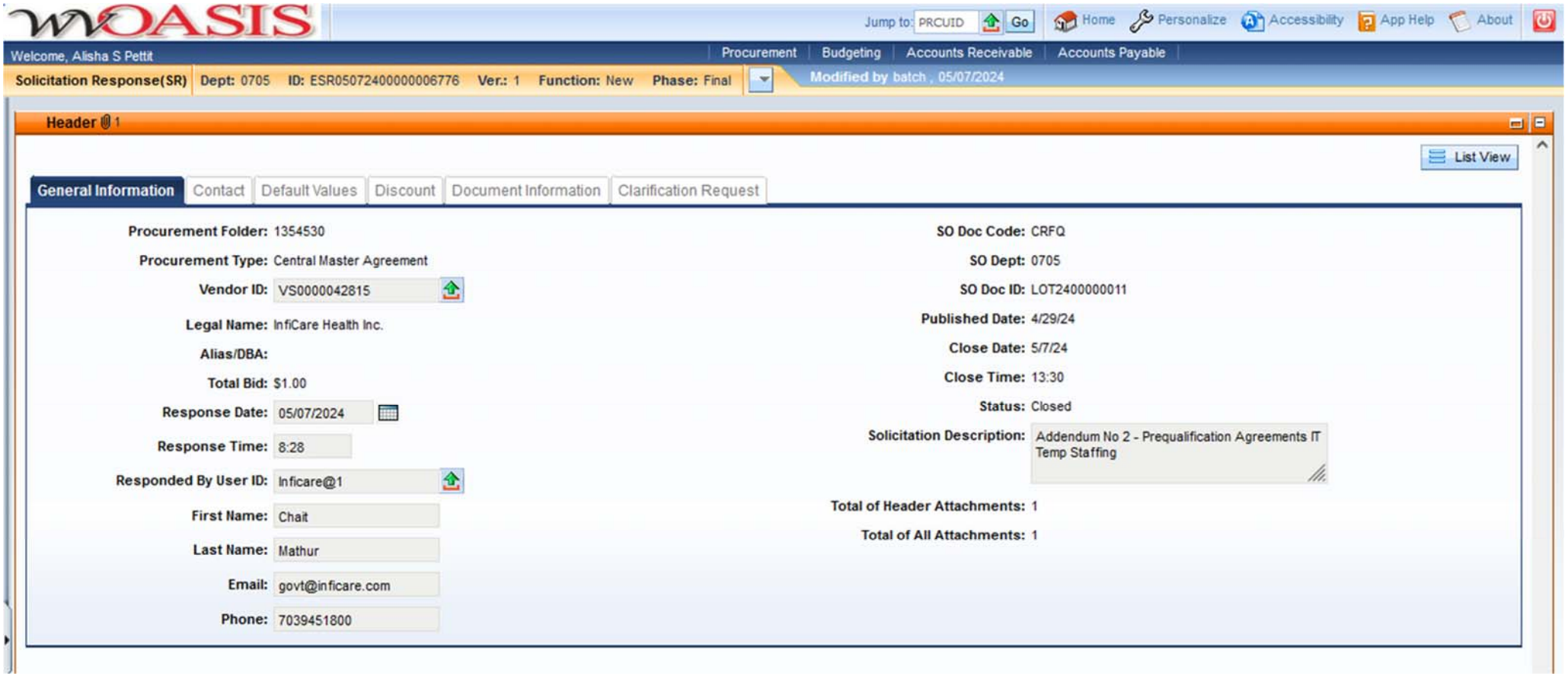
The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency 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.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ID: ESR05072400000006776
Ver.: 1
Function: New
Phase: Final
Modified by batch , 05/07/2024
Header 1
List View
General Information
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Document Information
Clarification Request
Procurement Folder: 1354530
Procurement Type: Central Master Agreement
Vendor ID: VS0000042815
Legal Name: InfiCare Health Inc.
Alias/DBA:
Total Bid: $1.00
Response Date: 05/07/2024
Response Time: 8:28
Responded By User ID: Inficare@1
First Name: Chait
Last Name: Mathur
Email: govt@inficare.com
Phone: 7039451800
SO Doc Code: CRFQ
SO Dept: 0705
SO Doc ID: LOT2400000011
Published Date: 4/29/24
Close Date: 5/7/24
Close Time: 13:30
Status: Closed
Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing
Total of Header Attachments: 1
Total of All Attachments: 1

**Department of Administration**
**Purchasing Division**
**2019 Washington Street East**
**Post Office Box 50130**
**Charleston, WV 25305-0130**

# State of West Virginia
# Solicitation Response

| | |
|---|---|
| **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 ESR05072400000006776 | 1 |

**VENDOR**

VS0000042815
InfiCare Health Inc.

**Solicitation Number:** CRFQ 0705 LOT2400000011

**Total Bid:** 1 **Response Date:** 2024-05-07 **Response Time:** 08:28:06

**Comments:** InfiCareTech is pleased to respond to the State of West Virginia Purchasing Division s Request for Quote (CRFQ) CRFQ LOT2400000011, titled Prequalification Agreements IT Temp Staffing.

**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 | | | | 1.00 |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 80111600 | | | |

**Commodity Line Comments:**

**Extended Description:**

Temporary IT Staffing Services

CRFQ Response To

| **Prepared By:** | **Submitted To:** |
|---|---|
| **InfiCare Health Inc. dba InfiCareTech.**<br>22375 Broderick Drive #225 Dulles, VA 20166<br>www.InfiCareTech.com | **State of West Virginia**<br>Department of Administration<br>Purchasing Division<br>2019 Washington ST E<br>Charleston WV 25305<br>https://www.wv.gov/ |
| **Point of Contact:** | |
| **Charit Mathur, Vice President**<br>**E-mail:** charit@InfiCareTech.com<br>**Phone:** (703) 945-1800<br>**Fax:** (703) 260-6465 | **Toby L. Welch, Buyer**<br>**Phone:** (304) 558-8802<br>**E-mail:** toby.l.welch@wv.gov |

# Technical Proposal

# CRFQ LOT2400000011

# Prequalification Agreements
## IT Temp Staffing

## Due Date: May 07, 2024 @ 1:30 PM

InfiCareTech's response to this CRFQ includes data that shall not be disclosed outside the business address listed above and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to InfiCareTech as a result of—or in conjunction with—the submission of this data, the State shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the State's right to use the information in this data if it is obtained from another source without restriction.

# LETTER OF TRANSMITTAL

May 07, 2024

**Toby L. Welch, Buyer**
State of West Virginia
Department of Administration
Purchasing Division
2019 Washington ST E
Charleston WV 25305
**Reference:** Technical Proposal to the State of West Virginia Purchasing Division's Request for Quote titled 'Prequalification Agreements IT Temp Staffing' (CRFQ LOT2400000011).

Dear Mr. Welch,

InfiCareTech is pleased to respond to the State of West Virginia Purchasing Division's (from now on referred to as 'State') Request for Quote (CRFQ) CRFQ LOT2400000011, titled 'Prequalification Agreements IT Temp Staffing.' Through the CRFQ, the State requests proposals from qualified and experienced IT vendors to provide temporary IT staffing services across several significant initiatives on an as-needed basis.

## Brief Narrative:

InfiCare (www.infiCareTech.com), incorporated in 2001, is headquartered in the Washington D.C. metro region. InfiCareTech has helped connect our clients with high-quality IT temporary and full-time professionals across the United States. Our experience spans working with small businesses, Fortune 500 companies, and numerous government agencies and educational systems. At InfiCareTech, we differentiate ourselves from other staffing providers in the following ways:

1. A proprietary database of nearly two million professionals constantly expanding and routinely maintained for accuracy.
2. Unparalleled response time—We aim to submit highly qualified initial candidates within 2 – 4 hours of posting the role.
3. Over two decades of experience help us provide competitive rates and streamline processes, making us a one-stop shop from initial candidate outreach through onboarding and placement.

Our experience and efforts have earned us an ISO 9001:2015 certification and a 90$^{th}$ percentile ranking from EcoVadis for our Corporate and Social Responsibility (CSR) practices. We have consistently been certified as a Great Place to Work and a Best Workplace, helping us attract top talent for our clients. InfiCareTech is a GSA Schedule 70 Contract holder, a National Minority Supplier (as approved by the NMSDC), and a Minority Business Enterprise (MBE).

## InfiCareTech's IT Expertise & Government Domain Contract Vehicles:

We have been providing successful end-to-end temporary, contractual, and direct hire IT staffing support services on various technical skills to our public sector clients under various functional areas as listed below:

| | |
|---|---|
| *IT Program & Project Management* | *Software Applications Design, Development & Maintenance* |
| *Business and Quality Assurance Analysis* | *Database Administration* |
| *IT Infrastructure Services* | *Network & Server Operations* |
| *Cyber Security* | *Cloud Computing* |
| *Enterprise Resource Planning (ERP) Services* | *Enterprise Architecture (EA)* |
| *Telecommunications Support Services* | *Helpdesk/ Technical Support* |
| *Geographic Information System (GIS)* | *Data Science and Analytics* |

Below are the various Government Agency 'Temporary Staffing' Contract Vehicles primed by us.

| Government Agency | Contract Vehicle |
|---|---|
| *Administrative Office of the Courts, MD* | *Staff Augmentation & Professional Consulting Services* |
| *Allegheny County, PA* | *Staff Augmentation Services for Information Technology, Data Management, and Data Analysis* |
| *Calbright College, CA* | *Temporary Technology Staffing Services* |
| *Central Ohio Transit Authority, OH* | *Temporary Personnel Services* |
| *Chicago Public Schools, IL* | *Technical Service Consultants* |
| *City of Redmond, WA* | *Temporary Technology Staffing* |
| *Department of Enterprise Services, WA* | *IT Project Management Services* |
| *Gwinnett County, GA* | *ITS Professional Staffing Resource* |
| *State of Florida* | *Prequalification for IT Staff Augmentation Services* |
| *San Francisco Unified School District, CA* | *Temporary Staffing Services* |
| *State of Louisiana* | *Statewide IT Staffing Support* |
| *Salt River Pima-Maricopa Indian Community, AZ* | *IT Recruiting/Consulting Services* |
| *Virginia Employment Commission, VA* | *Temporary Personnel Services* |
| *Washington County, OR* | *Staff Augmentation for IT Services* |

For over two decades, InfiCareTech has successfully placed Junior to Senior level candidates in both long- and short-term IT positions like the ones described in the CRFQ. Our candidates are working in roles that are on-site, remote, and hybrid in nature. We have placed over several hundred skilled candidates in the last one (1) year with various Government and Commercial clients. Our candidates have accumulated many person-hours of experience with our clients across multiple platforms and skills. Our ATS database currently consists of nearly 2 million qualified candidate resumes with whom we have interacted during the hiring process. We have a qualified recruitment team and processes in place and can present the first resume quickly after starting the candidate search.

InfiCareTech has carefully reviewed the State's temporary IT staffing requirements, and we are confident we can provide the State with high-quality and reliable staffing solutions for IT skills. Enclosed, please find our proposal, which includes detailed information about InfiCareTech and its qualifications and a broad description of our proposed solution. Our proposal provides a comprehensive and cost-effective solution that meets all the requirements outlined in the CRFQ.

This proposal outlines the services that we can provide, including temporary IT recruitment, placement and candidate replacement, temp/temp-to-hire conversions, invoices and payment procedures, equipment, services support team, and compensation. We have also included details of our experience in providing IT staffing solutions to similar agencies and companies, as well as our track record of success in meeting the needs of our clients, resulting in long-term strategic partnerships.

InfiCareTech assures that the State can accomplish its temporary IT staffing goals in a timely and cost-effective manner through our vast technical expertise, relevant experience, practical knowledge of the Government's business processes, and total commitment of our management. With its strength and capabilities, InfiCareTech is fully prepared and committed to providing the required technical and consulting services to the State in the best possible manner.

## Acknowledgment of Addendum:

Our acknowledgment of the receipt of the CRFQ Addendum is as follows:

| Addendum for CRFQ No.: CRFQ LOT2400000011 | Acknowledgment of Addendum |
|---|---|
| 1 | ✓ |
| 2 | ✓ |

## Authorized Representative:

This proposal is made without collusion with any other person, persons, company, or parties submitting a proposal; it is fair and in good faith without collusion or fraud.

The contents of InfiCareTech's response to this solicitation shall constitute a binding offer, and the signatory below shall be legally authorized to execute all the contractual obligations of the resulting contract with the State.

If you have any questions or concerns about evaluating this response, please get in touch with Charit Mathur at (571) 246-3799 or charit@InfiCareTech.com.

Thank you,

Charit Mathur, Vice President
InfiCareTech.

# TITLE PAGE

| | |
|---|---|
| **Response Summary:** | A Technical Proposal to the State's CRFQ LOT2400000011, titled 'Prequalification Agreements IT Temp Staffing,' requests proposals from qualified and experienced IT vendors to provide temporary IT staffing services on an as-needed basis across several significant initiatives. |
| **Company:** | InfiCareTech Health Inc. dba InfiCareTech. |
| **Contact Details:** | 22375 Broderick Drive #225 Dulles, VA 20166<br>Phone: (703) 945-1800<br>Website: www.InfiCareTech.com |
| **Year Founded:** | 2001 |
| **Corporation:** | 'S' Corporation |
| **Legal Status:** | Certified by the National Minority Supplier Development Council (NMSDC): CR40884<br>VA SWaM Certification: 660428<br>GSA Schedule 70: GS-35F-0057X<br>Federal Tax ID: 83-3806984<br>CAGE Code: 35EW0<br>Unique Entity ID: LJECHCM9M4H7 |

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# 1.0 COMPANY OVERVIEW

| | |
|---|---|
| ***Legal Entity Name:*** | InfiCare Health Inc. dba InfiCareTech. |
| ***Main Office Address:*** | 22375 Broderick Drive #225 Dulles, VA 20166 |
| ***Telephone:*** | (703) 945-1800 |
| ***Website:*** | www.infiCareTech.com |
| ***Year Established:*** | 2001 (22 years in business) |
| ***Certifications:*** | • SWaM Certified - Minority Business Enterprise (MBE) in the Commonwealth of VA<br>• Certified by the National Minority Supplier Development Council (NMSDC) |
| ***Awards & Recognition:*** | • "Best of Staffing" Client and Consultant Award (Receiving satisfaction scores of 9 or 10 out of 10 from 93.8% of its clients and 93.2% of its consultants, significantly higher than the industry's average.)<br>• EcoVadis assessed our Corporate Social Responsibility (CSR) and sustainability efforts and rated them in the 90th percentile.<br>• Great Place to Work Certified<br>• Inc.'s Best Places to Work |
| ***Company History:*** | InfiCare (www.infiCareTech.com), incorporated in 2001, is a **certified National Minority Supplier** from the **National Minority Supplier Development Council (NMSDC)**, a **Minority Business Enterprise (MBE),** and a **GSA Schedule 70** Contract holder. We are an **ISO 9001:2015** certified IT Staff Augmentation Services provider headquartered in the Washington DC metro region. We have extensive experience providing temporary, contractual, and direct hire IT staffing services in various domains ranging from Information Technology to Administration, Finance, Human Resources, Management, and Healthcare to various Educational Institutions, Government agencies, and Niche Companies to Fortune 500 Commercial clients across the US.<br><br>For the past 22 years, InfiCare has provided temporary, contractual, and direct hire IT Staffing services to its clients across the US in the public and private sectors. We have successfully placed Junior to Senior level candidates in both long- and short-term IT positions (in the following functional areas: Network & Server Operations, Software Applications Design, Development & Maintenance, Business and Quality Assurance Analysis, Database Administration, IT Program & Project Management, Cloud Computing, Cyber Security, Enterprise Resource Planning (ERP), Enterprise Architecture (EA), Geographic Information System (GIS), IT and Telecom Infrastructure Services & Helpdesk/ Technical Support) similar to the ones described in the RFP. Our candidates are working in roles that are on-site, remote, and hybrid in nature. While we have expertise across various domains, we pride ourselves on delivering quality services and meeting our clients' unique needs, regardless of their position or domain. We have forged long-term strategic relationships with our clients, some of whom are as old as 16, through our excellent customer service delivery and creative solutions. |
| ***Minimum Qualifications:*** | InfiCareTech fulfills the minimum qualifications as it has over 22 years of experience providing IT Staff Augmentation services to its clients in the Government and commercial sectors. |

## 1.1 IT Experience

### *1.1.1* Client List & Services Provided

As an IT staffing vendor, InfiCareTech takes pride in our ability to provide comprehensive and tailored IT recruitment solutions to our clients across a wide range of functional categories. With a proven track record of success, we have developed a deep understanding of our client's unique IT staffing challenges. We have honed our expertise in sourcing, screening, and placing top-quality candidates for various positions. We have the resources, network, and experience to identify the right talent to meet our clients' needs. Our team of dedicated technical recruitment professionals works closely with our clients to understand their staffing requirements, company culture, and strategic objectives, ensuring a seamless and effective recruitment process.

The table below provides a representative list of government and commercial clients we have worked with, and several temporary IT positions have been closed with them, like the ones mentioned in the CRFQ. We work with clients directly as well as through various Primes and Managed Service Providers (MSP):

| **Representative Client List** |
|---|
| **Government and Commercial Clients:** Department of Health and Human Resources, West Virginia, State of Alabama, State of Florida, State of Kansas, County of San Diego, CA; City of Irvine, CA; San Francisco Unified School District (SFUSD), CA; Calbright College, CA; Allegheny County, PA, Salt River Pima-Maricopa Indian Community (SRPMIC), AZ, City of Redmond, WA, Department of Corrections, VA, Virginia Employment Commission, VA, Central Ohio Transit Authority, OH, Department of Enterprise Services, WA, Washington County, OR, Gwinnett County, GA, Maryland DOT SHA, United States Department of Agriculture (USDA), United States Postal Service (USPS), University of South Carolina, Columbia University, Tufts University, University of Massachusetts (UMASS), Columbia University, Mississippi State University, Boston College, MA, Chicago Public Schools, IL, CISCO, Google, ATOS, Zensar, UPS, FedEx, LinkedIn, Microsoft, Leidos, Happiest Minds, JP Morgan Chase, Charles Schwab Bank, PNC Bank, First Republic Bank, Bank of America, Wells Fargo, Hospital Corporation of America (HCA), Myris Health, Christus Health, Cleveland Clinic, Universal Health Services (UHS), Massachusetts (MA) State Department of Health, Worcester Recovery Center and Hospital (WRCH), Baptist, Walgreens, Kaiser Permanente, BCBS, Pfizer, Walmart, HCF, Sanford, HCA, INOVA, Mphasis, Peraton, Metaprocure, FedEx, Kroger, Progressive, Advantasure, Hilton, Medefis, Harman. |
| **IT Services Provided** |
| **IT Project Management:** InfiCareTech has been implementing IT strategies to deliver projects on schedule and within budget, conducting project risk assessments, using project management tools to track project performance and schedule adherence, and coordinating with project team members to develop schedules and individual client responsibilities.<br>**Web Applications:** InfiCareTech has been using programming languages to design software programs, meeting with clients to determine software needs, coding and testing software to ensure functionality, & updating software programs to refine components like cybersecurity measures & data storage capacities.<br>**Software Testing:** Our candidates have been creating testing procedures to evaluate the software's performance, building software testing programs that automate testing processes, running the software testing procedures to assess the software, documenting all testing procedures, reporting bugs, and making recommendations to improve the software product.<br>**Cyber Security:** InfiCareTech has been running diagnostic tests and analyzing data to spot threats to computer systems, developing firewalls and other security measures to safeguard systems, making recommendations regarding software and hardware that can strengthen information storage and security |

records, staying up to date on the newest viruses and malware being used by cybercriminals and aiding in the development and implementation of best practices that employees can follow to reduce the risk of data theft.

**Cloud Computing:** InfiCareTech has been overseeing the design and management of cloud systems, applications, policies, and strategy, managing the development of scalable architecture to support applications and infrastructure on IaaS and PaaS platforms, leading the evaluation process to select, implement, and maintain the best cloud solutions, guiding requirements gathering activities with stakeholders and vendors and ensuring that robust security management and privacy requirements are incorporated into cloud hardware, software, and applications.

**Database Management:** Our candidates have been managing the administration of the database, analyzing database needs, developing a long-term strategy for data storage, establishing policies and procedures related to data security and integrity, monitoring and limiting database access as needed, and overseeing the design, maintenance, and implementation of the systems that manage an internal database.

**IT Infrastructure:** InfiCareTech has been managing and coordinating all IT infrastructure projects to meet the client's needs, ensuring that standards and procedures are followed during the design and implementation of information systems, and responsible for monitoring the systems to provide the highest level of infrastructure performance and assist in network interface planning, hardware resource availability and the development of new applications.

**Help Desk Support:** InfiCareTech candidates have been identifying, researching, and resolving complex technical problems, providing support to end users for computer, application, system, device, access, and hardware issues, and documenting, tracking, and monitoring the problem using applicable systems and tools, responding to telephone, email and online requests for technical support, coordinating with other teams/specialists to resolve and be responsible for the resolution of escalated issues of more incredible difficulty.

**Data Science and Analytics:** Our candidates are responsible for data analysis, predictive modeling, machine learning, data visualization, statistical analysis, big data technologies, business intelligence, and data governance and ethics. They focus on extracting actionable insights and making data-driven decisions using advanced analytical techniques and technologies.

**Mainframe:** Our candidates have analyzed designs, developed and executed custom application features and functions, interacted with integration infrastructure and varied systems, designed and developed code applications to technical and functional programming standards, and provided prime assistance toward application release installation into production under given direction.

**ERP/CRM:** Our candidates have been developing, planning, and implementing the ERP system, determining the scope of the project, setting deadlines, assigning responsibilities, monitoring the progress of the ERP system, and evaluating and recommending changes to current and future ERP system requirements to meet our client's needs.

**Geographical Information Systems (GIS):** InfiCareTech candidates have been maintaining the digital databases that house geospatial information, implementing spatial analysis, and developing mapping applications and similar tools regarding geographical mapping. We have placed candidates with experience in AutoCAD, CAD, JavaScript, Agile, GIS, SQL, Python, and Geo Database software systems.

*Table 1: InfiCareTech IT Staffing Experience*

### *1.1.2* Functional Categories & Related Positions

InfiCareTech has provided resources in the following functional categories and positions (onsite and remote) to both its Government and Commercial clients.

| Functional Category | Position |
|---|---|
| **IT Project Management:** | Program Manager, Project Manager, Project Coordinator, Business Analyst, Business Systems Analyst, Identity & Access Manager, Change Management Specialist |
| **Web & Mobile Applications:** | Technical Architect, Web Applications Specialist, Applications Developer, Mobile Applications Developer, Trainer, Technical Writer |
| **Software Testing:** | DB Tester, Manual Tester, Automation tester, Cloud Tester, QA Analyst |
| **Cyber/IT Security:** | Cyber Security Architect, IT Security Engineer |
| **Cloud Computing:** | Cloud Architect, AWS Cloud Administrator, Azure Cloud Administrator |
| **Database Management:** | SQL Database Administrator, Oracle Database Administrator, Teradata Database Administrator |
| **IT Infrastructure:** | Storage Engineer, Network Engineer, Cisco Support Specialist, DevOps Engineer, MS Exchange Engineer, Datacenter Engineer, IT Support/System Engineer, Systems Administrator, Desktop Engineer, Telecom Technician |
| **Help Desk Support:** | Help Desk Specialist, Help Desk Technician |
| **GIS:** | GIS Analyst, GIS Technical Lead, GIS Consultant, GIS Developer, GIS Programmer Analyst, GIS Technician |
| **Mainframe:** | Mainframe Developer, Mainframe Tester, IMS DB Developer |
| **ERP/CRM:** | Oracle Developer, Oracle Implementation Consultant, SAP Technical Consultant, SAP Program Manager, SAP HANA Product Owner, ABAP Developer, Techno-Functional Consultant, SAP Administrator |
| **Data Science & Analytics:** | Data Architect, Data Visualization Specialist, Data Scientist, Data Engineer, Business Intelligence (BI) Analyst, Data Analyst |

*Table 2: Functional Areas &Related Positions*

### *1.1.3* Partial List of Candidate Placements

InfiCareTech has successfully closed several hundred IT positions (both onsite and remote) with its clients in the last year. The table below provides a partial list of such positions closed. Most of our candidates continue to offer services to clients in these positions.

| Frequently Filled Roles | Candidates Placed (Annually) |
|---|---|
| Project Manager | 21 |
| Applications/Security/Data Architect | 22 |
| ERP Consultant | 20 |
| IT Security Consultant | 29 |
| Business Analyst | 18 |
| Software Developer | 62 |
| Quality Assurance Tester | 39 |
| Network Engineer | 40 |

| Frequently Filled Roles | Candidates Placed (Annually) |
|---|---|
| Systems/Backup Administrator | 32 |
| Help/ Service Desk Specialist | 82 |

*Table 3: Frequently Filled Positions*

## 1.2 Recruitment Best Practices

InfiCareTech's recruitment process aims to attract the best talent available at competitive rates so that we can provide qualified personnel on time and within budget. Through experience, InfiCareTech has a detailed and proven process to select and manage IT candidates and ensure the selection of the best resources.

InfiCareTech strictly adheres to the ISO standards and best practices to ensure a successful engagement with our clients while assisting them in their IT Staff Augmentation needs. These practices help establish strong relationships, deliver quality services, and maximize client satisfaction. Some of the key considerations are as follows:

| | |
|---|---|
| ***Understand Our Client's Open Requirements:*** | We take the time to understand our client's IT staffing needs thoroughly. We promptly prepare and ask questions from the POC to understand any gaps in their technical requirements, project objectives, and cultural fit expectations. |
| ***Provide Quality & Local Resources/ Professionals:*** | We submit highly skilled and qualified professionals, with a preference for local candidates who align with our client's requirements. Before shortlisting, we assess candidates thoroughly to ensure they possess the necessary technical expertise, experience, and certifications. Our priority remains to submit qualified local candidates on our client's requirements as a first step of recruitment. |
| ***Clear Communication Channels:*** | We establish effective communication channels with our clients to foster collaboration and transparency. We regularly communicate project/candidate updates, address concerns promptly, and maintain an open line of dialogue throughout the engagement. |
| ***Timely Response & Flexibility:*** | We are responsive and flexible to accommodate changing client requirements. We promptly address any staffing changes, resource requests, or project modifications and demonstrate agility and adaptability to meet evolving needs. |
| ***Scalability & Resource Management:*** | We maintain the ability to scale the resources accordingly based on client demands. We ensure that we have a pool of readily available professionals to quickly fill our clients' staffing gaps or ramp up teams when necessary. |
| ***Transparent Billing & Reporting:*** | We provide transparent and accurate billing and reporting mechanisms. We outline billing terms, track hours worked, and provide detailed reports on resource utilization and project progress. This helps establish trust and ensures transparency in financial matters. |
| ***Regular Resource Performance Evaluations:*** | We conduct regular performance evaluations of our professionals to assess their skills, identify areas for improvement, and recognize outstanding performance. This helps maintain quality standards and provides opportunities for professional growth. |
| ***Client Relationship Management:*** | We foster a strong relationship with our clients by building trust, demonstrating reliability, and consistently delivering quality services. We proactively seek client feedback and act upon it to enhance service delivery and strengthen the partnership. |

| | |
|---|---|
| ***Knowledge Sharing & Documentation:*** | We promote knowledge sharing and document critical processes and best practices. This helps streamline operations, ensure consistency, and facilitate seamless knowledge transfer when transitioning staff or projects. |
| ***Follow Ethical & Legal Standards:*** | We maintain high ethical standards, including respecting our client's confidentiality, avoiding conflicts of interest, and upholding professional integrity. We comply with all relevant laws, regulations, and industry standards. |

*Table 4: Recruitment Best Practices*

### *1.2.1* Recruitment Process Summary

The primary responsibilities of InfiCareTech's recruitment management include but are not limited to the following:

- We are formulating and executing recruitment strategies to attract proficient candidates, especially those residing in our client's local region.
- We are sourcing candidates from diverse platforms, including internal databases, social media, employee referrals, job boards, and campus recruiting.
- Assessing and evaluating resumes and applications to identify potential candidates in and outside the local region.
- Conduct initial interviews with candidates to evaluate their qualifications and suitability.
- Organizing and scheduling interviews with hiring managers and other stakeholders.
- We are negotiating job offers and aiding in the recruitment of successful candidates.
- We are ensuring a positive candidate experience throughout the recruitment process.
- We are keeping up with local labor laws and ensuring compliance with all recruitment activities.
- We are continuously analyzing our recruitment metrics to enhance the recruitment process.

