MUHAMMAD KHAN

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PROFESSIONAL SUMMARY

- I have over 8 years of IT experience as Data Analyst, Tableau Developer and Business Analyst.
- Experience in designing and developing dashboards using Tableau Desktop (currently using 2022.3) with data from multiple sources like Flat Files, Oracle, Amazon S3 and MS SQL Server.
- Experience in interaction with business stakeholders to gather requirements for building Tableau Dashboards for the client segment.
- Experience with Workflows and UML diagrams such as Use Case Diagrams.
- Experience in creating workflow diagrams to document current and future business environment and Validating, Analyzing the data using various BI and ETL Tools.
- Translating the business needs into system requirements by communicating with business and analyzing data from large datasets, using statistical analysis tools like Tableau and Alteryx.
- Experience in gathering and writing detailed business requirements and translating them into technical specifications and design.
- Experience in developing rich interactive Tableau reports and Dashboards using various visualizations like Lollipop Chart, Radial Chart, Donut Chart, Heat Maps, Tree Maps, Bubble Charts, Reference Lines, Dual Axis, Line diagrams, Bar Graphs, Geographic Visualizations, Parameters and Filters.
- Experience using Tableau generated context filters, data source filters, dashboards for measures with forecast, trend line and reference lines, published Workbooks with appropriate filters.
- Versed in various reporting objects like Facts, Attributes, Hierarchies, filters, prompts, Calculated fields, Sets, Groups, Actions, Parameters etc., using Tableau.
- Troubleshooting of performance issues within Tableau reports.
- Proficient in writing complex SQL queries.
- Communication skills to work with business customers as well as technical teams.
- Extremely motivated, providing fresh eyes with attention to detail.
- Documentation skills to make technical and end user training documents.

TECHNICAL SKILLS

Certifications	Tableau Certified Specialist Tableau Certified Associate Tableau Certified Data Analyst Alteryx Core Certified
BI Tools	Tableau, SAP BusinessObjects, SAP Lumira, Power BI

ETL Tools	Alteryx
RDBMS	MS-SQL Server, DB2, MS Access, Oracle, Apache Hive
Front End Tools	SQL* Plus, TOAD, MS SQL Server Management Studio, Dbeaver
Languages	SQL, C, C++, PL/SQL, VB Script, Visual Basic, GW Basic
Links	https://public.tableau.com/app/profile/muhammad.abdul.majid.khan https://www.linkedin.com/in/muhammad-abdul-khan/ https://www.credly.com/users/muhammad-khan.c45088c2/badges

PROFESSIONAL EXPERIENCE

CHARTER COMMUNICATIONS   SEP 2022 - PRESENT

SPECIALIZED SOFTWARE DEVELOPER IV - TABLEAU

- Manage and create multiple dashboards for Data Platform Operations, IT SOC and Outage Mangement.
- Create different KPIs using calculated key figures and parameters.
- Mitigate human error under business model by automating Microsoft Excel reports with Tableau.
- Analyze large data sets and translate abstract data into highly visual and easily digestible form.
- Creating wireframes and beta dashboards with a focus on user experience, correctness, and visibility.
- Improve overall process in data management, collection, dashboard design, and entire product life cycle.
- Create informative dashboards for Cherwell support tickets.
- Give training to the non-technical employees for Tableau Dashboard usage.
- Develop reference documents or reports for the finalized project.
- Identify patterns and meaningful insights from data by analyzing it.
- Test and publish dashboards and reports and schedule refresh.
- Collect, refine, and prepare data for analytics and visualization using Alteryx Designer.
- Used Python in Alteryx Designer the features that it does not already provide.
- Automate the data cleaning and collection process using Alteryx.
- Handled large datasets collection using Alteryx Iterative Macros
- Collaborate with other analysts, data engineers, and data scientists to provide exceptional support to our internal stakeholders.
- Collect and analyze data through manual and automated collection methods
- Working cross functional with leadership, program managers, and other stakeholders to understand and achieve business priorities

- Create multiple data extracts for different data sources
- Manage 2 sites as a tableau administrator
- Use hierarchy in level of detail to save space/real estate.
- Writing SQL queries to extract data from databases and prepare it for analysis. This involves understanding the database schema and using SQL to join tables, filter data, and aggregate data.

