**Annie Nishetha Tarigopala**

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**Business/Data Analyst**

**PROFESSIONAL SUMMARY:**

* 8+ years of experience in gathering business requirements, analysis, object - oriented design, data modeling, systems development, implementation &amp; administration.
* Coordinated with Project Manager, Team Lead, Quality Analyst, and Subject Matter Experts (SME) and worked closely with client/vendors to understand the business requirement.
* Responsible for developing and maintaining custom integrations between various on campus databases and third-party vendors. Familiarity with **ETL, SQL, scripting languages, job scheduling tools, reporting and logging.**
* Worked as Data Analyst on data warehouse system using reporting tools **SSRS** in an organization.
* Worked on **SQL Server** and **Oracle database** objects and created joins, views, stored procedures, user defined functions and packages.
* Created tools, applications, and automations to replace, improve, or add new value to job duties and tasks inside IT department and sometimes outside as well.
* Extensively used **Global Scape server, UNIX, Sterling EFX solution, FileZilla, Putty, FTP Schedulers and PGP** for production support.
* Provided weekly metrics data to technical team for the total **SQL** and informatica jobs run in a week for further analysis and reports to Project Manager and business owners.
* Created overall automated Workflow of the overall project including for **FTP &amp; Extracts.**
* Responsible for developing and maintaining custom integrations between various on campus databases and third-party vendors. Familiarity with **ETL, SQL, scripting languages, job scheduling tools, reporting and logging.**
* Scheduling and Monitoring **ETL** and **Tidal** processes.
* Co-managed Banner and Degree Works Document Management Suite including support for existing solutions and developing new solutions.
* Strong analytical, problem solving and troubleshooting skills.
* Able to work collaboratively, understands business needs and system architecture and focused to achieve corporate goals.
* Excellent communication and inter-personal skills with strong troubleshooting, and problem solving ability, good team player, self-motivated and worked in multicultural environment.
* Expertise in installing, configuring and maintaining Standalone as well as RAC databases on various platforms and responsible for 24x7 availability of the database.
* Responsible for well-functioning of the database by checking and applying Patch sets and Interim patches.
* Upgraded oracle databases from 11g to 12c to 18c.
* Experience in using **OEM/Grid Control** along with beacon setup on both database and application servers.
* Planning and scheduling the Physical (Cold/Hot) backups, Logical backups and **RMAN** incremental backups.
* Experience in taking Full and partial backups, Incremental and Cumulative backups using RMAN (Recovery Manager)
* Expertise in Oracle OEM 12c implementation and operations in an enterprise scale.
* OEM 12c/13c installation, upgradation and patching.
* Worked as a team member to provide 24x7 coverage on call for business system and database support.
* Conducted and attained various **SWAT calls** for numerous issues with internal departments and external vendors.
* Experience with many Installations, Configurations, Up-gradations, Platform Migration, Administration and Patching of Oracle Applications and Oracle databases.
* Cloning of Databases from Production to Development and Test.
* Developed, reviewed and executed Test Cases and Test Scenarios.
* Design and implementation of **Backup &amp; Recovery strategies**.
* Writing **UNIX shell scripts** for database management and various cron jobs.
* Hands on UNIX and Linux system administration.
* Attained and participated in various Information and Technology Programs representing Confidential.
* Worked on to reissue of expired **SSL certificates** and installation of new SSL certificates for application servers.

