

USMAN AHMED

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📍 Manama, Bahrain

Roles

Data Analyst
Data Engineer
Analytical SQL Developer
Executive IT – Big Data Ops
Sr. ETL Developer

Technologies

PowerBI, FineBI
Apache Hive
Apache Spark
Hadoop
SmartCare
Teradata Vantage
Teradata Studio
TDViewpoint
Teradata Utilities
R Studio
DBeaver
JupyterHub
GitHub
SLJM GCFR
SQL
BTEQ
Unix/Linux
Data Migrator Express
Oracle Data Integrator
Control-M
Python
R
Jira
Rundeck

Industries

Cloud Computing and Services
SAAS/PAAS/IAAS
Telecommunications
E-Commerce

Functional Expertise

Data Analysis
Analytical Data Engineering
Business Analyst
Data warehouse/ETL Development
Project/Time Management
Oral and Written Communication
Pressure Handling

Education

BS Computer Science,
National University of Computers and
Emerging Sciences

Summary

A forward-thinking and results-oriented professional with over 5 years of hands-on expertise in Teradata Enterprise Data Warehouse technologies, demonstrating a proven track record of successfully delivering complex development projects across the ETL lifecycle. Possessing a comprehensive understanding of Dataflow and data pipeline intricacies, professional capability in both ETL development and operations. A dedicated advocate of continuous self-improvement, they infuse innovation and creative problem-solving into team dynamics, playing a pivotal role in driving the attainment of enterprise-level objectives.

Professional Work History

Huawei

CEM Data Analyst – Saudi Telecom (STC)

📅 April 2023 – Present

📍 Manama, Bahrain

Experienced Data Analysis and Data Engineering professional specializing in the telecommunications industry as a Customer Experience Data Analyst. Demonstrated expertise in collecting, integrating, and analyzing customer data, utilizing data engineering techniques for efficient data processing. Proficient in working with CS/PS KPIs and KQIs specific to the telecom domain. Proven track record of developing 5+ enterprise dashboards and crafting over 25 Ad-hoc reports for critical customer events and strategies. Successfully implemented data-driven strategies that improved reliability by reducing user complaints proactively by 25%, while also contributing to a 15% increase in overall customer satisfaction. Customer-centric optimizations, resulting in elevated customer experience and quality, significantly enhancing the reliability of the networks and contributing to the company's success.

Technologies Deployed: Power BI, Excel, Fine BI, DBeaver, R Studio, R, SQL, SmartCare, Apache Hive, Apache Spark, Hadoop, Carbon.

Teradata

Data Engineer II – Teradata Global Finance

📅 April 2021 – April 2023


📍 Islamabad, Pakistan

Data Engineer within the Global Finance team at Teradata, I led the end-to-end data engineering process, collaborating closely with team members to understand data requirements. I designed, developed, and maintained ETL pipelines using Teradata tools, ensuring accurate and timely data for financial reporting. My role encompassed integrating and transforming diverse data sources to establish a unified data repository. I harnessed Teradata's capabilities to optimize data storage and query performance, employing techniques such as indexing and partitioning. Collaborating with the team, I facilitated the creation of interactive reports and dashboards using tools like Tableau and Power BI. My focus on data quality assurance involved implementing robust validation processes to maintain data accuracy. Through cross-functional collaboration, I provided insights and expertise that contributed to strategic decisions within the Global Finance team.

Technologies Deployed: Teradata Vantage, Teradata Studio, Viewpoint, JupyterHub, Linux, Github, Python, T-SQL, PowerBI

Zong CMPak Ltd.

Executive IT - Big Data

 Jan 2021 – April 2021


 Islamabad, Pakistan


Provided round-the-clock monitoring and execution of ETL batches, troubleshooting the Teradata DMP system. Achieved batch job completion in line with Business SLAs. Collaborated closely with relevant teams and stakeholders to promptly resolve issues. Demonstrated proficiency in technologies such as Teradata, GCFR, SLJM, TD Utilities, crontab and Shell Scripting. Effectively addressed and restored batch jobs affected by various factors including source data anomalies, network glitches, deadlocks, business rule breaches, additions, release deployments, space constraints, and access difficulties. Managed seamless deployment of new releases while ensuring job dependencies were met. Conducted daily, weekly, and monthly reconciliations to minimize discrepancies and delivered error-free monthly reports. Ensured the upkeep and operation of Teradata, Landing, and COGNOS Server, devising contingency plans for unexpected situations.

Technologies Deployed: Teradata Studio, Teradata Viewpoint, TASM, TDWM, SLJM, GCFR, crontab, SQL

Overstock

Senior ETL Developer

 June 2017 – Jan 2021


 Islamabad, Pakistan

ETL processing automation of new sources. Load incremental data from source to target Teradata DWH. Merging new ETL packages with existing solution on Teradata DWH. Bring Streaming data into EDW Stage to DWH via Golden-Gate for reporting. Mentor junior developers on the best practices for developing ETL pipelines.

Technologies Deployed: DMEExpress, Control-M, Teradata, Salesforce, Oracle, Postgres, Golden Gate, SQLA

Overstock

L2/L3 Production Support

 June 2017 – Jan 2021

 Islamabad, Pakistan

Timely completion of all ETL Batch and Real-time processes which generate critical business reports as per SLA. Monitor Scheduling Tool Control-M for resource management and Critical path completion. Perform data investigation on Teradata database and different source systems. Provide Ad-hoc reporting to client and deployments. Identification and remediation of job failures and other issues.

Technologies Deployed: Teradata Studio, Python, Shell Scripting, Control-M, Teradata Viewpoint, TeradataUtilities, Splunk, Rundeck, Golden Gate, SQLA, Putty

Reference will be furnished on request.