## 1.3 Staff Certifications

InfiCareTech provides candidates with the certifications for the position specified in our clients' job descriptions. Our recruitment team finds the most suitable candidate for our client with the relevant certifications for the requested position. We have placed candidates in various IT positions like those requested in the CRFQ with certifications in Project Management, Software Applications Development, Database Administration, GIS, Cyber Security, Cloud Computing, IT Infrastructure, Telecommunications, and Helpdesk-related functional categories. Below is a partial list of certifications that our placed candidates possess.

| Functional Categories | Certifications |
|---|---|
| **Networking:** | • Cisco Certified Network Associate (CCNA)<br>• Cisco Certified Network Professional (CCNP)<br>• CompTIA Network+<br>• Juniper Networks Certified Internet Associate (JNCIA)<br>• Certified Information Systems Security Professional (CISSP) |
| **Cybersecurity:** | • Certified Information Systems Security Professional (CISSP)<br>• Certified Ethical Hacker (CEH)<br>• CompTIA Security+<br>• Certified Information Security Manager (CISM)<br>• Certified Information Systems Auditor (CISA) |
| **Cloud Computing:** | • Amazon Web Services Certified Solutions Architect (AWS CSA)<br>• Microsoft Certified: Azure Solutions Architect Expert<br>• Google Cloud Certified Professional Cloud Architect<br>• CompTIA Cloud+<br>• Cisco Certified Network Associate (CCNA) Cloud |
| **Database Administration:** | • Oracle Certified Associate (OCA)<br>• Oracle Certified Professional (OCP)<br>• Microsoft Certified: Azure Database Administrator Associate<br>• MySQL Database Administrator<br>• IBM Certified Database Administrator |
| **Programming and Development:** | • Microsoft Certified: Azure Developer Associate<br>• Microsoft Certified: Azure DevOps Engineer Expert<br>• Microsoft Certified: Azure Solutions Architect Expert<br>• Microsoft Certified: Power Platform Developer Associate<br>• AWS Certified Developer - Associate<br>• Oracle Certified Professional, Java SE Programmer (OCPJP)<br>• Certified ScrumMaster (CSM)<br>• Python Institute Certified Python Programmer (PCPP) |
| **Project Management:** | • Project Management Professional (PMP)<br>• Certified ScrumMaster (CSM)<br>• PRINCE2 Practitioner<br>• Agile Certified Practitioner (PMI-ACP)<br>• CompTIA Project+ |
| **Data Science and Analytics:** | • Microsoft Certified: Azure Data Scientist Associate<br>• AWS Certified Data Analytics - Specialty<br>• Certified Analytics Professional (CAP)<br>• Google Professional Data Engineer<br>• Cloudera Certified Associate (CCA) Data Analyst |

| Functional Categories | Certifications |
|---|---|
| **Systems Administration:** | • Microsoft Certified: Azure Administrator Associate<br>• Microsoft Certified: Azure Security Engineer Associate<br>• Microsoft Certified: Security, Compliance, and Identity Fundamentals<br>• CompTIA A+<br>• Red Hat Certified System Administrator (RHCSA)<br>• Linux Professional Institute Certification (LPIC)<br>• VMware Certified Professional (VCP) |
| **Helpdesk Support:** | • CompTIA A+<br>• CompTIA Network+<br>• CompTIA Security+<br>• Microsoft Certified: Modern Desktop Administrator Associate<br>• Apple Certified Support Professional (ACSP)<br>• HDI Desktop Support Technician (HDI-DST)<br>• ITIL Foundation<br>• Zendesk Support Administrator Certification<br>• ServiceNow Certified System Administrator<br>• Cisco Certified Entry Networking Technician (CCENT) |

*Table 5: Candidate Certifications (Partial List)*

## 1.4 Task Order Process

InfiCareTech's focus lies in providing quality candidate resumes that have the potential to get shortlisted and interviewed by the client and not bulk submission. We have a well-defined task order approach to cater to our client's needs in filling fresh and vacant positions. InfiCareTech has a well-defined task order approach and expertise of over 22 years to cater to our client's staffing requirements for filling its fresh and vacant positions at the entry, intermediate, and advanced levels, covering all the below categories specified in the CRFQ.

| | | |
|---|---|---|
| *Business Analyst* | *Data Analyst* | *Database Administrator* |
| *Help Desk Support* | *IT Service Continuity Analyst* | *Network Engineer* |
| *Project Manager* | *Quality Assurance Analyst* | *Security Analyst* |
| *Software Developer / Engineer* | *Systems Administrator* | *Technical Writer* |

When we receive a task order or an open position requirement from our client, we typically follow the process as outlined below:

1. **Review the Requirement**: Our recruitment team lead reviews the requirements carefully to understand the job description and the format in which the resumes must be submitted. It is essential to collect all the information so that questions can be prepared and asked from the client POC to fill any gaps. The requirement is then uploaded on our ATS and assigned to the team.
2. **Identify Suitable Resumes**: The assigned recruitment team member reviews and identifies the resumes that best match the client's requirements. This involves utilizing our sourcing methods, as described in the above sections.
3. **Screening the Candidates**: Our recruitment team uses the 3-step screening method to shortlist the best candidate for submission to the client.
4. **Tailor the Resumes**: Clients typically require the resumes to be submitted in one consistent and specific format. If the State has any such format, the shortlisted candidate's resume will be prepared in the State-provided format. This may involve highlighting particular skills, experiences, or accomplishments relevant to the client's needs.
5. **Submit the Resumes**: The resumes are then submitted to the client in the requested format. This may involve submitting the resumes through a specific online portal, emailing them directly to the State, or uploading them to a shared folder. Our first resume is typically submitted within 3 to 5 hours.
6. **Follow up**: After submitting the resumes, our account manager follows up with the client to confirm that the resumes have been received and to answer any questions the client may have. This demonstrates our commitment to the client and ensures that any concerns or issues are addressed promptly.

We respond to the task order or an open position requirement promptly and professionally, providing the client with high-quality resumes that demonstrate our expertise and commitment to meeting the client's short-and long-term staffing goals. For high turnover and hard-to-fill positions, we continue to search for candidates on such low availability positions to keep our resume pipeline ready for any additional submissions if required.

## 1.5 Performance Management Process

**Performance Management for Placed Candidate:** To provide the best of services, InfiCareTech takes the following approach for the complete performance management of its temporary staff placed with the client:

- Collaborate with the Client: Our Account Manager interacts with our client regularly to ensure that our candidate's performance meets their expectations. This involves regular check-ins, performance reviews, and feedback sessions with the client and the candidate.
- Establish Clear Performance Expectations: We establish clear performance expectations with the candidate that are aligned with the client's requirements. These expectations are specific, measurable, achievable, relevant, and time-bound.
- Monitor and Evaluate Performance: We monitor and evaluate the candidate's performance regularly to ensure that they are meeting the established expectations. This involves tracking performance metrics, conducting performance evaluations, and gathering client and candidate feedback.
- Provide Regular Feedback: We provide regular feedback to the candidate on their performance and progress towards the established expectations of the client. This feedback is timely, constructive, and aligned with the client's performance management approach.
- Address Performance Issues: If there are any performance issues, we work with the candidate to identify and address the root cause of the problem. This involves providing additional training, coaching, or mentoring to help the candidate improve their performance.
- Support Continuous Learning and Development: We support the candidate's continuous learning and development by providing training, coaching, and mentoring. This can help the candidate improve their skills and achieve performance expectations.

Overall, by establishing clear performance expectations, providing regular feedback, supporting continuous learning and development, collaborating with the client, addressing performance issues, and monitoring and evaluating performance, we ensure that the candidate meets the client's expectations and performs at a high level, which leads to a successful placement and a satisfied client.

## 1.6 References and Background Checks

InfiCareTech works with several third-party background check agencies and drug testing firms to ensure we meet client-specified background check and drug test criteria for contracted staff. Below are some of the background checks that we perform. We work with the client to understand the exact criteria and ensure the background check completion for each contracted staff member according to those criteria. All relevant reports are shared with the client.

| Background Checks | |
|---|---|
| *Drug/Alcohol-abuse* | *I-9 Verification* |
| *National Sex Offender Registry* | *Widescreen Plus National Criminal Search* |
| *SSN Trace/Credit & Validation* | *Criminal & Offense History (Past 7 Years Search)* |
| *Adult and Child Abuse (APS and CPS)* | *Employment and Driver's License Verification / Department of Motor Vehicles background* |
| *Employee Reference Checks* | *Other ID Document Verification* |
| *Verification of Candidate's Educational Qualifications, Certifications & and Skill Sets* | *Other Checks, as per the State's Requirements* |

*Table 6: Background Checks*

We are committed to creating a drug-free environment for our employees and hold our candidates to similar standards.

### *1.6.1* Third-Party Vendors for Background Check

We have contracts with third-party vendors [JustiFacts, Cluso, and First Advantage (FADV)] to perform background checks against public databases. Our third-party vendors can conduct extensive checks based on our client requirements. InfiCareTech will ensure that all activities specified in the onboarding checklist are completed before the candidate's start date. InfiCareTech takes pride in the process efficiency we bring at all contract levels and strives to serve our clients hassle-free.

**Approach Taken:** The verification criteria are customized to the client's specifications. Once a completed report is received, the InfiCareTech compliance team reviews it for completion. If the report has any hits/ red flags/ incidents, then we follow the client-specified process. We work with the client to determine the next steps. For example, some of our clients have Zero tolerance for any issues in the report, regardless of the nature of the offense or its duration. In such cases, we notify the candidate per the law and drop the candidate from further consideration. Some clients are okay with reviewing the grey areas. In such cases, we provide the client with a copy of the report for review and guidance on the next steps.

**Frequency:** The client dictates the frequency of screening. Based on your criteria, we will happily rescreen at specified intervals. The physical examination is valid for one (1) year, and we rescreen every year. Drug tests are conducted by nationally recognized testing labs such as Lab Corp and Quest Diagnostic.

## 2.0 REFERENCES

Listed below are InfiCareTech's five (5) current client references within the last three (3) years, along with a brief description of IT services of similar complexity and scope provided under similar functional areas and position categories.

### 2.1 Zensar Technologies

| | | |
|---|---|---|
| **Client Name:** | **Zensar Technologies** | |
| **Address:** | 14475 NE 24th St, Suite 110 Bellevue, WA, 98007 | |
| **Project Title:** | Temporary, Contractual, and Direct-Hire IT Staffing Services | |
| **Project Date:** | 2010 - Present | |
| **Primary Contact Name & Designation:** | Sanju Soni, Director of Staffing | |
| **Contact Details:** | Phone: 972.261.8044 | Email: s.soni@zensar.com |
| **Description of Services Provided:** | | |
| InfiCareTech has and continues to place highly skilled and Licensed/Certified/Registered candidates with our client in the following categories:<br>• IT Project Management Services<br>• Web Application Development & Maintenance Services<br>• ERP Support Services<br>• Quality Assurance Support<br>• Cyber Security Services<br>• Data Science & Analytics<br>• IT Infrastructure and Networking Services<br>• Server and Desktop Support Services<br>• Helpdesk Support<br>Some of the similar **positions closed** are IT Project Manager, Business Analyst, Technical Architect, Web Applications Specialist, Applications Developer, Trainer, Technical Writer, QA Analyst, Oracle Developer, Oracle Implementation Consultant, SAP Technical Consultant, SAP HANA Product Owner, Techno-Functional Consultant, Mainframe Developer, IMS DB Developer, Cloud Architect, AWS Cloud Administrator, Azure Cloud Administrator, Cyber Security Architect, IT Security Engineer, Data Scientist, SQL Database Administrator, Oracle Database Administrator, Teradata Database Administrator, Network Engineer, DevOps Engineer, MS Exchange Engineer, Datacenter Engineer, Backup Administrator, IT Support/System Engineer, Systems Administrator, Desktop Engineer, Help Desk Specialist, etc. | | |

*Table 7: Reference 1*

### 2.2 Happiest Minds Technologies Ltd.

| | | |
|---|---|---|
| **Client Name:** | **Happiest Minds Technologies Ltd.** | |
| **Address:** | 8441 154th Avenue NE Building H, Suite 206, Redmond, WA 98052 | |
| **Project Title:** | Temporary, Contractual, and Direct-Hire IT Staffing Services | |
| **Project Date:** | 2019 - Present | |
| **Primary Contact Name & Designation:** | Naveen Mantri, Director Staffing | |
| **Contact Details:** | Phone: 718.795.6465 | Email: Naveen.mantri@happiestminds.com |

| Description of Services Provided: |
|---|
| InfiCareTech has and continues to place highly skilled and Licensed/Certified/Registered candidates with our client in the following categories:<br>• ERP Support Services<br>• IT Project Management Services<br>• Web Application Development & Maintenance Services<br>• Quality Assurance Support<br>• Cyber Security Services<br>• Data Science & Analytics<br>• IT Infrastructure and Networking Services<br>• Server and Desktop Support Services<br>• Helpdesk Support<br>Some of the similar **positions closed** are IT Project Manager, Business Analyst, Technical Architect, Web Applications Specialist, Applications Developer, Trainer, Technical Writer, QA Analyst, Oracle Developer, Oracle Implementation Consultant, SAP Technical Consultant, SAP HANA Product Owner, Techno-Functional Consultant, SAP ABAP Developer, Mainframe Developer, IMS DB Developer, Cloud Architect, AWS Cloud Administrator, Azure Cloud Administrator, Cyber Security Architect, IT Security Engineer, SQL Database Administrator, Oracle Database Administrator, Data Scientist, Teradata Database Administrator, Network Engineer, DevOps Engineer, MS Exchange Engineer, Datacenter Engineer, IT Support/System Engineer, Systems Administrator, Desktop Engineer, Help Desk Specialist, Storage Engineer, etc. |

*Table 8: Reference 2*

## 2.3 Mphasis Inc.

| | | |
|---|---|---|
| **Client Name:** | **Mphasis Inc.** | |
| **Address:** | 2018 156th Ave NE, Building F, Bellevue, WA 98007 | |
| **Project Title:** | Temporary, Contractual, and Direct-Hire IT Staffing Services | |
| **Project Date:** | 2008 - Present | |
| **Primary Contact Name & Designation:** | Siddhartha Lamba, Vice President Staffing | |
| **Contact Details:** | Phone: 732.570.6125 | Email: Siddhartha.lamba@mphasis.com |
| **Description of Services Provided:** | | |
| InfiCareTech has and continues to place highly skilled and Licensed/Certified/Registered candidates with our client in the following categories:<br>• IT Project Management Services<br>• Web Application Development & Maintenance Services<br>• Quality Assurance Support<br>• ERP Support Services<br>• Data Science & Analytics<br>• Cyber Security Services<br>• IT Infrastructure and Networking Services<br>• Server and Desktop Support Services<br>• Helpdesk Support<br>Some of the similar **positions closed** are IT Project Manager, Business Analyst, Technical Architect, Web Applications Specialist, Applications Developer, Trainer, Technical Writer, QA Analyst, Oracle Developer, Oracle Implementation Consultant, SAP Technical Consultant, SAP HANA Product Owner, Techno-Functional Consultant, SAP ABAP Developer, Mainframe Developer, IMS DB Developer, Cloud Architect, AWS Cloud Administrator, Azure Cloud Administrator, Data Scientist, Cyber Security | | |

| |
|---|
| Architect, IT Security Engineer, SQL Database Administrator, Oracle Database Administrator, Teradata Database Administrator, Network Engineer, DevOps Engineer, MS Exchange Engineer, Datacenter Engineer, IT Support/System Engineer, Systems Administrator, Backup Administrator, Desktop Engineer, Help Desk Specialist, etc. |

*Table 9: Reference 3*

## 2.4 ATOS USA

| | | |
|---|---|---|
| **Client Name:** | **ATOS USA** | |
| **Address:** | Howard Hughes Center, 6080 Center Drive, Los Angeles, CA 9004 | |
| **Project Title:** | Temporary, Contractual, and Direct-Hire IT Staffing Services | |
| **Project Date:** | 2015 - Present | |
| **Primary Contact Name & Designation:** | Jaspreet Chopra, Recruitment Manager | |
| **Contact Details:** | Phone: 919-948-2098 | Email: jaspreet.chopra@atos.net |
| **Description of Services Provided:** | | |

InfiCareTech has and continues to place highly skilled and Licensed/Certified/Registered candidates with our client in the following categories:

- IT Project Management Services
- Web Application Development & Maintenance Services
- Quality Assurance Support
- Data Science & Analytics
- Cyber Security Services
- Data Science & Analytics
- ERP Support Services
- IT Infrastructure and Networking Services
- Server and Desktop Support Services
- Helpdesk Support

Some of the similar **positions closed** are IT Project Manager, Business Analyst, Technical Architect, Web Applications Specialist, Applications Developer, Trainer, Technical Writer, QA Analyst, Oracle Developer, Oracle Implementation Consultant, SAP Technical Consultant, SAP HANA Product Owner, Techno-Functional Consultant, Mainframe Developer, IMS DB Developer, Cloud Architect, AWS Cloud Administrator, Azure Cloud Administrator, Cyber Security Architect, IT Security Engineer, Data Analyst, SQL Database Administrator, Oracle Database Administrator, Teradata Database Administrator, Network Engineer, DevOps Engineer, MS Exchange Engineer, Datacenter Engineer, Storage Administrator, IT Support/System Engineer, Systems Administrator, Desktop Engineer, Help Desk Specialist, etc.

*Table 10: Reference 4*

## 2.5 Tieto Evry

| | | |
|---|---|---|
| **Client Name:** | **Tieto Evry** | |
| **Address:** | 1425 Greenway Drive, Suite 490, 75038 Irving, Texas | |
| **Project Title:** | Temporary, Contractual, and Direct-Hire IT Staffing Services | |
| **Project Date:** | 2020 - Present | |
| **Primary Contact Name & Designation:** | Harish Gotur, Manager Staffing | |
| **Contact Details:** | Phone: 972-514-1113 | Email: harish.gotur@tietoevry.com |
| **Description of Services Provided:** | | |
| InfiCareTech has and continues to place highly skilled and Licensed/Certified/Registered candidates with our client in the following categories:<br>• IT Project Management Services<br>• ERP Support Services<br>• Web Application Development & Maintenance Services<br>• Quality Assurance Support<br>• Cyber Security Services<br>• Data Science & Analytics<br>• IT Infrastructure and Networking Services<br>• Server and Desktop Support Services<br>• Helpdesk Support<br>Some of the similar **positions closed** are IT Project Manager, Business Analyst, Technical Architect, Web Applications Specialist, Applications Developer, Trainer, Technical Writer, QA Analyst, Oracle Developer, Oracle Implementation Consultant, SAP Technical Consultant, SAP ABAP Developer, SAP HANA Product Owner, Techno-Functional Consultant, Mainframe Developer, IMS DB Developer, Cloud Architect, AWS Cloud Administrator, Azure Cloud Administrator, Cyber Security Architect, IT Security Engineer, SQL Database Administrator, Oracle Database Administrator, Teradata Database Administrator, Data Analyst, Network Engineer, DevOps Engineer, MS Exchange Engineer, Datacenter Engineer, IT Support/System Engineer, Systems Administrator, Desktop Engineer, Help Desk Specialist, Backup Engineer, etc. | | |

*Table 11: Reference 5*

## 3.0 CANDIDATE RESUMES

The table below provides the names of InfiCareTech candidates placed with our clients in the last five years for the positions specified in the CRFQ.

| S. No. | Position | Candidate Name |
|---|---|---|
| 1. | **Business Analyst** | 1. Vineela Komandla<br>2. Nick Naumovich<br>3. Sai Shanmukh Chittori |
| 2. | **Database Administrator** | 1. Sri Lakshmi Gajendra |
| 3. | **Help Desk Support** | 1. Mark Mosley<br>2. Sandeep Das<br>3. Jazmine R. Jones |
| 4. | **Network Engineer** | 1. Bhanav Walia<br>2. Syed Md. Muinul Hasan |
| 5. | **Project Manager** | 1. Jack Rosenberg<br>2. Sai Shanmukh Chittori |
| 6. | **Quality Assurance Analyst** | 1. Leela Sravya Vemanamanda<br>2. Manisha Kallu<br>3. Sudhir Karri |
| 7. | **Security Analyst** | 1. Frank Rizzo<br>2. Hakan Beyazoglu |
| 8. | **Software Developer/ Engineer** | 1. Manaswitha Gummadi<br>2. Sai Roopa Chavalam<br>3. Yamuna Devi Ramakrishnan |
| 9. | **Systems Administrator** | 1. Srikanth Veeramachaneni |

*Table 12: Position & Candidate Name*

## 3.1 Business Analyst

### *3.1.1* Vineela Komandla

**Professional Summary:**

- Having 8+ years of experience as a Technology analyst and java/j2ee developer, with roles including requirements gathering, high-level design, detail level design, tracking user stories, development, testing to quality review up until Production Support/Maintenance in Banking and financial domain and Life science domain (Airline).
- Has always adhered to process and ensures high-quality delivery.
- Possess excellent communication skills and the ability to manage work independently or in a team.
- Self-motivator, quick learner, and interested in working on various kinds of technologies and adaptable to a new and challenging team environment
- Worked on designing architectural diagrams and providing solutions to Architecture-level requirements.
- Testing web services using SOAP UI.
- Experience in software testing, Junit testing, regression testing, and defect tracking and management using HP service manager.
- Experience using JIRA, RALLY, and TFS as project management tools and tracking work items.
- Thorough knowledge and substantial experience in the design and implementation of applications relying on Service Oriented Architecture (SOA) Web Services, SOAP, WSDL, and REST
- Extensive experience in Object Oriented Analysis and Design (OOAD) and Object-Oriented Programming (OOP)
- Involved in the Design, development, and testing of web application and integration projects using Object Oriented technologies such as Core Java, J2EE, Struts, Spring Framework, JSP, Servlet, JDBC, Hibernate, Java Beans, Web Services (REST/SOAP), XML, Maven, and Ant.
- Highly skilled and experienced in Agile and waterfall Development processes for diverse requirements
- Experience in implementing Core Java & J2EE design patterns like Singleton, MVC, Factory Pattern, Service Locator
- Worked on topics and queues in subscribing, consuming, and processing JMS messages.
- **Worked with different IDEs like Eclipse, My Eclipse, and RAD.**
- Has good end-to-end knowledge of Software Development life cycle stages.
- Strong experience with Source code version Control tools like SVN, Perforce, and IBM Rational Clear case.
- Experience using ANT, Maven, and Log4j implementation to persist the data into log files.
- Experience with database servers using Oracle and SQL servers.
- Domain knowledge in airline domain and Banking and financial systems like Cards & Payments, Online transactions.

**Skill Set:**

- **Programming Languages:** Java/J2EE
- **Web Technologies:** JSP, JSF, Servlets, HTML, JavaScript, CSS
- **Web Services:** JAX-RPC, JAX-WS, SOAP, JAX-RS
- **Application/Web Servers:** WebSphere 8.0, Tomcat 5.0, WebLogic, JBOSS
- **System Design:** UML, IBM Rational Rose.
- **IDE Tools:** RAD 8.5, Eclipse, Net Beans
- **Technologies:** SOAP and Restful Web services, JDBC, Servlet.
- **Databases:** Oracle/SQL
- **Frameworks:** Struts, Spring
- **Tools:** Eclipse, IBM RAD, MS Office, HP Quality Centre, Crucible, Sonar, SVN, Perforce, Rally, JIRA, TFS, Putty, FileZilla, Soap UI

**Educational Qualification:**

- Bachelors in Electronics and Communications Engineering, May 2008
- Jawaharlal Nehru Technology University, Andhra Pradesh, India

**Professional Experience:**

**Mphasis Inc., Dallas, TX**
**Sr. Business Analyst, Mar 2017 - Present**

- Write technical user stories for a SOA/services/messaging development team
- Work on Java code to understand existing system behavior
- Run web services using tools like Soap UI, XML Spy, CA-LISA
- Test web services to see if they meet acceptance criteria defined by user stories
- Work with XML, JSON message formats
- Use Agile development methodologies
- Analyze existing data and identify gaps/data quality issues
- Write technical stories in JIRA/confluence using industry-standard notations (like BDD/Gherkin)
- Work in large, complex data environments
- Collaborate with stakeholders to understand business needs, gather requirements, and document them clearly and concisely.
- Analyze business processes, systems, and workflows to identify areas for improvement. They create detailed functional and technical documentation, including use cases, process flows, and data models.
- Design solutions that align with business goals and technical capabilities. This involves defining system requirements, data structures, integrations, and interfaces.
- Work closely with development teams, architects, and other stakeholders to ensure the successful implementation of solutions.
- Participate in testing activities to validate solutions that meet business requirements and quality standards.

- Manage projects or specific workstreams within projects, including planning, tracking progress, and ensuring timely delivery of milestones.
- Communicate effectively with diverse stakeholders, including business users, technical teams, project managers, and leadership.
- Proactively identify opportunities for process improvement, optimization, and innovation.

**Infosys Ltd.**
**United Airlines**
**Technology Analyst/ Technical Business Analyst, Jan 2015 – Feb 2017**
**SSD (System Status Display)**

This project system status display (SSD) is a web-based application to access mainline (UA+CO) and express (UAX+COX) flights' operational and real-time performance information. Current-day information on all the flights is updated in real-time. Historical data of all the flights are updated from various sources by 0600 CST. This project involves requirements gathering from clients, analyzing the requirements and preparing technical design documents based on the business requirements, onsite-offshore coordination, coding and unit testing for enhancement, debugging, issue fixing, defects and status tracking, documentation and reviews, release management and maintaining all the artifacts of the project, resolving the job abends/user issues, knowledge transition and demo to the clients, update the status to clients.

- Responsible for working with Business Clients to analyze real-time issues faced in operations and provide better solutions.
- Involved in client meetings for requirement gathering.
- High-level detailed level design documentation.
- Impact Analysis, Team Mentoring
- Maintaining user stories in TFS.
- Participated in the SCRUM software development process for agile software development.
- Used Junit Testing Framework for performing Unit testing and SOAP UI for web services testing
- Used Log4J to capture the log that includes runtime exceptions.
- Consumed SOAP Web Service using JAX-WS Client
- Used MAVEN in each project to automate the builds and manage the project.
- Developed and utilized J2EE Services and JMS components for messaging in Web Logic.
- Coding, defect triage, causal analysis, and defect fixing.
- Monitoring the performance of applications using AppDynamics.
- Used SVN version control to implement the application.
- Used Find Bugs, PMD, and Coverage tools for good Practices.
- Worked with Agile, Pair Programming development methodology
- Perform design/code reviews.
- Release planning and scheduling.
- Supporting post-production activities and responsible for preparing post-production support documents.

**Infosys Ltd.**
**Bank of America**
**Senior Software Engineer, Apr 2013 to Dec 2014**
**BCTAB (Banking Centre Tablet)**

Bctab is an application developed for mobile bankers to enhance appointments and walk-in modules. It captures the messages from UI and converts them to system-specific messages for different host systems, mainly developing restful web services.

- Involved in sprint planning, which involves requirement gatherings and analysis of requests from user
- Involved in daily stand-up meetings to provide regular updates on individual tasks and the progress of user stories.
- High-level detailed level design documentation.
- Generated Class diagrams and Sequence diagrams using Microsoft Visio.
- Impact Analysis, Team Mentoring
- Coding, preparation of unit test plans, and unit testing.
- Consumed Restful web services in the User Interface using JSON.
- Setting up the build, configuration, and auto-deploying using the Maven build tool.
- Used JIRA as a project management tool and to track work items.
- Used scaled Agile framework for design and development and participated in scrum meetings
- Responsible for building and deploying the application in WebSphere Server.
- Used Log4j for logging and debugging and used Junit extensively for testing.
- Used SVN for version control
- Defect triage, causal analysis, and defect fixing
- Supporting post-production activities and responsible for preparing post-production support documents.

**Infosys Ltd.**
**Bank of America**
**Senior Software Engineer, July 2010 to Apr 2012**
**Xpress Enterprise Systems**

Interact/XES, a suite of customer interaction solutions, helps financial institutions enhance sales and service performance through all delivery channels. XES acts as a middleware system between Interact and backend host systems. It captures the messages from Interact and converts them to system-specific messages for different host systems.

- Coordinating with businesses to gather requirements for design, development, and maintenance
- Involved in the coding and maintenance phase of the Software Development Life Cycle.
- Involved in core project designing, technical and functional documentation, development, and deployment.
- Defect fixing and Supported projects in QA and UAT cycles.
- Coordinating with the BA team while designing and CR implementation.
- Writing Unit test cases and testing applications in the development environment.
- Coordinating with the QA team to improve the quality of the product.
- Testing the product on the client's environment.

- Coordinating with clients to solve the bugs in the UAT process.
- Assisted in carrying out weekly code reviews of peers.
- Worked on building and deploying the application in the WebSphere environment.
- Have undertaken various Enhancements relating to the application.
- Created Documentation of all the development codes and the test cases involved.
- Testing of Application Software working. Setting parameters as per the requirement.
- Version management using SVN version control, release management, and deployment.
- Impact Analysis, Team Mentoring
- Supporting post-production activities and responsible for preparing post-production support documents.

**Infosys Ltd.**
**Bank of America,**
**Software Engineer, June 2008 to Jun 2010**
**CTMT**

CTMT is an umbrella of around 23 applications developed for bank associates, including development and maintenance. It acts as the middleware for many systems and has many subprojects. It worked on the subproject "Transaction History (LATTE)" using the Struts framework to provide customers with the history of their account transactions, etc.

- Requirement gathering.
- High-level detailed level design documentation.
- Impact Analysis, Team Mentoring
- Coding, preparation of unit test plans, and unit testing.
- Defect triage, causal analysis, and defect fixing
- Supporting post-production activities and responsible for preparing post-production support documents.