**PROFESSIONAL EXPERIENCE:**

**Business/Data Analyst**

**Emc Insurance, Iowa June 2023 to Present**

**Responsibilities:**

* Manage and Maintain Banner by Ellucian on **Oracle 12c**. Responsible for maintaining, tuning and backing up the Oracle database. Knowledge with **Oracle 10g, 11g, 12cR1 and 12cR2**. This includes the Universities Production and Test environments as well as our Foundation/Alumni’s separate Production and Test environments.
* Created Service accounts for external vendors like **EAB** to connect to Banner and Degree Works databases.
* Created **ACLs** for external vendors and university professors, other departments and interns.
* Developed and managed key IT applications such as the University ERP, web sites, as well as supported and maintained many other servers, applications, and single sign-on/LDAP solutions that support and enhance the community.
* Provided leadership role to IT staff, assisted IT Management in deploying IT solutions in an efficient manner.
* Maintained Server and configured **Oracle Databases, WebLogic Servers, Microsoft SQL Server,** and including **Oracle Enterprise Manager/Grid Control, Linux, Windows Server, llS, Apache, Tomcat configuration and deployment.**
* Performed or served lead role during complex design, analysis, development, installation, and maintenance was required for support and/or expansion of applications.
* Familiar with architecture and management of relational database platforms (Oracle 11g/12c, MS SQL Server, and/or MySQL), including awareness of advanced database functions such as replication, backup, database tuning, and features of the target RDBMS.
* Application management and configuration on **Word press, Share Point and GitHub.**
* Ability to provide the highest levels of interpersonal communications with sensitivity to understanding the demands of a higher education environment.
* Excellent customer service, problem solving, and leadership skills.
* Installed, configured and maintained **oracle database, oracle WebLogic and fusion middleware servers and oracle APEX servers.**
* Installed **tomcat 8/9** manually whenever required.
* Worked closely with system administrators for installation of **Centos and RHEL O.S.**
* Automated daily/weekly/monthly batch jobs along with cron jobs on oracle database.
* Responsible for many of the Middleware components, such as Banner Workflow, Banner Portals and these applications run on both **Tomcat v6,7 and Oracle Weblogic 11g,12c.**
* Support of Banner and Degree works application and database servers which includes management of infrastructure, upgrades, and web server.
* Periodically, create tools, applications, and automations to replace, improve, or add new value to job duties and tasks inside my department and sometimes outside as well.
* Performed Database Server migrations from one instance to another instance using **T-SQL scripts.**
* Hands on experience with **Grid Infrastructure, Oracle Enterprise Manager, Business Intelligence, VMWare, Weblogic Server, Oracle Database Server, Golden Gate.**
* Strong UNIX Shell scripting/programming experience. Used shell scripts/programs to cleanup log files, and reporting purposes.
* Installed and patched **12c/18c pluggable database servers**.
* Cloned databases across servers for supporting development and testing environment.
* Scheduled backup and recovery scenarios.
* Opened service requests with Oracle for database issues.
* Created tables, views, stored procedures, sql scripts.
* Maintained users, roles and privileges for database objects.

**Environment**: Oracle 18c/12c/11g RAC/10g RAC/, Data Guard, Disaster Repository/Sun Solaris, Unix, Centos, Linux, RMAN, ASM, SQL\*Loader, Data Pump, Golden Gate, TOAD, OEM/Grid Control, SQL, PL/SQL

**Data Analyst**

**AgFirst columbia, SC October 2021 to May 2023**

**Responsibilities:**

* Design and develop Data Analyst, assisted in leading the plan, building, and running states within the Enterprise Analytics Team.
* Lead architecture and design of data processing, warehousing and analytics initiatives.
* Responsible for all aspects of management, administration, and support of **FM Global internal Linux/UNIX** cloud-based infrastructure as the premier hosting provider.
* Performed in-depth analysis for the front store team from end-to-end which includes understanding the business needs and translating to analytic requests, extracting data from a variety of sources like Teradata, oracle, manipulate and analyze using quantitative, statistical, and visualization using tools like **Tableau, SQL assistance, SAS programming** and other statistical and web analytics tools;
* Worked on Extracted data from data warehouse server by developing complex **SQL** statements using stored-procedures and common table expressions (CTEs) to support report building
* Implemented Tableau for visualizations and views including scatter plots, box plots, heat maps, tree maps, donut charts, highlight tables, word clouds, reference lines, etc.
* Worked on complex reports in Tableau using multiple functionalities including context filters, hierarchies, parameters, LOD Expressions, time intelligence, etc.
* Built interacting and storytelling dashboards in Tableau workbooks using dashboard actions
* Worked on Tableau workbook on Tableau Server and set report refresh
* Built, published customized interactive reports and Tableau dashboards, report scheduling using Tableau server.
* Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau.
* Worked on MTS (Mind the store): Under this project, worked extensively in creating many automated Tableau dashboards like Extra care Send to card, Weekly Ad, Digital circular, which essentially reported Sessions, Users, Page views of different traffic sources like Paid search, Email campaigns and social for various platforms which included Desktop Web, Mobile web and app by comparing year over year data.
* Developed Key Front Store KPI dashboard of various platforms including Desktop, Mobile Web & App traffic on a weekly basis for this year vs. last year.
* Worked on Digital Flash Sales Report: Created weekly, monthly and yearly report for Actual vs. Forecast data for the following Outcomes, **KPI’s** and Ecommerce metrics- visits, conversion rate, orders and sales.
* Responsible for data governance rules and standards to maintain the consistency of the business element names in the different data layers.
* Collaborated with business stakeholders to develop and document policies and procedures surrounding Data Stewardship and Data Governance.
* Involved in various phases of development analyzed and developed the system going through Agile Scrum methodology.
* Performed detailed analysis of business problems and technical environments and use this data in designing the solution and maintaining data architecture.
* Built the data pipelines that will enable faster, better, data-informed decision-making within the business.
* Developed Data Mapping, Data Governance, Transformation and Cleansing rules for the Master Data Management Architecture.
* Developed long term data warehouse roadmap and architectures, designs and builds the data warehouse framework per the roadmap.
* Validate existing Data Quality rules to ensure they meet Data Governance requirements.
* Determine data quality requirements by studying business functions; gathering information; evaluating output requirements and formats.
* Maintained Referential Integrity by Introducing foreign keys and normalized the existing data structure to work with the ETL team and provided source to target mapping to implement incremental, full and initial loads into the target data mart.
* Involved in Data profiling in order to detect and correct inaccurate data and maintain the data quality.
* Compared Self hosted Hadoop with respect to GCPs Data Proc, and explored Big Table (managed HBase) use cases, performance evolution.
* Build a program with **Python** and **Apache beam** and execute it in cloud Data flow to run Data validation between raw source file and big query tables.
* Used **Rest API** with **Python** to ingest Data from and some other site to **Big Query**.
* Performed Data transformations in **Hive** and used partitions, buckets for performance improvements.
* Designed Google Compute Cloud Data Flow jobs that move data within a 200 PB **data lake**.
* Implemented scripts that load Google **Big Query data** and run queries to export data.
* Implemented business logic by writing UDFs and configuring CRON Jobs.
* Providing 24/7 On-call Production Support for various applications.
* Provided traffic reporting, conversion and measurement of the Confidential on-line customer experience using Hitbox
* Conducted ad-hoc traffic analyses of key site areas and participate in additional business intelligence activities related to data analysis as needed.
* Supported the analytical needs of Product Strategy by analyzing traffic and consumer behavior.
* Provided Product Channel Web reporting, scorecards, and observation for Channel Manager reviews
* Assisted in modeling the data warehouse to develop data marts (views) to improve query response times and optimize Web reporting opportunities from terra data sized data stores.