    Environment: Tableau Desktop, Alteryx Designer, Oracle, MS SQL Server, MS SQL Server Management Studio, JIRA, Hive, PostgreSQL, AutoHotKey, MS Office 365, Webex

BANK OF AMERICA   SEP 2019 – SEPT 2022

VP-LEAD APPLICATION ENGINEER - TABLEAU

- Created and maintained Tableau dashboards and analytics
- Gathered, cleaned, and prepared data for analytics and visualization using Alteryx
- Managed and used the Tableau platform to gain valuable insights
- Created reports using a variety of graphical and data modelling techniques
- Created new KPIs and monitored them consistently in datasets
- Created, tested, published dashboards and reports, as well as scheduled refreshes
- Create dashboards and visualizations based on user requirements, including data analysis and modeling
- Monitored the status of extract schedules on QA and Production sites
- Performed Unit Testing and peer testing on Dev, QA and Production sites.
- Defined access controls and put security measures in place as needed
- Accurately drilled deep into data and generated reports
- Enhanced the complete process of data management, collecting, dashboard design, and product life-cycle management
- Troubleshot any data or performance issues with workbooks and data sources
- Kept an eye on reports and dashboards and made any required modifications
- Demonstrated expertise in developing and operating Tableau-driven dashboards and analytics
- Capable to query and show massive data sets while optimizing workbook performance
- Skilled to decipher technical or dashboard structure and translate complicated business needs into technical specifications
- A firm grasp of SQL, relational database management systems, data modelling, and standardization
- Writing Complex SQL queries in SSMS.
- Precision and attention to detail

- Resolved any data or performance issues related to workbooks and data sources.
- Requested access for Interactors and Viewers.
- Gave access to Interactors and Viewers on Self serve environments.
- Followed up Managers for any required approvals.
- Followed up with Interactors/Viewers to complete attestations.
- Provided knowledge transfer and support to Interactors and Viewers.
- Coordinated with Tableau Admin Team for Production Deployment.
- Provided Tier 1 support for Tableau issues reported by departmental or group personnel.
- Monitored Usage Report of their Workbooks and Data Sources along with archiving the unused reports and data sources to save the space.
- Developed and implemented user training programs to ensure that users can use Tableau effectively
- Provided support to other team members and the end users who are using Tableau
- Diagnosed problems with existing dashboards or reports to identify areas for improvement and implement solutions

    Environment: Tableau Desktop, Alteryx Designer, HTML, Oracle, Teradata, MS SQL Server, TOAD, JIRA, Python

AMERICAN HOTEL REGISTER, ILLINOIS   JAN 2016 - AUG 2019

SENIOR BUSINESS INTELLIGENCE CONSULTANT - TABLEAU

- Responsible for requirement gathering from business and prepared the requirement specification document.
- Designed and developed Tableau reports to ensure all the business requirements are met and provide enhanced Solution that meets client needs.
- Blended data from multiple sources and exported through Tableau.
- Experienced in agile methodology and waterfall projects.
- Worked in agile environment for Tableau development.
- Identified and created the datasets for the report generation, written the queries for reports, also identified parameters to be added in the reports as per the business requirement.
- Generate dashboards to provide trending of data using statistics and KPI's for top management.
- Combined views and reports into interactive dashboards in Tableau Desktop that were presented to Business Users, and End Users.
- Created, organized, customized analysis and visualized projects and dashboards to present to Senior Level Executives using advance Tableau functionalities like Actions, Parameters, Groups, Background Images, Context filters, etc.

- Connected to AWS Redshift through Tableau to extract live data for real time analysis.
- Created Tableau dashboards using bar graphs, scattered plots, geographical maps, heat maps, bullet charts, Gantt charts demonstrating key information for decision making.
- Responsible for daily communications to management and internal organizations regarding status of all assigned projects and tasks.
- Regularly accessing JIRA tool and other internal issue trackers for the Project development.
- Performed data analysis on daily, weekly, and monthly scheduled refresh of data based on that business or system change that have happened to ensure that the developed dashboards are displaying accurate and up-to-date live data and sent those into production after editing.
- Participated in weekly meetings, reviews, and user group meeting as well as communicating with stakeholders and business groups.
- Effectively communicated with team members and Business teams to ensure the correct functionality is achieved.

