

# Ramkumar Pitchai

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## Professional Summary

Senior Data Analyst with 9+ years of experience in data extraction, ETL automation, and advanced analytics. Proven expertise in optimizing data workflows, reducing processing time by 90%, and delivering actionable insights for US healthcare, Mutual funds, and BPM industries. Certified in **Google Data Analytics**, **Azure DP-900** and **AI-900**, with hands-on proficiency in SQL, Python, Power BI, and cloud-based solutions.

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## Technical Skills

- **Programming & Tools:** SQL, SSIS, MongoDB, Power Query, Python, VBA, Visual Studio
- **Project Management:** Agile, Sprint Planning, Shortcut, Rally, Jira
- **Support Tools:** Freshdesk, ServiceNow (ticketing), Confluence, SQL Profiler
- **Data Visualization:** Power BI, Tableau, Excel
- **Databases & ETL:** SQL Server, Salesforce Reports, ETL Automation, Data Warehousing
- **Domain Expertise:** Healthcare Analytics (Medicare/Medicaid), Risk Adjustment, Compliance, Mutual Fund

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## Professional Experience

### Optum Health & Technology India Pvt Ltd | Chennai

Senior Data Analyst | Feb 2022 – Present

- Worked extensively on ACA EDGE backend operations, supporting CMS-compliant file validation, processing, and submission workflows.
- Provided backend support for deployments, hotfixes, and sprint releases, ensuring smooth production transitions.
- Collaborated with cross-functional teams to deliver end-to-end file processing automation, validation workflows, and error management solutions.
- Generated SLA reports, system availability dashboards, and ad-hoc client deliverables using SQL and Python.
- Conducted *performance tuning for SQL Server databases using Visual Studio (SSDT)* to debug complex queries, optimize execution plans, and reduce processing time by **90% (2hrs → 20min)**.
- Analysed database health metrics (e.g., index fragmentation, deadlocks) using SQL Profiler, improving **query efficiency by 35%**.
- Resolved high-priority client tickets related to database errors, data discrepancies, and system bugs in EpiSubmitter 1.0/2.0, achieving SLA compliance and exceeding resolution targets by **99%**.
- Implemented root-cause analysis for recurring database issues (e.g., timeout errors, data corruption) and deployed fixes via hotfixes/patches, reducing ticket recurrence by **40%**.
- Automated ETL workflows using SQL Agent Jobs and SSIS packages in Visual Studio, reducing manual effort by **50%**.
- Designed SQL and Python scripts to automate repetitive tasks, cutting manual workload by **30%** and minimizing errors
- Skilled in **MongoDB** query updates, enhancing data retrieval and analysis.
- led archival process for **16B+ healthcare records**, identifying and migrating outdated Medicare/Medicaid claims to cold storage, reducing database load by **40%**

## **Infosys BPM Ltd | Chennai**

Technical Process Specialist | Apr 2020 – Feb 2022

- Prepared daily, weekly, and monthly dashboards using extracted data to track key performance indicators visualization and analysis.
- Generated team performance reports by consolidating and analysing data from Salesforce and SAP
- Developed Salesforce reports and dashboards to provide insights.
- Assisted managers in identifying capabilities and processes for continuous improvement.
- Handled ad-hoc reporting requests, analysing specific datasets to provide insights.
- Designed and implemented VBA-enabled automation tools to streamline processes.
- Managed Tableau reports, ensuring accurate data ingestion and regular refreshments.
- Executed reporting tasks using MS Excel and VBA (Macros) at both operational and client levels, ensuring the delivery of accurate and timely information.

## **Computer Age Management Services Ltd | Chennai**

Processing Officer | Nov 2017 – Mar 2020

- Led quality assurance for client data, resolving discrepancies and ensuring 100% compliance with business requirements.
- Developed automated Excel tools using VBA to accelerate quarterly reporting by **30%**.
- Optimized data collection procedures and generated reports on a weekly, monthly, and quarterly basis
- Identify and reconcile errors in client data to ensure accurate business requirements.

## **SRINIVASA TEXTILES | Rajapalayam**

Asst Quality Manager | Mar 2015 – Oct 2017

- Working as Internal Audit and Audit Compliance team
- Co-ordinate with training and Inspection as per Inspection &Test Plan
- Checks the conformity of the product (design, colours, raw material...) with the Pre-Production Sample (PPS) and other technical files.
- Prepare and present reports that reflect audit's results and document process.

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## **Certifications**

- [Microsoft Azure Data Fundamentals \(DP-900\)](#) | 2023
- [Google Data Analytics Professional Certificate](#) | 2022
- [Microsoft Azure AI Fundamentals \(AI-900\)](#) | 2025

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## **Education**

**B.Sc. Computer Science** | Rajapalayam Rajus College, Madurai Kamaraj University | 2012 Grade: 73%

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## **Key Achievements**

- Reduced Episubmitter system downtime by **30%** through proactive bug fixes, root-cause analysis, and deployment of patches.
- Improved SSIS package performance by **40%** via parallel processing and optimized data flows.
- Recognized for **99% on-time delivery** of analytical insights across healthcare and BPM projects.