**Environment**: Hadoop 3.3, Spark 3.1, Python, GCP, Data Lake, GCS, Big Query, Hive, Rest API, Agile Methodology, Tableau, SQL Assistance, Adobe, SAS, Web trends, BI tools

**Sr. Business Analyst**

**Ford , Dearborn, MI November 2018 to September 2021**

**Responsibilities:**

* Interfaced with different business units, clients/vendors, **Subject Matter Experts (SMEs**) and end users to gather requirements, and translate business needs into the measureable requirements that can be coded, tested, and implemented successfully in production.
* Determined project scope and built interpersonal relationships with vendor partners and end users while keeping in mind business strategies of senior management throughout the design and implementation.
* Prepared source to target mapping documentation and created **Functional Specification Documents (FSD)** for health care data conversion.
* Troubleshoot/research client production defects, Analyze and interpret Regulatory changes and provide workarounds and implement system fixes.
* Worked extensively with **Subject Matter Experts(SME)** in understanding and documenting their requirements related to Health Care Plans and worked with all levels of clients/vendors either by conducting Brain storming sessions or by one on one process requirement gathering process.
* Actively participated in creation of logical database model, physical database design and implementation of large database models.
* Setup new **FTP/SFTP** connections with **PGP** encryption for internal and external clients.
* Worked with **IBM SFG** and **Anthem FTP (Bridge)** to migrate around 150+ client accounts into **EFX** as part of migration into **EFX**.
* Co-ordinated with vendors and shared new **SFTP EFX** server details/credentials and ensured clients have migrated successfully into **EFX**. Post migration tested all the accounts as well.
* Extensively used FileZilla to test the connectivity with the internal/external vendor accounts and worked on Global Scape Server and Changed the Server IP address as per firewall team.
* Fixed the Connectivity Issues with various client servers, **FTP** Failure and GlobalScape Server Errors.
* Supported on Release management activity for production implementation and worked extensively with Sterling **EFX** Support team to coordinate with end users for successful daily data transfer.
* Migrated data across different data sources and **SQL server** environments.
* Extensively used Visual studio for running **SSIS packages**, re-run failed SQL/Informatica Jobs after thorough analysis and also refreshed the **SQL DB** on weekly basis.
* Automated the manual processes in production with complex queries, correlated sub queries and joins in order to eliminate overall manual workload.
* Created overall project automated Workflow (**FTP and, Extract**) guidelines, Communicated and coordinated with offshore teams with daily status call and collaborated with multiple stakeholders to understand business processes and to determine the scope of the project.
* Supported the Web Team with integrations between third party systems and/or in house web products.
* Well-coordinated with Process Owners, Stakeholders, Business Architect, **SMEs**, **DBAs**, Network people, QA Team, Development Team, Project Managers and other Competitive Contractors and collected the minutes of meeting (MOM) from the session for future reference.