### *3.1.2* Nick Naumovich

**Career Summary:**

- As a seasoned data analyst, business system analyst, and project manager, I bring a broad understanding of new products, technologies, design strategies, and project management methodologies. My past projects span diverse industry areas, including banking, cybersecurity, real estate, transportation, online learning, hospitality, brand loyalty, supply chain, retail marketing, and sales, demonstrating my adaptability and versatility.
- My ability to work effectively in small and large development projects, using various tools and multiple project management methodologies, is a testament to my adaptability. I have extensive experience working with diverse business clients and technical teams, and my problem-solving skills allow me to spot and resolve issues as they arise quickly. My expertise with data exploration, mapping, diagramming, migration, cleansing, preparation, validation, and governance from big data, software development, and data warehousing environments further enhances my effectiveness in various project environments.
- Years of previous business development and marketing experience bring a business perspective into conversations with technical staff and help them understand the critical business processes and goals when building a solution. Has a cross-functional skillset that includes business management, software development, business intelligence, and project management with traditional business and technical analysis skills. This skill stack enables a better understanding of the complexity of tasks and facilitates coming up with solutions that save time and money.
- Regularly sees through to the completion of multiple concurrent projects with minimal direction or oversight. Helps clients identify, clearly define, document, and manage business requirements and assists front and backend development teams fulfill their business priorities. Has extensive business and technical communication skills to provide status and show business value to product owners to maximize the Project Management methodology's effectiveness and the team's success. When rewriting and refactoring legacy projects, the ability to read and write code in multiple languages, including SQL, scripting languages, and protocols, is beneficial to the team.

**Business Analysis, Project Management & Technical Expertise:**

**Project Management Methodologies, Analysis & Requirements**

- Agile (FDD, TDD, XP, SCRUM, BDD, FLEX, SAFe), Waterfall (Six Sigma DMAIC), custom hybrids of both Agile and Waterfall, Hilton Enterprise Methodology

**Design & Support Artifacts**

- User stories, business requirements, business rules, tollgates, functional & technical specifications, use cases, test plans and strategies, analytics and report design, operating platform models, component & deployment models, target audience personas, business process flows, screen mockups, FMEA risk analysis, flowcharts, wireframes, schema, Kanban boards and mind maps

**Environments & Architectures**

- SOA, UED, OLAP, Web Services, SaaS, Blockchain, cybersecurity, Call Center Operations, CRS, CRM, PMS, LMS, FCL/BK, Underwriting, Loan Origination, UML 2.0, BPMN, XML, JSON, Responsive Web Design

**Software Development Tools, Platforms & Agile Project Management**

- Slack, Visual Studio, AWS Cloud, Azure, C#, VB.NET, JavaScript, Typescript, HTML 5, JS-D3, WordPress, Visual FoxPro, Mathematica, Angular, Ionic, jQuery, Cucumber, Gherkin, GIT, Adobe CS, Twilio, Office 365 & desktop MS(Excel, Excel-VBA, Power BI, Clarity, OneNote, Word, PowerPoint, Flow), Google Workspace, ASP.NET, Rally, IBM Rational RRC, Visio, MS Project, HP Quality Center, Quick Test Pro, Confluence, FDD Project, CaliberRM, JIRA, Basecamp, SharePoint

**BI/Big Data, SQL, ETL & Data Mapping/Modeling Tools**

- Tableau, LucidChart, Miro, Clarity, BPMN.io, PlantUML, MS SQL Server, Python, Oracle, TOAD, Dataeo, ApexSQL, MS-Code w/ SQL, MySQL, Sparx Enterprise Architect, PL/SQL, Access, Adobe Analytics, Google Analytics, Balsamiq

**Education & Training / Patent & Publication:**

- **B.S. Degree:** Computer Science – Southern Methodist University
- **Leadership Training:** Dale Carnegie Leadership Training, Leadership Plano
- **Publication:** "***User Stories for Requirements Elicitation***," https://www.scribd.com/document/356098418/A-Primer-on-Developing-Agile-User-Stories
- **Patent:** US Pat. # 4,328,652, Insulated Structure and Method for Insulating a Structure **(aka Housewrap).**
- Appointments: Dallas Area Rapid Transit - CAC., Collin County Hist. Comm. and Collin Co. Bond Committees

**Professional IT Experience:**

**Mphasis Inc., Dallas, TX**
**Sr. Business Analyst, 09/2016 - Present**

- Write technical user stories for a SOA/services/messaging development team
- Work on Java code to understand existing system behavior
- Run web services using tools like Soap UI, XML Spy, CA-LISA
- Test web services to see if they meet acceptance criteria defined by user stories
- Work with XML, JSON message formats
- Use Agile development methodologies
- Analyze existing data and identify gaps/data quality issues
- Write technical stories in JIRA/confluence using industry-standard notations (like BDD/Gherkin)
- Work in large, complex data environments

**Salesforce.com** – Business Technology – Mergers & Acquisitions - remote **5/2022 – 08/2016**
***Role:*** *Sr. Business Systems Analyst – Business Process Modeling*

***Tools:*** *Slack, Miro, LucidChart, Salesforce Lightning, Quip, Google Workspace, Smartsheet, BPMN.io*

***Summary:*** I worked on the team responsible for enabling the hardware and software of new employees' onboarding into Saleforce.com through a merger/acquisition. I assisted the team with day-to-day meetings and collaborated with stakeholders to identify documents and diagram business processes. This enabled them to become more responsive, efficient, and helpful when fully onboarding employees and integrating them into the Salesforce technical landscape.

- I am embedded in the team, assisting them in account provisioning, laptop distribution, credential sharing, and asset reclamation efforts.
- Inventoried processes, tasks, and potential valuable metrics from previous M&A documents and Slack channels for BPMN diagramming.
- Provided team with notes of meetings, action items, suggestions, and improvement opportunities on current processes.
- Built a Google Sheets tool to scrape and mine threads to accumulate process inventories w/in Slack streams of previous M&As.
- Worked with SF Slack developers, creating workflows to streamline and declutter communications between teams & employees.
- Helped build a Slack simulation sandbox within Slack to experiment with different M&A scenarios with our internal partners.
- Created Miro templates for future retrospectives incorporating tagging and affinity mapping for various phases of the M&As.

**Hoag Land and Home – Murphy, TX** **5/2021 – 3/2022**

***Roles:*** *CIO, Data Analyst, Principal – Real Estate*

***Tools:*** *MS SQL Server, Python, PowerShell, Excel, NTREIS, CoreLogic, US Census, Google Maps, Clarity, Slack, Miro*

***Summary:*** Provides technical analysis, ETL, workflow automation, and database management to a data-centric real estate company buying and selling rural vacant property in the North Texas area.

- Responsible for all technical aspects of the business operations and database management activities.
- Built a scalable data-centric real estate solution in SQL, allowing realtors to target efforts to target customers narrowly.
- Provided demographics and property analysis for pricing and marketing decisions made by finance & real estate professionals.
- Integration of data from industry and government data providers for locating property parcels and estimating land pricing.
- Utilized the NTREIS MLS and other real estate software tools to assist in rapidly listing purchased properties.

**Charles Schwab – Westlake, TX - Remote** **2/2021 – 5/2021**

***Roles:*** *Sr. Business Systems Analyst - Compliance*

***Tools:*** *Jira, Tableau, Appian, Oracle, MS SQL Server, MySQL, Toad*

***PM Methodology:*** *Agile SCRUM (JIRA)*

***Summary:*** This was brought in after a large data migration of a legacy FINRA compliance system being rebuilt using an Appian front end and a MySQL backend database.

- Rebuilt data maps and ERDs of the source and target databases, built with Oracle, MS SQL Server, and MySQL databases.
- Worked with product owners to understand and document any data gaps found to validate correct data migration paths.
- Worked with DBAs and developers to spot and rework any data mapping deficiencies found.
- Created a new source to target maps from existing technical artifacts and filled in where any gaps existed in the prior analysis.
- Wrote stories for Tableau devs to migrate reports and dashboards with data sourced from the Appian MySql tables.

**Modalhub, LLC – Dallas, TX** **9/2020 – 12/2020**

***Roles:*** *Sr. Business Systems Analyst / Project Manager*

***Tools:*** *Slack, XMLSpy, C#, XML, Postman, VS-TFS, AWS, BPMN, UML, Miro, SaaS, LucidChart, Visio, Power BI, Clarity, Gherkin*

***PM Methodology:*** *Hybrid of Agile (BDD)/ Waterfall*

***Summary:*** I consulted with this startup company to develop an application for mobile event management and group transportation to coordinate group meetups, rent suitable transit to/from the event, split payments for services contracted, maintain vehicles, and keep driver records. I also worked with the ModalHub team during periods between contracts listed, including 3/2016 – 8/2016, 8/2017 – 4/2018, and 9/2019 – 11/2019.

- Built user stories describing all UI aspects and assisted principals in their project scope definition.
- Worked with execs on requirements for using smart contracts for their centralized marketplaces utilizing the blockchain.
- Created XSD data contracts for smart contracts for digital identity, reputation mgmt., dispute resolution, and payments.
- Used UML, BPMN, & Concept Mapping tools for process flows, business automation, and business requirements for the project.
- Lead brainstorming and storyboarding sessions, building scenarios & targeted user roles for refinement of project scope.

**Builders First Source – Dallas, TX** **11/2019 to 8/2020**

***Role:*** *Sr. Business Systems Analyst / Project Management*

***Department:*** *Data Warehouse Migration, Data Analytics*

***Tools:*** *MS SQL Server, JIRA & TFS, Dataeo, Toad, ApexSQL, Excel, VBA, Microstrategy, LucidChart, Visio, MS Code for SQL*

***PM Methodology:*** *Agile - FLEX*

***Summary:*** *Data Warehouse Migration, Data Analytics—I worked on multiple projects involving the migrating and sunsetting purchasing, inventory, and sales data from source legacy enterprise data warehouses into a structured, common data repository used for company-wide reporting.* Once all data was transferred, the legacy systems were sunset, and users were migrated onto the new standard platform, accessible through Tableau and SQL queries.

- Drew DFD's modeling data flow using Lucidchart ERD automated diagramming on their SQLServer 2016 databases.

- Documented system with technical design artifacts using Lucidchart and MS Visio for diagrams.
- Drove project to incorporate Ingenico CC devices throughout stores and eliminated operator intervention with the POS system.
- Created data dictionary in Dataeo, then modeled & mapped data in all impacted databases with Toad Modeler and ApexSQL.
- Created a source-to-target (technically, target-from-source) mapping from the data lake to an operational data store.
- Produced technically focused requirements and testing documents, when needed, including the SQL code to populate target fields.
- I query databases to find data gaps in the source data, fill the target tables best, and account for schema differences.
- Using Excel and VBA, I built a searchable data dictionary for legacy systems, a data lake, and the target operational data store.
- Worked with the developers performing the ETL during the development phase.
- Performed extensive historical and real-time data testing between legacy EDWs and data lake to ensure correctness.

**Bank Of America -** *Global Information Security* **– Addison, TX 01/2019 to 7/2019**
***Role:*** *Sr. Business Systems Analyst / Project Management*
***Tools:*** *VS-TFS, JIRA, Continuous Monitoring – Cybersecurity Remediation, ROCK, SOLR, Power BI, LucidChart, Gherkin*
***PM Methodology:*** *Agile - (SAFe)*
***Summary:*** Continuous Monitoring (CM) is a robust, consolidated workflow platform and risk mitigation tool that makes all company vulnerability data accessible and organizes remediation activities. It allows remediation specialists to locate assets, review their vulnerabilities, and remediate risk.

- Wrote and refined user stories, bugs, and features while maintaining and refurbishing the TFS team repository.
- Built and organized a knowledge base in OneNote and consolidated information on CM and all aspects of remediation of risks.
- Documented system with technical design artifacts using Lucidchart and MS Visio for diagrams.
- Audited and recorded thousands of historic and backlogged items, ensuring a smooth transition to JIRA with a solid foundation.
- We have assigned all user stories and bugs to features, which allows for burndown charts and ensures proper status accounting.
- Produced tree queries using Excel with VBA to recreate reporting available before the ability to use SQL query was cut.

**Wells Fargo - Remote**
**5/2018- 9/2018**
***Roles:*** *PM, Program Management Liaison for CIO, Security remediation team*
***Tools:*** *Excel, Tableau, SQL, Calendaring tool - AMCT, Application SOR – Remedy, SharePoint, Visio, JIRA, LucidChart*
***PM Methodology:*** *Hybrid – Agile/Waterfall*

***Summary***: A part of the TREX (Technology Remediation Executive) program management office, working as a liaison between TREX and the EBT (Enterprise Business Technology) team, who managed over 800 Wells Fargo applications. Uncovered and documented any risks and issues that could impact the timely completion of required remediation efforts and communicated them to TREX for weekly status to create situational awareness for the CIOs.

- Embedded in the core technology team, interacting with principals to guide the conversation around the highest priority issues facing meeting regulator-established deadlines.
- I found and escalated issues and risks faced by integration and remediation consultants, program and project managers, and application owners to TREX and the responsible CIOs.
- Created project reporting for CIOs with Lucidchart and MS Visio for presentation.
- Insured that scheduled planned completion dates were reported correctly to the CIO for the portfolio of applications.
- Helped EBT find resources and TREX guidance when negotiating through the maze of remediation steps.
- Work with Application Managers & Integration Leads on onboarding and sunsetting applications when needed.

**Caliber Home Loans, LLC – Irving, TX** **1/2017 – 7/2017**
***Roles:*** *Sr. Business Systems Analyst, SCRUM Master*
***Tools:*** *Angular 2, VS-TFS, Caliber $H^2O$, C#, VB.NET, VS Code, XMLFox, Selenium, Cucumber, Swagger, Saas, Sparx EA, Gherkin*
***PM Methodology:*** *Agile – BDD (VSTS)*
***Summary:*** Provided analysis for a team of Angular 2 and C# web services developers engaged in rewriting an existing loan origination system to utilize Angular on the front and C# API calls to significantly speed up the primary call center application used by loan origination professionals.

- Became an SME of the Decision Services portion of the H2O application from the perspective of the Underwriter role.
- Provided management of the development team as scrum master and analyst.
- Wrote stories describing the current functionality, fishing for variations requiring different Gherkin test scenarios.
- Built given-when-then scenarios with stories for QA to use for BDD automated testing using cucumber.
- Created scenarios by tracking events and conditions throughout the H2O existing VB.NET code base.
- Created documentation of work completed, including process flows in Visio.
- Performed load and performance analysis on a custom automated testing tool, documenting time savings.

**JP Morgan Chase – Dallas, TX** **9/2016 – 01/2017**
***Roles:*** *Sr. Business Systems Analyst - Loyalty*
***Tools:*** *Jira, Oxygen, C#, XML, BPMN, UML, SaaS, SOA, CRM*
***PM Methodology:*** *Agile SCRUM (JIRA)*
***Summary:*** I worked on the chase.com mobile app, primarily focused on customer loyalty and retention.

- Wrote technical user stories from UI stories and mapped API data to/from UI and various back-end services.
- Worked with data architects, .NET and JAVA developers, and UAT testers to clarify precise feature design and data mapping.
- Worked closely with business and technical teams to ensure continuous improvement of delivery processes.

**Sabre Hospitality Solutions – Southlake, TX** **6/2015 – 02/2016**
***Dept.:*** *SHS Enterprise Shared Services – Booking Engine*
***Roles:*** *Sr. Business Systems Analyst*
***Tools:*** *Rally, XMLSpy, Oxygen, C#, XML, SoapUI, OTA, BPMN, UML, Balsamiq, SaaS, SOA, API, CRM, Gherkin*
***PM Methodology:*** *Agile SCRUM (Rally)*
***Summary:*** I worked on the new SOA, API-based, web service-driven Sabre Booking Engine, and Voice Agent call center CRS platforms currently used worldwide by significant travel and hospitality platforms and web partners. I focused on the Sabre Synxis CRS for large hospitality call centers like Trump Intl. and Wyndham Intl., numerous GDS data consumers, and web portals like Travelocity and Booking.com.

- Translated business UI requirements into technical requirements for a new web service (SaaS) Booking Engine.
- Wrote technical user stories from UI stories and mapped API data to/from UI and various back-end services.
- Wrote stories describing the current functionality, finding gaps and documenting them with many Gherkin scenarios.
- I worked on n-tiered web architectures, SOAs, and their associated technologies, such as XML, SOAP, WSDL, REST, and JSON.
- Created and modified XSD data contracts that mapped data for the web service API requests and responses.
- Worked with data architects, .NET and JAVA developers, and UAT testers to clarify precise feature design and data mapping.
- Insured data mapping and interface agreement between all impacted UI and back-end systems.

**Lojack-SCI – Richardson, TX** **2/2015 – 04/2015**
***Roles:*** *Sr. Business Systems Analyst / PM*
***Industry Segment:*** *Supply Chain - Integrity, Cargo Tracking, Identity Theft Protection, Threat Mapping*
***Tools:*** *Sparx EA, ASP.NET, VS-TFS, SOA, C#, MS Project, MS SQL, KML, Google Maps, Balsamiq, SaaS*
***PM Methodology:*** *Agile SCRUM – BDD (VSTS & Project)*
***Summary:*** Documented and designed a new development methodology to control external software developers before selling the company to a large logistics provider.

- Designed new web services functionality to augment existing products with weather and crime threats as KML map overlays.
- Designed a tablet app to reduce the use of false identities of truckers and trucking companies.

- Created mockups of the application, process flows, and storyboards for the client.

**G6 Hospitality, LLC – Carrollton, TX 1/2014 – 11/2014**

***Roles:*** *Project Manager / Sr. Business Systems Analyst / Solution Architect*
***Industry Segment:*** *Hospitality – Revenue Management, Self-Service Kiosks, Digital Signage Infrastructure*
***Tools:*** *Sparx (EA), Excel, SaaS, Java, JavaScript, Google Maps API, JSON, Balsamiq, VBScript, SaaS, Visio, MS-Project*
***PM Methodologies:*** *G6 Hybrid of HEM (EA) - BX's Waterfall - Hilton Enterprise Methodology & Agile*
***Summary:*** PM and Sr. BSA in the PMO office were tasked to deploy $10MM of digital signage to ~ 400 properties linked in real-time to the Central Reservation System (CRS), an industry first. A significant Motel 6 IT infrastructure addition allows real-time, centralized pricing on all IT platforms – web, front office, and property signage.
***G6 is Motel 6,*** **a Blackstone Holdings [BX] company**

- Integrated digital signage into IT infrastructure to promote low-cost room prices and advertise special room features.
- Modeled project UML elements utilizing Sparx Enterprise Architect and Visio according to BX's Hilton Enterprise Methodology.
- Helped executives pick a vendor, properties to upgrade, and sign type & size to maximize the effectiveness of a $10MM budget.
- Created a content management strategy for publishing marketing digital messages on signage displays.
- Set up policies, procedures, and tools to monitor signage network health, connectivity, problem alerting, and status reporting.
- Designed a new self-service kiosk for unattended check-in of guests using their mobile devices.

**Hilton Worldwide – Carrollton, TX 5/2013 – 12/2013**

***Roles:*** *Sr. Business Systems Analyst / Rational BPM Modeling Trainer*
***Industry Segment:*** *Hospitality Call Center – Hilton Loyalty Recognition and Room Upselling*
***Tools:*** *IBM Rational RRC, Sparx Enterprise Architect, Balsamiq, VBA, Use Cases, Visio, CRM, Business Process Flows*
***PM Methodologies:*** *Hilton Enterprise Methodology - Blackstone's (BX) Waterfall*
***Summary:*** Worked on the HHonors loyalty project to enable call agents to create an enhanced personalized experience for returning guests. Built knowledge bases with both SharePoint and Rational RRC.

- Developed business requirements, use case models, user stories, screen mockups, and business process models to assist call center agents in using their websites to upsell rooms and other products to guests better.
- Analyzed, corrected, and moved existing enterprise design models from EA Sparx to IBM's Rational RRC.
- Modeled how the Call Center interacts with the HHonors loyalty programs using RRC and Visio.

- Analyzed how Hilton and other hospitality websites did theirs for room upgrades and cross-selling.
- Provided technical and strategic support to a team 12 while building Hilton's new Ciber Enterprise Quality Assurance Center.

**Bank Of America – Addison, TX** **6/2012 – 11/2012**
***Roles:*** *Project Manager / Sr. Business System Analyst*
***Industry Segment:*** *Home Loan Underwriting, Loan Modifications & Data Security*
***Tools:*** *IBM iSeries, DB2, SAP, TOAD, MS SQL, Balsamiq, SharePoint*
***PM Methodology:*** *Waterfall - Six Sigma DAIC (Project)*
***Summary:*** Managed projects through the SDLC by writing Business Requirements, Functional Design Documents, Test Plans, and Process Flows for large customers, including Fannie Mae and Freddy Mac, for loan modification.

- Wrote software designs to implement loan modification programs, including HAMP SD 11-12 and 12-03, and legal actions against the Bank from the DOJ and the FTC.
- Business rules are built for multiple bank business rule engines that process mortgage assets.
- Hunted down data sources and mapped data for various projects across platforms for multiple projects using Toad to review all SQL databases in Oracle and SQL Server.
- Directed a data security project built to obfuscate NPI data to meet Bank data security requirements.
- Added underwriting documentation to the SharePoint sites created for contractors at B of A and expanded the scope of the BR site.

**Bank Of America – Plano, TX** **6/2011 – 6/2012**
***Roles:*** *Software and BI Developer, Project Manager, Business Systems Analyst*
***Industry Segment:*** *Mortgage & Insurance Marketing*
***Department*** *- Analytical Marketing & Direct Response*
***Tools:*** *MS SQL, VBA, Project, Access, Oracle, Excel, XML, CRM, Toad, OneNote, SAP, Tableau, Visio, BPMN, UML, Balsamiq*
***PM Methodology:*** *Agile/Waterfall- Six Sigma DMAIC hybrid (Project)****Summary:*** Designed and developed a Lead Management & Pipeline Throttling Tool, an Excel VBA and SQL-based dashboard and data grid application for the loan-marketing executives to optimize their marketing channel throughput with lead scoring models.

- Built queries to gather analytics data from 25+ external data sources in several data platforms, such as Siebel CRM and proprietary SQL 2008-based CRM and analytics packages across all marketing channels.
- Data mapping of source and target data structures and locations of all data assets for insurance and third-party product sales from multiple marketing databases in Oracle, MS SQL, and other data warehouses.
- Specifications and designs created for multiple analytic dashboards and loan processing capacities scorecards.
- Used lead, app, and funding pipeline scoring models for a Lead Mgmt. tool to throttle marketing channels to meet capabilities.
- Created storyboards, TAPs, screen mockups in Visio, and other interaction mockups for customer approval.

- Contributed as a Bank of America's Agile Working Group member, developing the bank's Agile document flow.

**Bank Of America – Plano, TX** **6/2011 – 6/2012**
***Roles:*** *Software and BI Developer, Project Manager, Business Systems Analyst*
***Industry Segment:*** *Mortgage & Insurance Marketing*
***Department*** *- Analytical Marketing & Direct Response*
***Tools:*** *MS SQL, VBA, Project, Access, Oracle, Excel, XML, CRM, Toad, OneNote, SAP, Tableau, Visio, BPMN, UML, Balsamiq*
***PM Methodology:*** *Agile/Waterfall- Six Sigma DMAIC hybrid (Project)*
***Summary:*** Designed and developed a Lead Management & Pipeline Throttling Tool, an Excel VBA and SQL-based dashboard and data grid application for the loan-marketing executives to optimize their marketing channel throughput with lead scoring models.

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- Created storyboards, TAPs, screen mockups in Visio, and other interaction mockups for customer approval.
- Contributed as a Bank of America's Agile Working Group member, developing the bank's Agile document flow.

**Bank Of America – Addison, TX** **5/2010 – 12/2010**
***Role:*** *Project Manager, Sr. Business / Systems Analyst*
***Industry Segment:*** *Loan Modification, Foreclosure, Bankruptcy & Data Security*
***Tools:*** *IBM iSeries, MS SQL, DB2, SAP, Balsamiq, Project, TOAD, BPMN, UML, SharePoint, Visio, Confluence, Sparx EA*
***PM Methodology:*** *Waterfall - Six Sigma – DMAIC (Project)*
***Summary:*** Created a combination of High-Level and Low-Level Design documents, process models using UML and BPMN, test plans scripts, traceability matrices, and project estimation documents.

- Prevented unwarranted foreclosure on thousands of Bank customers by expediting a fix to a critical software bug.
- Provided analysis and process change recommendations that assisted in breaking process backlogs to ensure the Bank complied with government-mandated HAMP loan modification initiatives to save customers' homes.
- Built bankruptcy and foreclosure SharePoint sites linking design artifacts previously scattered throughout the Bank.
- Implemented and released a modification of enhancements to the IRS 1099-C year-end statement for 2010.

- Revamped the automation used by the Bank for bankruptcy proof of claim and payment management.

**JC Penney - Plano, TX 07/2008 – 3/2009**
***Roles:*** *Project Manager, PCI Business Analyst, Call Center Infrastructure Upgrades*
***Industry Segment:*** *Retail – Catalog Division*
***Tools:*** *VB.NET, Confluence Wiki, SharePoint, Enterprise Architect, Quality Center, QTP, MS Project 2007, JIRA*
***PM Methodology:*** *Hybrid of Agile (FDD & TDD) in development with JCP Waterfall for reporting (Project)*
***Summary:*** Readied developers for their first PCI audit, training them on what was needed to pass the inspection. Reviewed documentation and procedures throughout the division and created documents to comply with PCI standards when gaps were found. Audited and updated the call center workstations and the network infrastructure with hardware and software components and upgrades to pass inspection. Managed devs for the redesign of the catalog backend used by the call center's 2,500 users.

- Prepared the Catalog Order Entry team for their initial PCI (Payment Card Industry) audit of the group.
- Used infrastructure monitoring tools to identify vulnerable applications and critical updates needed for PCI compliance.
- Worked with the IT infrastructure team to purchase and install workstation monitors and access loggers for the call centers.
- After a successful PCI audit, I became the project manager for their OMNI .NET legacy call center system rewrite.
- Managed a team of 17 .NET developers and developed project artifacts, including use cases and feature sets.
- Built a testing plan and automated strategy using HP Quality Center and Quick Test Pro.

**Entrepreneurial Business Development & Leadership**
**Independent Consultant – Dallas, TX,** *in addition to positions listed above* **– 1995 through 2022**
***Roles:*** *Data-BI, Data Migration, ETL Programmer, Web Designer, PM, BA, BSA*
***Industry Segments:*** *Banking, Insurance, Energy, Manufacturing, Architecture, Construction, Environmental, Elections & Sales*
***Tools:*** *AWS, JIRA, VS-TFS, C#, Python, PHP, MS SQL, MySQL, FoxPro, SharePoint, Power BI, VB.NET, HTML, CSS, XML, XSD, VBA, SQL, Visio, Excel, Word, Project, Blockchain, BPMN, UML, JavaScript, SaaS, CRM, Data Miner - Web Scrapper*
***Summary:*** An independent consultant providing small clients with various IT and business-related consulting services on an ongoing basis from 2001 to the present. Most are related to software development, including project management, programming, software requirements analysis, data management, web scraping, data migration, and other ETL data projects. Non-IT services include business development, market analysis, political demographics micro-targeting, and voter and campaign management.

- AWS migration documentation and test materials for data movement from local servers to data lake using Python.
- Built custom extraction routines to acquire county land parcel data for custom databases used to find tax-delinquent properties.

- Automated web scraping processes for the extraction of data into databases of various sales organizations for marketing.
- Built a BI data warehouse's initial dimensions and measures for a new mortgage banking firm that had just installed Movation.
- Automated the mortgage price quotation process with/ VBA to speed the distribution of loan price sheets to distribution services.
- I created the SEO and SEM strategies and built Google Analytics dashboards for a line of health and fitness supplements.
- I have provided clients custom web design, product branding, graphic design, and SEM using Google AdWords /Analytics.
- I ran 40+ local election campaigns over 15 years, providing data, consulting, and campaign leadership services.
- Micro-targeted voters in races for the US Congress, TX House, and Senate, local elections, and other ballot initiatives.
- Provided data, leadership, and political marketing for politicians, ballot initiatives & $600MM in county bond authorization projects.

**Parsec Incorporated – Dallas, TX** **1/1977 – 3/2001**

*(Concurrent with Pera Development and Locnar)*

***Roles:*** *Entrepreneur, Inventor, New Product Development, Researcher, Owner, Marketing Director, Research Engineer*

***Industry Segment:*** *Manufacturing – Building Materials, Energy – Conservation, Thermal Radiation Heat Transfer*

***Environment:*** *Marketing, Research, Mechanical Engineering, Thermodynamics, Building Insulation*

***Summary:*** Invented new products in many areas, including exterior roofing, solar collectors, passive solar cooling systems, radiant heating systems, poultry and swine houses, geothermal energy distribution systems, ice skating rinks, automotive engine compartments, microwave, and thermal radiation shielding.

*(Parsec was the parent company of Locnar Software Engineering).*

- Invented and marketed many construction materials to control air infiltration, water vapor, radon, and infrared radiation flow.
- Designed software for the collection of temperature and humidity data and the analysis of building heat transfer.
- Developed data acquisition tools and processes to research building envelope thermal performance and energy efficiency.
- Invented "Housewrap" to control air infiltration through walls, best known today by the trademark Tyvek.
- Guest lecturer on energy conservation issues in warm climates for 11 years to a seminar class of 150 students in the School of Architecture at Texas A&M University.

