**VIKRAM Palakodety**

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[**Vkram.work@gmail.com**](mailto:Vkram.work@gmail.com)

**Professional Skills:**

I have over 10 years of extensive experience as Report Analyst, DW/ BI Analyst and Data Quality Analyst in projects related to eCommerce, Education & Telecom domains with in-depth understanding of Software Development Life Cycle, Product Data Management and QA methodologies such as making the Test Plans, conducting the User Acceptance Test and creating & executing Test Scripts/ Test Cases.

* Experience on Software Methodologies - Agile & Waterfall & Full Software Development Life Cycle (SDLC)
* Responsible for Initiative design, Initiative estimation, Gap Analysis.
* Expert level knowledge in Database concepts like Entity Relationships, Database constraints, datatypes, Normalized and De-normalized data models, Star and Snowflake Schemas
* Designed and developed database programs like Stored Procedures, Functions and Views.
* Extensive experience in complex Data Analysis by writing complex SQL queries.
* Performed a role of Data, System and BI Analyst on semi data acquisition, transformation and reporting process and converting that into a SQL Server DW and Reporting based system.
* Experience with data analysis and reporting tools like Tableau, Access, SSRS, Excel 2010, 2007 and 2003.
* Experience in application development using TOAD and SQL.
* Extensive experience in K12, eCommerce, Telecom and Sales data and Support applications.
* Experience of using T-SQL, SSIS, and SQL Server 2012 along with complex inner-outer joins, set operations, sub-queries, correlated sub-queries.
* Knowledge of relations databases, entity relationships, SQL data types and Database constraints
* Experienced in DB Views, Functions and Stored Procedures for speedy and effective data analysis and system analysis.
* Developed reports and ad-hoc reports using SSRS and Excel.
* Experience in Data Modeling & Data Analysis, Data Mapping, Logical Modeling, As-Is and To-Be Mapping, Feasibility- studies, vision-scope documents.
* Experience in aggregating data and configuring reports from different data sources using data blending.
* Proficient in creating different visualizations using Bars, Lines, Pies, Maps, Scatter plots, Gantts, Bubbles, Histograms, Heat maps and Highlight tables.
* Mastered the ability to design and deploy rich Graphic visualizations with Drill Down and Drop down menu option and Parameterized using Tableau.
* Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau.

**Technical Skills:**

* MS SQL Server 2008/2012, My SQL, SSRS, SSIS, UML, Tableau, Cognos, Powerbuilder
* MS Word, Excel, Access, PowerPoint, MS Project, MS Visio
* Business Systems Analysis (BSA), Systems Analysis (SA),), Business Rule Engine (BRE), Business Intelligence (BI), Knowledge Management (KM), Project Management., Social Enterprise Management, OOA/OOD, Software Development Models, Flowcharts, ER Diagrams,
* MS Visio Requisite Pro, IBM Blue Works Live, Signavio
* Version One, SharePoint ,Confluence, FTP

**Employment History**

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| **Client** | **TruConnect** | | |
| **Designation** | **Sr. Data Analyst** | **Duration** | **Nov 2016 - Present** |

TruConnect, formally known as TruConnect Mobile, is an American mobile virtual network operator ([MVNO](https://en.wikipedia.org/wiki/Mobile_virtual_network_operator)) that sells mobile [hotspots](https://en.wikipedia.org/wiki/Hotspot_(Wi-Fi)) and [smartphones](https://en.wikipedia.org/wiki/Smartphone) and 3G/4G [LTE](https://en.wikipedia.org/wiki/LTE_(telecommunication)) mobile data plans and prepaid cell phone talk & text plans. TruConnect was the first prepaid [broadband](https://en.wikipedia.org/wiki/Broadband) provider in the U.S. to offer a pay-as-you-go, portable [Wi-Fi](https://en.wikipedia.org/wiki/Wi-Fi) service plans. Headquartered in Los Angeles, CA, the company is one of the nation’s fastest growing providers of no-contract wireless voice, text, and data service.

