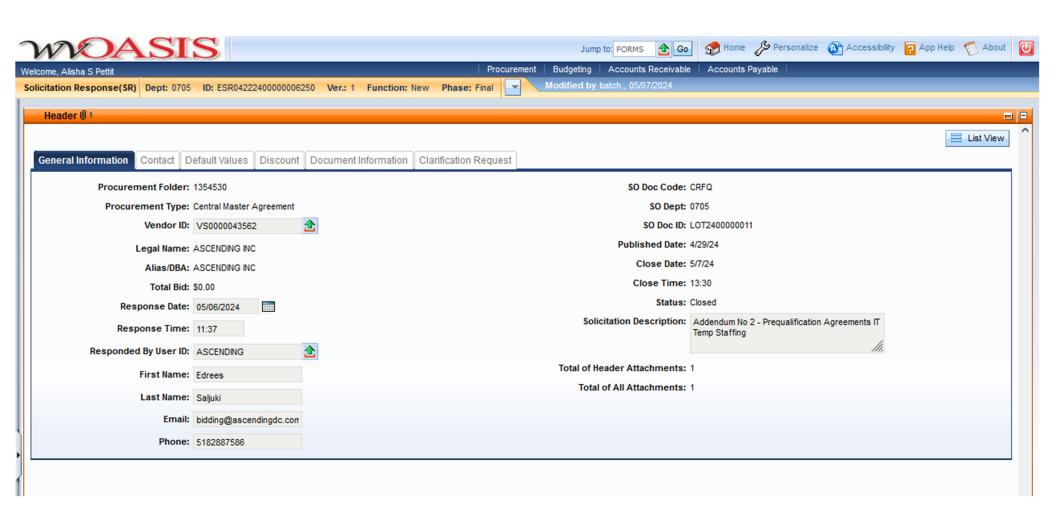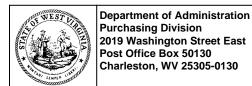2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Solicitation Response(SR) | Dept: 0705 | ID: ESR04222400000006250 | Ver.: 1 | Function: New | Phase: Final | ▼ | Modified by batch , 05/07/2024

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List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1354530	**SO Doc Code:** CRFQ
Procurement Type: Central Master Agreement	**SO Dept:** 0705
Vendor ID: VS0000043562	**SO Doc ID:** LOT2400000011
Legal Name: ASCENDING INC	**Published Date:** 4/29/24
Alias/DBA: ASCENDING INC	**Close Date:** 5/7/24
Total Bid: $0.00	**Close Time:** 13:30
Response Date: 05/06/2024	**Status:** Closed
Response Time: 11:37	**Solicitation Description:** Addendum No 2 - Prequalification Agreements IT Temp Staffing
Responded By User ID: ASCENDING	
First Name: Edrees	**Total of Header Attachments:** 1
Last Name: Saljuki	**Total of All Attachments:** 1
Email: bidding@ascendingdc.com	
Phone: 5182887586	

Proc Folder:	1354530
Solicitation Description:	Addendum No 2 - Prequalification Agreements IT Temp Staffing
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR04222400000006250	1

VENDOR
VS0000043562 ASCENDING INC

Solicitation Number:	CRFQ 0705 LOT2400000011				
Total Bid:	0	**Response Date:**	2024-05-06	**Response Time:**	11:37:41
Comments:					

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**
All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary IT Personnel Services				0.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments: No Pricing.

Extended Description:

Temporary IT Staffing Services

Proposal in Response to:

West Virginia Lottery Commission

Solicitation No:

CRFQ LOT2400000011 Prequalification Agreements IT Temp Staffing

Submitted on: 07 May 2024

Technical Proposal

ASCENDING, INC.

Minority-Owned Small Business

IT Staffing Services & Cloud Computing

2751 Prosperity Avenue, Suite 240, Fairfax, VA, 22031

Contact: Gloria Zhang

Email: gloria.zhang@ascendingdc.com

Phone: 518 288 7586

Table of Contents

Contents

I. EXECUTIVE SUMMARY

ASCENDING Inc., a minority-owned small business enterprise, proudly submits this proposal in response to the West Virginia Lottery Commission's solicitation for IT staffing services. Since our incorporation in Virginia in June 2018, ASCENDING has evolved from a provider of bespoke IT solutions to a robust partner in IT staff augmentation, addressing complex challenges across various sectors.

Our proposal outlines a comprehensive approach to meeting the Commission's requirements for IT staffing. We are committed to leveraging our dual expertise in IT solutions and staffing to enhance the technological capabilities of the West Virginia Lottery Commission. Our unique position allows us to not only fulfill staffing needs with high-quality IT professionals but also support them with innovative IT solutions that integrate seamlessly into existing operations.

We bring a wealth of experience and a proven track record in staffing high-quality IT professionals across a range of required categories. Our proposal substantiates our capability to meet and surpass the performance requirements through successful past placements in each of the following categories:

1. Business Analyst
2. Data Analyst
3. Database Administrator
4. Help Desk Support
5. IT Service Continuity Analyst
6. Project Manager
7. Quality Assurance Analyst
8. Security Analyst.
9. Software Developer/Engineer
10. Systems Administrator
11. Network Engineer

At ASCENDING Inc., we promise a thorough vetting process for all prospective candidates, underpinned by our robust Quality Assurance (QA) practices. Our multi-faceted evaluation protocol ensures technical prowess, organizational alignment, and comprehensive background verifications, thereby presenting candidates poised to integrate seamlessly and contribute value to the West Virginia Lottery Commission.

Risk management is the bedrock of our operational strategy. We proactively identify and mitigate service delivery risks, incorporating strategies for preemptive planning, rapid incident response, and policy adaptation. This integrated approach to risk management highlights our preparedness to effectively tackle unforeseen challenges and maintain service excellence.

Our Proven Expertise

Our extensive experience in staffing is exemplified by the distinguished clientele we have served, which includes:

- James Madison University: IT Staffing and IT Consulting Services
- Baltimore County Public Schools: IT Staffing Services
- Florida State-wide & Louisiana State-wide: Comprehensive IT Staffing Solutions
- Virginia Housing Authority: IT Staffing Solutions

- Maryland Health Benefit Exchange: IT Staffing for Technological Infrastructure
- Metropolitan Washington Airport Authority: IT Staffing for Operations and Security
- City of Phoenix Water Services: Data Analytics Services
- The College Board, FINRA, GoDaddy, The George Washington University: IT Professional Services and Staffing

These partnerships reflect our proven ability to adapt to the unique needs of both public and commercial sectors, ensuring our clients' success through tailor-made IT staffing solutions.

ASCENDING's Unique Edge

ASCENDING Inc. stands out for combining technical acumen with staffing finesse, offering unique advantages such as:

- **Comprehensive Vetting**: We are dedicated to a detailed candidate vetting process, including thorough technical evaluations and cultural fit assessments.

- **Strategic Responsiveness**: We are quick to respond to IT staffing requirements, recognizing the importance of agility in technology-driven environments.

- **Ongoing Technical Support**: We offer sustained in-house expertise to troubleshoot and resolve intricate technical challenges.

- **Quality and Risk Management**: Our adherence to stringent QA and risk management standards ensures service delivery that meets the highest benchmarks.

Our comprehensive strategy includes:

- **Prompt Candidate Mobilization**: Rapidly provisioning qualified candidates to fulfill service requests.

- **Uncompromised Compliance**: Strict adherence to all contractual and regulatory stipulations, incorporating the latest RFP addenda.

- **Transparent Communication**: Clear and consistent interaction with the Commission ensures that all parties are synchronized in their efforts.

- **Continuous Improvement**: Leveraging feedback to constantly enhance our staffing services and overall value proposition.

In submitting this proposal, ASCENDING Inc. is committed to being an integral ally of the West Virginia Lottery Commission. We are poised to contribute our knowledge and resources, fully assured in our ability to provide IT staffing solutions that not only satisfy the Commission's immediate needs but also pave the way for future technological progress and operational prowess.

II. COMPANY OVERVIEW

Company Overview

ASCENDING Inc. is a minority-owned small business enterprise based in Virginia, initially established as a leader in innovative cloud-based IT solutions. Over the years, we recognized a growing demand for well-screened and well-trained IT staff, which led us to expand into IT staff augmentation. This strategic expansion has enabled us to leverage our deep technical expertise to enhance the technological capabilities of our clients across public and commercial sectors, driving strategic outcomes with a dual focus on IT solutions and staffing.

Our journey began primarily as an IT solutions provider, crafting bespoke solutions that addressed complex technical challenges. This foundation has given us a profound understanding of the IT landscape, which proved invaluable as we transitioned into staffing. We not only offer high-quality IT personnel but also ensure that these professionals are supported by solid technical solutions that integrate seamlessly into existing operations.

ASCENDING's unique position as both an IT solutions architect and a staffing agency allows us to provide exceptional value to our clients. For those hard-to-fill positions, we have the capability to utilize our in-house engineers to bridge any gaps temporarily. This approach ensures that our clients receive uninterrupted service and high-quality expertise, giving us a significant competitive advantage in the industry.

Our distinguished experience in providing IT staffing and IT consulting services include high-profile clients in both the public and commercial sectors:

Public Sector Clients:

- James Madison University: IDIQ for IT Staffing and IT Consulting Services

- Baltimore County Public Schools: IDIQ for IT Staffing

- Florida State-wide: IDIQ for IT Staffing and IT Consulting Services

- Louisiana State-wide: IDIQ contract for comprehensive IT Staffing solutions

- Virginia Housing Authority: IDIQ contract for comprehensive IT Staffing solutions

- Maryland Health Benefit Exchange: IDIQ for IT Staffing, enhancing their technological infrastructure

- Metropolitan Washington Airport Authority: IDIQ for IT Staffing, supporting airport operations and security

- City of Phoenix Water Services: IDIQ for Data Analytics Services, optimizing water resource management

Commercial Clients:

- FINRA: Providing Cloud Talent Staffing to support regulatory and financial infrastructures

- GoDaddy: Provide both IT professional services as well as IT staffing
- The George Washington University: Strategic IT staffing and consulting to drive digital transformation and academic research.

Gloria Zhang, our Senior Account Manager with over 15 years of experience in IT project management across various industries, will serve as your primary point of contact. Her extensive background in managing transformative IT projects and complex staffing requirements ensures that ASCENDING delivers tailored solutions that meet the specific needs of the West Virginia Lottery Commission.

We are eager to leverage our extensive experience and proven track record to support the West Virginia Lottery Commission, confident that our unique blend of staffing expertise and IT solution prowess will provide unparalleled service and support.

Mission Statement

At ASCENDING Inc., our mission is to empower organizations through exceptional IT staffing and innovative technology solutions. We strive to enhance the technological capabilities of our clients, enabling them to achieve their strategic objectives while maintaining the highest standards of integrity and excellence. We are committed to fostering sustainable growth and operational efficiency for our clients, ensuring they thrive in the dynamic digital landscape.

Core Values

- **Integrity**: Upholding transparency, honesty, and ethical practices in all our interactions.
- **Innovation**: Continuously seeking to innovate and improve our services to stay ahead of industry trends.
- **Excellence**: Committing to the highest standards of service delivery and client satisfaction.
- **Diversity**: Valuing and promoting diversity within our workforce and in our approach to solving problems.
- **Collaboration**: Cultivating strong partnerships with our clients and stakeholders to achieve shared goals.
- **Adaptability**: Responding with agility to the changing needs of our clients and the technological environment.

Organizational Structure

ASCENDING Inc., established in Virginia in 2018 and structured as a C-corporation, operates under the governance of a Board of Directors. Our organizational framework is streamlined to support agile operations and robust client-focused service delivery.

- **Board of Directors**: Provides governance and oversees the strategic direction, ensuring alignment with corporate policies and objectives.
- **Executive Leadership**: Comprises the President/CEO, Chief Operating Officer (COO), Chief Financial Officer (CFO), and Chief Technology Officer (CTO). This team leads the company's strategic planning, operational efficiency, financial management, and technological innovation.

- **Operational Management**: Includes the Human Resources, Sales and Marketing, and Client Services divisions, which work collaboratively to drive the company's growth, manage client relationships, and ensure the recruitment and retention of top talent.

This structure enables ASCENDING Inc. to efficiently manage our IT staffing and solutions services, ensuring exceptional service delivery and client satisfaction across all engagements.