**Pera Development, Inc. – Plano, TX** **01/1996 – 09/1999**

*(Concurrent with Parsec, Inc. and Locnar)*

***Roles:*** *Entrepreneur, Real Estate Developer, Owner, Zoning, Project Management, CFO, CAD, Civil Engineering*

***Environment:*** *FoxPro, Visual FoxPro, Relational Report Writer, Crystal Reports, MS Project, AutoCAD*

- Developed a 29-acre residential development in Southern Plano, TX – Estates of Custer Park
- Secured construction financing - $2.5 MM.
- Sold 72 residential lots zoned SF9 (9,000 sq. ft. minimum area) to local builders.
- Creating preliminary engineering plans and lot layouts using AutoCAD.
- Negotiated zoning, produced real estate market analysis

**Locnar Software Engineering, Inc. – Dallas, TX** **1/1989 – 3/2001**

*(Concurrent with Parsec, Inc. and Pera Development)*

***Roles:*** *Entrepreneur, Owner, Software Developer, Project Manager, Business/Systems Analyst, Trainer, Requirements Elicitation*

***Industry Segment:*** *Occupational Health and Safety – Insurance, Workers Compensation & Regulatory Compliance*

***Tools:*** *SQL, Data Mining, Crystal, FoxBASE, FoxPro, Vis FoxPro, OOAD, CIT, ETL, ACT, Project, HTML*

***Summary:*** Wrote SQL-based risk analysis and reporting tool for 160 government and public enterprises, each with 5,000 employees, to control enterprise-wide losses, manage insurance reserves, and enhance employee safety.

***Locnar was a wholly owned division of Parsec, Inc.***

- Built software to satisfy OSHA and State reporting requirements used by companies such as the NSA, FBI, TI, Raytheon, St. of TX, and AZ.
- Studied client IT infrastructure plans and identified ways to streamline data collection and reporting throughout the enterprise.
- Elicited customer requirements, identified data sources & generated sows for the development of custom functionality.
- Provided custom ETL software to integrate data from insurance companies into the OSP platform.

### *3.1.3* Sai Shanmukh Chittori

**Summary:**

- Over 12 years of IT experience, including relevant experience in P&C (Property and Causality), with a solid understanding and capture of Business Requirements, Business Process flow, Business Process Modelling, Data Analysis, SWOT analysis, and Business Analysis.
- Exposure to Guidewire's Standard Based Template (SBT) for Commercial Auto.
- Exposure to multiple lines of business property, casualty, and auto insurance for personal and commercial lines in the insurance industry.
- Involved in implementing the Guidewire Policy Center for Auto and Property Casualty Insurance.
- Experience writing business requirement documents (BRD), functional requirement specifications (FRS), change requests, developed use case diagrams, activity diagrams, business flow diagrams, and test confirmation criteria.
- Extensive experience creating Work breakdown structures (WBS), Use Cases, process workflows, Use Case Scenarios, and Use Case Narratives using the UML (Unified Modeling Language) methodologies.
- Experience facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups, and Conflict Management with Project team members.
- In-depth experience in Auto—General Liability, claims and property coverage, and property and casualty insurance lines of business.
- In-depth knowledge of SDLC methodologies like Waterfall, Rational Unified Process (RUP), and Agile/SCRUM.
- Hands-on experience as a Business Analyst directing cross-functional teams of technical experts to analyze systems and processes and implement infrastructure improvements.
- I was involved in Test Planning, Preparation, Execution, Issue Resolution, and Report Generation for SIT and UAT to ensure that all aspects of a project complied with the business requirements.
- I documented customization requirements, business rules, and data migration requirements for the Implementation of Guidewire PolicyCenter.
- Headed Vendor Management and procurement tasks such as Request for Proposal (RFP), Request for Information (RFI), Statement of Work (SOW), and Service Level Agreements (SLA).
- Business domain knowledge of Property and Casualty Insurance, including risk, Policy Sales, Policy Administration Systems, Receivables, and Payments across different business lines.
- Expert in Insurance Technology solutions like the Guidewire suite, with in-depth knowledge of Underwriting, policy administration, billing, rating, reinsurance, and claims processes.
- Expertise in understanding Policy Administration Systems using Guidewire PolicyCenter, especially in Commercial Lines (business, Personal Auto, Business Auto).
- Involved in Product Models, PCFs, Validations, and Business rules in the Policy Center.

- Strong problem-solving & technical skills coupled with confident decision-making for enabling effective solutions leading to high customer satisfaction.
- Good understanding of End-to-End functions of Guidewire PolicyCenter.
- Having experience in understanding and using frameworks/tools to design and review solutions for functional and non-functional requirements.
- Experience working with CM tools like Agile Central (Rally) in an Agile environment.
- Knowledge and experience utilizing agile methodologies, with a proven track record in managing and delivering multi-sited projects using waterfall and Agile methodologies.
- Excellent interpersonal skills, including coordinating and motivating team members.
- Strong team player with good interpersonal skills and communication abilities. Ability to learn new things quickly and to work under pressure.

**Technical Skills:**

| | |
|---|---|
| **Products:** | Policy Center 10.0,9.0, 8.0, Contact Manager |
| **Technologies:** | GOSU, JAVA, J2EE |
| **Tools:** | Guidewire Studio 1.1.1, JIRA, Perforce, Subversion, VSS, Microsoft Visio, Star UML, SOAP UI, SVN, TFS, Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, OneNote), HP ALM, Postman |
| **Databases:** | MS SQL Server, Oracle, MySQL, MS Access, and H2 |
| **Web Technologies:** | XML, JSON, HTML, SOAP, RESTful, WebSphere Application Server6.0, JBoss, BEA WebLogic Application Server and Jetty |

**Professional Experience:**

**Mphasis Inc., Remote**
**Senior Business Analyst, Aug 2022 – Present**

- Serve as a project team member for projects of moderate to advanced scope and complexity
- Communicate technical concepts simply and effectively to non-technical team members
- Assist with project deliverables such as initiation requests, business and technical requirements, use cases, interface specifications, business architecture models, cost/benefit analysis, risk and issue logs, test plans, training and e, and leva elevation/validations.
- Participate in design sessions with business partners to enable technical solutions that allow for process improvements
- Provide testing support (Test plan creation and reviews) and analysis for defect resolution
- Perform other related duties as required.
- Perform work for one or more business segments

**Project 1 Details: Duration: Oct 2019 – Jul 2022**

**Client:** Nationwide Mutual Insurance, Columbus, OH
**Role:** Senior Business Analyst
**Environment:** GW Policy Center 10.0, IntelliJ IDE, Java, J2EE, Oracle, GIT, RRC/RTC for tracking story cards, HP Quality Center for Defect tracking, MS Office Suite, XML, Notepad++.

Nationwide Mutual Insurance Company & Affiliated Companies is a group of prominent US insurance and financial services companies based in Columbus, Ohio, and acquired Harleysville Mutual Insurance and Allied Group nationwide. The project initiates a standardized policy administration system (GW Policy Center) across three companies.

Its Commercial Lines of Transformation (CLT) is a multi-year initiative to establish Nationwide as a National commercial lines carrier by leveraging its strengths of national geographic footprint, brand recognition, and distribution channels, all supported by a standard set of products, processes, and technology platforms.

**Responsibilities**
I was part of Commercial Lines Transformation, specifically involved in releasing the 4 Product Model Team. This team was set up to get ahead of requirement workshops and decrease bottlenecks experienced by cross-team dependencies. Release 4's scope and priority include Farm Insurance.

- Elicited, analyzed, validated, and documented user, functional, and non-functional requirements, business rules, and business process models (workflows and use cases).
- Involved in writing Business Requirement Documents (BRD) and Functional Requirement Documents (FRD).
- Conducted JAD sessions with SMEs and other stakeholders for open and pending issues.
- Capturing all functional and non-functional requirements by obtaining sign-offs.
- Performed data mapping activities and data analysis
- Document requirements associated with change requests.
- Acted as a liaison between the Stakeholders and Business.
- Communicated results and milestone achievements for each iteration.
- Involved in high-level requirement analysis to identify any blockers ahead of development.
- I was involved in product model configuration, creating various coverages, coverage terms, availability scripts, existence scripts, exclusions, and conditions for Farm.
- Involved in sharing deliverables with all downstream stakeholders.
- Collaborated with downstream teams for interdependent defects.
- Attended functional workshops for requirements elicitation on a business team's ongoing basis.
- Delivered complex story cards to meet critical timelines and milestones.
- Identified and documented business rules and assisted in UAT testing.
- Actively identified cross-team dependencies and worked with other teams to resolve issues.
- I supported the project manager in creating detailed project plans and assisted in developing, scheduling, and tracking project timelines.
- Assisted developers with requirement clarification and worked to reach aggressive iteration milestones.

**Project 2 Details: Duration: June 2018 – September 2019**

**Client:** Verti Insurance (MAPFRE Group), Webster, MA
**Role:** Business Analyst

**Environment:** GW Policy Center 9.0, IntelliJ IDE, Java, J2EE, PLSQL, ServiceNow for tracking incidents, HP Quality Center for Defect tracking, MS Office Suite, XML, Notepad++.

MAPFRE USA has established a new company, Verti Insurance, to sell property and casualty (P&C) products directly to consumers, primarily leveraging the Digital channel.
Implementing the Verti Solution will enable MAPFRE to "digitalize insurance" through a modern and scalable technology platform. Verti, as a part of the MAPFRE Group, was launched with a vision to design and make available simplified insurance products via simple yet intelligent applications. Verti has built digital frontends such as Mobile Apps and Web portals. Supported by a Guidewire CORE comprising of GWPC, GWBC, GWCC

**Responsibilities**

- Involved in Verti Insurance's production support team for their Personal Auto Line of business.
- I was involved in various stages of incident management, such as categorizing, prioritizing, diagnosing, and resolving incidents.
- Assisted client technically with their ad-hoc requests by validating data and servicing requests.
- Elicited, analyzed, validated, and documented user, functional, and non-functional requirements, business rules, and business process models (workflows and use cases)
- Involved in writing Business Requirement Documents (BRD) and Functional Requirement Documents (FRD).
- Capturing all functional and non-functional requirements by obtaining sign-offs.
- Performed data mapping activities and data analysis
- Acted as a liaison between the Stakeholders and Business.
- Worked on minor enhancements relating to accident violations and their rating requirements.
- Owned incidents and worked to get detailed root cause analysis,
- Responsible for gaining approvals for all business analyst documents.
- Assisted in triaging application incidents by categorization and identifying cross-team dependencies.
- Provided timely updates to the Incident owner regarding incident status.
- Managed incidents through the issue's lifecycle by collaborating with cross-functional teams.
- Identified and documented business rules and assisted in UAT testing.
- Actively identified cross-team dependencies and worked with other teams to resolve issues.
- I supported the project manager in creating detailed project plans and assisted in developing, scheduling, and tracking project timelines.
- Assisted developers with requirement clarification and worked to reach aggressive iteration milestones.
- Monitored Integration queues, cleared queues wherever possible, and sent reports accordingly.
- Assisted the team in achieving monthly targets

**Project 3 Details: Duration: Jan 2018 – May 2018**

**Client:** Nationwide Mutual Insurance, Columbus, OH
**Role:** Business Analyst
**Environment:** GW Policy Center 9.0, IntelliJ IDE, Java, J2EE, Oracle, GIT, RRC/RTC for tracking story cards, HP Quality Center for Defect tracking, MS Office Suite, XML, Notepad++.

Nationwide Mutual Insurance Company & Affiliated Companies is a group of prominent US insurance and financial services companies based in Columbus, Ohio, and nationwide acquired Harleysville Mutual Insurance and Allied IT Group. The project initiates to have a standard policy administration system (GW Policy Center) across all three companies.

Its Commercial Lines of Transformation (CLT) is a multi-year initiative to establish Nationwide as a National commercial lines carrier by leveraging its strengths of national geographic footprint, brand recognition, and distribution channels, all supported by a standard set of products, processes, and technology platforms.

**Responsibilities**
I was part of Commercial Lines Transformation, specifically involved in releasing the 3 Product Model Team. This team was set up to get ahead of requirement workshops and decrease bottlenecks experienced by cross-team dependencies. Release three scopes and priority include Commercial Umbrella, General Liability, and Commercial Property.

- Gathered, analyzed, and translated business and system requirements into BRDs.
- Document requirements associated with change requests.
- Communicated results and milestone achievements for each iteration.
- Acted as a liaison between the developers and the testing team.
- Developed test scripts and test cases as per the functional requirements specifications.
- Involved in high-level requirement analysis to identify any blockers ahead of development.
- I worked on setting up a new product structure for Commercial Umbrella using an accelerator.
- Elicited, analyzed, validated, and documented user, functional, and non-functional requirements, business rules, and business process models (workflows and use cases).
- Involved in writing Business Requirement Documents (BRD) and Functional Requirement Documents (FRD).
- Capturing all functional and non-functional requirements by obtaining sign-offs.
- Performed data mapping activities and data analysis
- Acted as a liaison between the Stakeholders and Business.
- Conducted JAD sessions with subject matter experts, gathered requirements
- I was involved in product model configuration, creating various coverages, coverage terms, availability scripts, existence scripts, exclusions, and conditions for Commercial Umbrella.
- Involved in sharing deliverables with all downstream stakeholders.
- Collaborated with downstream teams for walkthroughs for newly set up Umbrella entity relationships.
- Facilitated functional workshops for requirement clarifications on an ongoing basis with business teams.
- Delivered complex story cards and functionality to meet critical timelines and milestones.
- Actively identified cross-team dependencies and worked with other teams to resolve issues.

- Resolved issues identified during testing about the configuration requirements.
- Exposure and internal training of Commercial Auto Standard Based Template (SBT).

**Project 4 Details: Duration: July 2016 – Dec 2017**

**Client:** Zurich North America, Schaumburg, IL
**Role:** Business Analyst
**Environment:** GW Policy Center 9.0, IntelliJ IDE, Java, J2EE, Oracle, SVN, Rally for tracking story cards and Defect tracking, MS Office Suite, XML, Notepad++.

Zurich is a Swiss insurance carrier with over 140 years of serving businesses worldwide, including 100 years in the United States. In North America, Zurich is a leading commercial property-casualty insurance provider serving small, mid-sized, and large companies. Zurich North America (ZNA) evaluated and selected Guidewire PolicyCenter in 2015 as the strategic PAS solution for US non-bureau and Canada lines as a result of the Underwriting Landscape Strategy (UWLS) and Policy Administration System (PAS) And to Automate Healthcare PL (HPL) product, replace Athena policy admin system and Odyssey spreadsheet tool.

**Responsibilities**
I was involved in functional workshops, Iteration Planning Meetings, show-and-tell meetings, Design meetings, and smoke testing Activities. I was also responsible for functionality reviews, design meetings, scrum meetings, guiding developers, and creating documents for enforcing process standards.

- Worked on setting up a structure for the new product (Healthcare Line) from the ground up.
- Elicited, analyzed, validated, and documented user, functional, and non-functional requirements, business rules, and business process models (workflows and use cases)
- Involved in writing Business Requirement Documents (BRD) and Functional Requirement Documents (FRD).
- Capturing all functional and non-functional requirements by obtaining sign-offs.
- Performed data mapping activities and data analysis
- Acted as a liaison between the Stakeholders and Business
- Gathered, analyzed, and translated business and system requirements into BRDs.
- Document requirements associated with change requests
- Communicated results and milestone achievements for each iteration.
- I was involved in product model configuration, creating various coverages, coverage terms, availability scripts, existence scripts, exclusions, and conditions for healthcare.
- Participated in functional sessions and reviewed story cards to understand business requirements.
- Dealt with both static and variable forms using forms inference logic.
- Conducted JAD sessions with subject matter experts and gathered requirements.
- Worked on different Policy Transactions like Submission, Renewal, Rewrite, and Policy Change.
- I worked on critical cards like policy changes, roll-on renewals, refactoring coverages for performance, and creating new system tables.

- Actively identified cross-team dependencies and worked with other teams to resolve issues.
- Resolved issues identified during testing about the requirements.
- Experience working with CM tools like Agile Central (Rally) in an Agile environment.
- Assisted peers and offshore team with requirement clarification and functionality review and worked in reaching aggressive iteration milestones.

**Project 5 Details: Duration: November 2015-March 2016**

**Client:** Nationwide Mutual Insurance, Harleysville, PA
**Role:** Business Analyst
**Environment:** GW Policy Center 8.0.3, IntelliJ IDE, Java, J2EE, Oracle, SVN, RRC/RTC for tracking story cards, HP Quality Center for Defect tracking, MS Office Suite, XML, Notepad++.

Nationwide Mutual Insurance Company & Affiliated Companies is a group of prominent US insurance and financial services companies based in Columbus, Ohio, and nationwide acquired Harleysville Mutual Insurance and Allied IT Group. The project initiates to have a standard policy administration system (GW Policy Center) across all three companies. The project involves nine key integration points for all lines of business.

**Responsibilities**
I was involved in functional workshops, Iteration Planning Meetings, show-and-tell meetings, Design meetings, and smoke testing Activities. I was also responsible for functionality reviews, design meetings, scrum meetings, guiding developers, and creating documents for enforcing process standards.

- Elicited, analyzed, validated, and documented user, functional, and non-functional requirements, business rules, and business process models (workflows and use cases)
- Involved in writing Business Requirement Documents (BRD) and Functional Requirement Documents (FRD).
- Capturing all functional and non-functional requirements by obtaining sign-offs.
- Performed data mapping activities and data analysis
- Acted as a liaison between the Stakeholders and Business.
- Worked on product model configuration, creating coverage, coverage terms, availability scripts, existence scripts, and exclusions and conditions for BOP.
- I worked on critical technical cards, such as creating additional limits, importing admin data roles and permissions, and creating class code tables.
- Strong Knowledge of Policy Segmentation and Policy evaluation techniques.
- Worked on underwriter issues like blocking quotes, bind or issues, and various underwriting rules.
- I worked on various User Interface screens, such as Policy Info, Building and Classification, Qualification, Question sets, Modifiers, and Forms.
- Identified and documented business rules and assisted in UAT testing.
- Actively identified cross-team dependencies and worked with other teams to resolve issues.
- I supported the project manager in creating detailed project plans and assisted in developing, scheduling, and tracking project timelines.
- Helped understand the business requirement translated to story cards and estimating the work and Iteration Planning Capacity.

- Guided peers with requirement clarification on various story cards and worked on reaching aggressive iteration milestones.

**Project 6 Details: Duration: Jan 2011-May 2013**

**Client:** CES
**Role:** SQL Developer
**Description:** CES is a software development company in India. The company specializes in handling highly complex projects for Fortune 1000 companies, has a global presence, and delivers tailored solutions to clients. This project's scope is to implement an online transaction processing system to handle supplier requests/orders for drugs from a major pharmaceutical company and generate reports on demand.
**Environment:** Windows, SQL Server, SSIS

**Responsibilities**

- Designed and developed various SSIS packages (ETL) to extract and transform data and was involved in scheduling SSIS packages.
- Written SQL Queries, Stored Procedures, and functions using TSQL.
- Created and maintained the users, roles, and granting privileges.
- Deployment in the production environment and supporting the application.

**Project 7 Details: Duration: July 2009-Dec2010**

**Client:** CES
**Role:** SQL Developer
**Description:** CES is a software development company in India. The company specializes in handling highly complex projects for Fortune 1000 companies, has a global presence, and delivers tailored solutions to clients. This project's scope is to implement an online transaction processing system to handle supplier requests/orders for drugs from a major pharmaceutical company and generate reports on demand.
**Environment:** Windows, SQL Server, SSIS

**Responsibilities**

- Installed SQL Server on Windows 2008 Server.
- Involved in the Analysis and Design
- Created Databases and Database Objects such as Tables, Stored Procedures, Views, Triggers, Rules, Defaults, and user-defined data types and functions.
- Defined the relationship between tables and enforced the referential integrity constraints. Created Clustered and Non-Clustered Indexes.
- Responsible for General Database Administration and query Performance tuning.
- Backup recovery schedules and backup scripts.
- Worked with DTS packages to load the massaged data into the Data warehousing system.
- Tuned the SQL queries using SQL profiler. Involved in tuning the database.
- Troubleshooting problems using SQL server profiler. Very Proactive in identifying the issues before user complaints.
- Application users will be authenticated against corporate LDAP or Siteminder.

**Project 8 Details: Duration: Feb 2008- April 2009**

**Client:** CES
**Role:** Developer
**Description:** CES is a software development company in India. The company specializes in handling highly complex projects for Fortune 1000 companies, has a global presence, and delivers tailored solutions to clients. This project's scope is to implement an online transaction processing system to handle supplier requests/orders for drugs from a major pharmaceutical company and generate reports on demand.

**Environment:** Windows, SQL Server, SSIS

**Responsibilities:**

- Create high-level estimation, impact analysis, detail design, and detail-level estimation documents.
- Analyzing & Design technical specifications
- Code changes according to the specifications
- Preparation of Unit Test Plans.
- Test the modified code and prepare Unit Test Results.
- Reviewing components that are to be delivered to the client.
- Deployment in the production environment and support the application.
- Interacting with the client and the onsite coordinator for issues and queries in the project.

**Education:**

- Master in Computer Science, 2015, USA
- Bachelor in Computer science, 2008, India

## 3.2 Database Administrator

### *3.2.1* Sri Lakshmi Gajendra

**Professional Summary:**

- Around 12+ years of experience as SQL Server DBA (2017, 2016, 2014, 2012, 2008, 2005, 2000) in Production, Development and Staging, Data Warehouse Environments (OLTP and OLAP) with Banking, Healthcare, Financial, Insurance and Retail Management Domains.
- Analysis, Design, Development, Testing and Maintenance, Capacity Planning, and Performance Support of application systems of OLTP and OLAP databases in the client-server internet\internet environments.
- Installing, Upgrading, and Migrating databases in and from SQL Server 2019\2017\2016\2012\2008R2\ 2008\ 2005\ 2000
- Installing MSSQL 2012, 2016 on clustered and standalone machines
- RDBMS S/W installation, database server builds, applying patches, applying patches in VM environments, upgrading, configuring, troubleshooting of SQL Server on Windows 98/2000/03/08/2012/2016/2017 servers and Clustered VMware Environments
- Installing Slipstreams, rolling patches, and rolling upgrades in a Clustered Environment
- Knowledge of new features: Data Compression, Transparent Data Encryption (TDE), Resource Governor, Policy Management, Backup Compression, and Change data capture in SQL Server 2008
- Disaster recovery planning is done by configuring clustering, log-shipping, mirroring, and replication (snapshot and transactional).
- Configured and Monitored Database Mirroring/Log shipping/Transactional Replication and troubleshooting of errors.
- Experience configuring the AlwaysOn High Availability concept with Availability Groups in SQL 2016/2012 using a combination of Synchronous and Asynchronous Mirroring.
- Handling up to 1.8 TB databases in a Clustered environment with exemplary Physical storage configuration and configuring Clustering in Active-Active and Active-Passive nodes
- Configuring Replication and troubleshooting the issues with transactional replication and Merge Replication
- T-SQL Programming; query optimization and performance tuning; using SQL Profiler, Execution Plan, Performance Monitoring, and DBCC Commands
- Experience using DDL and DML queries and use of Store procedures, Triggers, and Constraints.
- Tuning long-running Queries and Store Procedures by examining the execution plans
- Using Performance Monitor/ Profiler /Activity Monitor to resolve Deadlocks, Bottlenecks caused by complex Queries, and similar performance issues.
- Database Backup, Restore, Recovery, updating statistics, Rebuilding and Reorganizing indexes, Defragging Tables, Replication, Linked Servers, and Database Maintenance Plan
- Creating Linked Servers between SQL Servers and Oracle Databases

- Maintaining User Permissions, Logins, and Security Issues; monitoring Event Viewers, SQL Error logs, and Log Files Viewer for S/W and H/W errors
- Using DMVs and DMFs to find and solve Performance Issues and data modeling concepts.
- Planning and Scheduling Maintenance Tasks and Scheduling Jobs and Alerts using SQL Mail
- Documented disaster recovery plans and participated in disaster recovery drills by implementing root cause analysis (RCA) to troubleshoot and resolve issues.
- Change Control Management Process to maintain the consistency of databases.
- Working knowledge of SOX Compliance for maintaining roles and responsibilities, data integrity, and database management
- Raising the Service Requests and keeping track of requests.
- Detecting and Resolving Locks and Deadlocks using the Trace Flags and Native tools like Profiler and the Activity Monitor
- Maintaining the Service Level Agreements (SLAs) according to the client's requirement
- Creating and debugging Views, Functions, Indexes, Cursors, Store Procedures, Triggers, optimizing code and improving efficiency
- Hands-on experience in Batch Processes, Import, Export, Backup, BCP, DTS, and SSIS (including data loading).
- Migrating DTS Packages to SSIS Packages by using Package Migration Wizard
- Data Modeling Experience, including Physical and Logical data modeling using the Erwin tool.
- Hands on experience in ORACLE 7/8/8i/9i/10g/11g database administration.
- Installation, setup & configuration of Oracle 10gR2 RAC & single instance databases.
- Worked in 24x7 production environment and provided on-call and day-to-day support.
- Planning and scheduling the Physical (Cold/Hot) backups and Logical backups.

**Technical Skills:**

- **Databases:** MS-SQL Server 2000/2005/2008/2012/2014/2016/2017/2019, Oracle, MS Access 2003.
- **Languages:** C, C+, T-SQL, VB Script, Java Script, HTML, XML, PowerShell
- **Tools:** Management Studio, Enterprise Manager, Index Tuning Wizard, Database Tuning Wizard, Profiler, Query Analyzer, Export & Import, Precise i3 for SQL Server, Oracle 11g, 10g, Oracle RAC, SQL plus, TOAD, Oracle Enterprise Manager, RMAN, Sun Solaris, Putty, Veritas Cluster.
- **Operating system:** Windows 2016/2012/2008/2003/2000/Professional/ NT 4.0 Advanced Server, UNIX (SUN Sparc Solaris 2.6/2.7/2.8,9,10, HP-UX 9. x, AIX 5.3, 5.2, 5.1, 4.3)
- **OLAP Tools:** SQL Server Analysis Server 2008, 2005, SSIS (as ETL)
- **Software Packages:** MS Office 97/2000/XP, 2003, 2007, MS Outlook 2003, 2007

**Education:**

- Master of Technology from Osmania University, Hyderabad.

**Microsoft Certifications:**

- Exam 70-461: Querying Microsoft SQL Server 2012
- Exam 70-462: Administering Microsoft SQL Server 2012 Databases

**Professional Experience:**

**Zensar**
**Database Administrator (Remote), March 2021 – Present**

- Perform Database Installations, Upgrades and Configurations
- Work extensively on creating multi-node Database clusters, Always On, DR mechanisms like Mirroring, Data Guard in Oracle, and Deploying Real Application Clusters.
- Experience in troubleshooting issues in clusters, Mirroring,
- Create, manage, and maintain Data Flow Diagrams, Software, and Network Architecture
- Migrate databases from MS SQL 2000 / 2005 / 2015 to the latest DB builds
- Migrating the databases from legacy DBs to latest DB versions or rehosting the legacy DBs to Cloud
- Provide 24x7 production database support through on-call.
- Work closely with the Project Manager, Programmers, and Testers to ensure the application meets business requirements.
- Participate in all aspects of the Application Software Development Life Cycle.

**Client: ITSyntax Inc., Overland Park, KS**
**Role: Sr. SQL Server DBA, April 2016 – Feb 2021**

ITSyntax Inc. delivers adaptable IT and commercial solutions in the ever-changing tech environment with our exceedingly gifted specialists and counseling administrations. ITSyntax works with customers in various industries, from monetary services to retail and assembly to programming advancement.

- Design, implement, and administer databases for OLTP on MS SQL Server 2012/2014/2016 platforms.
- Managed over 200+ database servers, monitoring, working on incidents, and providing support.
- Experience in Windows Azure, migrating databases to Azure.
- Experience in Migrating SQL Server databases to Amazon RDS.
- Tuning Server/Database level settings for optimal performance.
- Responsible for schema and data Migration using TFS, SQL package, and Red Gate tool from Dev, Test, and QA to Prod Environment.
- Managed Final Builder configuration for database deployments to DEV/TEST.
- Proficient in PowerShell to monitor database servers' health & status.
- Use of Dacpac & SSDT for automated/Manual database deployments.
- Experienced in designing databases and code with proper Isolation levels to avoid locking and deadlock scenarios.
- I worked on the Always ON Environment and configured Always On in SQL 2012/2016 with three replicas, including one primary replica and two secondary replicas.
- Experience with HA/DR SAN Production environment - AlwaysOn,
- Experience in deploying SQL Databases in AZURE.
- Extensive experience in Troubleshooting and Query Tuning complex SQL Code, Stored

Procedures, Triggers, Views, etc., by analyzing wait stats, Execution plans, and updating statistics.

