



JEWEL [REDACTED]

About

Dedicated IT professional with over 10 years of experience specializing in technical support, database management using SQL, and business intelligence through Power BI. Strong analytical and problem-solving abilities, combined with a proven track record of delivering high-quality solutions within deadline-driven environments. Committed to continuous learning and staying updated with emerging technologies in the IT industry.

Skills

- Power BI, DAX, and M language
- Azure Databricks
- Agile
- JIRA
- ALM
- SQL Server
- Oracle SQL
- SSRS
- PL/SQL
- MS Sharepoint
- SVN and GIT
- Agile
- Fabrics

Certifications

- PL-300 Microsoft Certified: Power BI Data Analyst Associate
- DP-900 Microsoft Azure Data Fundamentals Certified
- AZ-900 Microsoft Azure Fundamentals Certified
- SC-900 Microsoft Security, Compliance, and Identity Fundamentals Certified
- ITIL v4 Foundation Certified

Work Experience

[REDACTED]
April 2014 – Present
Team Lead

Projects:

Utility Company in US

July 2023- Present

Role: Power BI Developer

Project Role Description:

As Power BI Developer, assisted the business in transitioning from Mobius reports to Power BI, improving data visualization and reporting capabilities.

Responsibilities:

- Developed interactive Power BI dashboards and reports to meet business needs and improve decision-making.
- Migrated data from legacy Mobius reports, ensuring data accuracy and consistency in Power BI.
- Worked closely with business stakeholders to gather requirements and tailor reports to their needs.
- Cleaned, validated, and optimized data for seamless integration into Power BI reports.
- Utilized DAX and Power Query to build efficient data models and improve report performance.
- Delivered actionable insights through dynamic visualizations, enhancing the overall reporting process.
- Conducted unit testing on Power BI reports to ensure functionality and accuracy.
- Resolved defects identified during UAT, ensuring reports met business requirements and expectations.

Electricity Infrastructure Company in Australia

March 2021 - July 2023

Role: Power BI Developer

Project Role Description:

As a Power BI Developer, primary objective revolves around transforming raw data into actionable insights via dashboards and reports.

Responsibilities:

- Developed core reports in Power BI and performed data validation using SQL and Databricks to ensure the accuracy and integrity of the report.
- Extracted, transformed, and loaded (ETL) data from various sources including SQL (Azure databricks) databases, Sharepoint and Excel files to create a unified data model for analysis.
- Collaborated with stakeholders to gather requirements and refine data visualization designs to meet business objectives.
- Developed and maintained documentation for Power BI solutions including data models, report specifications, and user guides.
- Resolved defects raised by testers, ensuring high-quality deliverables.
- Strong data analysis and visualization skills
- Experience with SQL, Power BI, DAX, and M language
- Attention to detail and problem-solving skills

Transaction Management Services for Utility

Companies in US

July 2014 - November 30, 2020

Role: Lead Cloud Support Engineer

Project Role Description:

Act as software detectives, provide a dynamic service identifying and solving issues within multiple components of critical business systems.

Responsibilities:

- Uses Oracle PL/SQL for gathering and querying data for client's inquiries.
- Uses Axosoft and Azure DevOps on creating tickets/incidents.
- Create reports thru SSRS.
- Monitoring databases.

- Maintaining client's server and pipeline processes.
 - Knowledgeable in EDI and XML business transactions.
 - Uses SVN and Git as code repositories.
 - Leads the Tech Liaison team and directly working with onshore operations teams if urgent items are raised.
-

Trainings

Technical:

- Course: Microsoft Fabric Analytics Engineer – Feb 2025
- Gen AI – Feb 2024
- Agile Foundation – March 2022
- Azure Databricks – Feb 2021
- Course: Splunk Enterprise Security - May 26, 2023
- Course: Splunk Administration - Apr 28, 2023
- Course: Splunk Essentials - Apr 14, 2023
- Azure Integration Fundamentals – June 22, 2020

Personal Development

- Ethics and Compliance
- Critical Decision Making
- Accenture Technology Consultant Experience
- Leader as a Coach

Awards

Annual Gantimpala Award – Likha

Drives innovation for positive changes

Issued by ██████████

Nov 2023

Education

Graduate of Bachelor of Science in Electronics Engineering

██████████
2008 -2013

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]