Past Performance Placement Matrix for Categories identified in the RFP:

Position	Company	Placement Name	Start Date	End Date
Business Analyst	FINRA	Similan Moe	10/17/22	11/21/23
	FINRA	Jack Wang	05/08/23	11/10/23
	FINRA	Mirjan Neza	09/26/22	03/31/23
Data Analyst	FINRA	Yingying Pan	07/12/21	12/31/21
	FINRA	Muppalla Poojitha	08/09/21	02/11/22
	FINRA	Nathan Suberi	09/27/21	on-going
Database Admin	FINRA	Xiaokun Mu	11/15/21	on-going
	FINRA	Eric Perreault	09/20/21	on-going
	FINRA	Tim Sang	11/07/22	on-going
Help Desk Support	FINRA	Yankun Song	10/31/22	on-going
	FINRA	Hsin Yu	02/14/22	on-going
	College Board	Ruichen Zhou	12/12/21	1/27/23
IT Service Continuity Analyst	FINRA	Bruce Ren	06/12/23	01/15/24
	FINRA	Anthony Hu	07/27/23	01/27/24
	FINRA	Zuhao Guo	02/20/23	on-going
Network Engineer	FINRA	Biyas Basak	08/22/22	on-going
	FINRA	Alan Nguyen	02/20/23	08/18/23
	FINRA	Changgull Song	03/06/23	09/08/23
Project Manager	FINRA	Hanguang Zhang	03/06/23	on-going
	Overture	Gloria Zhang	1/20/2020	on-going
	Overture	Yicheng Wang	44653	on-going
QA Analyst	FINRA	Yi Mu	04/18/22	10/21/22
	FINRA	Tamrat Teare	10/03/23	on-going
	College Board	Han Wang	08/20/22	on-going
Security Analyst	FINRA	Eric Nelson	01/08/24	04/28/24
	FINRA	James Cayo	02/27/23	08/28/23
	FINRA	Yixuan Gong	05/24/21	07/04/22
Software Developer	FINRA	Liangchao Cai	07/05/23	on-going
	FINRA	Wuxuan Yang	03/04/24	on-going
	FINRA	Zuoping Chen	10/11/21	on-going
Systems Admin	FINRA	Robert Chambers	10/16/23	on-going
	FINRA	Yi Le	05/03/21	05/06/22
	Freddie Mac	Tommy Tao	02/27/23	on-going

References

1. FINRA – IT Staff Augmentation

    Contact Person: Elias Saljuki, IT Project Manager

    Address: 1735 K Street NW, Washington, DC 20006, USA

    Email: esaljuki@consultnet.com

    Telephone: 703-662-8238

    Contract Period: 10/01/2020 – Ongoing

2. GoDaddy –IT Staffing and IT professional services

    Contact Person: Rags Cittineni, Senior Cloud Operations Manager

    Address: 14455 N. Hayden Rd, Scottsdale, AZ 85260, USA

    Email: rcittineni@godaddy.com

    Telephone: 480-438-1711

    Contract Period: 05/01/2020 – Ongoing

3. The College Board – IT Staff Augmentation

    Contact Person: William Westly, Chief Delivery Office

    Address: 1875 Connecticut Ave NW | 10th Floor, Washington, DC 20009

    Email: Will.Westly@Tal-Ex.com

    Telephone: 240-462-4375

    Contract Period: 07/01/2021 - Ongoing

4. Freddie Mac – IT Staff Augmentation

    Contact Person: Poorna Talakunte, Director of Staffing

    Address: 20745 Williamsport Place, Suite #250 | Ashburn, VA-20147

    Email: poorna@zilliontechnologies.com

    Telephone: 703-629-7464

    Contract Period: 02/27/23 – Ongoing

5. Overture LLC – IT Staff Augmentation

> **Contact Person**: Ryan Li, Director of IT Services
>
> **Address**: 12020 Sunrise Valley Dr, Reston, VA 20191, USA
>
> **Email**: ryan.li@famulei.us
>
> **Telephone**: (571) 363-1818
>
> **Contract Period**: 07/01/2018 – Ongoing

6. George Washington University – Data Analytics IT Staff Augmentation

> **Contact Person**: Professor Tian Lan, Director of Computer Science
>
> **Address**: 800 22nd St NW, Washington, DC 20052, USA
>
> **Email**: tlan@email.gwu.edu
>
> **Telephone**: (202) 994-5079
>
> **Contract Period**: October 2021 - December 2022

III. COMPLIANCE WITH RFP REQUIREMENTS

RFP Section	Requirement Description	ASCENDING's Response
3.1	Vendor qualifications and general company overview	See Company Overview.
3.2	Documented evidence of staffing capabilities	See List of Our Past Clients.
3.2.1	Specific documentation for each staffing classification	See Resume section.
3.2.3	Details of entities to whom individuals were supplied	See List of Our Past Clients.
4.2	Detailed technical and staffing requirements	See Staffing Policies and Procedures
Addendum Acknowledgment	Acknowledgment of addenda received	Please Acknowledgement of Addenda
Risk Management	Identification and mitigation of potential risks	Please see our Risk Strategy section.
Quality Assurance	Measures to ensure quality of service	Please see our Quality Assurance section.
References	Requirement for three references per category	Please see our References section.

IV. PROJECT UNDERSTANDING AND APPROACH

Understanding of the Project Requirements

We have thoroughly reviewed the RFP issued by the State of West Virginia and understand that the primary objective is to establish a pool of prequalified vendors capable of providing temporary IT personnel services. This involves not only filling immediate and future staffing needs as they arise but also ensuring that all personnel meet or exceed the specific qualifications and experience requirements outlined in the RFP. We recognize the importance of flexible, efficient, and reliable staffing solutions to support the ongoing IT operations and project-specific needs of the State.

Strategic Approach to IT Staffing

Our approach to meeting the State's needs for temporary IT staffing is built on a robust framework that emphasizes:

- **Rapid Responsiveness**: We are committed to responding swiftly to staffing requests, ensuring that qualified candidates are presented within the timeframes required by the State. Our internal processes are optimized for quick mobilization of resources, leveraging advanced technology and a streamlined candidate vetting system.

- **Quality Assurance**: Each candidate undergoes a rigorous screening process that includes technical evaluations, interviews, and reference checks to ensure alignment with the specific requirements of each classification listed in the RFP. This process is designed to uphold the highest standards of quality and match the right talent to the right opportunity.

- **Compliance and Documentation**: We adhere strictly to all stated requirements for documentation and evidence of qualifications. Our compliance team ensures that every candidate we submit meets the State's guidelines and that all necessary documentation is thorough and accurately maintained.

- **Continuous Improvement**: We employ a continuous improvement strategy to our staffing services, gathering feedback from both clients and staff to refine our processes and address any challenges proactively.

- **Reporting**: In order to ensure ongoing transparency and support effective management of staffing services, ASCENDING commits to a detailed reporting framework for the West Virginia Lottery Commission:

  - Regular Reports: Covering staffing progress, position fulfillment, agency use, service quality, candidate fit, and compliance.

  - Ad-Hoc Reports: Promptly delivered upon specific requests or in response to incidents, providing essential, timely information based on the evolving needs of the Commission.

Methodology for Service Delivery

Our methodology is based on a proactive engagement model where we:

- **Plan**: Engage with the State's representatives to fully understand the scope and specific needs for IT staffing, including special requirements for certifications, experience levels, and technical skills.

- **Recruit**: Utilize our extensive database of IT professionals and a network of contacts to identify potential candidates who not only meet the technical requirements but also fit the cultural and operational ethos of the State's IT environment.

- **Deploy**: Follow a structured onboarding process to ensure that all staff are fully briefed on their roles and responsibilities, the work environment, and the expectations of the State. This includes handling all administrative aspects such as background checks, certifications, and other compliance requirements.

- **Manage**: Assign a dedicated account manager to oversee the contract, serve as the primary point of contact, and handle any issues that arise, ensuring high levels of service and client satisfaction.

- **Review and Optimize**: Regularly review our service delivery and make adjustments based on operational feedback and evolving needs of the State.

For GoDaddy, one of our valued clients, ASCENDING was tasked with urgently filling a Senior Application Developer position that required specific finance experience. Despite exhaustive recruitment efforts, finding a candidate with immediate availability proved challenging. However, our robust team of 55 in-house senior engineers, each with diverse specializations, enabled us to swiftly address this gap. We temporarily assigned one of our engineers who possessed the requisite finance expertise to GoDaddy, ensuring no disruption in their critical projects. This flexible, client-centric approach not only resolved the immediate need but also reinforced GoDaddy's trust in ASCENDING, exemplifying why they continue to choose our services for their strategic staffing needs.

Adaptability to Project Needs

We understand that the requirements of the State can change dynamically, and our staffing solutions are designed for adaptability. Our approach includes a scalable resource model that allows for adjustments in staffing levels based on project demands and technological shifts in the industry.

Unique Value Proposition

ASCENDING is uniquely positioned in the marketplace because we initially provided IT solutions across all the categories mentioned in the RFP to our public and commercial clients before expanding into IT staffing solutions. This progression has equipped us with profound insights into the IT landscape and the latest technologies, enabling us to vet candidates not just for technical skills but for their capacity to drive innovation and adapt to evolving IT environments.

Furthermore, we maintain a pool of in-house engineers who not only vet potential candidates from a technical perspective but also can temporarily fill those hard-to-find positions as a stop-gap measure. This dual capability ensures that we can swiftly address immediate needs without compromising the quality or efficiency of the service provided.

Training and Technical Backstopping

To ensure each candidate not only fits technically but also culturally, ASCENDING has implemented a comprehensive training program. This program addresses both the technical skills and the soft skills necessary for seamless integration into the State's work environment. Furthermore, in cases where issues arise that our placed candidates cannot resolve independently, our pool of expert engineers provides technical backstopping. This support guarantees that our employees have the requisite backup to handle complex challenges effectively, thereby maintaining continuous service excellence and operational continuity for the State.

Commitment to Meeting Goals

Our commitment to the State is to provide a responsive, reliable, and compliant IT staffing service that supports the State's objectives of operational excellence and technological advancement. We are dedicated to forming a partnership that values clear communication, mutual respect, and shared goals.

V. STAFFING POLICIES AND PROCEDURES

Our Procedures for IT Staff Augmentation Services

Recruitment and Selection:

1. **Needs Assessment**:

   - **Process**: Engage with the West Virginia Lottery Commission to gather comprehensive details about project requirements, specific technical skills needed, and the organizational culture.

   - **Outcome**: Develop a clear understanding of the role specifications and the ideal candidate profile.

2. **Sourcing**:

   - **Process**: Utilize internal databases, professional networks, social media, and targeted recruitment campaigns to source candidates.

   - **Tools**: Leverage ATS (Applicant Tracking System) and CRM (Customer Relationship Management) systems to streamline the sourcing process.

3. **Screening**:

   - **Process**: Conduct an initial resume and credentials review followed by technical assessments using coding tests, system design tasks, and problem-solving scenarios relevant to the Lottery's technology stack.

   - **Tools**: Use specialized assessment software to evaluate technical skills and ensure objective scoring.

4. **Interviews**:

   - **Process**: Shortlisted candidates undergo a series of structured interviews including behavioral assessments and technical deep-dives conducted by senior engineers and project managers.

   - **Outcome**: Assess candidate's technical proficiency, problem-solving abilities, and cultural fit.

5. **Background Checks and Reference Verification**:

   - **Process**: Perform comprehensive background checks including criminal history, previous employment verification, and educational qualifications.

   - **Tools**: Collaborate with third-party agencies like Checkr for detailed and reliable background investigations.

6. **Client Collaboration**:

   - **Process**: Present shortlisted candidates to the West Virginia Lottery Commission for final interviews.

- **Outcome**: Ensure client's involvement in the selection process to confirm candidate compatibility and make informed hiring decisions.

Staff Management

1. **Onboarding**:

   - **Process**: Conduct an orientation program to familiarize new hires with Lottery Commission's policies, project objectives, and operational tools.

   - **Tools**: Utilize digital onboarding platforms to deliver training materials and collect necessary paperwork.

2. **Performance Monitoring**:

   - **Process**: Establish regular check-ins and performance reviews to monitor progress and address any issues.

   - **Tools**: Implement performance management software to track achievements and areas for improvement.

3. **Continuous Support**:

   - **Process**: Provide ongoing mentorship and professional development opportunities to ensure staff remain engaged and their skills are up-to-date.

   - **Outcome**: Maintain high retention rates and job satisfaction.

VI. PROJECT MANAGEMENT PLAN

Management Plan

Project Management Structure: Our project management structure is meticulously designed to ensure robust oversight and effective communication throughout the duration of the contract. Under the leadership of Gloria Zhang, Senior Account Manager, our team is structured to address all facets of IT staffing and project delivery effectively. Gloria brings extensive experience in IT solutions, particularly in strategic domains such as cloud platforms and data analytics, making her exceptionally suited to oversee this project. She is supported by specialized roles that ensure comprehensive coverage of all IT staffing needs, in strict compliance with the state's requirements.

- **Roles and Responsibilities:**

    - **Gloria Zhang, Senior Account Manager**: Serves as the primary liaison, ensuring that staffing aligns seamlessly with the Lottery's strategic IT needs and overseeing quality across all service delivery aspects.

    - **Edrees Saljuki, Senior Program/Project Manager**: Manages overall project delivery, focusing on adherence to timelines and milestones with a keen eye on integrating financial oversight and technical acumen.

    - **Ryo Hang, Senior Solutions Architect**: Directs our cloud solutions and infrastructure management efforts, matching technical capabilities with the Systems Administrator and Network Engineer roles, and supporting candidate evaluations.

    - **Yi Mu, Senior Web Architect**: Guides the architecting of web solutions, aiding in the technical vetting of web developers, and providing ongoing support to ensure superior performance and security in web applications.

    - **Jon Zhao, Senior Data/ML Engineer**: Heads the Data Analyst and Business Analyst sectors, applying his deep data science expertise to enhance recruitment, technical assessments, and project support with advanced analytics and machine learning.

    - **Harry Yan, Senior Recruiter**: Oversees the recruitment process, ensuring that all candidates meet the high technical and professional standards required, utilizing his extensive industry experience to match candidates optimally with project needs.

Communication Plan: Effective communication is vital for project success. We implement:

- **Bi-weekly Status Meetings**: Led by Gloria Zhang, these meetings keep all stakeholders informed on progress, tackle potential challenges, and refine strategies.

- **Project Management Tools**: Utilizing Microsoft Teams, we facilitate real-time updates, document sharing, and seamless interactions among team members and with the Lottery.

- **Monthly Reports**: Gloria compiles and delivers detailed reports that track project metrics, staffing performance, and contractual compliance.

Technical Response

Understanding of Project Scope and Objectives: We recognize the West Virginia Lottery's need for adaptable and reliable temporary IT staffing services that can efficiently support varying IT project demands. Our approach is designed to provide flexible and effective staffing solutions that can dynamically adjust to changing work volumes and technical requirements.

Staffing and Recruitment Approach:

- **Recruitment Process**: Leveraging advanced recruitment methodologies that include targeted sourcing, rigorous screenings, and comprehensive background checks to ensure alignment with the Lottery's high standards.

- **Skill Matching and Onboarding**: Implementing detailed skill matching processes to ensure precise alignment with job requirements, followed by comprehensive onboarding programs that acquaint new hires with the Lottery's operational standards and expectations.

- **Continuous Training and Development**: Providing ongoing training opportunities to enhance the skills of our staff, ensuring they remain at the forefront of technological advancements and industry best practices.

Compliance with Specific Documentation and Staffing Requirements:

- Adhering to stringent documentation standards required by the RFP, particularly in demonstrating the provision of staffing services across required classifications.

- Conducting regular audits to ensure all documentation is accurate, complete, and readily accessible for Lottery inspection.

Innovation and Technology Integration:

- Employing cutting-edge staffing technologies and innovative staffing solutions, such as remote staffing and flexible work arrangements, to maximize efficiency and adaptability.

- Continuous improvement initiatives driven by feedback loops and performance analytics to enhance service delivery.

Quality Assurance and Risk Management:

- Implementing a comprehensive quality assurance framework that monitors and evaluates the performance of all staff, ensuring alignment with project goals and quality standards.

- Identifying potential risks associated with IT staffing and deploying proactive strategies to mitigate these risks, ensuring uninterrupted service delivery.