- Proficient in analyzing I/O, CPU, and Memory issues and providing fixes using the Ignite tool and DMVs.
- Troubleshooting log file space issues and tempDb contention.
- Ensuring Database security by restricting and following corporate standards.
- Experience in TFS VC with a skill set in Branching and Merging Strategy.
- Good knowledge of Continuous Integration and Continuous Delivery Pipeline for 3-tier Applications.
- Perform query optimization & performance tuning using tools like SQL Profiler, Index Tuning Wizard, Database Engine Tuning Advisor, DBCC commands, DMVs, and Third-Party Tools like Ignite, SQL Sentry Plan Explorer, Dynatrace, etc.,
- Designed ETL process to mitigate issues with massive data transfer.
- Good Knowledge of TFS and Github – version control tools.
- Installed, Configured, and Maintained SQL Server 2019, 2017, 2016, 2014, 2012, and 2008 R2 in development, test, and production environment.
- Configured and Maintained Fail-Over Clustering using SQL Server 2012
- Experience in AlwaysOn environment
- Maintained server and database security, including database encryption (TDE)
- Installed and Configured SQL Server Reporting Services (SSRS)
- Developed and deployed different types of Reports using various data sources like SQL Server, Oracle, Excel, CSV files
- Delivered reports to users in various formats, such as Report Server (web-based), Excel, PDF, HTML, and CSV.
- Configured and Maintained Replications, Log Shipping, and Mirroring for High Availability.
- Upgraded/Migrated SQL Server Instances/Databases from older version SQL Server to new version of SQL Server like 2000/2005 to 2008 R2 and 2008 R2 to 2012/2016/2019
- Migrated MS Access Databases into MS SQL Server 2008 R2 and 2012
- Migrated Oracle 10gR2/11gR2 and MySQL 5.1.23 databases to SQL Server 2008 R2/2012/2016/2017/2019.
- We applied SP (Service Pack)/ Hot Fixes to SQL Server Instances to address security and upgrade-related issues.
- Performed database and SQL/TSQL Performance Tuning
- Wrote SQL/T-SQL queries, stored procedures, functions, and Triggers.
- Scheduled many jobs to automate database-related activities, including backup, monitoring database health, disk space, and verification.
- Developed Different Maintenance Plans for database monitoring.
- Setup Jobs, Maintenance plans for backups, Rebuilding indexes, check server health, alerts, notifications
- Created and managed different types of Indexes (Cluster/Non-Cluster), Constraints (Unique/Check)
- Worked on Data Modeling projects, Backward Engineering, Developed E-R Diagram, and used multiple tools like Erwin, Toad Data Modeler, and SQL Server Data Diagram
- Developed SSIS Packages from different sources like SQL Server Database, Flat file,

CSV, Excel, and many other data sources supporting ODBC, OLE DB Data Sources
- Deployed SSIS packages to move data across the server, move logins, and load data from different data sources.
- Setup jobs from SSIS Packages
- Used Imp/Exp. Tool to Export & Import data from different sources like SQL Server Database, Flat file, CSV, Excel, and many other data sources supports ODBC, OLE DB Data Sources
- Manual, Demand, and setup jobs for Database Backup and design a backup strategy
- Deployed and Restored database, including Point in Time Recovery
- Monitor server activity, error log, and space usage, and solve problems as needed.

**Client: Heartland Crop Insurance, Inc./CGB Diversified Services, Overland Park, KS**
**Role: Sr. SQL Server DBA, Feb-2014 – Mar-2016**
Heartland Crop Insurance was acquired by CGB Diversified Services, Inc., in 2016. CGB is doing business as Diversified Crop Insurance Services, Inc., which provides commodity brokerage, crop insurance products and services, risk management, grain marketing, and other programs to farmers in the United States. The company also provides administrative, marketing, and adjusting services for federal crop insurance programs.
- Migrated from SQL Server 2000/2005 to SQL Server 2005/2008/2012.
- Implemented high availability results to mission-essential SQL server databases for grouping and mirroring.
- Implemented and monitored the replication between two sites and supported and maintained the MS SQL Server Transactional Replication.
- Worked in 24X7 production to help support a revolution.
- Proactively monitored, determined, and solved issues at SQL/database/server levels with the help of the SCOM server and its agents.
- Created and designed data models using the Erwin data modeling tool.
- Analyzed business requirements and built logical and Physical data models that describe all the data and relationships between the data.
- Responsible for Physical Storage Structures and Index Design and Tuning.
- Restored and recovered databases to a point in time for testing, pre-prod, and production environments.
- Rewrote and tuned long-running SQL queries to cut execution time, ease database load, and improve scalability.
- Used SQL Profiler to find poorly performing queries and deadlocks.
- Used 3rd party tools like Idera SQL Diagnostic Manager to take backups, optimize performance, and restore.
- Evaluated the application's peak and non-peak usage pattern; effectively distributed database administration activities during non-peak hours, such as full database backup and database defragmentation.
- Used SQL Profiler, Windows Performance Monitor, and DB Artisan to troubleshoot, monitor, and optimize SQL Server.
- Using SQL Server Utilities, I monitored database status, including CPU, Memory, I/O, Space, and deadlock.
- Developed SSIS packages to export data from the OLTP database to the OLAP database,

including stacking the Warehouse databases and performing upkeep assignments for these databases.
- ProLaw updates, including configuration from claiming SQL triggers and correcting database errors.
- Experience in setting up BizTalk Server installation and configuration.
- Configured and worked on SSRS in SharePoint integration and native mode.
- Configured security and access as per SOX and PCI standards.

**Client:** Fifth Third Bank Corporation, Cincinnati, OH
**Role:** Sr. SQL Server DBA, **April-2012 – Jan-2014**
Fifth Third Bank Corp is a diversified financial services company headquartered in Cincinnati, Ohio. The Company has $119 billion in assets, operates 16 affiliates with 1,307 full-service Banking Centers, including 94 Bank Mart(R) locations open seven days a week inside select grocery stores and 2,355 ATMs in Ohio, Kentucky, Indiana, Michigan, Illinois, Florida, Tennessee, West Virginia, Pennsylvania, Missouri, Georgia, and North Carolina. Fifth Third operates five primary businesses: Commercial Banking, Branch Banking, Consumer Lending, Investment Advisors, and Fifth Third Processing Solutions.

- Migrated Databases from SQL Server 2005 to SQL Server 2008R2/2012 in Production and test Environments.
- Monitored Performance Monitor and SQL Profiler to optimize queries and enhance the performance of database servers.
- Installed/Configured MSSQL2008/2012 Instances with Cluster Configuration.
- Creating and managing schema objects such as Tables, Views, Indexes, and referential integrity and converting them into technical specifications.
- Creating databases, logins, and users with permissions in SQL server 2005/2008.
- Used DBCC commands to check the physical and logical consistency of the databases and rebuild indexes.
- Configuring and Troubleshooting Service Broker Objects in Service Broker for Stored Procedures.
- Back up and Recover production databases and Tune them for better performance.
- Creating Databases and Logins & users with permissions in SQL Server 2005/2008.
- Worked on high-availability SQL Server solutions, including Log shipping, Mirroring, and SQL Server clustering.
- Created Linked servers accordingly in between the different servers based on the requirement.
- Transformed data from various sources using OLE DB connection by creating various SSIS packages.
- I worked on migrating Oracle & MYSQL databases to MSSQL using the SSMA tool.
- Implement backup, re-index, DB shrink, log shipping, and other database maintenance jobs through stored procedures.
- Implemented Pager options to inform corresponding DBA on each job status.
- Creating and Modifying Tables, T-SQL Stored Procedures, Views, Indexes, User-defined Functions, and Triggers as required.
- Ensure all database environments (Development, QA, UAT, and Production) are in sync (DB Refresh when requested).

- Define db scripts versioning system to keep track of database versions for all environments.
- Administer, maintain, develop, and recommend policies and procedures for ensuring the security and integrity of the company's databases.
- Performed Backup and recovery & Automation of Backups using maintenance plans.
- Involved in troubleshooting front-end applications designed in ASP.NET for connectivity and backend performance issues.
- I used SSIS to populate data from various sources, create packages for different data loading operations for the application, and export data from other sources to SQL databases.

**Environment:** MS SQL Server 2012/2008 R2/2008/2005, T-SQL, MS SQL Server Integrated Services (SSIS) SQL Agent, SSRS, SQL Profiler, Windows 2008/2003 server, Visual Studio, .Net Framework.

**Client: Bank of America, Jacksonville, FL**
**Role: SQL Server DBA, May-2010 – April-2012**

Bank of America provides a comprehensive line of banking, brokerage, insurance, investment, mortgage, trust, and payment services. This project involves loading different clients' data and designing and developing various types of reports for the marketing group.

- Installed and Upgraded from SQL Server 2005 to SQL Server 2008 on Various Production Servers.
- I worked with the table partitioning (SQL Server 2008) mechanism to allow the SQL Server engine to escalate locks to the partition level before the table level.
- Worked with Transparent Encryption, table compression, database compression, and merge statements using SQL Server 2008.
- Extract Transform Load (ETL) development using SQL Server Integration Services (SSIS).
- Created new database objects such as Tables, Procedures, Functions, Indexes, and Views using T-SQL in the Development and Production environments for SQL Server 2005.
- Setting up and Monitoring transactional replication and database mirroring on production and QA servers.
- Developed complex canned reports using SQL Server 2012/2008 Reporting Services (SSRS)
- Created and maintained data flow diagrams for existing and future ETL processes
- Created and maintained detailed source-to-target ETL mapping specifications
- I created a PowerShell script to update statistics on objects parallel to large databases to minimize the run time.
- I worked with Powershell scripts to monitor Disk usage and SQL Server databases, send reports to the DBA team, and automate many more DBA tasks using Powershell.
- Tuning queries that are running slow using Profiler and Statistics Io by using different Methods to evaluate joins indexes, updating Statistics, and code modifications.
- Created complex stored Procedures, Triggers, Cursors, Tables, and other SQL Joins and Statements for Applications using T-SQL.
- Expert in Performance Tuning of the Stored Procedures.
- Checking Database Health by using DBCC Commands and DMVS.

- Monitored and modified Performance using execution plans and Index tuning.
- Generated periodic reports based on the statistical analysis of the data using SQL Server Reporting Services (SSRS).
- Daily routine DBA tasks, such as handling user permissions and space issues on Production and Semi-Production Servers and handling maintenance Jobs.
- Managed monthly Database Refreshes in the QA-Test environment for testing new Deployments and Builds. Responsible for routine DBA jobs like Backups and Restores.
- Responsible for database security of the operational and developmental application system databases
- Managed MS SQL server (storage, memory, processing) and their dependencies/performance bottlenecks
- Reduced systems downtime risk through automatic offsite backup and recovery over network

**Environment**: MS SQL Server 2008R2/2005/2000, T-SQL, SSIS, Composite Software 5.0.0, Precise i3, Report Builder, Lite Speed, BCP, Power Shell Scripting, SQL Profiler, Log Shipping, Replication, Mirroring, Clustering, Windows XP/2000 and Windows 2003 Server.

**Client: Dex Media**
**Role: SQL Server DBA/BI Developer, July-2008 – April-2010**
Dex Media is a leading provider of marketing solutions for local businesses. Through our Dex One and SuperMedia Marketing Consultants, we partner with local businesses across the nation to help them achieve success.

- Involved in Migration of SQL Server 2000 to 2005 and on new hardware with the Windows 2000 and 2003 platform.
- Collaborate on configuring servers to support various business applications, data warehouse infrastructure, database platforms, COTS, open source, custom-developed, and web applications.
- Oversee backup, clustering, mirroring, replication, and failover.
- Configuring and Troubleshooting Service Objects in the Service Broker to move the Message queue at the Database and Instance Levels.
- Install and validate the upgrades and patches.
- Configuring and Troubleshooting Disaster and High availability solutions of Mirroring, Log shipping, Replication, and Clustering.
- Working with third-party tools Quest Lite Speed for log shipping and Fog Light for performance monitoring
- Support team to ensure process compliance for Quality and HIPAA/FFIEC Regulations
- Performed application program enhancements, troubleshooting, and bug fixes as required.
- Migrated DTS packages to SSIS (SQL Server Integration Services) using the DTS migration wizard.
- Management of users, including creation/alteration, grant of system/db roles, and permissions on various database objects.
- Developed standards and guidelines to maintain, develop, and administer the SQL Server database.
- Deployed the SSRS reports in the Microsoft share point portal server MOSS 2007

- Worked on DTS/SSIS for transferring data from a Heterogeneous Database (Access database and XML format data) to an SQL Server
- Monitor the server for high availability of the servers and solve the issues raised by user support.
- Transformed data from various sources using OLE DB connection by creating various SSIS packages.
- Implement backup, re-index, DB shrink, log shipping, and other database maintenance jobs using stored procedures.
- Handled Database recovery (disaster recovery), diagnosed, repaired, and was involved in transferring the OLTP data to the Data Warehouse
- Development of T-SQL Stored Procedures for Export & Importing data from databases and Transaction Databases of different agencies.
- For transferring, data import and export utility and BCP command line utility were used.
- Automated messaging services on server failures for task completion and success.
- Provided 24/7 Support for Production, Development & Test Servers of MS SQL Servers.
- Performed query tuning & optimization using Query Plans & SQL Profiler.
- Implement different development and test server instances for the application development team to coordinate development and testing environments and keep them updated.
- Create and maintain databases, create roles, and manage user permissions.
- Wrote stored procedures to get the fields required for the reports
- Created datasets using stored procedures and reports using multi-value parameters
- Created sub-reports, bar charts, and matrix reports

**Environment:** SQL Server 2000/2005 with Clustering, DTSxChange, MSAccess, VMware ESX, Windows 2000/2003, Litespeed 5.0, TSM, DTS, RML Utility, T-SQL, SSIS, SSAS and SSRS.

## 3.3 Help Desk Support

### *3.3.1* Mark Mosley

**Objective:**

- Seeking a team manager, Senior Service Desk, or senior help desk position supporting internal customers.

**Education:**

- High school or equivalent, North Dallas High School, Present
- Aviation Institute of Maintenance, January 2011 to May 2012

**Skills:**

- MS Windows, MacOS, iOS, Helpdesk, Leadership, mentoring, communication, exceeding goals, problem resolution, excellent multi-tasker

**Work Experience:**

**Zensar**
**IT Service Desk Analyst, July 2022 – Present**

- Part of a team of technical experts, motivated by a desire to facilitate customers and be responsible for providing voice/non-voice support
- Handle complex customer scenarios, documenting solutions, and effectively providing dependable and timely resolution to all product-related technical issues experienced by customers
- Provide remote infrastructure support delivery and perform problem-cause analysis
- Collaborate with fellow support colleagues and other internal organizations to provide superior customer service
- Act as a customer advocate by working directly with customers on high-priority issues to deliver timely resolutions and capture customer feedback to influence process/product improvements.
- Anticipate customer needs and effectively address concerns related to their issue or resolution
- Provide direct technical assistance to customers via phone, email, and chat.

**Apple**
**Sr. Service Desk Support Advisor, October 2014 to June 2022**

- Troubleshoot and resolve hardware and software issues for all end-user devices.
- Deploy Windows-based desktops and notebooks.
- Computer imaging using SCCM.

- Respond to user requests through the ticketing system.
- Communicate with team members and users of all levels, both verbally and in writing.
- Knowledgeable about viruses and virus removal.
- Consistently met or exceeded metric goals.
- Created content and led team meetings.
- Mentored T1 advisors to improve technical proficiency while providing excellent customer service.
- Demonstrated professionalism and courtesy with customers at all times.
- We have identified and solved high-level technical issues with various diagnostic tools.
- I followed up with clients to ensure optimal customer satisfaction.

**Xsell Technologies**
**Operations Manager, November 2013 to September 2014**

- Led an organization of 100+
- I am responsible for hiring, training, P+L, sourcing equipment, and other items needed to ensure the smooth day-to-day operation of my center.
- Developed and oversaw the Performance Improvement plan, administrative service, and budgeting process. Conducted performance appraisals

**Links**

https://www.linkedin.com/in/mark-mosley-83a41645

**Assessments**

**Basic Computer Skills: PC — Expert,** October 2019
Performing basic computer operations, navigating a Windows OS, and troubleshooting common Computer problems.
Full results: Expert

**Technical Support — Highly Proficient,** October 2019
I am performing software, hardware, and network operations.
Total results: Highly Proficient

**Proficiency with Microsoft Office: Mail & Calendar (Mac) — Expert,** October 2019
I am using Microsoft Office Mail and Calendar tools to manage my workload.
Full results: Expert
Indeed, Assessments provide skills tests that do not indicate a license or certification or continued development in any professional field.

### *3.3.2* Sandeep Das

**Professional Summary:**

- Service Desk Analyst with 9+ years of experience & repeated success directing IT projects from inception to execution, strategically allocating resources and delegating tasks to achieve on-time, on-budget delivery.
- Implementation of all scales & all scopes, ensuring smooth transitions for the business and blending customer service with technical knowledge, helping users of all levels.

**Education:**

- Mount Ida College 2009

**Skills:**

- SaaS, 0365, Azure AAD, SharePoint, ServiceNow, Power Apps, Power Automate, Windows, MS Teams, PowerShell, HTML, Technical Support, JavaScript, SQL, LINUX, EDI, WMS, Salesforce, Tableau, Active Directory, Oracle, EPIC EMR, ZENDESK, ZOOM, OneDrive, SLA, DropBOX, Remote access troubleshooting.

**Professional Experience:**

**Zensar**
**IT Service Desk Analyst, November 2023 – Present**

- Part of a team of technical experts, motivated by a desire to facilitate customers and be responsible for providing voice/non-voice support
- Handle complex customer scenarios, documenting solutions, and effectively providing dependable and timely resolution to all product-related technical issues experienced by customers
- Provide remote infrastructure support delivery and perform problem-cause analysis
- Collaborate with fellow support colleagues and other internal organizations to provide superior customer service
- Act as a customer advocate by working directly with customers on high-priority issues to deliver timely resolutions and capture customer feedback to influence process/product improvements.
- Anticipate customer needs and effectively address concerns related to their issue or resolution
- Provide direct technical assistance to customers via phone, email, and chat.

**Sr. Service Desk Analyst**
**Light River Technologies | Remote / Concord, CA August 2022 – October 2023**

- Used Active Directory Users and Computer, Remote Support, Remote Control Viewer, Configuration Manager Console (SCCM), ServiceNow, Peoples, eService, and Remedy.

- Perform project-based work, execute project plans, and meet deadlines as required (SLA).
- Coordinates with managers and users to identify system problems, assess the severity of the issue, and prioritize appropriate responses.
- Excellent technical knowledge of Windows, Android, and Mac desktop hardware, operating systems, and software. Support end-users in troubleshooting docking stations and printers.
- We are working with users to identify system requirements, development & guidance.
- SaaS- NetSuite Admin, Zendesk admin, Salesforce Admin; road mapping, product analysis, and troubleshooting.
- Use the ServiceNow and BMC Remedy ticketing system to track work and analyze reports to identify problem areas while adhering to the Service Level Agreement (SLA) time.

**Service Desk Analyst / 0365 Admin**
**Solidifi | Remote / Middletown, RI September 2020 – August 2022**

- Maintain lab environment to ensure all desktop systems are operational and running the latest Windows 10 and McAfee antivirus software updates.
- Work with clients to identify the issues and resolve them within SLA.
- Lead SharePoint Deployment managing team of 3 SP Admins. Changes made via PowerShell or SP site customization.
- Resolve technical problems with hardware, software, and connectivity in ServiceNow to resolution.
- Azure AAD integration, deployment & administration. Report generation.
- Extensive experience working on Microsoft products, Windows Server 2000 / 2003 / 2008 / 2010, Windows (Win 98 to Win 7), Outlook, MS Exchange, Office, Active Directory, Novell, Remedy, Antivirus, ITIL, etc.
- SaaS-Sales Force Admin; road mapping, troubleshooting, vendor relations.
- Solar Winds ticketing system · Working knowledge of IT Service Management tools.
- We are using Tableau to create dashboards.

**Support Technician II**
**Atrius Health Harvard Vanguard | Remote / Norwood, MA April 2019 – September 2020**

- Help Desk – analyzing, solving tickets, or escalating to the correct department.
- Microsoft Active Directory, Azure AAD
- I provided Level III Application Support/project-level support For the Microsoft Exchange Server team.
- Deploy new Windows 10 desktops and laptops during Windows 10 Migration
- Rebuild existing machines from Windows 7 to Windows 10 with "Robocopy" Utility
- SaaS – Zendesk, HP, Salesforce.
- Windows 10 Refresh imaging/configuration.
- Perform troubleshooting to diagnose and resolve problems remotely and effectively.
- Windows System Support.

**IT Support Analyst**
**Walden Behavioral Care | Remote / Waltham, MA September 2018 – March 2019**

- Creating applications for the nursing team designed for inpatient intake assessments.
- Microsoft Windows XP, Microsoft Windows 7, and Microsoft Windows 10 (OS) Operating Systems.
- Advanced Microsoft O/S Windows 7 and Windows 10 and MAC knowledge and troubleshooting and break/fix
- Process requested task via the Service Now Ticketing System
- Involved in development meetings & implementation.
- SaaS - Tableau to create dashboards, Created dashboards for NetSuite users.

**IT Operations Supervisor**
**Ocean State Job Lot | Waltham, MA July 2018 – September 2018**

- In charge of 35 employees
- When necessary, we support various devices running operating systems such as Windows 7, 10, MAC OS, iOS, and Android.
- Document incident/request specifics with Remedy IT Service Incident Management Ticketing System
- Established project milestones and ensured all team members were well-prepared to meet deadlines.
- Motivated and trained employees to maximize team productivity.
- It has developed and deepened relationships with customers, vendors, & internal stakeholders.

**Project Manager**
**Next Step Living |Remote / Boston, MA Jan 2013 – October 2015**

- Responsible for a 5–10-million-dollar weatherization portfolio
- Delivered a high level of service to clients to maintain and extend the relationships for future business opportunities.
- Utilization of ServiceNow Incident Management Help Desk Database Software
- Dropbox Admin
- It has developed and maintained long-term relationships with policyholders and small business entities.
- It worked within C-Suite to discuss operational adjustments and to review proposals.

### *3.3.3* Jazmine R. Jones

**Summary:**

- I will always be willing to do what is needed to improve myself as an employee and leading team member at any opportunity.
- My eagerness to explore beyond my primary day-to-day tasks and diversify my career is a testament to my adaptability and readiness to take on new challenges in any position.
- My strong desire to establish a solid communication foundation indicates my commitment to teamwork, continuous learning, and job growth.
- Responsible for solving client issues effectively and promptly as prescribed in the Service Level Agreement (SLA).

**Skills:**
Software Proficiency:

- Microsoft Server, Mobile Iron, Remedy, Snow, HPSM, Remote Assist, Good Mobile, Maas360
- Active Directory, Microsoft Exchange, iLO, System Management, Microsoft OS, Office 365
- LAN, VPN, DNS, DHCP, Air Watch, Apple, and Android mobile support Equipment Proficiency:
- HP PCs and servers, DELL, Lexmark Printers, Laptops, Emerson and Liebert back-up systems and all other supporting peripherals, Androids, Apple, and BlackBerry

**Education:**

- American Intercontinental University, April 2018 – 2020
- Bachelor Of Science in Information Technology Specializing in Networking, Richland College 2014-2015
- Received certification for Microsoft Word in the fall of 2014
- Working to complete certifications in CCNA in Networking and Security, Certification in PC Support, Networking Security and Programming, Helpdesk Support

**Experience:**

**Zensar**
**IT Service Desk Analyst, November 2022 – Present**

- Part of a team of technical experts, motivated by a desire to facilitate customers and be responsible for providing voice/non-voice support
- Handle complex customer scenarios, documenting solutions, and effectively providing dependable and timely resolution to all product-related technical issues experienced by customers
- Provide remote infrastructure support delivery and perform problem-cause analysis

- Collaborate with fellow support colleagues and other internal organizations to provide superior customer service
- Act as a customer advocate by working directly with customers on high-priority issues to deliver timely resolutions and capture customer feedback to influence process/product improvements.
- Anticipate customer needs and effectively address concerns related to their issue or resolution
- Provide direct technical assistance to customers via phone, email, and chat.

**Iconma –Tayshagtx | Dallas, TX**
**Lead Service Desk Analyst (contract to hire) August 2021- November 2022**

- Assist with implementing and maintaining support processes and procedures of various platforms.
- Provided 24/7 executive on-call support
- Serves as a lead for the Windows 7 and Windows 8 roll-out and image creation using Microsoft Deployment Toolkit
- Manage local internet connectivity, wireless and wired setup and configurations.
- Set up desks and conference rooms, debug issues, and be tech support for local staff.
- Coordinate alongside MSP and Monitor, order, and log preventive maintenance, technical service repairs, and supplies for on-site printers, fax machines, and copiers as needed. Transporting hardware to and from MSP may be required.
- Review availability/outage matrix and SLA/KPI compliance matrices; take corrective action if necessary.
- Participate in systems management and administration for Exchange, Office365 integration, server hardware, phone systems, backups, and network build.
- Collects performance data for all ongoing projects.
- Provide a variety of routine office and clerical tasks

**Master Halco | Dallas, TX**
**Lead Service Desk Support Technician (contract to hire) March 2020 – June 2021**

- Lead the ServiceDesk with solutions to ongoing issues and resolutions.
- One-on-one end-user support & resolution via telephone, e-mail, & other communication
- Tier 2 Help desk support on software and hardware issues for company standard equipment
- Responsible for diagnostics & reporting of imaging software
- Prepared and assisted all employees with the transition from Skype to Microsoft Teams
- Tracks and maintains IT equipment inventory
- Document processes and develop user training tools for end users
- Assist with ancillary duties and projects as assigned
- Sets up new computer systems and performs routine maintenance as needed
- Maintains equipment and software as needed to ensure secure and efficient operations.
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software
- Utilize remote control software to troubleshoot and fix user problems remotely
- Install, configure, and maintain laptops, desktops, and managed printers servers

- Support various software packages, including Microsoft Office 365, anti-virus, backup, email clients, email servers, Cisco products, VPN clients, Adobe Products, and Internet Browsers
- Participate in moves, additions, and changes to network and systems access for new, departing, promoted, or demoted employee

**Raytheon | McKinney TX**
**IT Service Desk Technical Team Lead (Contract to Hire) September 2019 – January 2020**

- Tech lead for 1600+ end-user devices (phones, desktops, printers), 60+ servers, and 30+ nationwide sites.
- I performed Desktop and Laptop backups in preparation for migrating over 2000 users between multiple locations from Windows 7 to Windows 10.
- Created documents to assist users with onboarding and access issues in multiple locations for the current client.
- Worked with Altiris to back up users' devices
- Perform break/fix as needed, drive removal and replacement, backed up and replaced SSD
- Worked on device refresh and reimages for all users and educated users within Windows 10
- End-to-end responsibility for steady state support, SLA adherence, continuous improvement, and CSAT
- Educated techs in troubleshooting issues with errors received in the backup and imaging process

**JP Morgan Chase | Plano TX**
**Tech Analyst (Contract to Hire) | July 2016 – April 2019**

- Supported 85,000 desktops/laptops and 20,000 printers in 5600 JPMC retail branches nationwide.
- Trained the New Hires for my team and backed management when needed
- Provided device support for end users and techs on identifying and restoring/repairing hardware and software issues and assist end users with mobile device configuration for email and Wi-Fi connectivity
- Moved to work directly on my team's Working on Networking side. I can perform server installation and part replacement
- Monitored network stability and outages, as well as performing routine server tasking

**Honey Well | Plano, TX**
**Remote Service Desk Support December 2014 – July 2016**

- Worked with the user to perform initial setup, network connection, and device reconfiguration for mobility devices for over 30 Vendors
- Handle incoming voice calls and incoming emails and voicemails troubleshooting hardware and software issues verbally and remotely
- Working with client-specific systems and devices like Parature, Ethos, Soti, Log Me In Rescue, Mobile Iron

**COMPUCOM | Dallas, TX**
**Service Desk Support, April 2014 – Dec 2014 & Nov 2015 – Jan 2016**

- Troubleshooting hardware and software issues verbally and remotely, as well as Network/VPN connectivity issues
- Process service requests for repairs, onboarding, service outages, access, and permissions, and Active Directory
- Worked with multiple vendors as well as priority clients like the City of Dallas Police and Children's Hospitals

**IQOR | Richardson, TX**
**Remote Support Specialist, June 2013 – April 2014**

- Worked with End users to do initial setup with Android devices
- Assisted customers and carriers with troubleshooting network-based issues happening from the device
- Handled hardware and software, data transfer, and device synchronization
- Proficient in connectivity with data and Wi-Fi setup
- Helped in new hire training Abe classes

**ETECH | Dallas, TX**
**Help Desk/Sales Representative, August 2012 –December 2012**

- Educated customers on product function and product selection that would fit their needs
- Assisting in finding payment methods for product purchasing
- Helped with locating products in last minute or short notice needs
- Worked with users on methods of data transfer between operating systems

**SPRINT PCS | Haltom City, TX**
**Mobility And Network Support Representative, January 2011 – March 2012**

- Helped end users with issues with VPN and network connectivity, troubleshooting devices to reestablish dependable service, monitored network for service outages and restoration time
- Worked as team SME, keeping the team up to date with new procedural changes, aided my peers in improving the team's overall performance, and trained in new hire classes.