**Environment**: MS Office tools-MS Visio, MS-Word, MS-Excel, MS-PowerPoint, MS SQL Server 2008R2/2012, Windows Server 2003, Windows 2000 / XP, Windows 7, Test/Use case modeling in SDLC using MS-Office Tools, Visual Studio 2008, FTP/SFTP Server, PGP, FileZilla, Putty, BIM Ops Portal, TSRM, UNIX, SNOW, Tidal Schedulers, HP Quality Center, Share point, Clear Case.

**Business Analyst**

**IBing Software Solutions Private Limited Hyd India April 2017 to August 2018**

**Responsibilities:**

* Extensively used **Agile Methodology** and participated in frequent agile meetings (daily stand-ups and scrum planning) with team members, project managers, QA Team for creating and managed user stories and Requirements Traceability Matric. Have good experience of Agile and waterfall methodology.
* Analyzed and used Microsoft Visio to construct and track requirements and workflows/diagrams and linked them with codes and test cases.
* Worked with development team to test and implement automated notification for tracking the failure in **SQL Server** Agent Jobs.
* Acted as a liaison between business owners, technical team, production team and end users.
* Involved in exporting client data from SQL Server database to .csv, text, xml files
* Documented Business requirements and Functional gatherings in **BRDs** and **FRDs** .
* Organized meetings with business owners, **SMEs**, technical leads and end users to resolve the existing issues and also to discuss on the development and implementation of the business requirements.
* Co-ordinated and worked on the data modules from inception through development and implementation of the product.
* Executed **SSIS** Packages, executed failed SQL Agent Jobs after thorough analysis and performed data profiling.
* Developed Statement of work, performed Data Analysis on unclean data, highlighted scope of work, and business requirement and helped data stewards to find the appropriate solution to the problem.
* Extensively worked in project management for implementations, performing process planning, and documentation in **Systems Development Life Cycle** (SDLC).
* Extensively implemented Agile Methodology using Scrum Model including sprint planning, Retrospection, Demo and Daily stand-ups on projects.
* Designed and developed test cases, used case diagrams, test scripts, entity relationship diagrams, and flow Charts using **MS Visio** and assisted Quality Assurance activities, with **system integration testing(SIT)** and **user acceptance testing (UAT)**.
* Created project plans for various applications after gathering estimates from QA and DEV team.
* Extensively used SQL scripts/queries for data verification and validation and expertise in generating reports (line and pie charts, trend analysis and sub-reports ) using **SQL Server Reporting Services**, **Crystal Reports**, and **MS Excel spreadsheets** and **Power Pivot**.
* Worked in data visualization tools (**Tableau, QlikView and Crystal Reports**).
* Performed risk analysis and testes User Interface Inconsistency and functionality of the application.

**Environment**: MS SQL Server, DB2-Main frames, SSRS, Crystal Report, MS SharePoint, SSIS, MS office 2010, Agile, MS excel 2010, MS PowerPoint 2010 and MS Visio 2010, SharePoint, UNIX, SQL server 2008/2012, Adobe Acrobat XI Pro

**Business Analyst**

**Maisa Solutions Private Limited Hyderabad, India September 2015 to March 2017**

**Responsibilities:**

* Gathered information and created business requirements, designed functional specifications and flowcharts, implementation and integrated it into IT System and new developments.
* Performed **GAP analysis** for the modules in production and also conducted feasibility study for the performance impact analysis.
* Worked with business users and technical staffs of all levels and developed test plans for major production implementation and release management.
* Created business flow diagram, sequence diagram using different software tools **MS Visio, Excel, Word, PowerPoint.**
* Worked with QA team to develop the test plans, test scenarios, test cases, test data to be used in testing based on business requirements and conducted **User Acceptance Testing (UAT)**.
* Created various reports, reconciled project data, generated project reports and shared with business and testers, developers, SME in order to provide them with critical information about business status.
* Strong experience with **SQL Server** and **T-SQL** in implementing and developing Stored Procedures, Joins, Views, Indexes, Trigger, Normalization and User Defined Functions.
* Used **Performance Monitor and SQL Profiler** for Monitoring memory, processor, **Disk I/O and SQL Queries.**
* Worked on defect **tracking management systems Quality Center, Bugzilla and JIRA.**
* Worked on **Agile methodology /environment** to produce various User Stories to facilitate offshore project development.

**Environment**: MSOffice (Word, PowerPoint, Excel, Visio, Outlook), SQL Server 2008/2008R2, Reporting Services (SSRS), Integration Services (SSIS), DTS, T-SQL, MDX, Windows 2000/2003, XML, SAS, Linux, SDLC (Agile), UML, Quality Control.