



### Senior Crystal Reports Consultant

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CENDIEN CORP: **(214) 245-4580**

<http://www.cendien.com>

## Senior Crystal Reports Developer – Cendien – Crystal Reports Experts

### Crystal Reports Professional Services

- Senior Business Objects Developer Certified by Business Objects in Version 10 and XI (Level 1 & Level 2).
- 5 years of experience in working with IT field specifically reports and databases designing Crystal Reports and installing, configuring, and maintaining Crystal/BO Enterprise 10/ XI environments.
- Experienced in client interface, report requirements gathering, requirement analysis and report data analysis and design in different business fields including Financial Reports, Clinical Studies Reports, Quality Management Reports, Product Lifecycle Management Reports, CRM Reports, Forecast Reports, Audit Reports, Cost Sheet Reports, etc...
- Designed different types of reports including: standard, Cross-tab, Parameterized reports, Conditional, Drill-down, Top N, Summary, Mail label, Sub reports and ad hoc reports.
- Migrated reports 8.5 to 10/XI with expert knowledge of excel-export problems.
- Worked extensively with reports issues and data validation against direct database queries.
- Created single record TrackWise reports as well as multi-record ones.
- Designed reports based on Siebel eBusiness Application and did the IQ/OO/PQ Compliance Validation work.
- Created reports for Unifier application with all the .html, .xml, .vm (java), .asp, and .txt files need for deployment.
- Strong SQL/PL-SQL/T-SQL skills.
- Tuned & optimized the SQL queries for better report performance.
- Developed Crystal Reports with Access DB/SQL DB/Oracle DB using Tables, Views and Stored Procedures.
- Worked with Data Warehouse technologies including normalization process and ER & DM modeling (Dimensional Cubes, star-schema, fact and dimension tables).
- Created users, tables, permission granting, views, indexes, User management, Exception handling, stored procedures, import & export of data.
- Installed BO XI on Linux and Windows machines with strong experience in debugging installation problems using either Tomcat or IIS deployment.
- Expert knowledge of the BusinessObjects Enterprise Architecture (CMC & CCM & InfoView) including Security Administration, Publishing, Configuring, and Scheduling.
- Good knowledge of BO Business Intelligence products including Business View Manager, Universe Builder, InfoView, Desktop/Web Intelligence, Data Integrator.
- Good knowledge of SDLC, project management, business processes, and technical documentation (writing BRDs/SRDs).
- Trained developers on better designing techniques and best practices and lead teams through designing, testing and deployment phases.
- Strong analytical skills, smart problem solver, fast learner, and lead team talent with excellent communication Skills in English, Arabic and Spanish.

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### Crystal Reports Technical Skills

- Operating Systems: Windows 95/98, Windows NT4.0 Windows XP, Win2000/Win2003 Server, Linux.
- Languages: SQL, PL-SQL, C, C++, HTML, ASP, XML, VB, Java, Bourne Shell
- Databases: Oracle 7.3/8i/9i/10g, MS SQL server 7/2000/2005, MS Access-2000
- Packages: MS Office, MS Word, MS Excel, MS Power point, MS Project.
- Internet: IIS 5/6, IE 4.x/5.5, Apache, Netscape 6
- Reporting Tools: Crystal Reports 7/ 8.5/9.0/10.0/XI & CE 10/BO XI
- Data Access: Native, ADO, ODBC, RDO
- Other Tools: Erwin, TOAD, SQL Navigator, PVCS, HTML Help Workshop, Query Analyzer, Microsoft Visual Source Safe, EditPlus, Stylus Studio, Oracle SQL Developer.

### Crystal Reports Clients / Experience

#### IT Management Client

##### Developer

- Setting up the reporting environment for a designer (CRXI, BOXI, IIS and its settings) and documenting the procedure in the knowledge base.
- Walking through the FRDs/BRDs with the developers and setting plan of action (tables, views, code created or changes targeted)
- Creating the views for the reports and the code needed to publish them in Unifier.
- Each report deployment included creating .html, .xml, .vm (java), .asp, and .txt files used for defining the report run window, the report target files, the report parameters and their respective queries, the report query filter and the parameter values passed to the rpt, and the create and drop views statements.
- Adding/Modifying code in the RDCreportserver11 asp file.
- Creating and delivering unscheduled requests for demo reports in a very short time for the sales team which helped in closing the deals.
- Handling QA defects with quick closing-in on the issues insuring release dates were not affected.
- Working with the business team to understand the business logic behind the reports to minimize development time by minimizing common miscomprehension between the way developers look at the requirement/design of the rpt and the way the business does.
- Following up with the developers and making sure my report design best practices from experience are being applied.

Environment:

Win2003 Server, IIS 6.0, Crystal Reports XI, BO XI, Oracle 9i, Toad, Tortoise SVN, Stylus Studio, EditPlus, TrackWeb.

