



Senior Crystal Reports Consultant

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Senior Crystal Reports Developer – Cendien – Crystal Reports Experts

Crystal Reports Professional Services

- Senior Crystal Reports Developer Certified by Business Objects in Version 10 and XI (Level 1 & Level 2). 4 ½ years of experience in designing Crystal Reports against different kinds of databases and experience in Installation, Configuration and Maintenance of Crystal Enterprise 10/XI environment.
- 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, 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.
- Created reports that included formatting options such as Grouping, Sorting, Alerting, Field highlighting, Drill-down and crystal/basic syntax formulas.
- Migrated reports 8.5 to 10/XI with expert knowledge of excel-export problems.
- Designed Yearly, Quarterly, Monthly and Daily trend reports as per the user requirements.
- 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/OQ/PQ Compliance Validation work.
- 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.
- Edited asp pages to publish reports or add new parameters as well as xml files for web services based application.
- Worked with creation of users, tables, permission granting, views, indexes (SQL), User management, Exception handling, stored procedures, import & export of data.
- Maintained the Crystal Management Console (CMC) in Crystal Enterprise with tasks including publishing reports, scheduling reports, creating new folders, creating new users and assigning credentials
- Worked with the Crystal Configuration Manager (CCM) to check on the status of the different crystal servers.
- Strong knowledge of the BusinessObjects Enterprise Architecture including Security Administration, Publishing, Configuring, and Scheduling.
- Worked with Business View Manager, Designer, InfoView, Desktop Intelligence.
- Good experience in creating Help manuals and documentation.
- Knowledgeable with Data Warehouse technologies including ER & DM modeling (Dimensional Cubes, star-schema, fact and dimension tables).
- Trained new team members on better designing techniques and helped them tune up their skills.

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- Strong analytical skills, very good problem solver, fast learner, and great team member player with excellent communication Skills in English, Arabic and Spanish.

Crystal Reports Technical Skills

Operating Systems: Windows 95/98, Windows NT4.0 Windows XP, Win2000/Win2003 Server, Unix
Languages: SQL, PL-SQL, C, C++,ASP, XML

Databases: Oracle 7.3/8i/9i/10g,MS SQL server 2000/2005, MS Access-2000

Packages: MS Office, MS Word, MS Excel, MS Power point.

Internet: HTML, IIS 5/6, VB Script, Java Script, IE 4.x/5.5, Netscape 6

Reporting Tools: Crystal Reports7/ 8.5/9.0/10.0/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

Crystal Reports Clients / Experience

Pharmaceutical Service Client

Business Objects

The client, is a global pharmaceutical services company that provides integrated strategies and solutions, with clinical expertise in development and real world evidence during commercialization, all backed by rich healthcare data of the larger parent organization United Health Group. Reports are essential for project leaders and managers to follow up on different clinical studies. Ongoing projects include a new SOA implementation for report services with migration from 8.5 to XI, an upgrade process for the Siebel database, and new quality management software (TrackWise).

My work as a Sr. BO Consultant included multiple projects handling all aspects of report development from gathering requirements till publishing in the designated applications for new reports including Compliance work, maintained existing reports through the Siebel database upgrade process, and migrated 8.5 reports to XI for the new Enterprise Reporting Platform as part of the SOA new implementation.

Responsibilities:

- 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.
- Gathered Business requirements for new reports and worked closely with the business side for decisive quick input on requirements to minimize developing time.

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- Worked with the Siebel Upgrade team to identify affected Views and modified the reports accordingly.
- Worked with the developers' team to create views for the web services for the SOA based new enterprise platform as well as an xml file for the parameters used.
- 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, DevTrack Web.

Clothing wholesaler

Business Objects

The Client is a leading designer, marketer and wholesaler of branded apparel, footwear and accessories. The company uses PLM software that controls the product development cycle and are in frequent need for quick optimized reports for managers to view designers work and prototypes. These reports heavily include OLE objects and custom designed cosmetics/formats as requested by managers.

My role as a Sr. BO Consultant included handling the reporting side as the lead crystal reports developer using Business Objects Enterprise XI/ Crystal Reports XI specifically optimizing poor performance reports and enhancing their run time in addition to designing new reports.

Responsibilities:

- Working on reports based on stored procedures to enhance their performance.
- Taking out sub reports and including them in the main stored procedure of the report
- Rearranging the position of fields in the different report sections to minimize the database accessing time.
- Designing new reports based on the users specifications.
- Helping developers understand the Business Enterprise architecture including the different servers involved when running a report.

Environment:

Win2000/2003 Servers, IIS 5.5/6.0, Crystal Reports XI, Business Objects Enterprise XI, Oracle 8i/9i/10g, Toad, Visual Source Safe.

Financial Management Client

Executive Stock Options eReporting (EXSOP)

The Client is one of the world's leading wealth management, capital markets and advisory companies. EXSOP eReporting for Plan Sponsors is one of the many services provided by the client which enables plan teams to create standard and ad-hoc reports as well as the standard scheduled reports.

My work included creating standard and ad-hoc reports with the standard reporting scheduling option and the saving, printing and exporting features. Also, designed specific reports for many special requests from Plan Sponsors and templates for the customized Ad-Hoc report application that

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has been developed to allow the users to choose from the list of templates and go on designing their own reports.

Responsibilities:

- 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.
- 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 developers in projects involving creating, testing and tuning new command based reports in the development environment.
- Giving sign-off on crystal enterprise and ad-hoc application after each new release.
- Installing Crystal Enterprise on new servers in the Development environment 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/XI, Oracle 8i/9i/10g, Toad, PVCS, Data Direct ODBC drivers.

Electrical Hardware Supplier Client **Crystal Reports Developer**

The client is a major electrical hardware supplier with business clients all over Lebanon. Worked as a Crystal Report developer managing all reporting aspects regarding business accounts, items, invoices, etc. The second phase of the project involved Crystal Reports migration to version 8.5 as well as database upgrade to SQL Server 2000.

Responsibilities:

- Studied Existing reports and created technical documentation as a result of reports analysis.
- Migrated Crystal 7 reports to Crystal version 8.5.
- Helped DBA with database migration / upgrade.
- Developed templates for custom reports and created summary reports.
- Created parameterized Crystal reports, Cross-Tab reports, sub-reports, Running Totals.
- Created User documentation on how to select necessary parameters and date frames.

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- Trained end users on the usage of Crystal 8.5 Enterprise Edition.

Environment:

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

Electricity Client

Crystal Report Developer

Worked as a Crystal Report developer managing all reporting aspects regarding business accounts, items, invoices etc. The First phase of the project involved Crystal Reports 7 infrastructure setup and report development ground-up.

Responsibilities:

- Built Crystal Reporting Infrastructure ground-up.
- Documented requirements, Developed sample layouts, Analyzed Data Elements
- Developed various reports using various features of Crystal Reports
- 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, Crystal Reports 7

Crystal Reports Education / Certifications

The City College of New York, New York, NY
M.E. Electrical Engineering,

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