Key Differentiator

ASCENDING's approach as primarily an IT solutions company with extensive staffing capabilities uniquely positions us to offer technical backstopping not typically available from traditional staffing agencies. Our technical team members do not just evaluate and place candidates; they actively support and enhance their performance on the job, ensuring that staffing solutions are not only effective but also add value through continuous technical innovation and support.

VII. Quality Assurance and Risk Management

To ensure the highest standards of service and operational excellence in meeting the West Virginia Lottery Commission's temporary IT staffing needs, ASCENDING employs a robust system of Key Performance Indicators (KPIs). These metrics are designed to monitor and enhance our service delivery, ensuring alignment with the strategic objectives of the Commission.

ASCENDING Inc. leveraged Key Performance Indicators (KPIs) to address an unusually high staff turnover at Overture LLC. Discovering that the non-micromanaging culture at Overture was leading to mismatches with employees accustomed to closer supervision, we refined our hiring strategy to focus on self-starters who thrived in such environments. This targeted recruitment approach quickly reduced turnover rates, showcasing our ability to adapt hiring practices to align with the unique workplace cultures of our clients.

Performance Metrics:

Metric Category	KPI	Definition/Measurement	Methodology for Reporting
Quality of Service	Candidate Fit Rate	Percentage of candidates meeting technical and cultural fit on first submission	Monthly reports, end-of-placement reviews
	Candidate Retention Rate	Percentage of candidates retained for the duration of the assignment	Quarterly feedback from the Lottery Commission
Response Time	Time to Fill	Average time taken from staffing request receipt to candidate placement	Real-time tracking in ASCENDING's management systems
	Response Time to Service Requests	Average time taken to respond to inquiries or issues	Immediate incident reporting, monthly summaries
Compliance and Accuracy	Compliance Rate	Adherence to regulatory, security, and operational requirements	Quarterly audits, compliance reports
	Accuracy of Billing and Reporting	Precision of financial and operational reports submitted to the Lottery	Regular review of financial documents, quarterly audits
Staff Performance	Staff Performance Ratings	Based on evaluations by the Lottery Commission	Performance reviews in collaboration with the Lottery Commission
	Project Milestone Completion	Timeliness and quality of work relative to project milestones	Regular project updates, milestone completion reports
Reporting and Communication	Monthly Performance Reports	Includes KPI achievements, staffing changes, challenges, and strategic adjustments	Monthly detailed reports accessible on a shared platform
	Incident Reports	Immediate reporting of incidents or deviations followed by a detailed review	Incident logs, immediate and follow-up reports

Narrative Explanation

Following the clear structure provided by the matrix, we expand upon the importance and strategic implementation of these KPIs:

- **Quality of Service**: ASCENDING prioritizes the placement of highly compatible candidates, ensuring not only technical skills match but also alignment with the Lottery Commission's culture. Our thorough selection process and regular performance evaluations support high retention rates, crucial for project continuity and success.

- **Response Time**: Our commitment to efficiency is demonstrated through our 'Time to Fill' and service response metrics. ASCENDING uses advanced staffing technologies and maintains a ready pool of pre-vetted candidates to expedite the recruitment process.

- **Compliance and Accuracy**: We adhere strictly to all regulatory and operational guidelines. Our internal audits and meticulous reporting ensure ongoing compliance and billing accuracy, fostering transparency and trust.

- **Staff Performance**: Regular reviews and close collaboration with the Lottery Commission help maintain high performance standards. Our proactive project management ensures that milestones are not only met but exceeded.

- **Reporting and Communication**: ASCENDING believes in open lines of communication. Monthly performance reports and immediate incident reporting keep all stakeholders informed and engaged, enabling quick adjustments to strategies as needed.

Feedback Mechanism

To facilitate continuous improvement and ensure alignment with the Lottery Commission's expectations, ASCENDING implements structured feedback mechanisms. Quarterly review meetings and annual surveys gather comprehensive feedback from all stakeholders, driving strategic adjustments and enhancing service delivery.

Training and Development: Continuous education and skill enhancement programs are integral, ensuring all staff are proficient with the latest technologies and practices relevant to their roles.

Compliance Checks: Routine checks and documentation reviews ensure ongoing compliance with all contractual and regulatory requirements, with a focus on maintaining valid certifications and credentials.

Risk Management

Risk Identification and Assessment: ASCENDING maintains a comprehensive risk registry that catalogues potential risks, assessed by likelihood and impact, which is regularly updated to reflect new insights and conditions.

Proactive Risk Mitigation: For each identified risk, specific mitigation strategies are crafted:

- **Reserve Staffing Pools**: Develop pools of qualified candidates ready to fill roles quickly in response to unexpected staff turnover or project scope expansion.

- **Incident Management Protocols**: Implement robust protocols to manage and mitigate incidents swiftly, minimizing impact on service delivery.

Risk Matrix for IT Staffing Services

Risk Category	Description	Probability	Impact	Mitigation Strategy
Staff Turnover	High turnover rates among deployed IT staff	Medium	High	Implement retention programs, competitive pay, and benefits. Regular career development and feedback sessions.
Skill Mismatch	Staff do not fully meet the technical skills required	Low	High	Thorough pre-deployment training and certification verification. Regular skill assessments and training updates.
Delay in Hiring	Inability to fill positions within the project timeline	Medium	Medium	Build a pre-qualified bench of candidates. Use accelerated sourcing strategies and engage multiple recruiting channels.
Compliance Issues	Staff non-compliance with regulatory requirements	Low	High	Regular compliance training. Continuous monitoring and audits. Establish clear protocols and accountability.
Communication Gaps	Misunderstandings due to poor communication	Medium	Medium	Use structured communication tools and protocols. Regular meetings and updates. Establish clear communication channels with the client.
Technical Issues	Problems with project management tools (Jira/Confluence)	Low	Medium	Ensure robust IT support. Have backup tools and manual processes prepared. Regular training on tool usage.
Data Security	Breaches or lapses in handling sensitive information	Low	Very High	Implement strict access controls and data security policies. Regular security training and audits. Use encrypted communication and storage solutions.
Performance Issues	Inadequate performance levels from IT staff affecting project outcomes	Medium	High	Regular performance reviews and feedback sessions. Implement a performance improvement plan (PIP). Use KPIs to monitor and evaluate performance continuously.
Cybersecurity Issues	Vulnerabilities leading to data breaches or cyber attacks	Low	Very High	Implement advanced cybersecurity measures including firewalls, anti-virus software, and intrusion detection systems. Regular cybersecurity training for all IT staff. Conduct periodic security audits.

Continuity Planning and Disaster Recovery for IT Staffing Services

1. **Backup Staffing Solutions**:
   - **Process**: Maintain a dynamic pool of pre-screened, qualified candidates ready to deploy at short notice to ensure seamless service delivery in the event of sudden staff shortages or increased demand.

- **Outcome**: Ensure uninterrupted staffing support for the West Virginia Lottery Commission under all circumstances.

2. **Staff Replacement Strategy**:

   - **Process**: Develop and implement a standardized procedure for rapid replacement of staff in cases of unplanned absence or termination, including immediate re-assessment of resource needs and expedited recruitment cycles.

   - **Tools**: Utilize an advanced HR management system to track staff availability and facilitate swift mobilization of resources.

3. **Client Collaboration in Continuity Scenarios**:

   - **Process**: Engage with the West Virginia Lottery Commission to regularly update and review contingency staffing plans, ensuring alignment with the Commission's expectations and requirements during disruptions.

   - **Outcome**: Build a collaborative approach to crisis management that enhances mutual preparedness and response strategies.

ASCENDING's Internal Continuity Planning and Disaster Recovery

1. **Internal Business Continuity Plan**:

   - **Process**: ASCENDING has in place a comprehensive business continuity plan that addresses potential risks to our operations, including natural disasters, cyber-attacks, and other critical incidents.

   - **Tools**: We have implemented robust IT solutions for data backup, recovery, and secure remote access, ensuring that all team members can continue operations without disruption.

2. **Disaster Recovery Protocols**:

   - **Process**: We have established clear protocols for data recovery and system restoration, with regular drills to ensure effectiveness. A dedicated disaster recovery team is tasked with executing these plans.

   - **Tools**: We utilize cloud-based backup and disaster recovery software solutions that allow for the quick restoration of critical data and applications.

3. **Training and Awareness**:

   - **Process**: ASCENDING conducts regular training sessions to ensure that all employees are aware of the importance of disaster preparedness and understand their roles within our continuity plans.

   - **Outcome**: This proactive training approach ensures that our staff are prepared to act according to the continuity plans, minimizing the impact of disruptions on internal operations.

VIII. COMPLIANCE AND LEGAL CONSIDERATIONS

8.1 Compliance with Regulations

Our commitment extends beyond mere compliance with the statutory requirements. We rigorously adhere to all federal, state, and local laws relevant to the provision of IT staffing services. This includes, but is not limited to, the West Virginia Code, Federal Information Security Management Act (FISMA), and all applicable labor laws. Our proactive approach ensures that we stay ahead of regulatory changes and implement necessary adjustments to our operations promptly.

8.2 Data Security and Privacy

Recognizing the sensitive nature of the information we handle, we have implemented comprehensive data security measures aligned with the best industry practices and the requirements of the West Virginia Lottery Commission. Our data security program includes:

- **Encryption**: All sensitive data, whether stored or transmitted, is encrypted using industry-standard protocols.

- **Access Controls**: We enforce strict access controls and authentication processes to ensure that only authorized personnel have access to sensitive information.

- **Regular Audits**: Our security systems undergo regular audits to identify and rectify potential vulnerabilities, ensuring robust protection against data breaches.

We also comply with the General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA) as applicable, ensuring the highest standards of data privacy are maintained.

8.3 Insurance Coverage

To mitigate risks associated with our services, we maintain comprehensive insurance coverage that exceeds the RFP requirements:

- **Commercial General Liability**: Coverage of up to $2,000,000 per occurrence, protecting against claims of bodily injury and property damage.

- **Professional Liability (Errors and Omissions)**: Coverage of up to $1,000,000 per claim, safeguarding against claims of professional negligence or failure to perform professional duties.

- **Workers' Compensation**: State-mandated coverage providing benefits to our employees for work-related injuries or illnesses, including medical care, wages from lost work time, and more.

8.4 Licensing and Permits

We are fully licensed to provide IT staffing services in the state of West Virginia. Our compliance with local business licensing requirements is audited annually to ensure ongoing conformance with state regulations. Additionally, our professionals carry the necessary individual certifications and licenses to perform their designated roles, ensuring compliance with sector-specific standards.

8.5 Confidentiality and Non-Disclosure Agreements

To protect the integrity and confidentiality of the Lottery Commission's information, we adhere to strict non-disclosure agreements (NDAs). All our staff engaged in the Lottery Commission's projects are required to sign NDAs before commencing their assignments. This contractual obligation ensures that all parties respect and maintain the confidentiality of sensitive information.

IX. DESIGNATED & EMERGENCY CONTACT FORMS

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) _Gloria Zhang, VP of Operations_

(Address) _2751 Prosperity Avenue, Suite 240, Fairfax, VA, 22031-4397_

(Phone Number) / (Fax Number) _518 288 7586_

(email address) _gloria.zhang@ascendingdc.com_

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

ASCENDING, Inc.
_____
(Company)   *Gloria Zhang*
_____
(Signature of Authorized Representative)
Gloria Zhang, VP of Operations
_____
(Printed Name and Title of Authorized Representative) (Date)
518 288 7586
_____
(Phone Number) (Fax Number)
gloria.zhang@ascendingdc.com
_____
(Email Address)

Revised 8/24/2023

11.2 Emergency Contact: Prequalified vendors must designate and maintain an emergency contact responsible for any staffing issues that may arise outside of regular business hours. The emergency contact number must be answered or responded to within two (2) hours on any given day or time, including weekends and holidays. In addition, Prequalified Vendors shall supply contact information for the emergency contact upon request.

Contract Manager: _Gloria Zhang_

Telephone Number: _518 288 7586_

Fax Number: _____

Email Address: _gloria.zhang@ascendingdc.com_

X. Addenda Acknowledgement Form

Acknowledgement of Addenda

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT2400000011

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[✓]	Addendum No. 1	[ ]	Addendum No. 6
[✓]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

ASCENDING, Inc.
_____
Company

Gloria Zhang
_____
Authorized Signature

05/01/2024
_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

XI. RESUMES OF PAST PLACEMENTS

Resumes are attached in the following order:

1. Business Analyst
2. Data Analyst
3. Database Administrator
4. Help Desk Support
5. IT Service Continuity Analyst
6. Project Manager
7. Quality Assurance Analyst
8. Security Analyst.
9. Software Developer/Engineer
10. Systems Administrator
11. Network Engineer

SIMILAN MOE	BUSINESS ANALYST

Experienced Business Analyst with 7+ years of experience specializing in the analysis, enhancement, and optimization of complex business processes and IT systems. Skilled in managing internal and external IT audits, enhancing system functionality, and ensuring compliance with regulatory standards.

Technical Skills

- Data Analysis/Management: R, SAS, Python, SQL, Oracle, MSSQL
- Business Intelligence: Tableau, Power BI, Qlik
- Project Management: Microsoft Project, JIRA, Trello, Asana
- Process Modeling: Microsoft Visio, Lucidchart, Bizagi
- Enterprise Software: SAP, Oracle ERP, Microsoft Dynamics, Salesforce, HubSpot
- Software Development: Python, Java, C# Web Technologies: HTML, CSS, JavaScript
- Testing: Selenium, TestRail

Business and Communication Skills

- Analytical Thinking
- Problem Solving
- Financial Acumen
- Strategic Planning
- Project Management
- Process Improvement
- Regulatory Compliance
- Clear Communication
- Interpersonal Effectiveness
- Negotiation Proficiency
- Presentation Skills
- Active Listening
- Stakeholder Engagement
- Written Communication

Education

- Bachelor's in Business, University of Thai Chamber of Commerce 2016

EXPERIENCE WITH SCOPE OF WORK

- ✓ Expertly analyzed and documented intricate business processes and functions spanning across multiple applications at CGI Federal, pinpointing critical enhancement and integration opportunities to streamline operations and improve functionality.
- ✓ Spearheaded troubleshooting and incremental enhancements of .NET/C# and ASP.NET applications at CGI Federal, significantly boosting system reliability and performance.
- ✓ Orchestrated the coordination and management of bug resolutions, playing a pivotal role in fostering collaboration between third-party service providers and on-site teams, thereby ensuring seamless operations.
- ✓ At Navy Federal Credit Union, effectively conducted IT risk assessments, aligning with corporate policies and regulatory standards, and played a key role in the development and leadership of initiatives aimed at boosting IT operational efficiency and risk management.
- ✓ Utilized advanced project analytics tools, including Microsoft Project Server and Oracle Primavera, to monitor and predict project outcomes, ensuring optimal project health and strategic alignment with business objectives at CGI Federal.

