, rolling up to 3 Direct reports. Responsible for delivery of following high-value programs:
    - **Self-Service Analytics**: Built a new data platform using *Snowflake, Data-dog, Stemma, & AWS* services. Held office hours on Data Democratization, SQL, data architecture, which led to a 20% increase in MAU as compared to the legacy EDW platform running on RedShift.
    - **Near-real time data pipeline:** Built Near-Real-Time data pipeline to ingest POS transactions into AWS S3 DataLake, and feed it to the recommender system, enabling personalized food menu recommendation. Impact: Led to a 10% increase in avg ticket size.
    - **Customer Identity Resolution:** Created *360-degree* view of Burger King customers using spend and 3rd party demographic data, allowing business to predict future spending and up-sell with personalized offers. Burger King reported a 20% increase in digital sales after phase 1 implementation.
    - **EDW Support:** Led vendor team responsible for enhancement and production support of Sales Scorecard, SupplyChain and other mission-critical systems.
- **Data Solutions:** Architected end-to-end solutions for programs like *Restaurant-360(holistic KPIs for restaurants), Product-360(holistic view of food menu items),* and *3P delivery aggregator* data Integration (using AWS Glue).
- Created **Data & Analytics strategy & roadmap** focused on tech stack modernization aimed to reduce the department's cost by 0.5M annually as well as accelerating business growth by providing comprehensive, easily accessible, reliable data for customer, sales and operational domains, in near real-time across brands and geographies. Created plan to transform Informatica ETL to AWS Glue and replace Redshift by Snowflake.
- **AWS Architecture:** Enhanced design of TLOG building application, achieved 40% reduction in AWS cost.
- **DevOps Enhancement:** Collaborated with dev-ops engineers to implement CI-CD using Git, Circle CI and terraform and retired the process of manual, inefficient deployment process. .
- **Automated Royalty Program:** Developed ARP using *Informatica* for PLK brand, enabling automatic invoicing to franchise from POS data after cleansing, estimating and auto adjustment of royalty invoicing. Eliminated manual submission and verification process from franchise and franchisor side.
- **Active Warehouse Management Solution integration:** Built data ingestion interfaces in *python* to ingest real-time data from Active WMS system hosted on *GCP* and feed to TimHortons in-house distribution centers. The interface handles ~2M transactions daily. The migration was successful with minimal disruption or changes.

CANADA PENSION PLAN INVESTMENT BOARD   Toronto, CAN
Senior Developer, Application Architect - Portfolio Data Systems   07/2017 - 5/2021

- **Enable loosely coupled architecture**:: Developed and owned APIs and data adapters using *python, lambda, API Gateway* for ingestion of data in and out of Portfolio Data Systems, from and to other enterprise and 3P applications.
- **Breaking the Silos:** Built Data Hub that facilitates data exchange between 100+ in-house systems, leveraging pub-sub architecture, using tools like *Informatica IICS, Data Integration Hub, Enterprise Data Catalog, Axon, IDQ.*
- **Cloud Migration:** Achieved 30% reduction in TCO and 50% reduction is run time by migrating legacy systems like TSS to AWS cloud. Built Complex ETL process.
- **Data Fabric**: Designed and developed Data Pipelines and reusable transformation jobs using *PySpark* within the pipeline as part of Data Fabric Ecosystem - Self-Serve ingestion pipeline. Used Terraform for IaC.
- **Enhanced monitoring:** Configured ELK Stack for log processing and monitoring, pagerduty for alerting, achieved 30% efficiency in production issues resolutions.

INDEPENDENT CONSULTANT (*Clients: TELUS, BofA Merryl Lynch*)   Toronto, CAN
Solution Architect, Data Engineer,   02/2015-7/2017

- **Optimized Data Pipelines:** of the CRC position and trade reporting application in BofA, achieving up to 70% performance improvement
- **Activation Scorecard System:** Architect-ed and Build Wireless Subscriber and Feature Scorecard for Telus, with built in False Churn Detection via DeRe/ReDe process. These numbers were being reported for *financial results*.

IBM (*Client: TELUS*)   INDIA and CANADA
Solution Architect, Team Lead, Data Engineer   08/2009 - 02/2015

- **Solution Architecture:** Number Portability, Agent Performance, IVR, Usage Analysis, Customer Analytic, Web Channel business areas, Data Lake and Customer 360 project using *Big Data technologies.* Worked closely with PMs to create a detailed Project plan. Involved in all SDLC stages. Actively engaging with external vendors to implement third party integration.
- **Tech Lead:** Spearheaded prototypes/proof of concepts, frameworks, reusable components for new architectures during the early project phases to drive decisions related to tools & technologies, platforms, products. Onshore SME for large scale programs involving 50+ offshore team members.

INFOSYS (Clients: ABN-AMRO, NorthWestern Mutual, AXIS Capital)   BBSR, INDIA
Technology Lead, Software Engineer - DWBI   06/2006 - 8/2009

- **Tech Lead for HR System Migration:** Led the task of migrating HR systems from PeopleSoft to UltiPro. Prepared all high level designs, complex reusable components for the program. *Mentored* 20 Java Developers in *Informatica,ETL.*
- **Data engineering:** Developed ETL/pipelines, reusable transformations, process control and error handling frameworks for multiple projects using *Informatica Power Center, SSIS, Stored Procedures, shell scripts.*

LICENSE and CERTIFICATION

AWS Certified Solution Architect – Associate, 2019
Investment Foundation - CFA Institute, 2021
Informatica Certified Developer, Architect, Administrator, 2010

EDUCATION

LIVERPOOL JOHN MOORES UNIVERSITY   Liverpool, UK
(Candidate) Master of Science in Artificial Intelligence & Machine Learning   08/24

WEST BENGAL UNIVERSITY OF TECHNOLOGY – INSTITUTE OF ENGG. & MGMT.   Kolkata, India
Bachelor of Technology in Computer Science & Engineering   05/06

ADDITIONAL INFORMATION

- Cloud Platform**:** AWS (most services), GCP(bigquery, pub sub), Azure(Basics), SNOWFLAKE
- Data Integration: Informatica PC, IICS, SSIS, AWS -Glue, Spark
- Orchestration: Airflow, JAMS, Autosys, Tidal, Control-M, AWS Step Function
- Languages: Python, SQL, JavaScript, Shell scripting
- Canadian Citizen - Eligible to work in Canada, USA.
- Professional References Available upon request