## 3.4 Network Engineer

### *3.4.1* Bhanav Walia

**Professional Summary:**

- Seven years of extensive hands-on experience in Cisco network design, deployment, and troubleshooting.
- Experience with routing protocols like EIGRP, OSPF, RIP, BGP, MPLS/VPN
- I worked on Cisco 6500, 7200VXR, 12000 series Routers, and Cisco 4500, 6509, and 7613 series switches.
- Proficiency in configuring VLAN setup on various Cisco Routers and Switches.
- Experienced in troubleshooting both connectivity issues and hardware problems on Cisco-based networks.
- Hands-on experience on PIX Firewalls, Palo Alto, ASA (5540/5550) Firewalls. Implemented Security Policies using ACL, Firewall, Confidential, SSL, VPN, IPS/IDS, AAA (TACACS+ & RADIUS)
- I worked on Cisco 6500, 7200VXR, 12000 series Routers, and Cisco 4500, 6509, and 7613 series switches.
- Proficiency in configuring VLAN setup on various Cisco Routers and Switches.
- Experienced in troubleshooting both connectivity issues and hardware problems on Cisco-based networks.
- Enhanced level of experience with QoS, OSPF, BGP, ATM, T1-T3 Frame-Relay
- Network analysis and capacity planning experience using tools like Sniffer, Ethereal, and TCP dump.
- Experience configuring Virtual Device Context in Nexus 7k,5k and 2k
- Experience with Checkpoint Firewall policy provisioning
- Extensive hands-on experience with complex routed LAN and WAN networks
- Provide second/third level technical support for ACI (Application Centric Infrastructure) and APIC technologies.
- Solid understanding and hands-on experience with ACI, SD-WAN, TCP/IP, EIGRP, OSPF, BGP, DHCP, DNS, LDP, LACP, VPC, VDC, VSS, VLAN, VXLAN, VTP, VPLS, STP, SPB, RSTP, MPLS, QOS, PKI and MPLS VPN's
- Highly experienced in the AWS Cloud platform and its features, including EC2, VPC, EBS, AMI, SNS, RDS, EBS, Cloud Watch, Cloud Trail, Cloud Formation, AWS Config, Auto Scaling, Cloud Front, IAM, S3, and Route53.
- Well experienced in configuring HSRP, GLBP, VRRP, ICMP, IGMP, PPP, HDLC, PAP, CHAP, and SNMP protocols.
- Solid working knowledge and experience in deploying 802.11a/b/g(Wi-Fi) network with security protocols (WPA/WPA2).
- Network Security Network Infrastructure Oral/Written Communication.
- Worked on network topologies and configurations, TCP/IP, UDP, Frame Relay, ATM, bridges, routers, hubs, and switches.
- Checkpoint, Cisco ASA, Fortinet, and Palo Alto installation, upgrade, Monitoring, and patch management.

- Highly experienced in AWS and GCP Cloud platform and its features.
- Experience troubleshooting OSPF, EIGRP, BGP, RIP, BFD, SNMP, VLANs, 802.1Q, and HSRP.
- Viptela devices and creating device and feature templates on vManage required for SD-WAN implementation.
- Experience developing orchestration software for IP WAN services like SD-WAN, L3VPN, L2VPN
- Configuring Administrating Cisco ACS5.3 for Dot1x RADIUS authentication for Wireless users and TACACS for Device Administration.
- Experience in layer-3 Routing and layer-2 Switching. Dealt with Nexus models like 7K, 5K, and 2Kseries, router models like 7200, 3800, 3600, 2800, 2600, 2500, 1800, series and Cisco catalyst 6500, 4500, 3750, 3500, 2900 series switches.
- Expertise in migrating Firewalls from Nortel Captivity to ASA, ASA to Checkpoint, Checkpoint to Palo Alto, and vice versa.
- Troubleshot and worked on security-related issues with PIX, Checkpoint, IDS/IPS, and Juniper Net-screen firewalls.
- I handled tickets for troubleshooting, Call Manager, F5/NetScaler load balancers, Routers, Switches, FortiGate Firewalls, Aruba wireless equipment, and some server issues.
- Worked on Panorama firewall management tool to administer Palo Alto 5050, & 5250 device groups.
- Troubleshoot network issues, including knowledge of firewalls, switches
- Deep knowledge of Significant experience with and deep expertise in many of the following: Ethernet, 802.2/3, 802.1d, IP, TCP, VLAN, VTP, STP, BGP, OSPF, HSRP/VRRP/GLBP, PIM, IGMP, MSDP, MPLS, LDP, DNS, HTTP, SSL, NetFlow, 10G, 40/100G Futures, Linux/Unix.

**Technical Skills:**

- **Networking Equipment:** Cisco 2500, 2600, 2800, 3600, 7200, 7600 series routers, Cisco 1900, 2900, 3550, 4900, 6500 series catalyst switches, Nexus 2k,3k, 5k, and 7k, and Load Balancers F5 BigIP.
- **Routing Protocols:** RIP v1 v2, EIGRP, OSPF, IS-IS, BGP, VRRP, HSRP, GLBP.
- **LAN Technologies:** Ethernet, TCP/IP, CDP, STP, RSTP, VTP, Confidential, Trunks, Ethernet channel, MPLS.
- **AAA Architecture:** TACACS+, RADIUS, Cisco ACS.
- **WAN technologies:** Frame Relay, PPP, ATM, ISDN, PPP, MPLS exposure to DS1, DS2, OC3, OC12, T1/T3, E1/E3, and leased lines.
- **WLAN Technology:** 802.11 standards, Lightweight and Autonomous systems.
- **Firewalls:** ASA, PIX, SRX, Watch guard, ASDM, CSM, Checkpoint, Firewalls/VPNs ASA, Palo Alto, Cisco VPN, Zscaler VPN
- **Network Security:** IPSec, VPN Configuration, VPN Concentrator, PIX 506, 515, 525, 535 ASA 5505, 5510 Firewalls, NAT/PAT, FWSM/ASDM, Cisco NAC, Checkpoint, IDS Intrusion Detection System, IPS Intrusion Prevention System, Authentication AAA TACACS RADIUS Ethereal, Encryption technologies like DES, 3DES, Checkpoint R75

- **Juniper:** E series, J series, and M series. Juniper SRX VPN.
- **Infrastructure services:** DHCP, DNS, SMTP, FTP, TFTP, POP3
- **IP Telephony:** VoIP SIP, H.323, MGCP, CCM, Gateways/Gatekeeper, Quality Of Service QOS
- **Load balancer:** F5 Load Balancer, ACE, LTM & GTM series.
- **Applications:** MS Office, MS Visio, Tcl/Tk Scripting, C/C, Python
- **Monitoring Tools:** Wireshark, Fiddler, Microsoft Network Monitor, solar winds, and some sniffers
- **Cloud:** AWS S3, EC2, IAM, RDS, VPC, Kubernetes, Terraform, Elastic Load balancers, Azure, GCP.

**Work Experience:**

**Zensar, Miami, FL**
**Network Engineer, Mar 2024 - Present**

- Enterprise Routing/switching experience (L2/L3), including maintaining and troubleshooting network hardware, firewall, routing, and switching (Cisco desired).
- Knowledge of network protocols and applications, including RADIUS, SNMP, SYSLOG, TACACS, DNS, DHCP, IPSec, NAT, and ACLs.
- Strong troubleshooting, documentation, and verbal/written communication abilities.
- Technology Stack: Proxies ( Blue Coat) / Cisco ISE / Infoblox /Load Balancer (F5) /Palo Alto / Cisco ASA
- Configuring and installing various network devices and services (e.g., routers, switches, firewalls, load balancers, VPN)
- Provide Level-2/3 support and troubleshooting to resolve issues
- Deep understanding of networking protocols (e.g., IPSEC, HSRP, BGP, OSPF, 802.11)
- We need the resources to be Onsite as there is significant Onsite work (Physical work).

**United Airlines, Atlanta, Georgia**
**Network Engineer, Nov 2020 – Feb 2024**

- Engaged in designing and performing the configuration of a Cisco Identity Services Engine (ISE) Server to migrate services from Cisco Secure Access Control System (ACS) version 4.2(used for Wireless Client Access), Cisco Secure ACS Agent, Cisco Network Admission Control (NAC) Guest server version 2.0.3 and Cisco Secure ACS version 5.5.0.46 (Used for Terminal Access Controller Access Control System (TACACS+) to Network Devices) to the new Cisco ISE server.
- Provided support, configuration, testing, and documentation for CenterPoint Energy's ISE rollout, including changing configurations in access and distribution layer switches, wireless controllers, and ISE nodes.
- Used AWS Cloud platform with features EC2, VPC, ELB, Auto-Scaling, Load Balancing, Security Groups, IAM, EBS, AMI, RDS, S3, SNS, SQS, Cloud Watch, Cloud Formation.
- Experience building VPCs for specific environments and subnetting for private or public needs.

- Developed an AWS security roadmap that included the AWS Services and third-party tools to be utilized in the AWS Cloud for Security monitoring.
- Hands-on experience with Cisco IOS/IOS-XR/NX-OS and Juniper JUNOS for configuration troubleshooting of routing protocols: MP-BGP, OSPF, LDP, EIGRP, RIP, BGP v4, and MPLS.
- Implemented continuous integration automated build pipelines using Jenkins.
- Deployed Chef Dashboard for configuration management to existing infrastructure.
- Developed an AWS Security Group strategy. Determined naming conventions, owners, and approval process for Security Group change requests in a promote-to-production environment.
- Enabled and configured CloudTrail logs for 26 AWS accounts. Created and managed an encrypted S3 Bucket for all CloudTrail logs and adjusted bucket policy for each account CloudTrail can access.
- Installed and configured Amazon's Inspector. Created targets and templates and scheduled assessment runs for all EC2 instances in the AWS account.
- Modify the pilot ISE environment for production scaling and performance.
- Provide ISE deployment services for migrating users from Cisco NAC to the Cisco ISE platform for the following locations.
- Used the ISE Endpoint Analysis Tool (ISEEAT) to analyze data and design new ISE Profiling Policies.
- I performed operational Moves/Adds/Changes in Integrated Services Engine (ISE) 2.3, including, but not limited to, network devices, Identity Groups, Local Hosts, Local Users, Administrator Policies, etc.
- I evaluated and analyzed the environment for NSX deployment, including the NSX manager, Distributed Firewall, and Distributed Logical Router.
- Configured and tested Verizon ARC BA850 Cradle Point as the turnkey networking solution for 4G/LTE failover.
- Addressed technical issues and questions regarding Cisco ISE, including troubleshooting, feature changes, and modifications.
- Implementation of Cradle point with 3G/4G LTE as Backup Solution for Clients' WAN. Connections and using Enterprise Cloud Manager for Monitoring.
- Test 7750 for bandwidth, packet loss, Jitter, and latency using network diagnostic tools and QSCOPE before the site is integrated into LTE.
- Configured Cisco ISE for Wireless and Wired 802.1x Authentication on Cisco Wireless LAN.
- Consisted of ISE Deployment, Authentication with Active Directory, and Microsoft Certificate Authority.
- Designed and Configured Cisco Identity Services Engine (ISE v2.3) to support corporate connectivity to a new wireless environment utilizing Active Directory Authentication.
- Well-versed In IP networking and network security, as well as good knowledge of peripheral component interconnect PCI.
- Hands-on experience with Perl, Python, and Java.
- Adaptive to cloud strategies based on AWS (Amazon Web Service).
- Familiar with cloud computing services like Microsoft Azure.
- Familiar with network traffic captures and network mapping tools like Wireshark.

- Strong working experience with Static, RIP, EIGRP, OSPF BGP Routing protocols.
- Vendor coordination for all network Security and Wireless services.
- Under general direction, responsible for acquiring, installing, maintaining, and using the vast and local area network. Managed network performance and maintained network security.
- Ensured that security procedures were implemented and enforced. Installed all network software. Evaluated, developed, and maintained telecommunication systems. Troubleshoot network problems.
- Establishes and implements network policies, procedures, and standards; ensures conformance with information systems and the company's objectives; and trains users on network operation.

**Environment**: Checkpoint, Nexus, Cisco 3500, 1400, 1500, 5400, ASA firewall -- ASA5545, ASA5585-SSP-20, firewall PIX-525, VPN concentrator - Cisco 3060, checkpoint firewall - r77, F5 Local Traffic Managers (LTM) 5000, 7000 series, (ISE) 2.3, VLANs, STP, DNS/DHCP issues, Palo Alto firewalls, Cradle Point, FortiGate TACACs, BGP, AWS, MPLS, Firewall analyzer, Wireless LAN, service desk, Cisco ISE, Cisco Prime, JUNOS.

**BCBS, Newark, New Jersey**
**Network Engineer, Jan 2018 – Oct 2020**

- Responsible for three open-source projects: Elasticsearch, Logstash, and Kibana.
- Hands-on experience handling server-side data processing pipeline and sending it to 'stash.'
- Drive the project to implement Viptela Software Defined WAN (SD-WAN) solutions and reduce costs on MPLS for every fiscal year.
- Hands-on experience with TCP/IP, LANs, WANs, and WLANs (Wi-Fi)
- Troubleshot Confidential VDCs, Ports Virtual port channel (vPC), and configuration on Nexus 7k.
- Hands-on technical experience configuring, maintaining, and troubleshooting network firewalls and VPN DHCP servers.
- Worked on implementing Infoblox DNS, DHCP, and IPAM (DDI) for the network.
- Experienced in creating Python apps to automate daily networking tasks like configuring devices, network information collection, and testing by client simulations.
- Created and delivered ACI training to HTTS engineers globally.
- Excellent working knowledge of TCP/IP protocol suite and OSI layers.
- Hands-on knowledge of AAA protocols such as RADIUS, TACACS+, and Cisco ACS.
- Monitored and configured LACP and OSPF protocols on Arista 7250qx-64 switches and created trafPatternstern on Arista 7250 switches using Open flow.
- Replicated VMware VMs to Azure with Site Recovery.
- Successfully installed Palo Alto PA-3060 firewalls to protect the Data Center.
- Cisco ISE implementation for 802.1x authentication
- Implemented Silver Peak WAN optimization platform
- Hands-on experience with data center technologies, including Spine-left, CISCO ACI, And rasta Cloud Vision.
- Assisted the team in configuring Cisco Unified Communications Manager (CUCM).

- Hands-on experience with networking experience, including configuring Cisco, Arista, and Juniper Networks switches, including 10/40/100Gb. Experience designing and configuring Arista and Cisco Switches and Routers, reviewing technical requirements for deployment.
- Migration of existing IPSEC VPN tunnels from Pre-Shared key to Certificate Authority for scaling
- Design, test & implement VIPTELA SD-WAN, SDWAN role integration with Multiple Cloud Providers.
- Hands-on experience with ITIL processes like knowledge management, service validation, testing, and release and deployment management.
- Cisco ACS implementation for 802.1x authentication.
- Hands-on experience with SD-WAN (MPLS/Frame Relay), routers, switches, TCP/IP, routing Protocols (BGP/OSPF), and IP addresses.
- In-depth knowledge of Routing Policies, Network Architecture, IP Subnetting, VLSM, TCP/IP, NAT, DHCP, and DNS.
- Experience in the deployment & troubleshooting of F5 Load Balancer including BIGIP Series 5050V, 10000V, 8900, 6900, and 3900.
- Worked on 2600, 3500, and 7613 Routers, implemented OSPF and BGP, and performed route filtering and manipulation by applying distributed lists, route maps & offset lists.
- Translating Cisco IOS Route maps to Cisco IOS XR Routing policies.
- Worked on URL filtering and upgrading the Palo Alto firewall from PAN-OS 7.1 to PAN-OS 8.0.
- Worked on the implementation of Cisco Meraki wireless solutions and the deployment of wireless access points.
- Working knowledge and hands-on experience with the PA-200, 500 Series firewalls.
- Resolving issues in the Network Operations Center (NOC) through the ticketing system and escalating the issues if necessary.
- Created Linux virtual machines using VMware virtual center.
- Worked on the implementation of Cisco Meraki Enterprise Cloud Wireless Bridge/Repeater to extend the LAN for multiple buildings
- Installed and configured Meraki (MX80, MX60) Appliance via Meraki MX400 Cloud.
- Installed and configured Cisco Meraki (MR66, MR18) wireless Access points in the warehouses from scratch.
- Configuring HSRP between the 3845 router pairs of Gateway redundancy for the client desktops.
- I upgraded the IOS on the ASA 5550 and 5585 and the IOS on Cisco routers and switches.
- I was involved in Configuring and implementing Composite Network models consisting of Cisco 7300, 7600, 7200, and 3800 series routers, ASR 9k, and GSR 12K routers, and Cisco 2950, 3500, 3550, 3750, 5000, and 6500 Series switches.
- Mutual redistribution of OSPF and BGP routes using route maps for WAN optimization.
- Configuring VLAN, STP, VSTP, and SNMP from scratch on EX series switches.
- Hands-on experience in the Design, Installation, and configuration of Checkpoint Provider Environment.
- Managed the Checkpoint firewalls and provided Level 3 support for the Checkpoint Firewall administration.

- Upgrading system images on Nexus 5 and 7 multi-layer switches using kick start and FTP server.
- Familiar with setting up network connections with multiple cloud providers such as AWS, Azure, Oracle, etc.
- Worked on configuring BGP and advertising routes to the ISP network.
- Experience creating and monitoring high-availability, scalable networks in AWS using EC2, Lambda, VPC, and other AWS services.

**Environment:** Cisco Router 7613, Cisco Switch 6500, Nexus 2K, 5K, 7K, OSPF, BGP, VLAN, MPLS, 802.1x, Cisco ASA 5550, 5585, Infoblox, SDN, PIX Firewall, F5 Load Balancer 6400, 6800, Nokia 7210 switch, 7750 routers**.**

**Caterpillar, Chicago, Illinois**
**Junior Network Engineer, Sep 2015 – Dec 2017**

- Configuring and troubleshooting multi-customer ISP network environment.
- Involved in network monitoring, alarm notification, and acknowledgment.
- Implementing new/changing existing data networks for various projects as required.
- Troubleshooting complex networks layer 1, 2(frame relay, ATM, Point to Point, ISDN) to layer 3 (routing with MPLS, BGP, EIGRP, OSPF, and RIP protocols) technical issues.
- Providing support to networks containing more than 2000 Cisco devices.
- Performing troubleshooting for IOS-related bugs by analyzing history and related notes.
- Carrying out the documentation for tracking network issue symptoms and large-scale technical escalations.
- Managed service request tickets within the troubleshooting phases, maintenance, upgrades, fixes, and patches, and provided technical support.
- Commissioning and Decommissioning of the MPLS circuits for various field offices.
- Preparing feasibility reports for various upgrades and installations.
- Installation and maintenance of new network connections for the customers.
- Configuring all the required devices and equipment for remote vendors at various sites and plants.
- Installed new equipment to RADIUS and worked with MPLS-VPN and TACACS configurations.
- Installing and maintaining local as well as network printers.
- Implemented 8x8 VOIP solutions on-site and ran a network diagnostic test and network assessment test.
- Validating existing infrastructure and suggesting new network designs.
- We are working on creating new load-balancing policies that employ BGP attributes, including Local Preference, AS-Path, Community, and MED.
- Installing and maintaining Windows NT Workstations and Windows NT Server.
- Providing technical support to LAN & WAN systems.
- Monitoring Memory/CPU on various low-end routers in a network.

**Environment**: LAN & WAN, Cisco Devices OSPF, BGP, VoIP, EIGRP, MPLS, and Cisco Switches and Routers.

### *3.4.2* Syed Md. Muinul Hasan

- I have over seven years of working experience with Cisco, Checkpoint, Palo Alto, Microsoft, Aruba Wireless, HP(Aruba) Switches, One Login, Avaya Voice, Dell SonicWALL Firewall, Bluecoat, F5 LTM WAF, McAfee, Trend Micro, Symantec WSS (Web Security Services), Barracuda Backup, Terraform, Azure and AWS Security, GCP (Google Cloud Platform) BlueCoat Proxy, Zscalar Proxy, Cisco WSA Proxy.
- Working experience in the administration of AWS (Amazon Web Service), such as creating EC2 instances, security groups, elastic IPs, Baston Hosts, NAT instances, Network ACL and Security Groups, ELB, Cloud Trail, IAM, KMS, VPC Peering, VPN, etc.
- Good knowledge and experience in GCP and Microsoft Azure Networking.
- Managing the GCP platform, such as configuring VPC, Cloud DNS, Cloud Load Balancing, Cloud Armor, Cloud NAT, Network Intelligent Center, and Cloud Firewall.
- Extensive working knowledge of Cisco ASA 5500 series firewalls, Check Point, and Palo Alto Firewalls.
- hands-on experience with various IT service services, including tools like catalog requests, asset management, configuration management, service administration, incident and problem management, knowledge management, reporting, and integration with web services.
- Good exposure to Cloud-based technology Cisco Meraki (MDM)
- Involved in Switching Technology Administration, including creating and managing
- Design, code, test, and integrate system-level scripting on Python and JSON to perform multitasking for Software Defined Network Solutions such as ACI
- VLANs, Port security, Trunking, STP, Inter VLAN routing, LAN security, etc.
- Experience in Wide area application services (WAAS)
- Managing and Administrating as a SME of Cisco IronPort (WSA Proxy, ESA)
- Experiences of configuring Global Protect VPN (Palo Alto) services through One Login
- Create users and roles, add users into groups, disable users, and reset passwords in Active Directory.
- Managing DNS and DHCP Servers.
- Managing UTM (Unified Threat Management) and NGFW (Next Generation Firewall)
- Implementing test labs that comprise firewall appliances such as Checkpoint Gaia, Palo Alto, and Fortinet firewalls.
- Working with AWS/GCP/Azure infrastructure.
- Experience with Next Generation Firewall (Palo Alto and Fire Power)
- Hands-on experience on SDN technology, including VMware NSX and Cisco ACI
- Experience in adding users in One Login and granting access to different applications via One Login
- Sound knowledge of virtual firewalls like checkpoint VSX, IDS, and IPS, as well as encryption techniques.
- Strong hands-on experience on PIX 506, 515, 525, 535, ASA 5505/5510 Firewalls. Implemented security policies using ACL, Firewall, IPSEC, SSL, VPN, IPS/IDS, AAA TACACS RADIUS

- Used ANT and Python scripts to automate the Build and deployment process, Provisioned load balancer, auto-scaling group, and launch configuration for microservices using Ansible.
- Monitoring logs on Cisco ISE for endpoint profiling and posturing using 802.1x and MAB (MAC Authentication Bypass) method.
- Aggregating switch links using LACP and PAGP protocols.
- Implementation and Troubleshooting of WAN authentication protocols- PPP, CHAP, and PAP.
- IP addressing and IP address scalability by configuring NAT/PAT.
- Experienced working on network monitoring and analysis tools like SOLAR WINDS, CISCO works RIVER BED, and Wireshark.
- Expert knowledge of Manual and Automated pen testing and vulnerabilities (WEB and Network).
- Knowledge of Pen testing, vulnerability assessment solutions like Metasploit Framework, Nessus
- Experience with Microsoft 365 Cloud and Exchange Online Protection (EOP) in creating policies, allowlisting, or blocking email and IP addresses.
- Experience with Blue Coat and Zscaler proxy URL filtering with allowlisting and blocklisting URLs, creating rules for content filtering.
- Monitoring and troubleshooting Kemp Load Balancer.
- Experience with WSS (Symantec Web Security Services)
- Implement security policies based on WSS application filtering, IP, and domain allowlisting.
- Blocklist, allowlist categories in WSS.
- Monitoring and updating Trend Micro for the Exchange server.
- Hands-on experience with McAfee EPO, including deploying and removing agents on the client's machine, removing viruses, and manually updating DAT files.

**Education Details**

- MS in Cyber Security, NYIT, 2014
- BS in Electrical and Electronic Engineering, AIUB, 2008

**Skills:**

- CCIE Security (Perusing, Written Cleared)
- CCIE Routing and Switching (Written only)
- Palo Alto Certified Network Security Engineer (PCNSE7)
- Cisco Certified Network Associate (CCNA)
- Checkpoint Certified Security Administrator (CCSA)
- Palo Alto Certified Accredited Configuration Engineer (ACE)
- AWS-certified Solution Architect
- Working on CISSP
- AZ 700 Microsoft Certified: Azure Network Engineer Associate
- AZ 500 Microsoft Certified Azure Security Engineer Associate

**Professional Experience:**

**Randstad Technologies US**
**Client: Cigna, Remote**
**Sr. Network Security Engineer, Dec 2020 – till Date**

- I am part of the Info Sec team that validates all new Firewall configurations (Palo Alto, Cisco Firepower).
- Analysis logs and threat events for the Intrusion Detection and Prevention System.
- Run a BPA report to analyze the current Firewall configuration and advise the client of Vendor recommendations for Firewall configurations.
- Using Splunk to get the threat logs based on severity.
- Using Panorama to manage Palo Alto Firewalls in a large environment.
- Manage Palo Alto Firewalls for SSL decryption and Content Filtering like Anti-Virus and URL Filtering.
- Troubleshooting various content filtering and SSL decryption issues in Palo Alto Firewalls.
- Working as a SME for Next Generation Firewall and technical lead in a large environment (200+ Firewalls)
- Making reports for all plants Firewall validations.
- I am working on Blucoat URL filtering for day-to-day support and using VPM to manage Blue Coat Proxy's Security Policies.
- Working experience on Zscaler proxy for URL filtering and SSL decryption.
- Using Zscaler for day-to-day operations like troubleshooting various issues with users.
- Using stealwatch to check flow collectors manually.
- Event log analysis for Palo Alto and Cisco Firepower.
- Manage the run book for the firewall validation process.
- Hands-on Experience on Multi-Cloud platforms like AWS, GCP, and Microsoft Azure.
- Manage GCP, such as creating VPC, GCP firewall rules, logging, monitoring, Cloud Armor, NAT Gateway, etc.
- WAF (F5 and AWS Shield) for day-to-day operations.
- Create and Implement WAF rules and engage in troubleshooting and blocklisting IP.
- Managing Cloud configuration through Terraform
- AWS (Amazon Web Service) like creating EC2 instances, creating security groups, creating elastic IPs, Baston Hosts, NAT instances, Network ACL and Security Groups, ELB, Cloud Trail, IAM, KMS, VPC Peering, VPN, etc.
- Managed Microsoft Azure cloud environment, such as Vnet creation, and worked on Microsoft Azure Firewall and Security Center.

**Saven Technologies**
**Client: Broadcom, Fort Collins, CO**
**Sr. Network Security Engineer, May 2018 Nov 2020**

- Working with Cisco, Aruba (HP) switches, Cisco ASA, Palo Alto Next Generation
- Firewall and AWS.
- Perform day-to-day operations and project tasks.
- Experience in Auditing, Archiving, and performance tuning of Remedy and Service Now Setups.

- Experience in cybersecurity incidents and day-to-day operations.
- Installation, configuration, and management of new switches on the Data Center and new sites.
- Using Service Now service requests, incidents, and Change Management.
- Using SolarWinds for Monitoring different sites.
- Configuring Aruba wireless controller for Access Points.
- Networking, vRouter and Orchestration (NSO) framework.
- Configure site-to-site VPNs in the Cisco ASA firewall.
- Strong skill set in service suite development, including SOAP/REST integration, web services, discovery, workflow, and CMDB.
- Palo Alto  Working experience as a Technical Lead in a Large Environment of Palo Alto
- Experience operating and developing infrastructure and services in public cloud environments (AWS, GCP, Azure, etc.)
- Managing Device groups and templates in Panoramas
- User ID integration using HP clearpass and SAML authentication for Global Protect VPN.
- Managing day-to-day operation on Firewalls tickets
- Hands-on experience on significant outages for Firewall issues and RMA procedures.
- Provide training for the team for various Firewall operations issues
- Managing Palo Alto for Global Protect VPN, Site to Site VPN, NAT, Routing, and Security Profiles like URL Filtering, Antivirus, Wildfire, and File Blocking.
- Checking malware/malicious files on the WildFire portal for detailed analysis reports.
- Configure auto schedule in Panorama for an auto dynamic update for Antivirus and Application and threat protection.
- Generate BPA (Best Practice Assessment) for a detailed report from the Palo Alto portal.
- Involve clean-up activities for Security Policies.
- Upgrade the PANOS version according to the vendor's recommendation.
- Configure a new box and bring it online with onboarding to Panorama for new deployment.
- Get the Tech Support File for root cause analysis with Vendor for Major outage
- Configure and implement Network Infrastructure monitoring, alerting, backups, and system management solutions built on Linux Firewall and ACL security implementations.
- Building a Site-to-site VPN tunnel between the on-premise network and AWS.
- Creating NAT instances, EC2 instances, ELB, VPC peering, Baston hosts, Security groups, and Network ACLs.
- Experience with WSS (Symantec Web security Services) Proxy
- Hands-on Experience on Web Application Firewalls like Verizon Shield and AWS Shield.
- Implement security policies based on WSS application filtering, IP, and domain allowlisting.
- Blocklist, allowlist categories in WSS.
- Break Fixes and implementing policy changes in Symantec WSS Proxy
- Working as Web Proxy SME
- We migrated from the traditional catalyst 6500 to an ACI Data Center consisting of Nexus 9508 as Spine and N9396 as Leaf switches.
- Worked on F5 LTM GTM series like 6400, 6800, and 8800 for the corporate applications and setting up the frameworks

- Configured, troubleshoot, and upgraded Checkpoint firewalls for clients
- Configuring IAM policies, S3 bucket policies.
- Implement SSL VPN solutions, including Palo Alto Networks Global Protect, with single and multiple gateway solutions, including integration of PKI certificates. Integrate multiple vendor IPSEC site-to-site VPNs, including Palo Alto Networks, Cisco ASA, and Juniper SRX firewalls.
- I configured IPSec and SSL VPN (mobile access) on Checkpoint Gaia and troubleshooted VPN tunnel connectivity issues.
- Strong hands-on experience on Palo Alto Firewalls, PIX Firewalls, ASA Firewalls and implemented Security Policies using Panorama, ACL, Firewall, IPSEC, SSL, VPN, IPS/IDS, AAA (TACACS+ & RADIUS).
- Troubleshooting Security issues on Cisco ASA, Checkpoint, ID/IPS, and Juniper NetScreen firewalls.
- Implemented IDS/IPS on dedicated IDS/IPS 4260 and software-based IOS-based IPS on Cisco 1921.
- Troubleshot and Worked on Security issues related to Cisco ASA/PIX, Checkpoint, IDS/IPS, and Juniper NetScreen firewalls.
- Design AWS VPC using services like AWS Direct Connect, AWS IAM, and AWS ACLs.
- Using monitoring tools like CloudTrail and AWS config.
- Managing GCP platform using Terraform.
- Working on GCP Firewall, VPC, NAT Gateway, and Cloud Armor.
- Hands-on Experiences on Microsoft Azure Cloud Platform like Azure resources, VM, Virtual Network, Azure WAF, Azure Firewall, Bastion Host,
- Configure Azure Firewall for NAT, Network, and application security rules.