WORK EXPERIENCE

| Sep 2020 – Present | **Business Analyst** **CGI Federal, Birmingham, AL** |

- Conduct comprehensive analysis and documentation of complex business processes and functions across 5-10 diverse business applications, identifying key areas for enhancement and integration.

- Scope and define existing problems, contributing to enhanced operational clarity and the formulation of actionable improvement strategies.

- Manage, monitor, and report on internal and external IT audit activities, ensuring any discrepancies are promptly addressed.

- Identify and evaluate alternative solutions to bridge gaps in business functions and processes, enhancing system functionality and user experience.

- Troubleshoot and deliver minor improvements to .NET/C# applications and ASP.NET web applications, enhancing system reliability and performance.

- Prepare detailed presentations for management and business units summarizing IT operational and regulatory risks, trends, and proposing remedial actions or mitigation solutions.

- Maintain and troubleshoot MSSQL databases, optimizing data storage and retrieval processes to support business operations.

- Use decision analysis tools like PrecisionTree to quantify the benefits, costs, and risks of various solutions

- Utilize advanced project analytics through platforms like Microsoft Project Server and Oracle Primavera to monitor project health, perform variance analysis, and forecast project outcomes.

- Leverage deep insights into logistics and ERP systems to propose innovative solutions, aligning with strategic business objectives.

- Facilitate effective problem management between site-based and offshore teams, ensuring smooth communication and resolution of issues.

- Identify and evaluate alternative solutions to bridge gaps in business functions and processes, enhancing system functionality and user experience.

- Leverage deep insights into logistics and ERP systems to propose innovative solutions, aligning with strategic business objectives.

- Coordinate with IT to implement automated testing frameworks using Selenium or Cucumber, ensuring that all features are tested under realistic conditions.

- Facilitate user acceptance testing (UAT) sessions, using feedback to refine the product through detailed issue logs and enhancement requests in systems like Redmine or Bugzilla.

- Act as a primary liaison for coordinating bug resolutions, enhancing collaboration between third-party service providers and on-site teams.

Ap 2017 – Sep 2020

Business Analyst
Navy Federal Credit Union, Vienna, VA

- Identified potential IT risks, operational inefficiencies, and regulatory non-compliance across digital platforms and IT processes.

- Conducted thorough IT risk assessments and audits to ensure adherence to relevant IT standards, federal and state laws, as well as corporate IT policies.

- Gathered and analyzed IT system data to identify patterns and potential issues.

- Developed, led and oversaw efforts to improve the efficiency and effectiveness of operations and risk mitigation processes.

- Prepared and presented to management and/or affected business unit summaries, operational and regulatory risk assessment reports, trending, and remedial or mitigation solutions.

- Maintained effective communication with other business units and support teams to remediate errors and assist with implementation of corrective actions related to non-compliance with policies and procedures

- Utilize statistical tools such as R, SAS, or Python to perform in-depth data analysis, interpret complex data sets, and generate actionable insights for strategic decision-making.

- Conduct advanced SQL queries for data extraction, analysis, and reporting from corporate databases to support business operations and project requirements.

- Manage and optimize databases using MySQL, Oracle, or MSSQL, ensuring data integrity, security, and availability.

- Presented comprehensive reports to management outlining risk mitigation strategies, remediation, and process improvement opportunities.

- Led and provided expertise in the administration and execution of specialized IT risk assessment cycles, evaluating the effectiveness of IT processes, policies, and compliance measures.
- Developed strategies and led initiatives to enhance IT operational efficiency and effectiveness, while bolstering risk mitigation processes using IT solutions.

JACK WANG	BUSINESS ANALYST

Accomplished Senior Business Analyst with extensive experience in enhancing ERP systems, developing advanced data analytics platforms, and leading high-impact technology projects within logistics and automotive industries. Proficient in utilizing SQL and Oracle to drive improvements in system efficiency and accuracy, and skilled in integrating complex datasets to support strategic decision-making.

Technical Skills

- Database Management/Analysis: SQL, Oracle, Microsoft SQL Server
- Software/Web Development: Python, Java. HTML, CSS, Javascript
- BI Reporting: Tableau, PowerBI, Qlik
- ERP: SAP, Oracle ERP
- Testing: Selenium, Junit, Cucumber
- Project Management: Jira, Agile, Microsoft Project
- Data Platforms: GCP, AWS, Azure

Business and Communication Skills

- Problem Solving
- Project Management
- Effective Communication
- Interpersonal Relations
- Stakeholder Engagement
- Process Improvement
- Financial Acumen
- Regulatory Compliance

Education

- Master of Science in Computer Science, Northeastern University, San Jose, CA 2021
- Bachelor's Degree in Electrical Engineering, Wuhan University, China, 2015

EXPERIENCE WITH SCOPE OF WORK

- ✓ Championed the enhancement and integration of ERP and real-time tracking systems at Rigel International, significantly improving logistics efficiency and operational accuracy through advanced SQL analytics and Oracle-driven automation initiatives.
- ✓ Played a key role in developing and refining traffic scenario simulations for autonomous vehicle testing, incorporating real-world geospatial data to elevate simulation accuracy and reliability.
- ✓ Instituted security measures and compliance protocols within enterprise systems, implementing OAuth2 standards and managing API Gateway configurations to safeguard data transactions against evolving cybersecurity threats.
- ✓ Proven track record in enhancing system user competencies and driving continuous improvement through comprehensive training programs and supportive mentoring of junior staff and interns.

WORK EXPERIENCE

Oct 2022 – Present	Senior Business Analyst Rigel International, Los Angeles, CA

- Routinely analyze complex data sets using SQL and business intelligence tools to monitor and assess the performance of logistics and warehouse operations.

- Identify trends and anomalies to drive continuous improvements and decision-making processes.

- Oversee daily operations and continuous enhancement of the ERP system.

- Regularly configure and customize the system to align with evolving business needs, including managing user roles, adjusting workflows, and ensuring data integrity across all modules.

- Manage and refine the tracking system for real-time logistics monitoring.

- Conduct daily checks and collaborate with IT to ensure seamless integration of location-based services and real-time data feeds into the system dashboard.

- Engage with department heads and external partners daily to gather ongoing feedback and requirements.

- Translate business needs into technical specifications and update stakeholders on progress, challenges, and outcomes through clear, comprehensive reports.

- Enforce and monitor security protocols within the business systems daily.

- Implement OAuth2 standards and manage API Gateway configurations to ensure secure data transactions and access controls are compliant with industry standards.

- Continuously seek opportunities for automation within business processes using Oracle's capabilities and custom SQL scripting.

- Implement automation projects that reduce manual data entry and increase operational efficiency.

- Lead and coordinate technology projects using Agile methodologies. Facilitate daily stand-ups, sprint planning, and review meetings to ensure projects remain on track and align with the strategic goals of the organization.

- Provide ongoing training and support to users of the business systems. Develop training materials based on common issues and new system functionalities to enhance user competence and system utilization.

- Serve as the primary point of contact for resolving system issues. Coordinate with IT support teams daily to troubleshoot and resolve issues, ensuring minimal downtime and maintaining business continuity.

May 2020 –
Sep 2022

Business Analyst
TuSimple, San Diego, CA

- Developed and refined complex traffic scenarios for autonomous vehicle testing by analyzing real-world data and simulation outcomes.
- Utilized advanced analytical techniques to assess the impact of various traffic conditions on vehicle performance.
- Led the integration of geospatial data into existing simulation platforms, identifying and resolving discrepancies between simulated and real-world conditions.
- Collaborated with IT and engineering teams to enhance the fidelity and accuracy of simulations.
- Managed the development of a behavior modeling tool to simulate realistic driver interactions in traffic simulations.
- Analyzed NPC behaviors to ensure simulations accurately reflected varied traffic situations, providing critical feedback to the engineering teams for system adjustments.
- Utilized SQL and Python to extract, analyze, and report on data from simulation tests, transforming data into actionable insights that informed strategic decision-making and process improvements.
- Regularly engaged with project stakeholders, providing updates and detailed reports on simulation testing progress, issues, and outcomes.
- Prepared presentations and led discussions in stakeholder meetings to align project objectives with business goals.
- Oversaw the testing and validation of new simulation tools and updates, ensuring all solutions met predefined quality standards before full-scale implementation. Directed the documentation of testing protocols and results.
- Mentored junior analysts and interns, fostering a culture of continuous improvement and learning.
- Guided team members through complex data analysis tasks and critical thinking exercises, enhancing their analytical capabilities and understanding of autonomous vehicle technologies.

Jan 2015 –
May 2018

Business Analyst
Meizu Technology Co., LTD., China

- Conducted daily analyses of user interactions with Meizu's customized Android System, FlymeOS, leveraging advanced data analytics tools to identify trends and areas for system enhancement.

- Played a pivotal role in the development of SDK frameworks, facilitating daily workshops and brainstorming sessions with developers to design multiple widgets, color themes, and animations tailored to user preferences and performance metrics.

- Led the integration and functional testing of new features and functionalities into FlymeOS, focusing on ListView and RecyclerView, which involved daily debugging sessions and iterative updates based on user feedback.

- Implemented and managed daily operations for OpenGL real-time rendering techniques, developing innovative animations that enhanced the user interface and overall customer interaction with the system.

- Spearheaded daily meetings with the programming team to discuss technical issues and resolutions, ensuring all development aligned with strategic business objectives and maintained high-quality standards.

- Provided daily and weekly reports to management on testing metrics, system updates, and project progress, including detailed analyses of potential areas for improvement in system functionality and user experience.

MIRJAN NEZA	BUSINESS ANALYST

Dynamic Business Analyst with extensive experience in optimizing complex ad technology and ERP systems through advanced SQL analysis, Oracle database management, and ERP integration. Proven track record of leading cross-functional teams to deliver innovative solutions that enhance data-driven decision-making and operational efficiency. Proficient in leveraging business intelligence tools such as Tableau, Power BI, and Qlik to provide actionable insights and streamline processes.

Technical Skills

- Database Management/Analysis: SQL, Oracle, MongoDB
- Software/Web Development: Java, Javascript, Kotli, Nodejs, CSS, jQuery, ReactJS
- BI Reporting: Tableau, Power BI, Qlik
- Testing: Selenium, TestCafe, Postman, Grafana
- Operating Systems: Mac, Linux, Windows

Business and Communication Skills

- Clear Communication
- Interpersonal Skills
- Negotiation
- Presentation Skills
- Analytical Thinking
- Problem Solving
- Financial Acumen
- Strategic Planning
- Project Management
- Process Improvement
- Regulatory Compliance
- Active Listening
- Stakeholder Engagement
- Written Communication

Education

- B.Sc in Computer Science, Lafayette College, Indiana, 2019

EXPERIENCE WITH SCOPE OF WORK

- ✓ Spearheaded the integration and enhancement of ERP systems across various organizational levels, significantly improving data analytics capabilities and operational efficiencies by leveraging advanced SQL scripting and Oracle database management.
- ✓ Pioneered the development of automated solutions for ad technology platforms, utilizing Oracle's capabilities to enhance delivery mechanisms, which drastically reduced manual system dependencies and increased reliability.
- ✓ Led multiple cross-functional teams in high-stakes technology projects, applying agile methodologies to ensure timely delivery and alignment with both internal specifications and customer expectations.
- ✓ Crafted sophisticated data analytics dashboards and conducted comprehensive SQL and Oracle-based data analyses, providing pivotal insights that drove strategic planning and improved decision-making processes within retail and pharmaceutical sectors.

WORK EXPERIENCE

Jul 2018 – Present	Business Analyst Kargo Global Inc., New York, NY

- Utilize advanced SQL techniques to perform deep-dive data analyses on complex ad technology databases.

- Develop and optimize SQL queries to extract, analyze, and visualize large datasets, identifying key performance metrics that directly influenced strategic planning and operational improvements.

- Actively involved in the configuration and customization of ERP systems to better align with organizational needs.

- Integrate business intelligence tools with ERP modules to enhance real-time reporting and analytics.

- Manage the ERP system upgrades and data migrations, ensuring minimal downtime and disruption of business processes.

- In charge of Oracle database management, focusing on performance tuning, schema refinement, and security enhancements.

- Implement stored procedures and triggers to automate data processing tasks, improving data flow and reducing manual errors.

- Design and deploy automated solutions leveraging Oracle's advanced capabilities, coupled with SQL scripting, significantly improving the efficiency of ad delivery mechanisms, reducing the workload on manual systems and increasing the reliability of data outputs.

- Lead cross-functional teams comprising IT specialists, developers, and project managers to deliver critical technology projects.

- Ensure that all technological solutions meet both internal specifications and customer expectations.

- Facilitate regular project status meetings, using agile methodologies to track progress and adjust project trajectories as needed.

Apr 2018 –
Jun 2018

Business Analyst Intern
J.Crew Group, New York, NY

- Designed and implemented a data analytics dashboard to visualize performance metrics for J.Crew store locations, significantly enhancing operational decision-making.

- Regularly performed complex SQL queries to extract, analyze, and report on data from proprietary ad technology systems, facilitating informed decision-making across business units.

- Conducted detailed analysis of e-commerce platforms to ensure ADA compliance, utilizing Oracle databases to log and manage compliance data.

- Analyzed user interaction data from ERP systems to identify and resolve UI bottlenecks, improving the speed and efficiency of the online checkout process.
- Assessed and redesigned website navigation elements to meet ADA compliance standards, ensuring accessibility while maintaining user-friendly interfaces.
- Streamlined the e-commerce checkout process by identifying bottlenecks and proposing user interface enhancements that reduced checkout times and improved customer satisfaction.
- Utilized SQL and Oracle databases to extract, analyze, and visualize key performance indicators for J.Crew store operations.
- Developed complex queries and scripts to manage large datasets, enabling real-time insights into customer behavior and sales trends.
- Configured ERP modules to improve data flow and accuracy across retail operations, ensuring seamless alignment with business processes.
- Supported the technical development and integration of geolocation services within J.Crew's ERP system, employing JavaScript and Google Maps API.

