

# Avinash Matam

Data Analyst, Tableau Developer

## Contact

### Address

Hyderabad, Telangana,  
500050

### Phone

9052260262

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## Key Skills

### Tableau

Very Good

### SQL

Excellent

### Amazon Redshift

Good

## Secondary Skills

### Oracle

Excellent

### Unix

Very Good

### Oracle Apps CRM

Good

Enthusiastic Data Analyst & Developer eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel.

## Work History

2018-08 -  
Current

### Tableau Developer, Tata Consultancy Services

#### *Motorola Solutions Inc*

- Building, publishing customized interactive reports and dashboards.
- Created action filters, parameters, calculated fields and sets for preparing dashboards and worksheets in Tableau.
- Restricted data for users using Row level security and User filters.
- Developed Tableau workbooks from multiple data sources using Data Blending, Data Extracts.
- Provided Tableau Server Admin support for User access Queries.
- Report scheduling using Tableau server.
- Developed Tableau mobile dashboards.
- Developed Tableau workbooks to perform YTD, QTD and MTD type of analysis.
- Have knowledge to Publish the developed workbooks using GitHub, Jira.
- Quickly and effectively diagnose and respond to service desk requests regarding data integrity and functional or interactive issues in existing and future dashboards.
- Developed dashboards and visualizations that empower decision makers.

2017-07 -  
2018-08

### Business Analyst, Tata Consultancy Services

#### *Mars*

- Organized research, analyzed results, prepared concise presentations, and presented to senior executives.

- Preparing the monthly SLA Metrics and present the same to business users for the review.
- Implemented and led the Service Desk Project to address the L1 service request from users.
- To track the SLAs of the Service Now ticket which we received from users.
- Helping the team on flat file issues while loading into third party tools.
- Proposed an automatic process to get the access for the third party tools used by Mars Users.

2015-04 -  
2017-06

## **Technical Consultant, Tata Consultancy Services**

### *Motorola Solutions*

- Worked on the incidents and worked on break fix/smaller enhancements.
- Have been worked on the change requests for all break fix/smaller enhancements, SIT testing, CAT testing and deployment into production.
- Have worked on the Clearcase and Kintana tools to move code from one instance to other.
- Providing Invoices to different users/business based on the given Contract number.
- Monitoring daily manual jobs and sending reports to downstream Repair Centers.
- Raising and Handling incidents for issues related to application.
- Submitting the Billing Reports and Active Contracts details on a regular basis like (Monthly, Quarterly).
- Developing and modifying of database objects like Packages, Procedures and Functions etc.
- Daily monitoring of the tickets in ServiceNow and prioritizing these tickets with team and resolve on time without any missing SLA.

2013-01 -  
2015-03

## **Support Executive, Tata Consultancy Services**

### *Arris*

- Resolving the L2/L3 tickets of different service tickets.

- Delivering the Audit details to clients quarterly and annually as per business rules.
- Understanding Business Processes and System Study aimed at understanding relevant business processes, applications.
- Updating the daily status to supervisor.
- Providing Serial number excel reports to the customer on a monthly basis.
- Received Appreciations from Business Analyst & Quality Manager (Client) for delivering the Audit reports on Timely Basis without any discrepancy.

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## Certifications

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Completed the external certification of Oracle Database 11g SQL Fundamentals (1Z0-051)

Completed the ITIL Foundation certification

Completed the external certification of Program with PL/SQL (1Z0-147)

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## Education

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2008-08 - 2012-06	<i>Padmasri Dr BV Raju Institute of Technology</i> GPA: 7.2
2006-07 - 2008-04	<i>Sri Chaitanya Junior College</i> GPA: 9.2
1993-06 - 2006-04	<i>St. Joseph's High School</i> GPA: 8.4