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| **Responsibilities** |
| * Strong understanding of business fundamentals and technical aptitude coupled with business intelligence * Analyzed data from various source systems, performed ETL jobs, data transformation and collaborated with engineering to ensure that the quality of the data meets the company’s standards. * Created visually impactful dashboards in tableau and excel for data reporting, analyzed data to identify key metrics and transform data into meaningful actionable actions. * Worked closely with management to comply with the Office of Inspector General(OIG), California Public Utilities Commission(CPUC), Office of Regulatory Affairs(ORA) data requests. * Collaborated with cross-functional teams to identify the best effective methods to gather the required data for client reports and queries. * Generated reports using stored procedures, complex joins, sub-queries and aggregate functions * Spearheaded the design and development of SQL queries to collect and analyze information toward completion of data reporting requests * Created and ran reports, entered data as required, and conducted research inquiries as directed. * Worked to rebuild 3 years worth of 497 reports for TX and CA by querying tables across servers and cross-checking with fillings done with the states. * Translated business requirements into working logical and physical data models for Data warehouse, Data marts and OLAP applications with also designed Star and Snowflake Data Models for Enterprise Data Warehouse using ERWIN. * Generated ad-hoc SQL queries using joins, database connections and transformation rules to fetch data from legacy SQL Server database systems. * Data remediation efforts - Analyzing gaps and deficiencies within business areas. * Perform data clean-up and reconciliation through root cause analysis * Assist internal team members to achieve data quality and monitoring goals. * Proficient with Excel in data manipulation, Pivot charts, Pivot tables etc. * Develop extensive SQL queries joining multiple tables using complex inner-outer joins, set operations, sub-queries, correlated sub-queries * Perform data comparison across databases using linked servers * Verified data in reports against data in tables using SQL queries. * Acted as a Liaison between various technical, functional teams and stakeholders * Hands on experience in ETL (Extract, Transform and Load) development processes using BCP, DTS and SSIS. |

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| **Client** | **K12** | | |
| **Designation** | **Sr.Data Analyst** | **Duration** | **Jul 2014 – Mar 2016** |

K12 Inc. is a [for-profit education](https://en.wikipedia.org/wiki/For-profit_education) company that sells [online](https://en.wikipedia.org/wiki/Online_and_offline) schooling and [curriculum](https://en.wikipedia.org/wiki/Curriculum) to state and local governments. Its educational products and services are designed as alternatives to traditional "bricks and mortar" education for public school students from kindergarten to 12th grade. K12 is a publicly traded education management organization (EMO) that provides online education services to charter school students. It is paid for from taxes.[[3]](https://en.wikipedia.org/wiki/K12_(company)) K12 is the largest EMO in terms of enrollment.

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| **Responsibilities** |
| * Performed detailed Gap Analysis between current and future state business process models for three initiatives * Documented, defined, analyzed and translated functional and non-functional business requirements into process and activity models, system use cases and supplemental specifications that contribute to effective software development. * Facilitated business process re-engineering or business process improvement involving broad-based information systems, utilizing tools and techniques and business process methodologies (BPMN) * Scoping, scheduling and facilitating of workshops with the business and subject matter experts (SMEs) to discover, document, analyze and optimize business processes through modeling. * Performed data mining and data analysis activities to explore how data can identify customer patterns thus help drive new strategies * Translated business needs into analytics questions, then, translated analytics answers into business insight and effectively communicated findings to the appropriate business. * Documented the account audit process flow on Sales force for the Fuel ED team * Involved in testing integration between Oracle ERP system and Salesforce * Core Business process initiatives include:   + Quote to Cash   + Order to Cash   + Procure to Pay   + Enroll to Cash     - Documented business process from lead generation via Salesforce to order delivery and customer onboarding information passed via Salesforce to downstream systems * Use MS Excel to create dashboards, scorecards and trends in analyzing health insurance policy sales in relation to the marketing teams' activities and satisfying customers. * Work directly with the marketing teams in analyzing customers and marketing data to segment the market base, market trends and monitor competition. * Use advanced Excel functions such as pivot tables and charts to analyze data relating to clients' needs and creating satisfying products. * Conduct health related data correction to ensure data accuracy and completeness before analyzing and reporting. * Offer recommendations to development team regarding structure changes and enhancements to systems and databases. * Write queries and run various reports using MS Excel, Access and SQL. * Use MS Visio to create business process flow diagram to provide detail or depict the steps in meaning business requirement. * Identify key data and create new business critical reports. * Build and maintain prioritized feature lists/roadmaps from requests from partners, customers, internal findings, existing product analysis, and industry trends. * Develop product management documentation, including project plan, sizing assessments, business cases, and formal product requirement specification. * Mock up screens and write detailed requirements/stories with clear acceptance criteria to guide development throughout the product development phase to ensure the right product gets built. * Communicate product solutions and benefits to customers and stakeholders; including knowledge transfer and training for on-going management of features.   **Environment:** Windows, MS SQL Server,, Confluence, MS Visio, MS Power point , MS Excel, MS Word, Salesforce |

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| **Client** | **TELARIX Inc.** | | |
| **Designation** | **Data Architect** | **Duration** | **Dec 2011 – Mar 2014** |

Telarix, named the market leader in Interconnect Business Optimization solutions, helps solve a new set of challenges for international service providers with its software, iXTools® and iXLink®. The products, offered in both a licensed and SaaS version, are able to support voice, video, data and SMS. Telarix also offers a managed service approach for carriers called Managed Interconnect Service. The service combines Telarix’s award winning technology together with the technical expertise required to meet the specific business needs of your wholesale business.