Jan 2018 – Mar 2018

Business Analyst Intern
Pfizer, New York, NY

- Supported the migration of mobile application code to Kotlin, using SQL for data management tasks and ensuring seamless data integration with existing Oracle systems.
- Conducted an in-depth analysis of Pfizer's existing ERP systems to identify integration opportunities with new mobile technology solutions.
- Supported the migration of functionalities that enhanced operational efficiency and data consistency across platforms.
- Managed and optimized Oracle database configurations for mobile applications, ensuring optimal performance and robust data security.
- Designed and implemented technical workflows for the integration of mobile applications with backend Oracle systems.
- Utilized this data to generate reports that supported strategic decisions in mobile application development and ERP system improvements.

YINGYING PAN	DATA ANALYST

A seasoned professional with extensive expertise in data analytics and system management, adept at developing complex ETL pipelines and real-time data streaming applications. Skilled in large-scale data processing using Python, Apache Spark, and AWS, with a strong capability for predictive modeling and advanced data visualization.

Technical Skills	EXPERIENCE WITH SCOPE OF WORK

Technical Skills

- Programming Languages: Python, Scala, SQL, PL/SQL
- Data Processing and Analytics: Apache Spark (Spark SQL, DataFrames, Spark Streaming), Pandas, NumPy, Jupyter
- Database Management: SQLAlchemy, MySQL, SQL Server, Redis NoSQL, Amazon Aurora, MySQL
- Data Warehousing and ETL: AWS Glue, Apache Kafka, AWS Redshift
- Cloud Technologies: AWS (S3, EC2, Athena, IAM, CloudTrail), AWS Lake Formation,
- Data Visualization and Reporting: Tableau, Microstrategy
- Development Tools/Methodologies: Git, JIRA, Agile
- Monitoring/Optimization Tools: Splunk, CloudWatch, SQL Server Management Studio, MySQL, Workbench

Patents/ Certifications/ Clearance

- CCA175 Spark and Hadoop Developer
- AWS Certified Data Analytics - Specialty
- AWS Certified Database - Specialty

Education

- Master's in Statistics, University of the District of Columbia, 2021
- Bachelors in Economic in Financial Engineering, Ningbo University, China, 2017

EXPERIENCE WITH SCOPE OF WORK

- ✓ Engineered complex ETL pipelines using Python with libraries such as Pandas and NumPy for data manipulation, and SQLAlchemy for database interactions.
- ✓ Crafted real-time data streaming applications with Kafka for event ingestion and Spark Streaming for processing, utilizing Scala for performance optimization.
- ✓ Streamlined SQL Server and MySQL databases by developing complex stored procedures, functions, and triggers, and performing query tuning.
- ✓ Created insightful visual reports and dashboards using Tableau and Microstrategy, integrating complex SQL queries and Python scripts to automate data retrieval and refresh processes.
- ✓ Configured and managed secure data lakes using AWS S3 and AWS Lake Formation.

WORK EXPERIENCE

| Oct 2021 – Present | Senior Data Analyst
ASCENDING Inc., Fairfax, VA |
|---|---|

- Engineered complex ETL pipelines using Python with Pandas and NumPy libraries for data manipulation and SQLAlchemy for database interactions.

- Utilized Apache Spark for large-scale data processing, employing Spark SQL and DataFrames to handle structured data analysis tasks efficiently.

- Developed and maintained real-time data streaming applications using Kafka for event ingestion, Spark Streaming for processing, and Scala for high-performance computing tasks.

- Implemented data serialization and storage in HDFS and Parquet formats to optimize I/O operations.

- Configured and managed AWS services including AWS Glue for serverless ETL operations, Amazon Redshift for data warehousing, and AWS Athena for ad-hoc querying.

- Implemented data lakes using AWS S3 and secured access through AWS Lake Formation.

- Administered SQL Server and MySQL databases, creating complex stored procedures, functions, and triggers.

- Performed database optimization and query tuning using tools like SQL Server Management Studio and MySQL Workbench.

- Developed insightful visual reports and dashboards using Tableau and Microstrategy, integrating complex SQL queries and Python scripts to automate data retrieval and refresh processes.

- Led data-focused projects using Agile methodologies, managing tasks through Jira and maintaining source code and documentation in Git.

- Conducted code reviews and merged pull requests to maintain high standards of code quality and consistency.

- Ensured compliance with data governance and security policies by implementing role-based access controls and auditing mechanisms in AWS environments, utilizing AWS IAM and CloudTrail for monitoring and logging activities.

May 2021 – Oct 2021

Data Analyst
Overture LLC, Rockville, MD

- Utilized Spark DataFrame API and Spark SQL to perform extraction, cleaning, and advanced analysis of large datasets from Amazon Aurora MySQL Database, focusing on optimizing data retrieval and preparation for analytical processing.

- Configured and managed AWS Kinesis streams to handle large-scale data flows, ensuring data was captured and stored efficiently in AWS S3 buckets, ready for further analysis and reporting.

- Oversaw the operation of AWS EC2 windows server auto-scaling groups, including the execution of bash scripts via JAMS for automated system management tasks.

- Developed and maintained robust data processing jobs using AWS Glue, Python, and Apache Spark, focusing on scalability and maintenance of data integrity.

- Utilized CloudWatch for performance metrics and Splunk for detailed log analysis to monitor and optimize the data delivery architecture.

Feb 2020 – Aug 2020
Research Data Analyst
George Washington University, Washington, DC

- Conducted complex data manipulations and analyses using MySQL and Redis NoSQL databases.

- Employed statistical models like time series and linear regression in Python to extract valuable insights from monthly user data, achieving high accuracy in predictive outcomes.

Jun 2017 – May 2019
Data Analyst
Bank of Ningbo, China

- Implemented Jupyter and Pandas to build a data prediction model on savings rate with more than 95% accuracy, contributed to designing incentives.

- Used ensemble of decision trees to predict customers growth for services such as savings, personal loaning and mortgage; Achieved model accuracy of ~86%.

- Assisted data scientists in risk assessment model validation with data management, analysis, and interpretation.

- Enhanced and redesigned ETL processes using SQL and PL/SQL, focusing on improving the efficiency and reliability of data transformations and transfers.

- Engaged in performance tuning of ETL processes, mappings, and sessions to ensure optimal operation within the existing database architecture.

- Utilized the Pillow library in Python for the handling and manipulation of image data, integrating multimedia data management into broader data handling strategies.

- Managed complex database operations, including the creation, modification, and optimization of rules, triggers, and stored procedures, to ensure data integrity and performance.

- Assisted in the execution and monitoring of risk management practices, operational issues, and key risk indicators.
- Developed reporting dashboards using Tableau on the outcomes of monitoring activity in relation to identified risk.

MUPPALLA POOJITHA	SENIOR DATA ANALYST

A seasoned Senior Data Analyst with extensive experience spanning multiple industries and a solid track record in leveraging advanced data analytics techniques to drive business insights and improvements. Proficient in developing and optimizing SQL and Python scripts for complex data extraction and transformation processes, excels in building predictive models and applying machine learning to enhance decision-making and operational efficiency.

Technical Skills

- Programming Languages: SQL, Python
- Big Data Technologies: Hadoop, Spark, Apache Kafka
- Data Visualization: Tableau, Power BI
- AWS Services/Storage: S3, Redshift, RDS, Lambda
- Database Management: SQL Server, Oracle, MS SQL
- Data Integration/ETL Tools: Informatica, Microsoft SSAS
- Machine Learning: scikit-learn, NLTK library

Business and Communication Skills

- Strategic Planning
- Data Visualization
- Stakeholder Engagement
- Project Management
- Analytical Reasoning
- Problem Solving
- Decision Making
- Reporting Accuracy
- Technical Communication
- Performance Monitoring

Education

- Master of Science in Information Systems, Northeastern University, 2021
- Bachelor of Technology in Electronics and Engineering, K L University, India, 2018

EXPERIENCE WITH SCOPE OF WORK

- ✓ Spearheaded the optimization of SQL queries and Python scripts, significantly boosting data extraction, transformation, and loading efficiencies, and adeptly preparing massive datasets for advanced machine learning applications.
- ✓ Pioneered the integration of real-time analytical dashboards using Apache Kafka, which enhanced the immediacy and accuracy of transactional data insights, driving rapid decision-making processes.
- ✓ Experienced in deploying and managing robust data storage solutions with AWS technologies such as S3, RDS, and Lambda, markedly improving the scalability and performance of data operations.
- ✓ Led innovative projects employing advanced analytics, including natural language processing and geospatial analysis, to extract deeper insights from diverse data sets, which directly influenced strategic business decisions and operational improvements.
- ✓ Developed and refined predictive models using machine learning techniques, significantly advancing financial forecasting and risk assessment capabilities, and achieving substantial improvements in model reliability and business compliance metrics.

WORK EXPERIENCE

Jun 2021 – Present	**Senior Data Analyst** **ASCENDING Inc, Fairfax, VA**

- Developed and optimized SQL queries and Python scripts for data extraction, transformation, and loading processes to enhance data retrieval and analysis efficiency.

- Develop predictive models using logistic regression and decision trees to forecast market movements and identify potential fraud patterns, enhancing regulatory compliance and oversight.

- Implement complex data transformations and feature engineering tasks using SQL and Python to prepare massive datasets for machine learning, increasing model accuracy and performance.

- Lead the development of an automated real-time analytics dashboard that integrates with Apache Kafka streams, enabling immediate insight into transactional data for prompt decision-making.

- Conduct A/B testing on analytical models to optimize the algorithms used for financial forecasting and risk assessment, improving model reliability by 25% over six months..

- Collaborated with business units to understand data requirements and delivered comprehensive reports and dashboards using Tableau and Power BI, enhancing operational visibility and strategic planning.

- Performed rigorous data validation and quality checks using automated scripts, ensuring the accuracy and reliability of financial data used in regulatory reporting and market surveillance.

- Leveraged S3, RDS and Lambda to manage secure data storage and efficient data processing, improving scalability and performance of data operations.

Apr 2020 – Dec 2020	**Data Analyst Co-Op** **Detroit, MI**

- Led the integration and cleansing of disparate data sources into a coherent data warehouse environment, significantly improving data consistency and accuracy across the organization.

- Designed and deployed a centralized data lake using AWS S3 and Redshift, facilitating efficient data aggregation, storage, and analysis, reducing data retrieval times by 40%.

- Designed and implemented an OLAP cube in Microsoft SSAS to support multidimensional data analysis, enabling stakeholders to perform slice-and-dice analytics on financial and operational data.

- Automated the extraction of insights from unstructured data sources using natural language processing techniques with Python's NLTK library, enhancing sentiment analysis and customer feedback evaluation.

- Initiated and led a project to integrate geospatial analysis into existing data systems to analyze regional performance metrics, providing strategic insights into market penetration and logistic efficiencies.

- Conducted complex data analyses using SQL and Hadoop to uncover patterns and trends that informed strategic business decisions, such as operational improvements and cost reductions.

- Designed and executed data pipelines for automated data collection and processing, facilitating timely analyses of marketing and operational data using Python and Spark.

- Created interactive dashboards and reports for operational performance tracking and strategic insights, utilizing Power BI and Tableau, which supported data-driven decisions at the management level.

Jan 2018 – Aug 2019

Data Analyst
Quins Soft Tech, Guntur, India

- Administered the ETL lifecycle, employing Informatica to enhance data integration and workflow efficiencies, resulting in a 60% reduction in data load times and improved data quality.

- Utilized time series analysis and forecasting techniques to predict inventory needs and optimize stock levels, contributing to a 20% reduction in inventory costs while maintaining supply chain stability.

- Developed regression models to analyze customer behavior and sales trends, which helped tailor marketing strategies to customer preferences, resulting in a 15% increase in customer engagement.

- Performed root cause analysis on data discrepancies using advanced data querying, significantly enhancing data integrity and accuracy in reporting systems.

- Designed and maintained data models and databases (SQL Server, Oracle) to support business intelligence activities, ensuring optimal data structure for complex query execution.

- Automated the extraction of key performance indicators and operational metrics from various data sources, facilitating near-real-time analytics to support business operations.

● Developed and maintained data analytics protocols and documentation, ensuring adherence to data governance and compliance standards.

Aug 2016 – Dec 2017

Data Analyst
Eunimart, Hyderabad, India

● Designed and maintained analytics solutions for e-commerce platforms, enhancing data collection and analysis capabilities that supported business growth through detailed sales data analytics.

● Implemented a machine learning pipeline using Python's scikit-learn to automate the classification of customer segments based on purchasing behavior, increasing targeted marketing campaign success by 30%.

● Created complex SQL queries for routine extraction of performance metrics, which were then visualized in Tableau to provide actionable insights into operational efficiency and product placement effectiveness.

● Enhanced data-driven decision-making by developing an ensemble of econometric models to forecast economic indicators that directly impact e-commerce performance.

● Utilized SQL and MS SQL Server for complex data queries and report generation, delivering insights that drove sales strategies and improved seller performance on the platform.

● Applied statistical analysis and machine learning models to sales data to predict trends and performance, enabling proactive business decisions and strategies.

NATHAN SUBERI	**DATA ANALYST**

An adept Senior Data Analyst with a strong background in developing, maintaining, and enhancing data systems across healthcare, retail, environmental research, and educational sectors. Skilled in deploying advanced analytics and machine learning techniques to drive data-driven decisions. Proven expertise in predictive modeling, real-time data analysis, and data integrity validation contributes to significant improvements in operational efficiency and strategic insights.

Technical Skills

- Programming languages: Python, SQL, R, JavaScript, TypeScript, HTML, CSS
- Data Analysis: Stata, Plotly Dash, FastAPI, Docker AWS Fargate, Scikit-Learn
- Data Modeling: Regression Analysis, Multivariate Analysis, Time-Series Forecasting, Cluster Analysis
- Database: AWS S3, RedShift, RDS, SQL Server, Oracle
- Data Visualization/BI Tools: Tableau, PowerBI
- Others: Git, Swagger, Jenkins, Kubernetes

Education

- Master of Science in Smart Cities and Urban Analytics, University College London, 2016
- Bachelor of Science in Mathematics, University of Maryland 2013

EXPERIENCE WITH SCOPE OF WORK

- ✓ Developed and maintained HIPAA-compliant data warehousing solutions on AWS, significantly optimizing ETL processes to facilitate the seamless transition from transactional to analytical data systems.
- ✓ Effectively integrated advanced machine learning algorithms into data processing pipelines, which have automated the classification and labeling of data points.
- ✓ Led a digital transformation by developing tools to transition an extensive product database to an e-commerce platform.
- ✓ Crafted Python scripts for real-time environmental data ingestion and cleansing at World Resources Institute, maintaining high data integrity for global monitoring applications.
- ✓ Employed statistical methods and machine learning to analyze and enhance educational curricula, directly impacting student performance and learning outcomes as a Research Data Analyst with Teach For America.