**Saven Technologies**
**Client: Sleep Number, Minneapolis, MN**
**Sr. Network Security Engineer, Sep 2017 - April 2018**

- Cisco Prime for managing Cisco Devices.
- Install, configure, and manage Palo Alto and Cisco ASA Firewalls
- Configure Palo Alto Panorama Console to maintain and control all Infrastructure firewall templates
- Implement Global Protect SSL/IPSec VPN certificate-based solution on Palo Alto PA-5000 series firewalls.
- Install and configure Panorama
- Install and configure the Palo Alto Migration tool for ASA to Palo Alto conversion. Support vendor compliance with standards through the Engineering Technical Review process.
- Working with Model 2k, 3k and 5k series.
- Experience with Palo Alto software version 6x and 7x
- Implemented Zone-Based Firewalling and Security Rules for the Palo Alto Firewall.
- Managing Cisco IronPort (Web Security Appliance, WSA, and Email Security Appliance) AnyOS upgrade, installing new appliances, configuring access policies, decryption policies, creating custom URL filtering, email message filtering, content filtering, etc.

- Defined Information Security Policies, Procedures, and Processes, and Templates for the enterprise based on the ISO 27001 Framework
- Creating automated scripts using Python language and also manual testing to enhance hardware performance.
- Configuring the Firewall rule on Palo Alto, upgrading software version, and managing day-to-day operations-based firewall rule requests from Customers.
- Configure NAT, security profiles, policies, content filtering, and site-to-site VPN.
- Troubleshooting the Good exposure of the Next-Generation Firewall. Creating policy based on APP-ID in Palo Alto Firewall.
- Exposure to wildfire features of Palo Alto.
- Experience with HP Clearpass.

**Saven Technologies**
**Beyond Finance, Boston, MA**
**Sr. Network Security Engineer, Feb 2017 - Aug 2017**

- Responsible for configuring, troubleshooting, and resolving firewall software and hardware issues, including VPNs, connectivity issues, and logging on Checkpoint Firewall.
- Initial configuration, design, and installation of Check Point firewalls for multiple locations.
- Working experience with Checkpoint SPLAT and GAIA R 75, R 76 and R 77, R80
- Configuration of security rules, NAT, Hide NAT, objects, object groups, and site-to-site VPN.
- Worked on Checkpoint UTM-1 (Unified Threat Management)
- Responsible for administering Amazon Web Service accounts (AWS), such as creating instances and security groups, installing Apache on the cases, and Creating Elastic IPs.
- Responsible for troubleshooting and resolving firewall software and hardware issues, including VPNs, connectivity issues, logging, cluster configurations, and hardware installations for Checkpoint firewalls.
- Working experience on Checkpoint IPS and URL filtering.
- Hands-on experience with AWS cloud Security, such as creating EC2 instances, VPC, VPC peering, site-to-site VPN, AWS cloud trail, and AWS inspector.
- Creating Security instances, Security Group subnets, Elastic IPs, NAT Gateways, and Bastion Hosts in the AWS Cloud environment.
- Creating IAM policies and revising IAM roles on AWS.
- Handling incidents and service requests on day-to-day operations.
- Use a smartview tracker to troubleshoot various issues.
- Experience with Provider-1 to manage multi-domain firewalls.
- Experience with Zscaler DNS security.

**Saven Technologies**
**Client: Fujitsu, Dallas, TX**
**Sr. Network Security Engineer, Dec 2015 - Feb 2017**

- Keep Firewalls current within the environment, including Threat and URL filtering content.
- Administering Cisco IronPort (ESA and WSA, Web Proxy)

- Creating policies, identification profiles, and content filtering on IronPort.
- Managing IronPort from SMA.
- Strategic development of Policy Rules, NAT, and Security profiles on firewalls using Panorama
- Help implement Network Security Policies
- Ability to run Wireshark traces and TCP dumps.
- Cisco Prime for managing Cisco Devices.
- Initial configuration, design, and installation of Check Point UTM-1 for multiple locations.
- Configuring Cisco Identity Service Engine (ISE) MAC Authentication Bypass (MAB) and profiling, configuring dot1x and dynamic VLAN with MD5, configuring dot1x with PEAP, and configuring dot1x PEAP with AD integration.
- Configuring ISE with dynamic VLAN, DACL, and PEAP.
- Configuring ISE for wired local Web authentication (LWA), Central web authentication (CWA)
- Patch installation and rollback for ISE.
- Configuring AP from Cisco Wireless controller and upgrading OS from Wireless controller for AP.
- Provide training to other team members on Bluecoat and Palo Alto.
- Update IPS Signature manually and monthly.
- Environment: Checkpoint R 75, 76, 77. Cisco ASA 5525, Palo Alto 2000 and 4000 Series, Blue Coat Proxy -SG.
- Subject Matter Expert on Blue Coat Proxy. Implement security policies for the Proxy and troubleshoot significant issues related to the proxy.

**Xenon InfoTek Inc.**
**Client: HP Enterprise, Pontiac, MI**
**Sr. Network Engineer, Aug 2015 - Dec 2015**

- VRF lite Implementation: Research and implementation of VRF lite on all customer ingress routers
- Level 4 support: Primarily responsible for all escalations from level 3 engineering for issues impacting multiple customers with high business impact. Analysis, implementation, troubleshooting, and documentation of LAN/WAN architecture, and good experience with IP services.
- Designing and implementing Cisco WAAS (WAN Acceleration and Optimization).
- Configuration of Cisco WLC 5508, AP, upgrading firmware in WLC.
- Manage Network and Network operating systems including Servers, VMWare, Windows, file and print services
- Manage ISE profiling configuration for wired and wireless networks.
- Cisco prime infrastructure for configuring Cisco devices.
- Worked with global ISP for any WAN circuit and BGP routing issues. Opening up cases for CE routers and WAAS optimizer issues.

Environment: Cisco 6500/7500/7200 Routers, Cisco 3550/4500/6500 switches, LAN, WAN, OSPF, RIP, BGP, EIGRP, HSRP, PPP, VPN, Cisco ASA.

**Xenon InfoTek Inc.**
**Client: Church and Dwight, NJ,**
**Network and Security Support- Team Leader, March 2015 - Aug 2015**

- 24x7 on-call escalation support as part of the security operations team.
- Extensive hands-on experience with VSS technology with 6500 Switches.
- Hands-on experience with McAfee EPO deploying agent either with EPO.
- Responsible for troubleshooting on Cisco ISE added new devices on the network based on policies on ISE.
- Monitor logs, configuring 802.1x protocol to end devices. Checking profiling and posturing for end devices in the ISE (Identity Service Engine) portal.
- Perform problem management and root cause analysis for P1/P2 incidents.
- Experience with Microsoft 365 for Spam Filtering.
- Hands-on experience as a Web Proxy Engineer (McAfee web Gateway).
- Implemented policies and troubleshot proxy issues, working with vendors on various topics.
- Managing Checkpoint Firewall ver R76 for Security policies, NAT, and VPN.
- Environment: Nexus 2k/5k, Cisco 6500/7500/7200 Routers, Cisco 3550/4500/6500 switches, LAN, WAN, OSPF, RIP, BGP, EIGRP, HSRP, PPP, VPN, Checkpoint, Cisco ASA, McAfee EPO, Cisco ISE, EOP, Trend Micro, Kemp.

**Bangla Lion, Dhaka, Bangladesh**
**Network Engineer, March 2008 to Sep 2009**

- Upgrade Cisco 7200, 3600 Router IOS Software, backup Routers, and Catalyst 2950, 2960, and 3560 switch configurations
- Support 24x7 operations and answer calls from customers on network emergencies and resolve issues
- Configured VLANs, Private VLANs, VTP, and Trunking on switches.
- Troubleshoot and fix any backup and monitoring systems-related issues in conjunction with the Systems team and external vendors
- Works with routing protocol BGP, OSPF.

## 3.5 Project Manager

### *3.5.1* Jack Rosenberg, PMP, CSM

**Professional Summary:**

- PMP Certified Project Manager / CSM Certified Scrum Master with over 20 years of experience successfully helping small to large Fortune 100 global size companies build, transform, and grow their network infrastructure and application environments. I regularly participate in major strategic corporate decisions, including Infrastructure, Migrations, Mergers & Acquisitions, Disaster Recovery, and Business Process Management. Carry out my projects using PMBOK, Waterfall, SDLC, Agile / Scrum & ITIL Methodologies. Proficient in all areas of Initiation, Planning, Execution, Control & Monitoring, & Closing. Regularly manage budgets of $10,000,000 plus. Leading in projects totaling more than 1/2 billion dollars collectively. Contributed to the rapid growth of Countrywide's desktop environment nationwide from 5,000 to 45,000 workstations. Ability to multitask significant projects simultaneously.
- Infrastructure Project Manager for 20 years.
- Data Center Migrations
- IT Transformation projects.
- Management and negotiation skills.
- Highly proficient at International project management.
- Open to relocating Nationwide or International

**Strengths & Experience:**

- Practical, highly successful manager
- Flexible, manages well under pressure
- Goal-oriented, assertive team leader
- Proactive, creative forward thinker
- Entrepreneurial, motivated self-starter
- Executive presentation skills
- Business Process Management
- Problem-Solving / Analytical Thinking
- Corporate Global Strategic Planning
- Large-Scale Program Implementations
- Corporate Communications
- Vendor relations /management
- Corporate Network Services
- International project management

**Technical Skills:**

- LAN/WAN
- Active Directory
- Desktops / Laptops
- Data Base Migration
- Cloud Based operations
- SaaS, PaaS, IaaS, EaaS

- Windows 3.1 thru Windows 10
- MS OFFICE: Word, Excel, PowerPoint, MS Project, Visio, Access, Outlook, SharePoint
- MS Teams
- Skype for Business, WebEx, Microsoft Teams, Zoom
- Mindjet, Mind Manager Pro – Mind Mapping
- Lotus Notes
- Remedy
- Ariba
- Smartsheet
- CA Clarity
- Planview
- SAP

**Professional Experience:**

**Mphasis Inc., Houston, TX**
**Project Manager, Sep 2021 – Present**

- Plan and manage IT projects from initiation to closure, including scope definition, resource allocation, budget management, risk assessment, and quality assurance.
- Develop project plans, schedules, and timelines and track progress against milestones and deliverables.
- Coordinate project teams, assign tasks, and ensure team members understand their roles and responsibilities.
- Communicate project status, issues, and risks to stakeholders and escalate issues as needed to ensure timely resolution.
- Collaborate with cross-functional teams, including developers, engineers, testers, and business analysts, to deliver high-quality IT solutions.
- Manage project budgets, monitor expenses, and track financial performance against project goals.
- Conduct project reviews, lessons learned sessions, and post-project evaluations to identify areas for improvement and best practices.
- Ensure compliance with project management standards, methodologies, and best practices.
- Stay updated on industry trends, technologies, and best practices in IT project management.

**Project Manager, Houston, TX Remote** **April 2021 – August 2021**
**Levi's – Contracted through KAnand & Infosys**

- Project Manager for the Return to Office Global Implementation project. This multi-structured program project involves bringing back facilities online after COVID-19.
- I worked with a vendor to develop the facilities and space management solution. I created resource plans, tracked and monitored progress and budget projects in Planview for the PMO, and created weekly progress reports for executive management.
- I worked with teams in India and the USA, utilizing my Agile skills by Monitoring User stories and facilitating daily Scrum meetings to monitor progress. I formed a strong SWAT team to answer user questions immediately, leading to zero escalations throughout implementation. The pilot program was created at the San Francisco Plaza location.

- Evaluating RFPs for projects. I performed RFIs through RFPs with nine different vendors. This included reviewing candidate information, demos, scaling, and quotes and narrowing the candidate selection process by performing reference interviews of previous clientele until the final selection.

**Sr. Project Manager/Program, Houston, TX September 2020 – December 2020: Sodexo – Contracted through Pro-Tech Consulting, INC.**

I am a senior project Manager working as a consultant on a merger and acquisition project. The projects include Infrastructure and HR. Sodexo has purchased two separate divisions from a corporation in Anchorage, AK. I am responsible for creating a plan to disengage all infrastructure inside their current DC and switch to Sodexo's Azure Cloud-based DC. I am also in charge of making all new AD accounts for Mail and O365.

Infrastructure Deliverables:

- Network connection from DUS to Sodexo – enables telephony and access to some Sodexo applications
- Migration of users and workstations to Sodexo Active Directory for single sign-on and access to Sodexo applications and IT services
- Migration of all O365 users to Sodexo O365 maintaining for bi-directional communications (maintain current @domain name)
- Moving DUS applications from Doyon's data center to a cloud-based, Sodexo-controlled data center will provide maximum flexibility for future integration.
- Identity management integration for distribution list membership and automated provisioning of users for access to applications
- Customer Service support, including Desktop Support (PCs), Mobile Device support, Password resets, Application support, etc.
- Information Security running through all toll gates to ensure all vulnerabilities are secured.
- IT Operations brought in to implement DR plans and all official policies.

HR Deliverables:

- HR/ Payroll Migration
- Payroll – Integrating onto NORAM ADP
- Aligning with NORAM pay cycle
- 1 new company code; 3 new pay groups
- Align pay codes to NorAm plus seven new pay codes
- Testing of payroll setup
- DUS/NMS employee data integration by ADP with HRSC and NMS/DUS support
- People Center Integration
- Transition to utilization of the PeopleCenter for HR-related issues (Review and update content articles)
- Employee Relations Integration
- Transition to ER partnership model
  - Payroll Tax
- NMS/DUS new JV FEIN company/cost center set up (system set-up)
- Payroll Tax Testing to include:

- verify taxation of employees, verify tax panel information per employee
- set up of SUI, State and Local tax accounts, SUI rates
- set up of international mobility employees
- Address change and power of attorney update related to all NMS/DUS new JV tax accounts.

▪ Compensation

- Mapping and setup of jobs to SDX's globally graded jobs for mgmt. employees
- Set up of frontline jobs on Kronos, ICIMS, & ADP

▪ General

- Cost Centers set up
- Balance Sheet Acctg - new GL accounts, ADP GL set up & testing
- Operations Acctg – labor accrual test, verify eVision reports, Cost center data to downstream reports, review FMB calcs/contracts, testing client invoicing reporting
- Travel & Expense – update profiles in Concur SCOTT and Citibank accounts; Network Access profile updates

▪ Learning & Performance

- Ingenium support for training and certification
- Training & Certification Integration with Kronos – can be after going live

▪ Talent Acquisition

- Support Shareholder requirement
- Update Career Center Policy
- Background check
- Integrate accounting and finance functions into established NorAm processes, utilizing SAP
- Roll out NorAm's Sodexo's accounting policies and procedures
- Optimized accounting functions and other select business processes using best practices in SAP
- Organizational impact plan
- Trained users, proficient in the use of the new system
- Management reporting (to be finalized during design)
- Communications, Training, Change Management
- On-going Support Procedures Defined for after Go-Live
- Decommission DUS legacy ERP system
- Exit NMS transition support services

**Sr. Project Manager/Program, Houston, TX September 2019 – July 2020:**
**Hewlett Packard Enterprise (HPE) – Contracted through Advantage Resources**

- Sr. Project Manager working for the Global IT PMO as a consultant for multiple projects, including creating the SOW for migrating several high-rate availability applications to a cloud-based environment before a significant IT private cloud migration. Some applications have large 40 TB-sized databases associated with them, leading to a concern about downtime while migrating. We have solved this concern by using a NAS device that we ship between data centers that carry the vast majority of information and leave only the delta to migrate through RAN conversion, eliminating almost all data transfer time and limiting downtime to the customer. Competed tests ran before production migration and discovered an issue with Block Change Tracking that we worked with Oracle on an RCA, thus confirming we had the

right project plan for success. Created Change Requests to enable the DB's access through the firewalls.

- Another large project I am involved with is bringing Service Now into the database network monitoring environment. This entails working with vendors and DBAs to work together and configure the Databases to talk to Service Now, monitor the databases, send alerts when activities such as failures, space limitations, etc., and then generate service tickets to correct the problem ASAP. HPE has many different database platforms and tools that require monitoring, including Oracle, Kafka, Mongo, Maria, Hadoop, NonStop, SQL Server, and Carbonite, and each requires separate configurations. Working with the various DBA, they are configuring the multiple tools, such as SCOM, OEM, OpsMgr, etc., to report the most critical factors and ignore the less important ones, leading to less confusion and a clearer picture of the health of the Databases.
- I worked directly with NonStop personnel to understand the requirements of the Platform environment from which to operate and monitor Oracle jobs. Then, HPE VM engineers built out the requirements in the IT Cloud-based Production and DR environments.
- Additionally, I worked to move their Enterprise Analytical Platform (EAP) to operations. This entailed working with two separate vendors, developing standards they would work by and follow, and switching to Operations and Production.

**Sr. Project Manager/Program, Houston, TX November 2018 – July 2019:**
**AIG – Contracted through TCS**

- Sr. Project Manager / Program Manager Consultant for migrating 227 databases to an Oracle cloud-based Exadata environment from an AIX setting. Leading a global team of 4 PMs and 8 Oracle DBAS, we worked through the architecture design and capacity planning for three business units. Starting with a Proof of Concept, we created CDBs & PDBs to build a repeatable process and successfully bring this new environment into the corporation. This project includes working directly with Oracle on processes like OKV Encryption, RMAN Conversion, and Disaster Recovery for the Exadata platform. In addition to the migration, the project includes a retirement package, where they will retire 587 licensed CPU cores. Between the lower cost and more efficient way of operating from the higher AIX, plus the decommissioning, the overall cost benefits will show a 3.8M annual savings.
- Utilizing my PMBOK, Scrum, and Technical Infrastructure skills, I worked with Network Architects, Security, and DBAs in New York, California, Houston, and India. I incorporated benefits from the different time zones to create an around-the-sun work process, allowing DBAs in India to implement migrations while the US was offline. In Houston, they would take over the migrations in the morning, ensuring the end client was always covered. This brought needed changes to their environment faster and more efficiently.

**Sr. Project Manager, San Antonio, TX May 2017 – September 2017:**
**Argo Group Insurance – Contracted through Y & L**

- Sr. Project Manager / Consultant for a challenging project responsible for building a repeatable process to bring new environments into the corporation. This global company faced several challenges in migrating new environments into its new data center without having numerous failures along the way. Utilizing my Technical Infrastructure, PMBOK,

Business Process Management (BPM), and Scrum skills, I transformed the process by holding WebEx meetings, interviewing all parties involved, noting Data Base risks previously unrecognized, and designing a repeatable project plan that allowed them to utilize the same plan with minimal changes but incorporate all the vital pieces they were falling short of previously. The procedure listed all the targets they looked to achieve and created a bullet list of milestones to ensure success. This included load balancing for their Production environment. This plan shortened their time to market by 25%, yielding much higher confidence and success because all their concerns were being addressed. Working with three different vendors from San Antonio, China, and India, I incorporated benefits from the different time zones to create an around-the-sun-clock process, allowing developers of eastern and central US time zones to work with implementers of India and China to produce changes in the company's products. This brought needed changes to their environment faster and more efficiently.

Build process for daily deployments to the following environments;

- Config
- SIT
- QA
- UAT

Bringing new environments to the business:

- FIN
- PRT
- TRN
- PROD

**May 2016 – May 2017**

I spent the year doing recreation and visiting with friends and family. ☺

I played lots of Golf.
Helped my son with his first house.
Spent Holidays in various locations.
etc.

**Project Manager, Houston, TX** **October 2014 – April 2016**
**T-Systems Sr. Project Manager, Consultant for Shell – Contracted through Icon**

- I was the Sr. Project Manager for a data center move. Physical to Virtual, Virtual to Virtual, & Lift & Shift from the current DC to CyrusOne DC in Houston, TX. There were over 200 actual cloud migrations throughout the process. This involved vendor management, attention to detail, and working with the contract to ensure both T-Systems and Shell met their contractual obligations and were compliant throughout the project. I was responsible for writing change orders when requests were made and negotiating costs with T-Systems and Shell to satisfy both parties. I controlled the project from both a scheduling and financial aspect. I worked as a technical lead with a team to create a factory methodology to perform the migrations. I oversaw the factory builds and migration process, making the basic project workflow and swim lanes clearly show the best path. We utilized Overlay Transport Virtualization (OTV) to allow us an easier transition. Held daily Scrum stand-up meetings via WebEx to ensure operations were flowing correctly and make quick adjustments as necessary. Using a follow-the-sun plan, I led a team of twelve Wintel engineers and two Linux engineers around the globe. I also work directly with three SWAT engineers to correct

difficult cutovers. I communicated directly with Shell, T-Systems Executive Management, and the technical liaisons of both companies.

- This was a formidable project with many challenges, and yet we closed the project one month early!
- Previously, I Served as Project Manager on a Data Center move & migration program for the Business-Critical Landscapes
- of Shell Upstream division. This cloud migration included physical and virtual migrations to CyrusOne. I was in charge of
- Hold meetings and report the meeting minutes to executive management. I oversaw the schedule and created
- plans to correct when it went off course to create a return to green. This involved daily scrum meetings with the
- engineers and required problem-solving skills to confirm progress was being made and they had the proper support
- required to work unimpeded. Working from the technical design phase of the Current Mode of Operation to the Future
- Mode of Operation through data migration, go live, and Hypercare. This included procuring new
- Oracle DBs are used for their enterprise information management system, and Wintel servers are used for applications. This project also
- required ensuring proper load balancing and failover procedures were set up with the migration. Working with
- Architects, DBAs, and Back Office personnel for DB creations, Information Data Management, and remediation. Worked
- directly with a business PM for Shell, creating the Project Plan scheduling dates. Ensured proper UAT and support.
- These projects required working with people globally. I worked directly with people from Portugal, Malaysia, the Netherlands, India, Hungary, and Houston. Additionally, I learned the T-Systems tools and methodology and ran the jobs accordingly.

**Project Manager, Austin, TX** **February 2014 – May 2014**
**Dell – Contracted through Experis**
Worked as Project Manager for the IM PMO;

- I served as Sr. Project Manager on an EOL program for 12k+ servers throughout both hemispheres. Reported status to executive management. Scheduling refresh/decommission of servers throughout the year, reviewing application workbooks for System Engineers to build virtual and physical servers to a server 2012 standard. I worked with the application development PMs working with application developers to install and perform UAT for the business community.
- I was assigned as PM to manage the IT portion of a facility expansion in Bucharest, India, which added 200 users. I planned and monitored work with the facilities managers, network technicians, and voice techs to ensure all infrastructure needs were addressed for the expansion project.

**2013:** **January 2013 – February 2014**

I spent the year doing recreation and visiting with friends and family. ☺

- I played lots of Golf.
- Participated in my son's wedding.
- Spent Holidays in various locations.
- Etc..

**Infrastructure Project Manager / Controller, Houston, TX** **January 2012 – December 2012**
**Baker Hughes Incorporated – Contracted through Kelly IT**

- I worked as an Infrastructure Project Manager for the PMO, where I controlled up to 19 projects implementing IT transformation projects throughout the organization. I scheduled all work, created the financial analysts, and monitored costs inside of SAP to ensure budgets were met. I worked extensively in both the Eastern and Western Hemisphere on multiple projects, including;
- Upgrading 211 routers throughout 90 countries in the enterprise. This was in preparation for a migration to an AT&T Managed Router Services solution. I worked through the entire project life cycle with a counterpart in Saudi Arabia and a supply vendor for the eastern hemisphere upgrading of the IOS, RAM, or replacement of Cisco routers. It also involved creating a ticketing application so BHI could log tickets to AT&T. I worked with application developers from BHI and AT&T to collaborate on this solution using the SDLC methodology.
- Requested by senior management to implement CA Spectrum & CA NetQos. I led the project from POC through Implementation. It involved vendor management, working with the contract to ensure compliance throughout the project. Planning with Network Architects, IT Security, Network Engineers, and vendors to develop and deploy a strategy for monitoring and proper network load balancing of the global network traffic, including the Cloud. I procured and placed numerous Physical and VM servers in 5 strategically positioned locations worldwide in Houston, Aberdeen, Kuala Lumpur, Rio De Janeiro, and Saudi Arabia to feed information to a web-based solution allowing real-time network monitoring, load balancing, and an asset management system from purchase to decommissioning.
- After reviewing the BPM (Business Process Management), we implemented a global access request system that allowed users to request access to folders by creating a web-based application. This saved over 16,000 tickets to the Help Desk, saving the company $800,000 annually.
- PM on a telecommunications project for offshore oil platforms worldwide. This project involved using a complex IP/MPLS Telephony Cisco solution and satellite routing to allow the people to have In-Country phone numbers while routing the calls through a Houston-based Cisco Call Manager. I worked with an international team to achieve this project. This helped build relations with the In-Country clientele while saving an est. 200k annually in long-distance phone charges.
- Other projects included adding a wireless solution to a training facility in Calgary, adding Cisco firewalls to 6 production facilities globally to work with a Siemens solution, holding discussions for the initiation phase of a corporate-wide Windows 7 /

Windows 8 Implementation from Windows XP, re-wiring a 75-person facility, adding a circuit and upgrading them to an IP phone solution.

**All projects required:**

- Initiation, Planning, Execution, Control & Monitoring, & Closing
- Procurement
- Use CA Clarity, Excel, and MS Project to track the projects and SAP for budgeting.
- Communicating with Project Sponsors.
- Working within all ITIL standards
- Develop a WBS Project Plan for scheduling to ensure efficient use of time and resources.
- Problem-solving / Critical Thinking skills
- Working with team members to provide them with technical guidance throughout the project.
- Budgeting and controlling; Up to 10mil
- Building a team

**Business Consultant / Project Manager, Charlotte, NC**
**April 2011 – December 2011**
**Wells Fargo – Contracted through CDI**

- I worked with the Wholesale Configuration Management Department**. I was in charge of multiple projects, certifying the CMDB, validating over 15,000 CI Objects, and cleaning the support groups inside the Wholesale division for the Enterprise Change Management. This position utilized both my ITIL and** PMBOK skills.
- The project consisted of:
  - Developed a plan to simplify the validation and monitoring for the Support Managers using Macros.
  - Communicating with over 250 Support Managers
  - Review of Incident Management policies
  - Reporting weekly progress.
  - Developed and utilized a SharePoint DB to investigate CIs
  - Validating Platform / Categories, Base Impacts, Change Approval Rules, and CI Approval Rules.
  - Monitoring Progress.
  - SOX Compliance

**Freelance Business Consultant, Raleigh, NC**
**January 2010 – March 2011**

- I Offer Business consultation and training to businesses throughout the Raleigh and Wake Forest area. I developed four training courses for the Wake Forest Chamber of Commerce and worked as a business consultant through the Chamber for clients looking for funding and needing a business or project plan.

**Consultation:**
- Project Management
- Process Improvement

**Training:**
- Project Management
- Process Improvement

- Strategic Business Planning
- Business Plan Writing
- Mind Mapping

**IGMAS Technologies, Universal City, CA**
**November 2006 – January 2008**
**Sr. Project Manager**

**Client: Jenny Craig—Managed a $10Mil IT Infrastructure project,** overseeing the IT transformation nationwide at 547 Jenny Craig facilities for all hardware and software.
Responsibilities included Creating the SOW to remove old technology and cut-over implementation of a new infrastructure and POS computer system in the U.S., Puerto Rico, and Canada. The project used ITIL and Waterfall methodology for implementation. Technology included:

- Replacement of old file server with new IBM 8485 file server.
- Ensure proper configuration is performed onsite.
- Replacement of old firewall with new Sonicwall Firewall.
- Ensure proper configuration is performed onsite.
- Creation of a new VPN connection using a DSL Modem with failover Dial- Plan B
- Installation of new Linksys 8 port Ethernet switches.
- Replaced branch PCs with Wyse Thin Clients using Windows XP.
- Replace old print servers with new Linksys print servers
- Reported to the CFO & CEO of Igmas and the CIO of Jenny Craig.
- Managed all aspects of the project and project teams of 12 contractors.
- Coordinated a top-level support group as an SME to be in place for the contractors in case of any technical connectivity problems.
- Periodic site inspections were conducted to ensure the quality and cohesiveness of the project. All work was performed in the evening so as not to disrupt business. Contractors reported progress nightly.
- RFPs for vendor assistance.
- Created, reviewed, negotiated, and selected the best proposal for vendor support of the project.
- Interviewed, hired, and scheduled necessary training on resources.
- Served as spokesperson with clients to regularly inform them of progress. Created weekly reports.
- Project Planning with MS Project.
- Scheduled conversions by breaking centers into manageable sections across the country based on location.
- Coordinate training for end users on the new system.
- Set up a help desk specifically for support of implementation.
- Additional training for Jenny Craig's Help Desk team was arranged to ensure proper 1st-level support.
- Utilized Track-It software to monitor and control the day-to-day progress of contractors and reported through charts, graphs, and spreadsheets.

