

OBJECTIVE

A process-driven Business Intelligence Analyst with 3+ years of experience in Business & Analytics. Analysing business operations in sourcing, processing, managing, and distributing business data driven and actionable visual reports for business users in Banking, Financial Services & Insurance - Fintech, and Product Management domain

RELEVANT SKILLS

Data Analytics

Tableau 2021.1

SAP BO – Webi-Deski

SAS VA 7.3

QlikView 11.2

ETL - SAP Data Services

AWS Athena

Oracle SQL Developer

Atlassian Suite – JIRA

Microsoft Office (Excel & Others)

Slack

PROFESSIONAL EXPERIENCE

SITEL, Mumbai, IN

Operations Reporting Analyst, October 2019–Present

Finance Data Reporting – Tableau – SAP BO

- Work closely within MI and BI Team to create Data visualization solutions, Data Extract and to deliver ad-hoc technical support to the user community and practice the Agile framework using Jira Agile Management Tool
- Contributed in Agile activities: Sprint Planning, Daily Stand-up, Sprint Review, and Sprint Retrospectives
- Engage in daily - weekly, reviews, and user group meetings with International business executives to ensure all the business requirements are accurately defined and met
- Led Team in maintaining project schedules and deliverables to cover challenging situation and advise with new solutions
- Work cross-functionally with Finance and data control, Contact-centre, Marketing teams to provide real-time insights into business KPIs e.g., summary data Product v/s Time dimension
- Handled 650+ Adhoc requests using SAP Business Objects 4.0 - WEBI and DESKI and Tableau Desktop 2021
- Created various interactive reporting dashboards using various charts to provide better visualizations to provide insightful analysis with advanced functions such as quick/global/action Filters, Parameters, Formulas, Calculations Marks, Table Calculations, LOD, Context Filter. Also Aggregations, Forecasting, Trend lines, Formatting
- Responsible for daily, and weekly operational including Monthly and Period end reports within defined SLAs
- Currently involved in 200+ reports Migration Project from Oracle to AWS Athena – From SAP WEBI to Tableau for BI reporting with Functional and User Acceptance Testing
- Use GitHub as a platform to share queries within the other team members
- Provided Tableau Server and WEBI CMC server Permissions, Row Level Security, User Role, Groups including publishing, scheduling and monitoring the reports

SEGMETRIQ, MUMBAI, IN

Associate BI Consultant, June 2019–September 2020

Finance Data Reporting – QlikView

- Worked with management in (SDLC) to develop and maintain internal BI Finance reports using QlikView 11.2
- Worked as a liaison between MIS Team and executives to create & define business analysis, outlining problems, opportunities, and solutions for business
- Acted as a SPOC, end-to-end ownership of dashboards for assigned projects in the Finance department.
- Involved in and reviewed business requirements and document requirements
- Translated them into details/processes and reported them to business stakeholders & MIS team (VP, AVP, Managers, and associates)
- Documentation - develop informative, coherent, and usable documents – Use BRD, Test-cases
- Designed & developed dashboards that provide insights and visualization into performance relative to KPIs, and historical performance and published, scheduled, and maintained reports on the production server

- e.g., Morat Dashboard, Profitability reports, Productivity reports, Expense
- Complex (calculated measures) on dates, and events, (like YTD, Inception till Date, rolling total and Exceptions handling, etc.) at a frequency of Daily, Monthly, Quarterly & Yearly intervals to meet the business expectations
- Created new ETL procedures for data extraction & transformation. Importing data from various data source systems such as MiFin, BRMF, Oracle GL, and BRNET such as flat files, and exporting to various destinations into QVDs

Project: Data warehouse Implementation - Client: Banking & Insurance services

- SAS VA 7.3/SAP Data Services 4.0(BODS)

- Worked within the Analytics and business teams to develop reporting solutions using SAS VA 7.3
- Worked on producing high-level graphical representations reports of data in an insightful and user-friendly format for the business users
- Created different visualizations using Lines, Pies, Histograms, Maps, Scatter, Bullets, Heat Maps, Treemaps, etc.
- Performed Unit testing & User Acceptance Testing activities and prepared Development Standard Documents
- Developed strategies for ETL jobs, created Staging, CDR, and Data Marts database structures into Datawarehouse & BI reports data from various sources using SAP Data Services 4.0 (BODS)
- Involved in the Migration of Jobs and workflows from Development to Test and Production Servers to perform the integration and system testing and scheduled the jobs as a part of the Administrator
- Designed, Developed, and Debugged complex ETL jobs using Workflows, Dataflow, Data stores, Transforms, and Functions
- Worked on Change Data Capture on both SOURCE and TARGET level and implemented the SCD Slowly Changing Dimension Type 1, Type 2
- Validated and executed batch jobs. Tested data flows and scripts against sample data and real-time data
- Extracted Data from the Relational Databases including Oracle, Sybase, .txt & .csv files and loaded in different environments (Sybase IQ, .txt & .csv files)
- Understanding of Data warehouse Concepts, ETL Concepts, Data reconciliation

WIZCORE, UK

Junior BI Intern, August 2016–December 2016

- Gained knowledge of Data warehouse, UAT, and introduced to the full life cycle in SAP implementation
- Worked on Data Warehouse Workbench and customized BI objects such as Info Objects, Infocube, DSOs
- Designed and developed queries to generate reports in BEx Analyzer using various functions

HOST, UK

Assistant Manager - Part-time, September 2015–September 2016

- Actively engaged in organizing and assisting inductions
- Resolved issues including IT and emergencies
- Helped new students acclimatize to their new environment and solve their concern queries
- Confirmed that the students are comfortable, and familiarize with the rules, health and safety requirements related to the new environment

EDUCATION

- Master’s – IT Management
Russell Group of University–Wales, UK
- Bachelor of Engineer – IT
Mumbai University, India
- Diploma – IT
MSBTE, India

CERTIFICATIONS

- Tableau Associate, Udemy–2022
- Application Associate Consultant, SAP–2017
- Leadership–2017
- Personal Effectiveness–2016
- OCA - OCP, Database SQL–2014

SOFT SKILLS

- Ability to work in team structure
 - Attention to detail
 - Problem-solving
 - Time Management
 - Written-Verbal Communication Skills
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