WORK EXPERIENCE

Jan 2021 – Present	**Senior Data Analyst** **CHADIS, Remote**

- Engineered and maintained a HIPAA-compliant data warehouse using AWS services, focusing on optimizing ETL processes to streamline the flow from transactional to analytical systems, enhancing data availability and quality for analysis.

- Develop a library for generating statistical process control charts, using Python to enable the creation of customizable interactive visualizations with Plotly Dash, thus providing deeper insights into healthcare data trends and variances.

- Construct and manage secure, scalable API solutions using Python's FastAPI and Docker, deployed on AWS Fargate, facilitating robust data interactions and real-time dashboard updates for healthcare analytics.

- Implement an advanced authentication scheme using JWT and x509 certificates, ensuring secure data access and transmission across platforms.

- Conducted multivariate analysis on healthcare datasets to identify patterns and correlations that inform policy adjustments and patient care strategies, leveraging advanced statistical methods and machine learning algorithms in Python.

- Implemented time-series forecasting models to predict trends in patient health outcomes and resource utilization, enabling proactive management and optimization of healthcare services.

- Lead the integration of machine learning algorithms into the data processing pipeline to automatically classify and label data points, enhancing the speed and accuracy of data categorization for subsequent analyses.

- Design and execute complex data validation frameworks to ensure the integrity and accuracy of incoming data streams, utilizing Python and SQL to automate anomaly detection processes.

- Prepare and refine large datasets of patient health questionnaires for comprehensive analysis, utilizing Python for data manipulation and Stata for statistical analysis, supporting both internal and external data analytics needs.

Jun 2018 –
Jan 2021

Data Analyst Manager
Enchanted Art and Sole Comfort, Annapolis, MD

- Directed the digital transformation of the family business during the COVID-19 crisis by developing Python tools to migrate the extensive product database to Shopify, thereby facilitating the launch of e-commerce operations.

- Automated the generation and scheduling of detailed analytical reports on sales and employee performance metrics using Python scripts, enhancing strategic decision-making and operational efficiency.

- Developed a dynamic pricing model using regression analysis and historical sales data, optimizing product pricing strategies to maximize revenue and maintain competitive market positioning.

- Executed cluster analysis to segment customer data based on purchasing behavior and demographics, providing targeted marketing strategies and personalized customer engagement plans.

- Implemented sales forecasting models to project future sales volumes, utilizing machine learning techniques such as random forests and gradient boosting machines to enhance forecast precision.

- Designed and implemented data analytics frameworks to monitor daily, weekly, and monthly sales along with year-to-date figures, providing actionable insights to business owners and stakeholders for informed decision-making.

Jun 2017 – May 2018 **Data Analyst**
World Resources Institute, Washington, DC

- Developed Python scripts for the automated ingestion and cleansing of near-real-time environmental data, ensuring timely updates and high data integrity for global monitoring applications.

- Maintained and enhanced data utility Python modules for seamless data uploads to cloud platforms like Carto and Google Earth Engine, optimizing the data workflow and supporting extensive environmental research.

- Designed spatial data analysis to map environmental impacts and resource distribution, employing GIS tools and Python scripting to provide visual insights and support policy development.

- Created and maintained automated reporting systems for environmental data, facilitating regular updates and reports that provide stakeholders with timely and accurate environmental status updates.

- Developed optimization algorithms to efficiently allocate resources and prioritize environmental interventions, using operations research techniques and simulation models to maximize impact.

- Automated the management and backup of critical metadata for the Resource Watch API on AWS S3, streamlining data governance and ensuring robust data recovery strategies.

● Innovatively used data to generate content for the Resource Watch blog, turning complex data sets into compelling, data-driven narratives that highlight significant environmental trends and insights.

Jun 2013 –
Jun 2015

Research Data Analyst
Teach For America, Trenton, NJ

● Employed statistical methods and data analytics in developing and refining educational curriculum, particularly in areas of geometry, statistics, and computer science, directly impacting student learning outcomes through enhanced educational tools and methods.

● Introduced and taught data analysis techniques within the Project Lead the Way computer science curriculum, fostering critical thinking and analytical skills among students through practical, hands-on projects using Python, HTML, and CSS.

● Analyzed student performance data to identify trends and factors influencing educational outcomes.

● Automated the collection and analysis of student data to provide real-time feedback to educators and administrators.

XIAOKUN (MIKE) MU	DATABASE ADMINISTRATOR

Highly skilled Database Administrator with a Master of Science in Computer Science and extensive experience in software engineering and IT management. Demonstrates a profound ability to design, implement, and maintain sophisticated database systems that support critical business functions. Proficient in SQL, Python, JavaScript, and C/C++ with robust knowledge in cloud environments including AWS and Azure. Expert in optimizing database operations, ensuring scalability, security, and performance across diverse platforms. Proven leadership in guiding technical teams and executing strategic IT projects that enhance data accessibility and system integrity.

Technical Skills

- ● Programming Language: SQL, Python, JavaScript, C/C++/C#, Visual Basic
- ● Web: HTML, CSS, React.js, Django, Flask
- ● Cloud: AWS, Azure, Knowledge of Cloud Computing Engineering
- ● Others: Git, MySQL, Jira

Business and Communication Skills

- ● Technical Project Management
- ● Problem Solving
- ● Risk Management
- ● Resource Allocation
- ● Process Improvement

Patents/ Certifications/ Clearance

- ● Cisco Certified Network Associate (CCNA)

Education

- ● Master of Science in Computer Science, The George Washington University, Washington DC,2009
- ● Bachelor of Science in Computer Science, Beijing JiaoTong University, Beijing, 2007

EXPERIENCE WITH SCOPE OF WORK

- ✓ Database Design and Implementation: Create and refine database structures based on in-depth analysis of business requirements. Utilize industry best practices to ensure efficient data storage, scalability, and accessibility.
- ✓ Data Management: Oversee the import, export, and migration of data across different environments, maintaining stringent data integrity and security protocols.
- ✓ Performance Optimization: Continuously monitor and tune databases to ensure optimal performance. Implement upgrades and patches to database systems to enhance functionality and security.
- ✓ Team Leadership and Strategy: Lead cross-functional teams to achieve database architecture objectives, setting short and long-term goals that align with organizational IT strategies.

WORK EXPERIENCE

Nov 2016 – Present	**Senior Database Administrator** **VinePlus Information Technology Corporation, Fairfax, VA**

- Orchestrated the development and maintenance of robust database systems utilizing AWS technologies, enhancing data integrity and operational efficiency.

- Led a team in designing logical and physical database structures tailored to complex business requirements, significantly improving data storage solutions and system performance.

- Spearheaded the integration and migration of vast data sets across platforms, ensuring seamless data availability and consistency.

- Implemented comprehensive monitoring protocols to proactively manage database health, optimize performance, and maintain security standards.

- Oversaw the operations and resources of the company. Led the development of the company's short and long-term strategies. Made major corporate decisions on marketing, purchasing, investing and funding. Company's revenue increased 30% year over year.

- Offered consulting services to help many world-leading IT companies to sell their products and services to the government. Increased their sales by over 20 million US dollars. Participated in sales presentations and demonstrations, helped translate users needs into usable software solutions which helped the sales manager to close 75% more deals.

- Architected and maintained advanced database systems utilizing AWS technologies like DynamoDB and RDS, focusing on high availability and disaster recovery planning.

- Developed custom data migration routines using Python to automate and facilitate efficient data transfers between different storage systems.

- Implemented and maintained robust database security measures, including encryption and access controls, to protect sensitive information according to industry best practices.

**Mar 2010 –
Nov 2016**

**Senior Engineer
Crystal Instruments Corporation, Santa Clara, CA**

- Designed and executed database backup strategies that ensure data integrity and quick recovery in case of data loss, enhancing business resilience.

- Optimized database performance through regular maintenance routines, indexing strategies, and query optimization, resulting in a 40% improvement in data retrieval times.

- Collaborated with cross-functional teams to integrate database solutions with existing enterprise applications, significantly enhancing data cohesion and system efficiency.

- Developed and enhanced database applications, focusing on optimizing data retrieval and storage processes.

- Mentored junior engineers in best practices for database management and code efficiency, reducing errors and enhancing productivity.

- Designed and executed advanced data models and schemas that resulted in a more structured and accessible database environment.

Jun 2009 –
Feb 2010

IT Specialist
Patient Access Network Foundation, Washington, DC

- Managed and maintained the organization's database and network infrastructure, ensuring robust security and data integrity.

- Performed routine database audits and updates to ensure compliance with latest data management standards and practices.

- Conducted regular security audits and performance assessments of database systems, leading to critical updates that enhanced system reliability and security.

- Trained non-technical staff on basic database management and security best practices, improving the organization's overall data literacy and reducing risk of data mishandling.

- Managed database configurations and deployments using automation tools like Ansible, reducing the time required for new deployments and routine maintenance.

ERIC PERREAULT

DATABASE ADMINISTRATOR

Eric Perreault, a skilled Database Administrator, excels in database design, management, and optimization using SQL and Python. With extensive experience in implementing high-availability systems, managing database migrations, and ensuring data security, he has achieved near 100% uptime in his role at Overture LLC. He also brings a strong background in data analysis, strategic planning, and operational efficiency, complemented by his previous leadership role in the coffee industry and his passion for music performance and education.

Technical Skills

- Programming Language: SQL, Python, C, JavaScript, HTML, CSS, Ruby, ETL
- Linux(Debian Bullseye), Visual Studio Code, Vim, Bash, Git, OOP, Open Source Software, Data Analysis

Business and Communication Skills

- Client Engagement
- Strategic planning
- Conflict Resolution
- Operational Efficiency
- Project Management

Projects

- BoardGameGeek Collection Data Visualizer
- 18xx.games
- Discord Chatbot - Asynchronous Games Tracker
- HACK Assembler
- CoffeeSheets

Education

- Master of Music in Cello Performance, Ithaca College,2014
- Bachelor of Music in Cello Performance, UNC Greensboro,2011

EXPERIENCE WITH SCOPE OF WORK

- ✓ Designing and Implementing Database Systems: Creating logical and physical database structures tailored to business needs, ensuring scalability and performance.
- ✓ Data Management and Optimization: Defining and implementing data models, schemas, and indexes to optimize data storage and retrieval, leveraging SQL and advanced database management tools.
- ✓ Performance Monitoring: Continuously monitoring system performance to proactively address and resolve potential issues, ensuring database health and security.
- ✓ Data Security and Integrity: Implementing robust security measures and maintaining data integrity across multiple platforms and environments.

WORK EXPERIENCE

2020 – Present
Database Administrator
Overture LLC, Fairfax, VA

- Achieved high-efficiency system operations with nearly 100% uptime SQL 2012, 2016 Upgrade and SQL 2019, Application and Database Migration and SQL Server Consolidation
- Applied windows and SQL server patches (Hot fixes, cumulative update and service packs) on production and non-Production servers High availability and Disaster Recovery for SQL Server, including Log Shipping, Replication, Traditional Failover Clustering, and Always On Availability Group
- Mitigated security and software concerns by thoughtfully managing and pushing patches and other updates to production and non-production servers
- Automated jobs, Configured alerts and ensured 24/7 Database and
- project support Migrated database-using backup and restore, detached, and attached, log shipping and Replication
- Aided in establishing and monitoring always-on availability groups and
- alerts Managed complex stored procedures, functions, triggers, indexed views, tables, joins and other SQL statements
- Experienced in SQL scripts for creation and upgrade of databases, maintenance plans, user logins, database mail notifications, automation of network and server monitoring
- Disaster recovery: SQL Recovery Tool, Backup and Restore, Failover clustering, Log shipping, Database replication, always on and Availability groups.

2018 – 2021
Lead Coffee Roaster
Small Planes Coffee

- Led the optimization of roastery production processes through the innovative use of data analysis and batch processing software, improving product consistency and quality.
- Trained and supervised production assistants, ensuring adherence to data-driven production techniques for optimal roasting and flavor profiling.

2010 – 2021
Cellist & Private Cello Teacher
Various / Freelance

- Applied analytical and creative skills to music performance and education, demonstrating versatility and a strong commitment to excellence in diverse disciplines.

- Adjunct professor at Ithaca College, private teaching studios in Chapel Hill, NC, and Ithaca, NY

- Wilmington Symphony, Durham Symphony, Binghamton Philharmonic, Danville Symphony

TIM SANG | DATABASE ADMINISTRATOR

Distinguished Database Administrator and Data Scientist with a comprehensive educational background in Electrical Engineering and Artificial Intelligence from top-tier universities. Possesses over a decade of hands-on experience in designing, implementing, and maintaining sophisticated database systems, primarily within the advertising and technology sectors. Expert in utilizing advanced analytical and data management tools to enhance database functionality and performance. Proficient in a range of programming languages including Python, Java, and MySQL, with significant experience in cloud environments. Renowned for pioneering innovative solutions to complex data challenges, Tim combines deep technical expertise with strategic business acumen to drive data-centric decisions and improvements.

Technical Skills

- Programming: Python, Java, MySQL, MATLAB, Hive, Apache Pi
- Productivity: Git, Jira, IntelliJ, PyCharm, Jupyter Notebook, LATEX
- Operating systems: macOS, Linux, MS Windows
- Language: English (full professional), Chinese (native)

Selected Publications

- 7 journal articles, 15 peer-reviewed conference papers (full listing is available upon request).
- N. Karlsson and Q. Sang, "In-target rate control in online advertising with application to ad exposure regulation," to appear in Proceedings of the 6th IEEE Conference on Control Technology and Applications, Trieste, Italy, 2022.
- Q. Sang, R. Kant, N. Karlsson, "Feedback control of in-target rate for probabilistic frequency cap in online advertising," in Proceedings of 2022 American Control Conference, pp. 5354–5359, Atlanta, GA, 2022.
- N. Karlsson and Q. Sang, "Adaptive bid shading optimization of first-price ad inventory," in Proceedings of 2021 American Control Conference, pp. 4983–4990, 2021.
- Q. Sang, N. Karlsson, and J. Guo, "Feedback control of event rate in online advertising campaigns," Control Engineering Practice, vol. 75, pp. 126–136, 2018.

