

## USMAN RAZA

### OBJECTIVE

To use my skills, experience and adaptability to obtain a systems administrator where I am constantly challenged. My greatest strength is my ability to walk into a new environment and be functional immediately. I am quick to learn and adapt to new situations, configurations and technologies.

### PROFESSIONAL ACHIEVEMENTS

**SAS Visual Analytics for SAS Viya Basic**  
**SAS Visual Analytics for SAS Viya Advanced**  
**SAS Visual Investigator Analysis and Investigation**  
**Google Data Analytics Professional Certificate**

### SKILLS & EXPERTIES

**Languages:** SQL, Java,  
**Scripting Language:** HTML, CSS, JavaScript, Java Modern Framework  
**Data Serialization:** XML, JSON, CSV  
**Visualization Tools:** SAS Viya, Tableau, SAP Business Objects, Oracle Analytics  
**Database:** Oracle SQL, MS SQL, MySQL, NoSQL, Google Firestore

### WORK HISTORY

#### ORACLE SYSTEMS, MIDDLE EAST (DUBAI)

##### Business Intelligence Developer II (April 2024 TO PRESENT)

- Designed and implemented scalable data marts to support analytical reporting and decision-making processes.
- Developed and optimized ETL (Extract, Transform, Load) processes to streamline data ingestion and ensure timely availability of data for analysis.
- Developed automated ETL pipelines to enhance efficiency and reduce manual errors.
- Conducted data segmentation to ensure efficient data storage and retrieval, optimizing the performance of departmental analytics.
- Developed robust ETL processes to consolidate data from various sources into a central warehouse, ensuring data integrity and accuracy.
- Worked closely with business units to gather requirements and translate them into technical specifications for BI solutions.
- Analyzed and optimized BI tools and queries for improved performance and efficiency in data retrieval.
- Developed interactive and visually appealing dashboards using SAS to provide actionable insights for stakeholders.
- Conducted data normalization processes to ensure consistency, accuracy, and integrity across datasets, improving data quality for analysis.
- Created detailed reports that highlight key performance indicators (KPIs), trends, and business insights, facilitating strategic planning and operational improvements.

- Leveraged advanced data visualization techniques to enhance the storytelling aspect of data, making complex information easily understandable

## **ORACLE SYSTEMS, MIDDLE EAST (DUBAI)**

**Business Intelligence Developer I (FEB 2023 TO Mar 2024)**

## **CERNER CORPORATION, MIDDLE EAST (DUBAI)**

**Business Intelligence Developer I (DEC 2021 TO FEB 2023)**

- Translated business requirements into technical design specifications
- Reporting tools like SAP Business Objects and CCL
- Co-ordinate with clients and avail them with all the useful data required for their internal data analysis.
- Created various simple and complex reports, mainly using business objects universes as data providers.
- Created and defined the Hierarchies for various reports based on user requirement.
- Utilized Web Intelligence reporting tool to create graphical representation of reports such as Bar charts, Pie Charts as per requirement.
- Created Web Intelligence reports utilizing SQL Queries, as per the Functional Specifications.
- Involved in creating Conditions, Operators, Formulas, Filters, Ranking, Sorting, SubQueries, Combined queries, Prompt, Section, and Scope of Analysis (Input Controls) in Web Intelligence.
- Utilized Merged Dimensions feature to allow linking of two or more data provider (queries).

## **HALIAN INTERNATIONAL (CERNER)**

**Cerner Reporting & Applications Support Engineer (Feb-2020 To DEC 2021)**

- Reporting tools like PowerInsight (Business Objects) and CCL
- Built Dashboards using SAS Platform.
- Cerner Database & Table structure Knowledge
- Skilled in Cerner workflows and applications
- Understanding of Cerner architecture and data management tools
- Working on different Reporting request and KPI's across many Cerner Solutions Venue including: PharmNet, Core & Security, PowerChart, SurgiNet, FirstNet, Laboratory, Registration and Scheduling
- Applied/Used functions, such as filters, conditions, breaks, sorting, drill down, slice and dice, Input Controls, Master/Detail, Cross Tab, Charts and alerts to name a few in Web Intelligence.
- Excellent ability designing, developing and troubleshooting simple to complex reports in SAP BusinessObjects.
- Activities also included working with business users to establish requirement gathering for new reports and modify existing reports.

## **HALIAN INTERNATIONAL (CERNER)**

**On-site Support Engineer/ITWorks (18-Sep-2016 To Present)**

- Troubleshooting windows Vista and 7.
- Support ongoing and post-implement of the “Wareed” project in Northern Emirates.
- L3 Support for User End Software, Printer, Desktop, Bar Code Rader and Label Printer.

- Conduct end-user workflow training. Manage installation and maintenance; resolve system issues, document problems through Help Desk tickets.
- Gathering information from End User and coordinate with AMS team.
- Coordinated new facility go-live events as a floor walker support engineer for PowerChart Nursing, PowerChart physician, PathNet, RadNet and Scheduling solutions.
- Provide support to the hospital clinical staff on HIS Software applications (and hardware/network related issues).
- Support incidents from the end-users including hardware and network infrastructure Issue support.

**ULTIMATE TECHNOLOGIES LLC (ABU DHABI, U.A.E.)**

**IT Technical Team Lead (23-Nov-2013 To 31-August-2016)**

- Network infrastructure planning and designing for Customers. (L1, L2, L3)
- Installation, configuration, managing and troubleshooting of Widows server 2008 R2, 2012 R2.
- Migration of server and clients.
- Troubleshooting windows 7, 8, 8.1 and windows 10.
- Installation and configuration Server onsite, offsite Backup.
- Installation and configuration of NAS as a backup server and File server.
- Firewall Fortinet and SonicWALL installation and configuration.
- Wireless Access Point Configuration Managed and unmanaged Fortinet, EnGenius, Cisco.
- Outlook email configuration and troubleshooting.
- Setting up client emails on Google Apps and Office 365.
- installing and configuring computer hardware operating systems and applications;
- monitoring and maintaining computer systems and networks;

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**EDUCATION**

**BCS, BACHELOR OF COMPUTER SCIENCE**

(Virtual University of Pakistan (Continue))

**ASSOCIATE DEGREE IN COMPUTER SCIENCE**

Virtual University of Pakistan

**INTERMEDIATE**

(GOVT. Murray Collage)

**MATRICULATION**

Government High School

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**EXPERIENCE**

**Current Career Level:** Experienced

**Years of Relevant Work Experience:** 10 Years in UAE