
JENEFER HASSAN

📍 Sharjah, United Arab Emirates

☎ +971 564682479

✉ Jeneferhassan.be@gmail.com

in <https://www.linkedin.com/in/jenefer-h-63374711b>



Professional summary

Highly skilled and detail-oriented Data Engineer with 3 years of experience in designing, implementing, and maintaining robust data pipelines, ETL processes, and data warehouses. Proficient in SQL, Python, and cloud platforms such as AWS, with strong experience working with big data technologies like Hadoop, Spark, and Kafka. Adept at transforming raw data into valuable insights that drive business decisions while ensuring data quality and reliability.

Proven track record in Business-As-Usual (BAU) monitoring, batch recovery, error, and incident management, and efficient mail communication within a high-pressure banking environment

Work history

March 2022 – December 2024

System Engineer BFSI US SE

Client: Citi Bank, Singapore
Chennai

TATA Consultancy Services

- Collaborated with the Citi Bank Singapore team on various high-priority projects, focusing on data management, analytics, and banking operations.
- Worked extensively with **Big Data** tools including HDFS, Scoop, Hive, Spark, Kafka, Impala (MySQL), Oracle and Cloudera to handle large-scale data processing and analysis.
- Led data analysis initiatives using **QuickSense**, **SQL**, and other ETL tools to extract, transform, and load data, providing actionable insights to business stakeholders.
- Conducted **manual testing** to validate data accuracy and application functionality, ensuring quality and compliance with industry standards.
- Managed incident resolution and workflow automation using **Autosys** and **Tectia** tools, maintaining operational continuity and minimizing system downtime.
- Utilized **ServiceNow** for incident management, tracking and resolving service tickets efficiently to meet Service Level Agreements (SLAs).
- Produced data-driven reports and dashboards using **Microsoft Excel** and other BI tools, supporting senior management with key performance metrics and business decisions.
- Coordinated **application release calls** and collaborated with cross-functional teams to ensure smooth deployments and minimize business impact.
- Supported incident response and escalation management, ensuring alignment with client requirements and maintaining a high level of customer satisfaction.
- Collaborated with data scientists and analysts to provide clean and reliable data for machine learning and analytics projects.
- Utilized Apache Kafka for real-time data ingestion, enabling faster decision-making and live reporting.
- Migrated on-premise data infrastructure to AWS, achieving a reduction in operational costs.
- Monitored data pipeline performance and implemented improvements that reduced job failure rates.
- Production Support for EAP, which includes batch monitoring, data requests, and batch recovery Support clients for any data request by providing the error log files
- Analyze, monitor, and check the error log file and critical batch files Obtain feedback from customers to improve the service experience

- Ensure quality control by defining and documenting operating procedures
- Build and maintain the customer's trust by holding ongoing communications until resolution.
Accept overtime to meet operational demands whilst remaining under staffing budgets Achieve target ticket response and resolution times through focused planning and prioritization Strive for excellent client satisfaction by providing in-depth support

November 2021 - February 2022

Software Developer

Eagle Software India Pvt Ltd.

Chennai

- Develop frontends for smart cards, RFID, and e-government solutions.
- Dashboard and front-end development for AI-detecting things and emotions using HTML, CSS, and Java script.
- Assisted in creating reports and dashboards in Tableau for business intelligence and decision-making purposes.
- Built SQL queries to extract and analyze data, producing actionable insights for the marketing team.
- Collaborated with senior data engineers to help optimize ETL processes and maintain data pipelines.

Certifications

- Software Testing & Development
- Azure

Skills

- Oracle PL/SQL and SQL coding standards
- Java
- Linux
- Qlik sense & Autosys ETL tools
- Hadoop
- Python
- Tableau
- Jira
- Power BI
- Hardworking & Innovative
- Total Commitment Attitude

Education

July 2016 - November 2020

Bachelor of Engineering in Computer Science

Anna University