EXPERIENCE WITH SCOPE OF WORK

✓ Database System Design and Implementation: Architect and refine complex database structures tailored to support high-volume data storage and retrieval needs. Utilize best practices to ensure databases are scalable, performant, and secure.

✓ Data Integrity and Security Management: Implement robust security measures including data encryption, access controls, and regular audits to protect sensitive information and ensure compliance with industry standards and regulations.

✓ Performance Optimization: Monitor and optimize database performance through advanced tuning, indexing, and query optimization techniques. Regularly update and modify databases to accommodate evolving business needs and technology advancements.

✓ Data Migration and Integration: Oversee the migration of data across different systems and platforms, ensuring minimal downtime and maintaining data integrity. Design and execute efficient data import/export procedures to support system upgrades and data consolidation efforts.

✓ Health Monitoring and Preventive Maintenance: Develop and maintain a

proactive database health monitoring system to identify and address potential issues before they impact performance. Regularly review and adjust configurations to adapt to new system demands and workload changes.

✓ Collaboration and Leadership: Lead cross-functional teams in the development and maintenance of database systems. Collaborate with IT, development, and operational teams to align database strategies with business objectives and user needs.

Patents/ Certifications/ Clearance

- Machine Learning, Coursera, 09/2017
- Neural Networks and Deep Learning, Coursera, 08/2017
- Improving Deep Neural Networks, Coursera, 08/2017
- Structuring Machine Learning Projects, Coursera, 12/2016

Education

- Graduate Program,Artificial Intelligence, Stanford University, 2021
- Ph.D in Electrical Engineering, University of Virginia, Charlottesville, VA, 2012
- Bachelor of Engineering in Automatic Control, University of Science & Technology of China, Hefei, China, 2004

WORK EXPERIENCE

Mar 2022 – Present

Lead Database Administrator
The Trade Desk, Remote

- Managed the migration of SQL Server 2012 databases to SQL Server 2017
- Used Performance monitor and SQL Profiler to optimize queries and enhance the performance of database servers SQL Server 2005/2008/2012/2016/2017 Administration
- Reviewing and optimizing virtual machines environment, Responsible to monitor and troubleshooting Log shipping
- Configured High Availability Solution- Clustering, Always On, and Log Shipping Planning and implementation of Database backup/restore and disaster recovery, Installed SQL Server 2012 on advanced servers, applied security fixes

May 2015 – Mar 2022

Tech Lead / Senior Research Scientist
Yahoo Research / Verizon Media / AOL Platforms | Ad Platforms, Sunnyvale, CA

- Lead complete re-design and implementation of core AdLearn control algorithms for advertising budget pacing and campaign eCPX performance optimization in Yahoo! DSP. Successfully delivered: advanced feedback control algorithms (retired logic-based controller), traffic time-of-day seasonality identification, plant estimation, eCPX estimation, re-design of feedback data flow.

- Created various metrics and provided guidance on design of AdLearn health monitoring system for data-driven decision making and to reduce time to result for failure analysis.
- Developed and implemented a feedback control mechanism enabling industry-leading probabilistic frequency capping, preventing potential ad platform revenue loss due to increasing non-trackable Internet users.
- Implemented a segmentation-based adaptive bid shading scheme for first-price ad inventory that became a benchmark for machine learning approaches.
- Developed and launched Budget Distributor to automate advertiser's budget management across campaigns to reduce human errors and for improved performance. Product is managing a US$580 million budget per year.
- Invented an event rate control algorithm based on a feedback control framework, and implemented the algorithm to AdLearn for in-view rate and video completion rate regulation, with a demonstrated 100% lift on average in viewability for ad campaigns.
- Trained/mentored engineers and interns within control research and engineering teams.
- Authored/co-authored 7 publications to international conferences/journals, 7 publications to Yahoo! TechPulse, and 10+ white papers for education to optimization strategists, account managers, and clients.

Oct 2013 – Apr 2015

Software Engineer
Western Digital Corporation | Servo Systems Group, Irvine, CA

- Led servo track-following system design for two mobile hard disk drive products with one million builds per quarter.
- Developed and implemented servo firmware for performance enablers for hard disk drives.
- Developed tools to facilitate servo track-following system designs.

Oct 2016 – Sep 2019

Postdoctoral Research Associate
University of Virginia | Electrical & Computer Engineering, Charlottesville, VA

- Developed a feedback control structure for improving image segmentation performance.
- Developed an enhanced grid-based Bayesian visual tracking algorithm

Applied the visual tracker to in vivo leukocyte tracking and UAV-based ground vehicle tracking with a demonstrated.

- 20% performance improvement Graduate Student Researcher.
- Developed multivariable model reference adaptive control designs for piecewise linear systems.
- Conducted extensive simulation studies of multivariable control designs using MATLAB/Simulink with NASA.
- Generic Transport Model.
- Demonstrated uncertainty handling capability and system performance improvement with the developed adaptive control designs.
- Established the gain margin (GM) concept for adaptive control systems
  Conducted a systematic GM study of commonly used adaptive control systems.
- Taught one undergraduate lab course with 10+ students in electrical engineering (EE) for 4 semesters.
- Head TA for 1 undergraduate EE course (80+ students), 1 graduate EE course (10+ students), and 3 undergraduate applied math courses (each with 20+ students): assisted faculty with curriculum development, graded weekly assignments/quizzes/exams, held office hours, and conducted Q&A/recitation sessions.

YANKUN SONG	HELP DESK SUPPORT

Yankun Song is a Help Desk Support professional with strong technical expertise in different systems, skilled in software and hardware troubleshooting. With experience at Capital One and Boston Software Group, he excels in providing IT support, troubleshooting, and system maintenance, leveraging his AWS certification and advanced degrees in computer science to streamline IT operations and enhance user productivity.

Technical Skills	EXPERIENCE WITH SCOPE OF WORK
● Skills: full-stack development, data analysis, object-oriented design, algorithms ● Languages: Python, JavaScript, TypeScript, C++, HTML5, CSS3 ● Frameworks & Libraries: Frontend: React(Hooks, Router), Redux Backend: Node.js, Django ● Tools/ Software: Relational(PostgreSQL)& NonRelational(MongoDB) database, Git, Docker, AWS, Electron, Kafka	✓ User Support and Troubleshooting: Provide first-line support for issues related to software applications, databases, and operating systems, ensuring timely and accurate problem resolution. ✓ System Maintenance and Monitoring: Regularly update systems and software, monitor performance, and conduct preventive maintenance to ensure optimal operation and prevent potential issues. ✓ Technical Documentation and Training: Develop and maintain comprehensive documentation of system configurations and troubleshooting procedures; conduct user training sessions to enhance system literacy.
Patents/ Certifications/ Clearance	
● AWS Certified Cloud Practitioner	
Education	
● Master of Science in Computer Science, Westcliff University, Irvine, CA, 2022 ● Master of Science in Computer Science, Columbia University, New York, NY, 2020	

WORK EXPERIENCE

Feb 2022 – Present	Help Desk Support Capital One, Mclean, VA

- ● Maintain essential IT operations, in our cloud-based and virtual environment, including, security tools, applications and licenses, cloud storage, key vendor accounts for employees.

- ● Documents internal IT processes and requirements to support a growing cloud-based article .

- Troubleshoot mainframe & verify IT infrastructure and PCs are in compliance
- Maintain internal infrastructure requirements including, laptop and desktop computers, firewalls, printers, phones, security updates; support a useful intranet
- Conducted extensive testing and debugging of the application, using automated test scripts in Jest to ensure high reliability and ease of maintenance.

**Oct 2021 –
Jan 2022**

**Help Desk Support
Boston Software Group, Inc, Remote**

- Primary point of contact for the IT Help Desk and support the daily operations of the IT department
- Assessed infrastructure on a regular basis to ensure it continues to meet necessary demands and supports end-user productivity
- Escalated tickets and aided in resolving common technology and software issues in a timely and cost-effective manner, utilizing excellent customer service skills
- Investigates user problems and identifies their source; determines possible solutions; tests and implements solutions
- Implemented standards and infrastructures of management, responded to customer inquiries via telephone, email, live chat, and/or written correspondence inquiries from health insurance members and/or providers to address account issues while exhibiting quality customer service within per-established time frames utilizing Quality Assurance and HIPAA restrictions and guideline

**Oct 2021 –
Jan 2022**

**Intern
Gabelli School of Business, Fordham University Graduate Assistant, New York, NY**

- Automated office tasks using Python scripts, significantly improving data management processes and reducing user-reported issues by 25%.
- Supported academic staff and students in utilizing software applications and databases, providing troubleshooting assistance and technical guidance.

RUICHEN ZHOU	HELP DESK SUPPORT

Detail-oriented IT Support Specialist with robust analytical and technical skills in software development, system integration, and troubleshooting. Proficient in Java, Python, AWS services, and various development frameworks, with a strong ability to simplify complex technical issues for users. Experienced in software testing, data analysis, and user support, committed to enhancing system usability and reliability through effective problem-solving and user training.

Technical Skills	EXPERIENCE WITH SCOPE OF WORK
● Java, Docker, Spring, Hibernate, PostgreSQL, RESTful API, JDBC, Redis, ● Javascript/HTML/CSS, Scala, Jenkins ● Tomcat, EMR, AWS EC2, S3, SQS, Cloud 9, ELB, Jira, Bitbucket, git ● Python (Tensorflow, scikit-learn, Pandas, Numpy, Seaborn, Matplotlib, PyTorch) ● R (data manipulation, transformation, analytics, statistics, Bayesian inference)	✓ User Issue Resolution: Address and troubleshoot issues related to desktops, laptops, software applications, and cloud services. ✓ System Monitoring & Maintenance: Regularly update systems and software, monitor performance, and conduct preventative maintenance to ensure optimal operation. ✓ Technical Guidance & User Support: Provide step-by-step guidance to users through troubleshooting processes; offer technical assistance via phone, email, or remote access.
Education	
● Master of Science in Data Analytics, George Mason University, Fairfax, VA, 2019 ● Bachelor of Science in Software Engineering, The Pennsylvania State Behrend College, Erie, PA, 2016	

WORK EXPERIENCE

Jul 2020 – Present	Help Desk Specialist FINRA, MD

- Proactively engaged in the research and implementation of new technologies and tools to keep the testing strategy aligned with industry best practices.
- Provided kind and respectful customer services, which improved brand recognition for the bank that led to an increase in customer satisfaction, new sales opportunities, and new clients.
- Securely reset passwords and PINs for clients' bank accounts and debit cards.
- Protected $70+ million in financial assets by verifying more than 50+ daily transactions to avoid data theft and impersonation

- installed 10+ workstations, cameras, telephones, routers, and printers.
- Managed the store's database, customers' invoices, and financial data using Excel and Dropbox.
- Conducted multi-channel communication with clients via social media, text messages, and email.

Apr 2020 –
Mar 2021

Java Tutor
Tutor.com, Remote

- Helping students to understand different subjects.
- Assess, assist, and encourage the students in the learning processes.
- Review materials used in classes, explain various topics, and answer all the doubts and questions of the student.

Apr 2020 –
Mar 2021

Overture Bootcamp, Falls Church, VA

- Designed and built a data plan retailer RESTful API using Spring Boot framework
- Set up a working environment using docker.
- Automated project building process and managed dependencies by Maven.
- Used PostgreSQL, PGadmin for database management and Flyway for database migration.
- Implement authentication and authorization by using JSON web token (JWT) through filters
- Successfully performed and passed API integration testing with Postman, mock test with Mockito.
- Integrated with Redis to enable cache, AWS S3 for cloud storage, tested using Mockito.
- Finally deployed the project to AWS.

HSIN-JUNG YU	HELP DESK SUPPORT

Highly skilled Technical Support Specialist with over 2 years of experience in software support, troubleshooting, and user support. Proficient in diagnosing and resolving technical problems related to desktops, laptops, and software applications. Strong foundation in software and hardware, with a proven track record of enhancing user experience and streamlining processes. Exceptional problem-solving abilities and a commitment to improving technical skills among users through effective training and support.

Technical Skills

- Programming Languages: Python (Pandas, NumPy, Matplotlib, Seaborn, Sklearn), SQL, JavaScript (Vue.js)
- Tools: Linux, Git, Docker, Flask, Tableau, PostgreSQL, Microsoft SQL Server, troubleshooting and diagnostic tools.

Education

- Master of Science in Business Analytics, University of Maryland, College Park, 2019
- Bachelor of Science in Information Management, National Sun Yat-Sen University (NSYSU), Business School , Kaohsiung, Taiwan,   2017

EXPERIENCE WITH SCOPE OF WORK

✓ Technical Issue Resolution: Address and resolve technical problems associated with desktops, laptops, printers, mobile devices, and peripherals to ensure minimal downtime and maintain user productivity.

✓ User Support and Troubleshooting: Provide first-level support to end-users by guiding them through troubleshooting steps, performing remote diagnostics, and resolving issues related to software and hardware functionalities.

✓ Maintenance of Technical Documentation: Develop and maintain a comprehensive knowledge base of common technical issues and their resolutions to assist in quick problem solving and to facilitate self-service troubleshooting among users.

WORK EXPERIENCE

Mar 2021 – Present	Help Desk Support Freddie Mac, Mclean, VA

- Developed and maintained tools for automating software updates, patches, and security fixes to ensure system integrity and reliability.
- Provided end-user support by troubleshooting issues related to desktop applications, resolving problems with a high rate of first-call resolution.

- Created and maintained a knowledge base of common technical issues and resolutions to expedite problem-solving and enhance self-service capabilities.

- Conducted remote diagnostics and troubleshooting steps to quickly resolve issues related to software functionality and network connectivity.

- Assisted with the creation, modification, and termination of user accounts, ensuring compliance with data security and privacy standards.

- Trained end-users in new software tools and systems, significantly reducing dependency on technical support and promoting self-troubleshooting skills.

- Implemented and managed user access controls and permissions, enhancing system security and operational efficiency.

- Monitored system performance and conducted regular checks to prevent and address potential issues, ensuring optimal hardware and software operation.

