

Tejesh Patel

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OVERVIEW:

Well-rounded individual with 5 years of experience in multiple systems and performing data analysis. Strong passion in learning more about technology.

SKILLS:

SQL, Python, Risk Analysis, Data Analysis, Prioritization, JIRA, Project Management, Microsoft Office, Web Services

WORK EXPERIENCE:

Hyatt Corporation, Chicago, IL *Systems Operations Analyst*

2018 – Present

- Data & Risk Analysis
 - Performed data analysis on ~150 issues by evaluating hotel or member impact.
 - Managed vendor to determine whether root cause analysis or one-time fixes were required.
 - Evaluated severity of issues daily by writing or analyzing SQL queries or Splunk dashboards & queries.
 - Produced ~10 daily, weekly, and monthly reports for 4 business teams by creating and revising SQL queries
 - Ensured daily batch file processing for 20+ file types with header & detail tables was successful and resolved outstanding file processing issues with 1000+ hotels and 20+ business partners.
 - Analyzed and executed 10+ internal and external API calls to validate functionality and understand issues.
 - Created and maintained monthly file processing documentation for all 1000+ Hyatt hotels for SoX compliance.
- Project Management
 - Created BRD between Hyatt and two partners to setup up new file creating and exchange between partner.
 - Gathered requirements and managed development of ServiceNow ticketing process with Global Call Center to help teams review, prioritize, escalate issues, and communicate updates.
 - Managed resolution and coordinated with up to 5 different teams for production outages or service degradation.
 - Reviewed and approved QA & UAT for 30+ promotions/bonuses setup in system to ensure promotion was setup in accordance according to business requirements

Crowe Horwath, New York, NY *Senior Risk Consultant*

2016 - 2018

- Evaluated data integrity of crucial fields by tracing data from sources to the target system using Informatica and SQL querying. Analyzed samples of the crucial fields and determined if issues were source system issues or ETL (Extract, Transform, and Load) issues
- Developed data mapping document (source to target) of ~75 fields for one of the world's largest banks. Document was formed in a manner that allowed anyone in the client's team to comprehend the data flow.
- Produced visual dashboards using Tableau to perform tuning analysis on all system settings that required optimization to reduce false-positive notification generation
- Built high-level workflow diagrams using Visio by gathering and analyzing business requirements from the business team to create a visual for all teams involved system implementations

EDUCATION:

Grand Valley State University, Allendale, MI
Degree: Accounting, Bachelor of Business Administration

Graduation Date: Dec. 2015
GPA: 3.48