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| **Responsibilities** |
| 🡪 Performed overall business analysis and impact study to document the business lines and general functions to be supported by the project, enabling the client to validate cost and resource assumptions regarding the system.  🡪 Supervised and managed projects from inception to implementation, ensuring that project management methodology is followed throughout the project lifecycle.  🡪 Worked with Business Systems Analysts, Managers, IT professionals and Senior Management to ensure that projects are properly defined and deliver expected efficiency gains, revenue enhancements, increased customer-service levels and/strategic advantages.  🡪 Participated in the development of project documents including: design specifications, use cases, project plans, status reports, etc. using established methodology deliverables.  🡪 Prepared detailed implementation plan for a Project based on which define roles, responsibilities and milestones.  🡪 Performance Reviews, work assignment, and counseling.   * Served as a liaison between business team and the project team by assisting the business in identifying, understanding, and documenting their business needs. * Evaluate all architecture for SQL applications and prepare layouts for all logical models and maintain database objects for various application components * Translated existing databases into models to understand objects and relations using reverse engineering function using Erwin. * Performed walkthroughs for Conceptual Data Model, Logical Data Model and Physical Data Model for validating designs for the enterprise data warehouse. * Identified Multiple Dimensions and Fact tables. Used advance data modeling concepts of Degenerated dimension, sub-dimension, Fact less fact table, Aggregate fact tables in Multidimensional model using Erwin. * Used various SQL commands like create, delete, update, left joins, right joins and full joins to update the database and retrieve data for analysis. * Provide ad hoc data to internal and external requests from the business users. * Extensively used MS Excel for data reconciliation purposes. * Developed test scenarios, test cases and test data based on functional and non-functional requirements. * Prepared schedules and assigning tasks for offshore team and tracking the deliverables * Developed Test Plan and test design deliverables to ensure that user requirements are covered * Managed, documented and controlled all the test scripts and test result * Provided walk through of Test Plan, Test Design Specification for business and technology teams   **Environment:** SQL Server 2003/2008/2012, MS Word, MS Excel, MS Visio |

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| **Client** | **TELARIX Inc.** | | |
| **Designation** | **Sr. Data Lead** | **Duration** | **Aug 2008 – Dec 2011** |

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| **Responsibilities** |
| * Contributed to product roadmap, negotiated release plans, functional definition, development, and scheduling of multiple products, acting as a point of contact for cross-functional peer meetings. * Managed upgrade and new installation projects that ranged in size from one-week single person R&D projects, through multiple developers working on proof-of-concept prototypes, to multi-year projects with globally distributed development teams across multiple organizations. * Developing data analytical views from complex financial source data. Writing T-SQL scripts to manipulate data for very large data loads and extracts. Experience running complex and high volume call detail record processes. * Developed documentation and support guides for the client relating to new functionality by adhering to the company’s established Project Life Cycle process * Communicated effectively with customers and engineers to provide timely resolution of issues. Identified and logged bug reports, set customer expectations and delivered patches to customer. * Developed materials for training clients in various modules including – iXConnect, CDR Processing, iXBill, & iXAudit   **Environment:** SQL Server 2003/2008/2012, MS Word, MS Excel, MS Visio, IIS 7.0, LogiXML |

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| **Client** | **TELARIX Inc.** | | |
| **Designation** | **Software Engineer, Implementation Services** | **Duration** | **Jul 2006 – Aug 2008** |

Telarix, named the market leader in Interconnect Business Optimization solutions, helps solve a new set of challenges for international service providers with its software, iXTools® and iXLink®. The products, offered in both a licensed and SaaS version, are able to support voice, video, data and SMS. Telarix also offers a managed service approach for carriers called Managed Interconnect Service. The service combines Telarix’s award winning technology together with the technical expertise required to meet the specific business needs of your wholesale business.

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| **Responsibilities** |
| * Led consulting team and developed business case, engineered business processes, developed requirements, and managed communications; which led to successful project implementation in 6 months-- resulting in $1M instant saving realization. * Create presentation material for client on solution architecture that was developed. * Performed system build, configuration, data loading and interface design for iXTools modules. * Monitored and maintained application servers including the review of logs, managing disk space. * Contributed to deployment improvement and system architecture designs through suggestions to solution architect and product managers. * Developed data analytical views from complex financial source data. Writing T-SQL scripts to manipulate data for very large data loads and extracts. Experience running complex and high volume call detail record processes. * Use of SQL to diagnose system and data anomalies, create and modify stored procedures, and to create ad-hoc reports per customer demand. Involved in performing service pack installation this included keeping track of all the customizations, creating test plans for all the patches, risk analysis and regression testing   **Environment:**  SQL Server 2003/2008/2012, MS Word, MS Excel, MS Visio, IIS 7.0, LogiXML |

**Education & Professional Development**

**MS in Computer Science**

Governors State University, Chicago, IL.

**MS in Computer Engineering (Transferred)**

University of South Carolina, Columbia, SC.

**Bachelor’s Degree, Major: Electronics & Instrumentation**

The Andhra University, Andhra Pradesh, India