CSC, WILMINGTON, DELAWARE   JAN 2015 - DEC 2015

BI/SAP BUSINESS OBJECTS CONSULTANT

- Experienced in Business objects IDT, Universe designing, Web Intelligence, Dashboard Manager, Crystal report, InfoView, CMC, Data Services and BusinessObjects Enterprise.
- Gathered Business Requirements by Conducting User interface sessions and documented their query, business analysis & reporting needs. Understood data and business logic with reports.
- Understanding source systems and Extracted data from various sources (SQL Server, Oracle, text files and excel documents), used ETL load scripts to manipulate, concatenate and clean source data.
- Helped client reporting teams migrate from traditional static Excel reporting to a more interactive and powerful Webi Report solution.
- Analyzed relational database model according to business requirements to create universe.
- Extensively created dashboards with multiple worksheets, linear graphs, pie charts and crosstab.
- Researched, compiled, analyzed and reported various operational data from multiple sources.
- Met with report users and determined the requirements, understood where the data is located and designed the process to retrieve the data.
- Worked on data validations and collaborated with peers for code review
- Experienced in creating, organizing, publishing and scheduling reports using Central Management Console.

- Experienced in designing complex Webi documents using Web Intelligence tool.
- Experienced with report creation cycle for Crystal reports.
- Strong understanding of Data warehouse concepts such as Star Schema, Snowflake Schema, OLTP, OLAP and Multi-Dimensional Models for query and analysis.
- Experience in Full Life Cycle Development including Analysis, Design, Implementation and Maintenance different analytical applications using SAP Business Objects.
- Excellent communication, analytical and people skills as BO consultant supported project team and resolved customer issues.
- Effective collaborator and ability to work well within a group setting.
- Extremely resolute and motivated individual with high career aspirations with in-depth ability to manage multiple tasks simultaneously in a challenging environment.
- Excellent documentation skills to make technical and end user training document.

EDUCATIONAL QUALIFICATION
Bachelor of Science in Telecommunication Engineering, Fall 2010

REFERENCES
Available upon request

Muhammad Khan

- Dallas, TX, US

Contact Information

- z1z-5mh-2lu@mail.dice.com

- 3142785219

Work History

Total Work Experience: 9 years

- **Specialized Software Developer IV - Tableau Charter Communications**
  Sep 01, 2022

- **VP-Lead Application Engineer - Tableau Bank Of America**
  Sep 01, 2019

- **Senior Business Intelligence Consultant - Tableau American Hotel Register**
  Jan 01, 2016

- **BI/SAP Business Objects Consultant CSC**
  Jan 01, 2015

Education

- **Bachelors** | Government College University

Skills

- **microsoft office** - 10 years
- **microsoft windows** - 10 years
- **tableau** - 8 years

- **sql** - 7 years
- **etl** - 6 years
- **alteryx** - 5 years
- **alteryx core certification** - 5 years
- **alteryx core certified** - 5 years
- **jira** - 5 years
- <mark>**tableau**</mark> **desktop associate certified** - 5 years
- <mark>**tableau**</mark> **desktop specialist certified** - 5 years
- **agile** - 4 years
- **python** - 1 years

Work Preferences

- Desired Work Settings: No Preference
- Likely to Switch: True
- Willing to Relocate: False
- Travel Preference: 25%
- Work Authorization:
  - US
- Work Documents:
  - US Citizen
- Desired Hourly Rate: 70+ (USD)
- Desired Salary: 145,000+ (USD)
- Security Clearance: False
- Third Party: False
- Employment Type:
  - Full-time
  - Part-time
  - Contract - Corp-to-Corp
  - Contract - Independent
  - Contract - W2
  - Contract to Hire - Corp-to-Corp
  - Contract to Hire - Independent
  - Contract to Hire - W2

Profile Sources

- linkedin: http://www.linkedin.com/in/muhammad-abdul-khan
- facebook: https://www.credly.com/users/muhammad-khan.c45088c2/badges
- blog: https://public.<mark>tableau</mark>.com/app/profile/muhammad.abdul.majid.khan

- Dice: https://www.dice.com/employer/talent/profile/fabba204b0edcb8eea0a9db12f7d4d27