#### Internet Search Site

##### Developer

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- Finalizing requirements and reducing the number of the suggested reports by more than half through applying my crystal expertise.
- Determining the relations between the different data sources and understanding different ERD diagrams for different databases.
- Writing views for the reports.
- Designing the reports.
- Supervising the work of other developers and assisting them along the process.
- Installing BO XI R2 on two OS environments: Linux and Windows XP.
- Creating users and folders for the reports and publishing reports to BO XI.
- Coordinating with the Project Manager on the project plan and the different tasks involved.

Environment:

Windows XP., Linux , Putty, JDK, Tomcat Server, WinSCP3, Crystal Reports XI, BO XI, Oracle 9i, Oracle SQL Developer.

### Pharmaceutical Client

#### Sr. BO Consultant

- Gathered Business requirements for new reports and worked closely with the business side for decisive quick input on requirements to minimize developing time.
- Full understanding of the company's SDLC and Validation process and making sure that development of the projects adheres to that.
- Designed new reports in version XI for TrackWise Audit Management.
- Designed new reports in version 8.5 for eClinical Studies.
- Created the necessary views, commands, and stored procedures for the new reports.
- Solved existing Excel Data-Only export problems and enhanced reports run time efficiency.
- Migrated existing reports from 8.5 to XI.
- Worked with EditPlus to edit the asp pages of the report application based in an Ellipsis Application Suite.
- Published reports to Crystal XI Reports Server and created folders, groups, and users as per requirements.
- Handled Compliance and Validation work related to reports.
- Worked with the Siebel Upgrade team to identify affected Views and modified the reports accordingly.
- Worked with the developers' team on customizing InfoView and creating web services for the SOA based new enterprise platform as well as an xml file for the parameters used.
- Created Reports Specification Documents as well as BRDs and SRSs for some of the ongoing projects.
- Scheduled walkthrough sessions with managers for the created reports.

Environment:

Win2000/2003 Servers, IIS 5.5/6.0, Crystal Reports 8.5/XI, Crystal Reports Server XI, Oracle 9i/10g, Toad, Visual Source Safe, Stylus Studio, EditPlus, Ellipsis, Siebel eClinical, TrackWise, Data Integrator, DevTrack Web.

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### Marketing Client

#### Sr. BO Consultant

- Redesigning existing reports based on stored procedures to enhance their performance.
- Designing new reports based on the users specifications with particular emphasis on the multiple column format technique.
- Working with developers on customizing the ActiveX Viewer URL of the reports for integration with the existing PLM application (including userid, pswd, report inputfile id, parameters, export options, etc...)
- Helping developers understand the Business Enterprise architecture including the different servers involved when running a report (CCM configuration).

Environment:

Win2000/2003 Servers, IIS 5.5/6.0, Crystal Reports XI, Business Objects Enterprise XI, SQL Server 2005, Toad, Visual Source Safe, EditPlus.

### Financial Client

#### Consultant

- Handling new requests for modifying existing reports.
- Supporting issues with the published reports in all crystal enterprise environments (Development, UAT, Test and Production).
- Checking data accuracy problems with existing reports to see if it is a data issue (Data Base side) or a report design issue.
- Designing new reports for new specific Plan Sponsor requests.
- Working with PVCS to ensure all reports being worked on are the latest versions existing there and that they are correctly locked.
- Using Toad Application to test the reports' commands for data validation.
- Creating views and stored procedures for reports as well as working with the existing Data Warehouse structure.
- Publishing reports to the different environments and ensuring that all existing reports are up to date in all standard folders.
- Managing the EXSOP Crystal Enterprise environments including creating users, folders, scheduling reports and using the SMTP and FTP scheduling features.
- Working with database migration and reports migration and existing ETL tools.
- Giving sign-off on crystal enterprise and ad-hoc application after each new release.
- Crystal Enterprise Installation and using Publishing Wizard to import/export reports.
- Scheduling meetings for on going projects to ensure that all developers are aware of the progress rate of work.
- Attending Business Objects seminars on Crystal XI features and studying the upgrade process of the existing reports and environment to the latest one.

Environment:

Win2000/2003 Servers, IIS 5.5/6.0, Crystal Reports 8.5/10/XI, Crystal Enterprise10,BO XI, Oracle 8i/9i/10g, Toad, PVCS, Data Direct ODBC drivers.

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### Utilities Industry

#### Crystal Reports Developer

- Designed the new database with a normalization level of 2.
- Migrated Crystal 7 reports to Crystal version 8.5.
- Developed templates for custom reports and created summary reports.
- Created User documentation on how to select necessary parameters and date frames.
- Created Data dictionary for the new database.

Environment:

Windows NT, MS SQL Server 2000, MS-Access 97, Crystal Reports 7/8.5.

### Utilities Industry

#### Crystal Reports Developer

- Built Crystal Reporting Infrastructure ground-up.
- Documented requirements, Developed sample layouts, Analyzed Data Elements
- Developed templates for custom reports and created summary reports.
- Created parameterized Crystal reports, Cross-Tab reports, sub-reports, Running Totals.
- Documented User manual.
- Trained end users.

Environment:

Windows NT, MS SQL Server 7, MS-Access 97, MS Excel 97, Crystal Reports 7

### Crystal Reports Education / Certifications

- M.E. Electrical Engineering
- B.S. Communication & Informatics Engineering

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