Oct 2016 – Sep 2019 **Application Support**
Eagle Technologies, Rosslyn, VA

- Engineered and supported solutions for data transformation and system optimization, improving end-user computing performance by 50%.

- Developed and implemented user-friendly technical documentation and support guides using Markdown, enhancing user understanding and system usability.

- Resolved technical problems related to the ETL process, boosting system performance and reliability.

- Provided daily support to project managers and end-users, addressing and resolving technical issues to maintain business continuity.

- Collaborated with infrastructure and testing teams to enhance system diagnostics and resolve issues more effectively, reducing downtime and improving user satisfaction.

- Led workshops and training sessions to educate users on effective troubleshooting techniques and the use of various software and hardware resources.

BRUCE REN — IT SERVICE CONTINUITY ANALYST

Experienced IT Service Continuity Analyst with a strong background in backend software development, systems optimization, and project management. Proficient in designing and implementing robust IT solutions that enhance business continuity and disaster recovery capabilities. Skilled in conducting detailed risk assessments, developing comprehensive disaster recovery plans, and facilitating regular testing exercises to ensure organizational resilience. Demonstrated ability to lead cross-functional teams in high-stakes environments to safeguard critical processes and data.

Technical Skills

- Programming Languages & Tools: Java, Spring, SQL, Python, TypeScript, JavaScript, C++, React, Angular, Docker, Kubernetes, Azure
- Systems Engineering: Distributed Systems, Kafka, Redis, MongoDB, CI/CD Pipelines
- Disaster Recovery: Risk Assessments, Business Continuity Planning, Emergency Response Strategies

Business and Communication Skills

- Stakeholder Engagement: Skilled in engaging with stakeholders across various levels of the organization to gather requirements, align objectives, and report on continuity planning progress. Able to effectively communicate technical information to non-technical stakeholders.
- Strategic Planning: Proficient in developing strategic approaches to disaster recovery and business continuity, ensuring that plans are aligned with organizational goals and risk management policies.
- Project Management: Experienced in managing large-scale projects with cross-functional teams. Proficient in using project management tools such as Jira and Microsoft Project to track progress, manage timelines, and ensure delivery within scope and budget.
- Negotiation and Persuasion: Able to negotiate with vendors and third-party service providers to secure necessary resources and services at optimal costs. Persuasive in promoting the adoption of best practices in continuity planning across departments.

Education

- Master of Science in Electrical and Computer Engineering, Carnegie Mellon University, Pittsburg, PA, 2021

EXPERIENCE WITH SCOPE OF WORK

- ✓ Disaster Recovery Planning: Develop and maintain comprehensive disaster recovery plans that outline recovery objectives, critical processes, dependencies, and resource requirements.
- ✓ Business Continuity Management: Document and manage business continuity strategies to ensure minimal interruption to critical business functions.
- ✓ Capability Analysis: Regularly analyze existing disaster recovery and business continuity capabilities to identify and implement improvement opportunities.
- ✓ Testing and Exercises: Conduct regular tests, tabletop exercises, and drills to validate the effectiveness of disaster recovery plans and train staff on emergency procedures.
- ✓ Documentation: Keep detailed records of disaster recovery operations and changes to ensure all stakeholders have access to up-to-date information.
- ✓ Training and Development: Organize training sessions for staff to enhance their understanding of disaster recovery procedures and their roles during emergencies.
- ✓ Cross-functional Collaboration: Work closely with IT departments and business units to align disaster recovery plans with organizational objectives and compliance requirements.

- Bachelor of Optical Information Engineering, Huazhong University of Science and Technology, Wuhan, China, 2016

WORK EXPERIENCE

Jul 2021 – Present

IT Service Continuity Analyst
Alibaba Group, Ant Group, Digital Financial Line, Asset Trading Team, China

- Engineered and implemented scalable software solutions that supported critical business operations and regulatory compliance, enhancing system resilience.

- Led the development and integration of advanced monitoring frameworks to proactively detect and address system anomalies, minimizing downtime and potential data loss.

- Conducted thorough data validation testing and optimized backend processes to ensure robustness and reliability of financial transaction systems.

- Collaborated with Product Development, Project Management, and Technical Engineering teams to design and test disaster recovery protocols for new financial products.

- Developed contingency plans and standard operating procedures for critical system functions, ensuring business continuity during unplanned disruptions.

- Designed and completed projects to support new business forms and promotion activities in collaboration with PD, PM and TE, e.g., offered customers options to purchase fund products instead of withdraw when their pension insurance due and boosted yearly AUM by 1.1 billion USD, let customers purchase 3 fund products with coupons in one step and have attracted 2 million new customers, provided alternative asset management group product by custody transfer and increased yearly AUM by 0.5 billion USD, supported tax-deferred commercial pension insurance business development, integrated test and load test with CSDC, CIB and securities institutions, using Java, Spring, SQL, RPC framework, distributed message framework, distributed cache framework, distributed task scheduling framework, distributed transaction framework, monitoring framework, etc.

- Supported market regulations related projects, e.g., forbade purchase from online verification failed customers and guided them to update personal information, developed and tested system modification due to isolation between main site and fund site.

- Involved in backend testing Data Validation Testing by writing SQL queries.
- Propelled system optimization with abstraction, coordinated upstream and downstream systems to migrate historical links to standard links, provided general solution for various promotion activities demand, greatly improved development efficiency by 60% and decreased modification risks.
- Tested all small API on AWS with the correct data and verified results with standalone applications which already exist.

Jun 2020 –
Aug 2020

Engineer Intern
Microsoft Corporation, Cloud + AI Group, Azure Synapse Analytics Team, Boston, MA

- Implemented enhancements in log management and search functionalities to improve system monitoring and error detection capabilities in real-time cloud environments.
- Contributed to the development and testing of automated scripts for continuous deployment processes, ensuring rapid recovery and deployment during system failures.
- Assisted in the design of load management features to maintain system performance and reliability under peak loads, crucial for effective disaster recovery strategies.

May 2018 –
Mar 2019

Software Engineer
Deepwise & League of PHD Technology Co.Ltd, Beijing, China

- Applied machine learning algorithms to develop predictive models that optimized system responses under variable conditions, contributing to effective risk management strategies.
- Integrated continuous testing into the deployment pipeline, enhancing the stability and reliability of critical diagnostic tools.

| ANTHONY HU | IT SERVICE CONTINUITY ANALYST |

Highly skilled IT Service Continuity Analyst with a Ph.D. in Computational Materials Science and extensive experience in software development and systems engineering. Proficient in designing resilient and scalable cloud infrastructures using AWS, Kubernetes, and Docker. Demonstrated expertise in developing and implementing disaster recovery strategies and business continuity plans in fast-paced environments. Strong analytical skills combined with a pragmatic approach to problem-solving and a proven track record in enhancing system reliability and continuity.

Technical Skills

- Cloud Technologies: AWS, Kubernetes, Docker, GCP
- Programming: Java, Python, Go, JavaScript
- Databases: MySQL, PostgreSQL, Cassandra
- Tools: Jenkins, Git, Elasticsearch, Hadoop, Kafka
- Business Continuity: Disaster Recovery Planning, Risk Management, System Redundancy

Patents/ Certifications/ Clearance

- Hu Z., Vatamanu J., Borodin O., Bedrov D., Phys. Chem. Chem. Phys, 2013, 15, 14234-14247. Published, 10/2013
- Bedrov D., Vatamanu J., Hu Z., Journal of Non-Crystalline Solids, 2015, 407, 339–348. Published, 01//2015.
- Hu Z., Vatamanu J., Borodin O., Bedrov D., Electrochimica Acta, 2014, 145, 40-52. Published, 08/2014.
- Vatamanu J., Hu Z., Bedrov D., Perez C., Gogotsi Y., J. Phys. Chem. Lett., 2013, 4, 2829-2837. Published, 10/2013.

Education

- Ph.D in Computational Materials Science, University of Utah,   2015
- Bachelor of Material Science, Beijing University of Technology,   2009

EXPERIENCE WITH SCOPE OF WORK

- ✓ Plan Development: Develop and maintain comprehensive disaster recovery and business continuity plans that detail recovery objectives, critical processes, dependencies, and resource requirements.
- ✓ Risk Assessment: Analyze existing infrastructure and applications to identify vulnerabilities and propose improvements, ensuring alignment with industry best practices.
- ✓ Testing and Drills: Conduct regular testing of disaster recovery procedures, including tabletop exercises and live drills, to ensure plan effectiveness and team readiness.
- ✓ Documentation: Maintain detailed documentation of disaster recovery plans, testing results, and improvement actions, ensuring compliance with regulatory requirements.

WORK EXPERIENCE

| Sep 2020 – Present | **IT Service Continuity Analyst**
eBay, Seattle WA & Silicon Valley CA |

- Spearheaded the development of critical infrastructure components using SpringBoot and Kubernetes, ensuring high availability and fault tolerance.
- Engineered and maintained one of eBay's most crucial services, handling billions of transactions, vital for supporting business continuity and minimizing downtime.
- Implemented comprehensive disaster recovery solutions and conducted regular system tests to validate recovery procedures and system resilience.
- Led a team to automate testing and deployment processes, significantly enhancing the reliability of continuous integration and deployment pipelines.
- Initiated and directed monthly platform updates and training sessions, strengthening team proficiency in handling emergency recovery operations.

Mar 2018 – Jun 2020
Sr. Software Analyst
BYTON, R&D Center, Silicon Valley, CA

- Developed and managed highly available database schemas on Amazon RDS, ensuring robust data backup and recovery strategies.
- Deployed applications on AWS EC2, optimizing system configurations to enhance performance and reliability under peak loads.
- Collaborated with AWS professionals to implement scalable and secure cloud solutions, supporting business continuity efforts.
- Wrote optimized SQL queries for extensive data manipulation, supporting critical data analysis and system monitoring tasks.

Jan 2016 – Mar 2018
Sr. Software Analyst
Faraday Future, R&D Center, Gardena, CA

- Implemented backend databases for critical engineering materials, ensuring data integrity and availability through effective backup solutions.
- Configured and managed Kubernetes clusters, facilitating rapid deployment and scaling of applications to meet business demands.
- Engaged in proactive problem-solving to improve system processes, significantly enhancing operational continuity and reducing potential system failures.

ZUHAO GUO	IT SERVICE CONTINUITY ANALYST

Dedicated IT Service Continuity Analyst with extensive experience in software development and cloud solutions. Proven track record in deploying and managing robust AWS environments, enhancing system resilience and reliability. Skilled in designing and implementing scalable applications and disaster recovery strategies. Holds an AWS Certified Developer – Associate credential and a strong educational background in Computer Science from the University of Maryland. Committed to ensuring continuous service delivery and minimizing downtime during critical incidents.

Technical Skills	EXPERIENCE WITH SCOPE OF WORK

Technical Skills

- Programming Languages: Java, JavaScript, TypeScript, Python, Ruby, PHP, Rust, OCaml, Kotlin, Swift
- Web Technologies: HTML, CSS, React.js, Angular, Ruby on Rails, MongoDB, MySQL, PostgreSQL
- Cloud & DevOps: Amazon Web Services (AWS), Kubernetes, Docker, Git
- Software Development: Software Development, Web Development, Web Application Development, Back-End Web Development, Front-End Development
- Tools & Platforms: Microsoft Word, Microsoft PowerPoint, Android Studio, Postman
- Data Management & Analysis: Data Analysis, Machine Learning
- Security & Networking: Cryptography, REST APIs
- Other Technologies: YAML, Assembly Language

Business and Communication Skills

- Analytical Skills: Strong problem-solving abilities to analyze existing infrastructure and identify enhancements in disaster recovery protocols.
- Project Management: Capable of leading projects and teams under high-pressure situations to maintain operational effectiveness during outages.

Patents/ Certifications/ Clearance

- AWS Certified Developer – Associate
- Logical Reasoning

Education

- Bachelor of Science in Computer Science, University of Maryland,   2020

EXPERIENCE WITH SCOPE OF WORK

✓ Compliance and Standards Adherence: Ensure all disaster recovery and business continuity plans comply with legal, regulatory, and organizational standards. Stay updated with the latest industry practices and standards to ensure compliance.

✓ Stakeholder Communication: Maintain regular communication with key stakeholders to provide updates on disaster recovery and business continuity status. Prepare reports and presentations for senior management to highlight readiness and response capabilities.

✓ Technology Solutions Management: Utilize technology solutions such as AWS, Kubernetes, and various development tools to enhance the resilience and recovery capabilities of IT systems. Optimize the use of these tools in supporting continuous operations and quick recovery.

WORK EXPERIENCE

Dec 2021 – Present

IT Service Analyst
ASCENDING Inc, Fairfax, VA

- Design and implement secure, scalable software solutions that support stringent regulatory and compliance requirements.
- Develop and maintain essential disaster recovery strategies that ensure quick restoration of services and data integrity in emergency scenarios.
- Collaborate with cross-functional teams to assess system vulnerabilities and improve business continuity planning.
- Developed robust disaster recovery frameworks within AWS environments, ensuring high availability and quick recoverability of critical financial systems.
- Collaborated with IT risk management teams to assess potential vulnerabilities and implemented strategic improvements in business continuity plans.
- Played a key role in cross-departmental teams to ensure that disaster recovery plans are comprehensive and align with compliance requirements.
- Designed and executed simulation tests to evaluate the effectiveness of current disaster recovery strategies, identifying key areas for enhancement.
- Engineered custom solutions to automate the backup and recovery processes, significantly reducing the recovery time objective (RTO) and recovery point objective (RPO).
- Implemented monitoring solutions to provide real-time alerts on system anomalies, enabling quick response to potential disruptions.
- Conducted thorough documentation of disaster recovery procedures and updates to maintain transparency and compliance across organizational standards.
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Oct 2016 – Sep 2019

Software Analyst
GoDaddy, Remote

- Managed AWS services to enhance application performance and security, ensuring robust disaster recovery and business continuity capabilities.

- Led training sessions for new and existing staff on disaster recovery procedures, ensuring a well-prepared team capable of handling emergency scenarios.

- Participated in annual business continuity management audits to evaluate and report on the organization's preparedness and recovery capabilities.

- Actively engaged with external vendors to enhance IT service continuity solutions, including secure cloud storage and failover mechanisms.

- Automated processes and implemented best practices in software development to reduce recovery time and improve system availability.