**Los Angeles County Register Recorders Office,**
**Los Angeles, CA** **July - September 2006**
**Contract Project Manager**

- A two-month project required creating a Project Plan to install Fiber optics in a seven-story building for the Register Recorders Office in Norwalk, CA.
- Held Client Meetings and Reported Minutes.
- Diffused concerns between clients and contractors through proper communication and negotiating skills.
- Created a Work Breakdown Schedule for contractor deliverables.
- Monitored contractors' progress and reported the status to the project team.
- Ensured proper staffing to mitigate any connectivity concerns.
- Wrote closing summary of the project.

**Countrywide Financial Corporation, Simi Valley, CA September 1995 – September 2005**
**Manager/Project Manager, Desktop Support Services, 1996 - 2005**

- I ran multiple high-level projects simultaneously throughout my tenure as project manager. Countrywide operates using ITIL, ITSM, and PMP—PMBOK Methodologies. It operates under SOX Compliance rules.
- Managed a team of 9 full-time Desktop Analysts for over 2000 employees and up to 20 contractors covering 18,000 users at multiple sites nationwide. I replaced the old Help Desk data tracking system with a new Remedy solution to ensure proper tracking and escalation of calls.
- Windows 2000 Migration—$16,000,000 project for 18,000 users—I worked on deploying images to the client community by analyzing and formulating solutions. I met with clients to schedule the most efficient time to complete the rollout. I hired contractors who planned to work alongside Desktop Support to complete the rollout. I followed up with clients to ensure satisfaction. I kept track of contractor hours and expenses.
- Managed numerous software upgrades of Office, Lotus Notes, (multiple times) Remedy, etc.
- Performed and monitored beta testing and approval before releasing to the user environment.
- Mergers & Acquisitions:
  - Balboa Insurance – Infrastructure portion of a $400,000,000 Project - Oversaw the acquisition and implementation of Countrywide's desktop. Changed email from Exchange to Lotus Notes. I worked on the Active Directory migration to Countrywide. Coordinated with Systems Integration and clients to ensure a smooth transition.
  - Division of Bank One – In charge of converting and cutting over a division of Bank One employees to Treasury Bank. (a division of Countrywide Bank) Proper implementation was mission critical as this division controls all capital of Countrywide, and no downtime was acceptable during cutover. Achieved success by procuring new PCs for the entire division and having them all imaged and prepared for the cut-over day. I worked on the Active Directory migration to Countrywide Bank.

- Move Contractors—We created an RFP to hire a team of contractors to replace our FTEs for corporate moves. We monitored progress and tracked hours and expenses.
- Nextel—Justified the need to bring the mobile device Nextel into the enterprise. In charge of overseeing the execution of additional repeaters to ensure proper coverage in all locations throughout the country. The project included developing the scope, negotiating contracts, and implementing infrastructure.
- Disaster Recovery – Part of the Incident Command Center for three corporate locations. Participated in disaster simulations. Analyzed and formulated BCP solutions for recovery in the event of major disasters.
- I led the WAN project to convert T-1 lines to DS3. This project involved three significant hubs: Plano, TX, Rosemead, CA, and Simi Valley, CA. I worked with SMEs from all sites to plan, create, monitor, and control the WBS Over with Mission-Critical implementation.
- Coordinate, plan, schedule, & monitor major moves involving several hundred users between different sites. Some moves, such as the top executives, help desk call centers, and Traders Desks, were cut over with zero tolerance mission critical.
- Requested by senior management to build two new Bank Data Centers, locations in Simi Valley, California, and Fort Worth, Texas. This project implemented fiber optics, load balancers, servers, AS400, gigabit connectivity, and firewall upgrades.
- Oversaw the support for opening a Mega Branch of 300 employees in Anaheim, CA.
- Y2K – participated in Y2K preparations for all desktops in Countrywide's environments.
- Support desktop technologies on various operating systems.
- Developed a database for all Desktop Support analysts to input resolutions to problems, sharing knowledge across the enterprise and reducing downtime.
- Researched and implemented a tracking security system (Computrace) for laptops.

**Executive Support Analyst, 1995**

- Assigned to work exclusively with the top executives for their computer needs at the corporate headquarters.
- Hands-on experience with several types of computers, operating systems, networks, software packages, projects, and remote support.

**Business Owner Experience:**

**Certified Golf, Raleigh, NC January 2008 – January 2010**
**President, Owner / Operator - Certified Golf store**

- Secured Financing, opened and operated a professional golf store, and managed 3 - 5 employees.
- Served as President, CEO, Treasurer & Secretary of C Corporation.
- Completed build out of 4200 sq ft location.
- Created joint ventures with other local businesses to enhance our combined businesses.
- Travel agent, Golf Cart Co. & PGA Professional, and others.
- Founding member of "Success is Contagious," a networking group of local business owners through the Chamber Of Commerce to discuss ways to increase awareness of shops.

- Created, maintained, and grew an Internet presence.
- Recognized by Google for number of hits.
- Operated an eBay storefront with a consistent 100% satisfaction rating.
- Recognized by eBay as a Powerseller

**Education:**

- Pasadena City College, three years of UCLA extension classes in Computer Science and Business Administration. I have certified Microsoft training courses in TCP/IP, IIS, and Windows NT.
    - Completed advanced classes in Managerial studies through the American Management Association
    - Project management studies of the PMBOK are conducted through the Project Management Institute in Los Angeles.
    - Corporate training in
        - Management and Communication.
        - Continuous Process Improvement (Similar to Six Sigma)
    - Executive Coaching through Anthony Robbins.
    - Franklin Covey Courses**:**
        - Time Management
        - 7 Habits
        - Project Management
        - Building Trust
    - PMI affiliations;
        - PMI-Los Angeles
        - PMI-Raleigh
        - PMI Austin
        - PMI Houston
            - Ongoing education through meetings and courses
    - Certified PMP
    - Certified Scrum Master CSM

## 3.6 Quality Assurance Analyst

### *3.6.1* Leela Sravya Vemanamanda

**Professional Summary:**

- Overall, I have 7+ years of experience in Software Quality Assurance Testing of Web, Windows, Web Services, Client/Server applications, Manual testing, and Automation testing using Selenium, QTP, SOAP UI, Java, Appium, and VBScript.
- Experienced in Analyzing, Designing, and Implementing QA testing for Web-based and Client/Server applications using manual and Automation testing.
- Strong knowledge of the software development life cycle (SDLC), the software testing life cycle (STLC), and the role of QA in different methodologies, such as Agile and Waterfall.
- Good knowledge and experience of Selenium IDE, Selenium Web driver, and Selenium Grid, using Core Java to develop Eclipse IDE automation scripts.
- Experienced in designing Java Frameworks like TestNG.
- Used Eclipse IDE for developing automation scripts.
- I worked on multiple projects and was extensively involved in User acceptance testing (UAT), end-to-end System Testing (SIT), Functional Regression Testing, Validation testing, Backend testing, Performance Testing, batch process testing, and Cross-Browser testing.
- Experienced in understanding code written in different programming languages, such as VB Script and Java Script, and databases like Oracle and SQL Server.
- Expert in developing Java Selenium WebDriver Test scripts using Java, JavaScript, and Test Frameworks using TestNG and MAVEN build tools.
- Good knowledge of UNIX/Linux shell commands to tail the logs, add users, start services from the shell, create users, and set file system permissions.
- Proficient in using test automation tools such as Selenium WebDriver/RC/IDE/Grid, QTP (Functional and Regression Testing), Load Runner, JMeter, SoapUI, and Appium to develop automation testing scripts for web, Mobile, and client-server applications.
- Extensively worked on various Testing types, such as Integration, System, Functional, Regression, Sanity, Smoke, User Interface (GUI), Database and User Acceptance Testing (UAT), and Performance Testing.
- Expertise in tracking and logging the Defects on Quality Centre, JIRA, Source Forge, Gemini, Clear Quest, and Visual Studio.
- Experience in C, C++, Java, Swift, HTML, CSS, Python, Java Scripts, Oracle, SQL, PL/SQL, MySQL, MS Access, Ajax, Git and SVN.
- Expert in preparing Traceability Matrix to map requirement coverage with test cases.
- Prepared TRM (Traceability Matrix) and Release/ Defect Matrices.
- Extensive experience writing SQL queries using joins in relational databases like Oracle, SQL Server, and DB2.
- Working Knowledge of Cucumber Automation tool using Ruby.
- Experience in designing automation frameworks using Cucumber, Selenium, and Java.
- Involved in XML and XML schema validation with XSLT, CSS, and XSD.

- Well-developed Interpersonal and Communication skills, with excellent Documentation and Presentation skills. Good team player, able to grasp new concepts quickly and implement them productively.

**Education:**

- Bachelor of Technology from Jawaharlal Nehru Technological University, INDIA (2013)
- Master's degree in Internet and Web design, Wilmington, DE, USA (2017)

**Technical Skills:**

| | |
|---|---|
| **Testing Skills** | Test Plan creation, Test Case Design, Test data preparation, Test execution, Defect management, Test reporting, Test Manager, Test Automation script writing, Runbook automation, Black Box and White Box testing, GUI and API Testing. |
| **Testing tools** | Selenium WebDriver, HP QC/ALM, Junit, TestNG, JIRA, SOAP UI, QTP, Eclipse, Protractor, Manual Testing, Appium (Android Testing), JMeter, Cucumber, VS Online, HP Load Runner, Renorex. |
| **Web Technologies** | HTML, DHTML, CSS, XML, XSD, XSL, XSLT, XPATH, AJAX, JSP. |
| **Defect Tracking Tools** | Quality Center (9, 10, 11.0), Jira, Team Foundation Server (TFS 2008, 2010, 2012), Rational Clear quest. |
| **Languages** | C, C++, C#, Java, SQL, PL/SQL, Python, VBScript |
| **Browsers** | Internet Explorer, Firefox, Chrome & Safari |
| **Operating Systems** | Windows XP, 7, 8 & server 2003, Ubuntu, UNIX and Linux |
| **IDE Tools** | Eclipse, Net Beans |
| **Mobile Manual Testing** | Android, iOS. |
| **Scripting Languages** | VB Script, Java Script, UNIX Basics |
| **Other Tools** | SVN, VSS, Deep Trawl, Firebug, Roboform, Teamsite, Jenkins, JIRA, Bughost. |
| **Build-Tools** | Ant, Maven |
| **Microsoft tools** | MS WORD, MS-VISIO, MS PROJECT, MS EXCEL. |
| **SDLC Methodologies** | Waterfall, V-Model, Agile, RUP |

**Work Experience:**

**Mphasis Inc., Chicago, IL**
**QA Tester, Nov 2021 - Present**

- Collaborate with project stakeholders to understand requirements, create test plans, and define test cases and scenarios based on functional and technical specifications.

- Perform manual and automated testing to validate software functionality, identify defects, and ensure adherence to quality standards.
- Document and report defects, track defect resolution progress, and verify fixes to ensure software quality and reliability.
- Conducted regression testing to verify software changes and updates, ensuring that new developments did not affect existing functionality.
- Develop and maintain automated test scripts using testing tools and frameworks to improve testing efficiency and coverage.
- Configure and maintain test environments, including test data setup, software installations, and configuration management.
- Participate in quality assurance activities, including code reviews, peer testing, and quality inspections, to identify and address quality issues early in the development lifecycle.
- Generate test reports, document test results, and provide status updates on testing progress and issues to project teams and stakeholders.
- Identify opportunities to improve testing processes, tools, and methodologies and contribute to implementing best practices in software testing.
- Collaborate with developers, business analysts, and other team members to understand requirements, resolve issues, and ensure the delivery of high-quality software solutions.

**Role: QA Selenium Tester, Mar 2020 – Oct 2021**
**Client: Medtronic, MN**

- Extensively involved in all stages of the testing life cycle, Test Driven Development methodologies, and Software Development Life cycle (SDLC) using waterfall and Agile methodologies.
- Responsible for planning, executing, and managing the UI automation scripts in Angular7 using Protractor Testing Framework.
- Worked with automation tools and Selenium and Selenium-based frameworks (TestNG, WebDriver).
- Tested Java web services and APIs (SOAP & REST).
- Conducted post-deployment review and provided detailed report and analysis of all defects, risks, and issues identified during testing all assigned projects.
- Performed test planning and execution in both the current and future states, including, but not limited to, functional, integration, regression, and performance/load testing.
- I worked on IoT (Internet of Things), integrating it with Thing Space APIs.
- Converted manual test scripts to automated test scripts in Selenium WebDriver and JavaScript and enhanced the scripts by adding user-defined functions.
- Worked in the creation, preparation, and conduct of quality assurance reviews and contributed to the development and execution of test plans and test scripts.
- Used various quality control analyses using Soap UI tools, such as Manual, GUI, Functionality, Smoke testing, System testing, Database Testing, Integration, User Acceptance Test (UAT), Performance, Regression Testing, and Web Testing.
- Used TestNG Annotations in Selenium Web Driver in Python and executed a batch of tests as a testing suite.
- Implemented Automated execution of tests (nightly and need-based) using Maven and Jenkins.

- Worked on Selenium GUI Object/element verification through XPath and CSS Locators.
- Used GIT as code repository and Code Collaborator to manage code reviews.

**Environment:** Java, Selenium WebDriver, Maven, TestNG, Jenkins, Rally, XPath, Eclipse, SOAP UI, Bugzilla, GIT, Firebug, HTML, XML, CSS, Internet Explorer, Chrome, Firefox, SQL, Oracle, JMeter, Windows, Protractor, POI, IOS Simulator, Emulator, Automation Engineer

**Role: QA Tester** **Oct 2018 - Feb 2020**
**Client: OneAmerica Inc., IN**

- Implemented and worked on Acceptance Test Driven Development (ATDD) agile methodologies, completing releases ahead of schedule.
- We used Firebug and Fire Path to identify elements on the page. We also used ALM and JIRA to track, analyze, and document defects.
- Actively involved in SDLC and STLC process and used tools like ALM, Selenium RC/Web driver, JMeter, SOAP UI, SSMS, and Visio.
- I worked on Selenium IDE, the integrated development environment for Selenium scripts, using Firefox, Internet Explorer, and Google Chrome.
- Performed Manual, GUI, Functional, Regression, and Smoke testing on the application and Role-based testing for SharePoint application.
- Using Selenium, I performed Integration and Regression testing to check the compatibility of new functionality with the application's existing functionalities.
- Reported bug using Project Tracking tool JIRA.
- Worked with Source version control tools such as Subversion (SVN).
- Worked on Cucumber for BDD with Ruby.

**Environment:** QTP10.0, QTP 10, Soap UI, Quality Centre 10, Selenium Webdriver, C#, ASP.NET, ALM, Oracle, JIRA, Agile, TOAD, UNIX, Cucumber, MS Office, HTML, XML, SQL, MYSQL, Windows XP/Vista, Internet Explorer 6.0, Chrome, Mozilla.

**Role: QA Selenium Tester** **Jun 2016 - Sep 2018**
**Client: MetLife Insurance, SC**

- Worked on UI Web services using the Salesforce tool.
- Performed Data-driven testing using Selenium WebDriver, Junit functions, and JDBC Connections, which reads data from scripts using property and XML files.
- Implemented Page Object Model Pattern-based Keyword Driven automation testing framework utilizing Java, Test-NG, and Selenium Web-Driver.
- Used Maven to build the WebDriver project. Integrated with Continuous Integration tools Jenkins for running tests automatically.
- Used automated scripts and performed functionality testing during the various phases of the application development using Selenium IDE.
- Prepared test groups of Test Cases for different functionality tests and published reports using Ant.
- The entire Ruby scripting was done using the Cucumber framework. Wrote and executed SQL queries to verify the data updates to various tables and ensure data integrity.

**Environment:** Selenium WebDriver, Jenkins, SOAP UI, Maven, Ant, Ruby, Junit, TestNG, GIT, JMeter, Java, Cucumber, HTML, CSS, JavaScript, SQL Server 2012, Agile, Windows and Linux.

**Role: Software QA Tester** **Feb 2016 – May 2016**

**Client: Unipack Inc, PA**

- Experienced in Testing automation with HP's QTP and UFT (HP's Unified Functional Testing Tool), Ranorex, and other Automation tools to automate Data-Centric Applications.
- Managed multiple deadlines and large-scale testing projects successfully.
- Developed comprehensive test plans and test cases with expected results to provide test coverage for all the functionality detailed in the requirements.
- Participated in SDLC and QA best practices and standard methods.
- Performed GUI Testing, Functional, and Testing manually
- Performed end-to-end testing on the software application's released version and detected many GUI bugs.
- Used Firebug to identify objects on desktop web applications.
- Worked on VBScript to develop Test Automation Scripts and modified the existing scripts per the requirements.
- Ability to create, communicate, and deliver actionable plans to a diverse audience, including executives

**Environment:** UNIX, VB Script, RPG, I-Series SQL Navigator, QFT, UFT, Ranorex, Informatica, Quality Centre, Waterfall, Agile method, Windows NT/2000/XP, SOAP UI, DBMS, XML, Oracle, PL/SQL, HTML, Java Script, Amdocs, MS-ACESS

**Role: QA Test Engineer** **Nov 2012-Nov 2014**
**Client: Thermal Systems Pvt. Limited**

- Performed Functional testing, User Acceptance Testing, and System Testing.
- Automate and debug the major releases' regression and smoke test scripts.
- Check the manual test scripts for automation and identify the reusable test components.
- Involved in the developed test scripts' root cause and performance analysis.
- Analyzed Test specifications and written Manual Test cases for Black Box Testing.
- Involved in defect management and defect reporting.
- Coordinated testing activities with testing team members.
- I talked to the end users to create the process requirements and adequately explain to the design and development team the flow of future data modules.
- Developed rigorous SQL queries in PL/SQL to perform the database operation for verification and validation.
- Participated in the team meetings to discuss the issues arising from testing.
- Logged and tracked all Defects until their closure using the Quality Center.
- Created and maintained Test Data on Excel sheets.
- Performed Backend Testing using SQL.
- Conducted cross-browser testing on different versions of IE and Firefox.

**Environment:** Oracle, Bugzilla, SQL, Agile Methodology, User Acceptance Test Case, Toad, SVN, Quality Center, QTP, J2EE, XML, MS-OFFICE

### *3.6.2* Manisha Kallu

**Professional Summary:**

- Over 10+ years of progressive IT experience as Sr. QA Assurance Lead.
- Experience planning, designing, and developing test strategies for web applications and client/server systems.
- Experience in both Agile and Waterfall Software Development Models. The last four years have primarily focused on testing enterprise-level AGILE mortgage software applications.
- Experience in healthcare, banking (Mortgage), and media applications.
- Experience working on Salesforce.com (SFDC).
- In-depth knowledge of the Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC), with expertise in business and functional requirements, Root Cause analysis, and assessments.
- Specialized in Overall Test Management, designing Test Strategies, Test Plans, Test Cases, Test Execution, Test Summary Reports, and Defect management.
- Experience in writing test scripts and executing them using Selenium.
- Experienced in API Testing using JAVA Rest Assured Library and API Testing tools such as POSTMAN
- Expertise in UFT scripts, including HTML Document Object Model (DOM), dynamic parameterization using Data Tables, Excel, and File System Objects (FSO) to handle Excel and text files.
- Experience designing and developing automation frameworks (TestNG, Junit, data-driven, keyword, and hybrid) for Selenium RC & WebDriver, Soap-UI, and Rest-assured tools.
- Completely involved in building the Page object module framework design for Automation using Selenium.
- Experience in unit testing frameworks TestNG.
- Experience gathering Business Requirements and Expectations from Subject Matter Experts (SMEs).
- Participated in a walkthrough with end-users/clients/stakeholders.
- Hands-on experience in Quality Assurance, including Functional, System, Smoke, Regression, Integration, User Acceptance Test (UAT), and Compatibility Testing of Web and Client server-based Applications.
- Proficient in Analyzing Performance Requirements, System and Functional Specifications, Use Cases, Business Requirements, and Business Rules to Identify Test Requirements and track requirements.
- Create FAQs and wiki documentation for workflows.
- Developed the UAT test cases and executed them before release.
- Strong experience in Agile Testing Activities, participated in backlog refinements, sprint planning, and sprint retrospectives.
- Experienced with Microsoft Azure board and Version-one.
- Deep knowledge of various Test Management Versions, such as HP ALM and Bug reporting Tools (JIRA).
- Able to handle multiple assignments and consistently meet deadlines.
- I extensively used ALM and Tableau to create reports, such as Summary, Execution, and Progress Reports.

- Experience with SQL for backend testing.
- Proficient in using POSTMAN to test API and validate JSON response.
- Work closely with offshore employees and 3rd party vendors to deliver projects within time, estimated cost, and quality requirements.
- Proficient at scheduling testing and meeting delivery deadlines.
- Excellent Presentation skills developed training material for the current & previous Organizations and executed the Knowledge sharing and training classrooms.

**Technical Skills:**

| | |
|---|---|
| Testing Tools | Selenium Web Driver/IDE/GRID, JUnit, TestNG, Ready API, SOAPUI, HTTP Master, Salesforce, Functional Testing, Quality Center10.0/9.0, JIRA, Cucumber 2.3.3, Azure, Version-one |
| Language | .Net, Core Java, |
| Frameworks | Junit, TestNG, TDD, BDD |
| Firefox Add-ons | XPath |
| Web development | HTML, VB Scripts, XML, CSS, |
| Defect/Bug Tracking Tools | JIRA, Bugzilla, HP Quality Center, Salesforce (CR tracking), Version One, AZURE Board |
| Build/ CI Tools | Maven, Gradle, Jenkins |
| Databases Technologies | MS SQL Server 2008/2012, Oracle 11g/10g Oracle PL/SQL MySQL Workbench 8.0 CE, |
| IDE | Eclipse IDE |
| Web Services | SOAP, XML, WSDL, HTTP, REST |
| Platforms | Windows, Mac |

**Educational Qualifications:**

- I earned a Bachelor of Engineering in Electronics and Communications in 2010 from Jawaharlal Nehru Technological University, Hyderabad, India.

**Certifications And Training:**

ISTQB Certified Tester.

- Cognizant Certified Professional (CCP) in Software Testing.

**Professional Experience:**

**Mphasis Inc., Remote**
**QA Lead, Nov 2021 – Present**

- Developing test plans, strategies, and approaches for quality assurance processes. This involves identifying test objectives, test scenarios, and test cases.
- Conducting functional, regression, performance, and integration tests. This may involve manual and automated testing using tools like Selenium, JUnit, or TestNG.
- Identifying, documenting, and tracking defects or issues found during testing. Collaborating with developers and other stakeholders to resolve problems and ensure product quality.

- Designing, implementing, and maintaining automated test scripts to improve testing efficiency and coverage. This includes selecting appropriate automation tools and frameworks.
- Ensuring that software products meet quality standards and requirements. This involves reviewing and auditing software artifacts, processes, and documentation.
- Leading a QA test team, providing guidance, mentorship, and support. This includes coordinating testing activities, assigning tasks, and monitoring progress.
- Working closely with cross-functional teams, including developers, business analysts, project managers, and clients, to understand requirements, clarify issues, and ensure alignment on testing objectives.
- Identifying areas for process improvement and implementing best practices in testing methodologies, tools, and techniques. This includes staying updated with industry trends and advancements in QA practices.
- Generating test reports, metrics, and documentation to communicate testing progress, results, and quality metrics to stakeholders. This may include preparing test summary reports, defect reports, and test coverage reports.
- Identifying and assessing risks associated with testing activities and software releases. Developing risk mitigation strategies and contingency plans to minimize project risks.

**Environment:** Selenium WebDriver, Cucumber, Gradle, TestNG, HP ALM, Quality Center, SOAP UI, XPath, HTML, CSS, SQL and Windows.

**Client: PNC Bank**
**Automation QA Lead, Nov 2017-Oct, 2021**

- Joined the team as an **AGILE Test as Automation QA Lead** to assist in a crucial period of Imaging Project.Played a vital role in migrating Imaging projects from the KFX application to the Visionet vendor.
- Played a vital role in transitioning BBVA records migration to PNC bank.
- Created test strategy and exit criteria documents for releases.
- Responsible for identifying the test cases that need to be automated for Smoke, Functional, and Regression Testing.
- Developed Automation test framework using Selenium WebDriver while writing test scripts in Java.
- Developed Automation test framework using UFT with writing test scripts in VB scripting.
- Using the TestNG annotations to control the execution of test scripts and generated web reports using Jenkins in the background.
- Created automation framework in Selenium WebDriver using a behavior-driven approach like Cucumber.
- Conducted User accepting testing to ensure that developed systems satisfied the needs of business clients as specified for the story cards()requirements.
- I designed and implemented the Selenium WebDriver automation framework for smoke and regression test suites (TestNG and Gradle). I also Checked Log files to analyze errors experienced using Log4j during testing.
- Responsible for working with Visionet Vendor to complete the end-to-end testing.
- Designed and Developed UAT Regression automation script and Automation of functional testing framework for all modules using Selenium and WebDriver.

- Worked with source version control tools such as Subversion (TFS GIT).
- Responsible for reviewing the testing activities and providing sign-off for releases.
- Responsible for allocating the stories for the team to work on end-to-end and integration testing.
- Understand the applications and create traversal documents according to the business flows.
- Prepared Test scenarios and corresponding test cases to ensure the product meets business requirements.
- Extensively used SQL database to validate the data and for backend testing.
- Participated in Bi-Weekly User Story **Grooming** sessions and **Iteration** Planning meetings with Scrum Master, Product Owners, and Agile Team members.
- Participated in Delivery Plan meetings to estimate delivery and worked to meet the delivery goals.
- I worked in parallel with Kanban Crews to understand and implement stories in the crew for database upgrades and metric upgrade projects.
- Support the implementation and management of strategic initiatives to support TCOE activities, which include standards, strategies, and road maps.
- Prepared the test strategies, discussed the testing goals for each Sprint with the team, and assigned User Stories to document test cases and test data.
- Prioritize test objectives and create a traceability matrix, test reports, and test calendar.
- Coordinate with environment support teams to ensure environments are ready and dates are established for test runs.
- Developed Test cases, Test data, and reusable test scripts for User Stories based on the **Acceptance Criteria** during each Iteration.
- Responsible for validating Rollback/roll-in testing for each release.
- Reported defects in JIRA, Microsoft Azure, and HP ALM were found during daily testing of multiple application versions on various test environments, and defect fixes were retested after each promotion to respective QA environments. Responsible for scheduling defect track meetings with the team to review and analyze open defects.
- Provide appropriate knowledge transfer to offshore testers to assist in efforts.
- Work with upstream and downstream application teams to create and execute tests.
- Reported the Testing status for the current Sprint daily during Scrum meetings and shared the status with the Project Management team as required.
- Performed thorough Smoke, Functional, System, and Regression testing and resolved all the critical and open Bugs before Deployment.
- Responsible for testing successful Migration of application Imaging products and integration testing with Vendors.
- Provide task estimations & allocation of tasks to resources. Create test summary reports and update the team on the overall project status for each release.

**Environment:** Selenium WebDriver, Cucumber, Gradle, **TestNG**, HP ALM, Quality Center, **SOAP UI**, XPath, HTML, CSS, SQL and Windows.

**Client: News Limited Inc., Cognizant-Hyderabad**
**Senior Test Lead, Apr 2015 – Sep 2017**

- Reviewed test plans, test cases, and scripts to ensure consistency with strategic direction, goals, and objectives of QA resources working on the project with Agile methodology.
- Facilitated requirement-gathering sessions with the business team to collect business standards, security, and service-level requirements and study the business process.
- Conducted and participated in walkthroughs to discuss specific issues with the development and business team.
- I worked as a manual and automated tester. I analyzed the application's Business and Functional requirements and worked with Business users to understand project requirements and figure out the scope of the test strategy.
- Have automated the web application using Java and TestNG in Selenium WebDriver.
- Apply, design, and develop automated testing strategies and build automated testing frameworks using different automation tools Viz. Selenium, Soap-UI.
- Analyze and verify best automated and manual test approaches and execute UI functional, acceptance, integration, and system testing.
- Planning, estimating, and managing the automation testing effort for any engagement.
- Responsible for implementing a Hybrid Test Automation Framework using Selenium WebDriver, TestNG Maven, and Java.
- Developed detailed Test Scenarios, Test Plans, and Test Case Documents for the salesforce application.
- Have an understanding of CRM business processes like Lead Management, Account Management, and Contact Management.
- Involved in SFDC testing, created automation scripts for Creating the tasks, making the field updates, and Sending emails.
- Validated Data security and Sharing rules in Salesforce. Tested Users, Profiles, Role hierarchies, and Permission sets as per user profile and Public group.
- Tested Salesforce standard objects (Campaign, Accounts, Contacts, Opportunity) and custom objects, page layouts, field validations, and user access based on the defined profile.
- Understand the application and create the traversal documents according to the business flows.
- Creating, parameterization, correlation, and debugging scripts.
- Prepared and maintained various testing results for defect tracking and modification in software.
- Maintained the automation scripts for enhancements and modifications to perform regression testing.
- Prepare a high and final report with all recommendations.
- Developed detailed Test Plan and Test Case Documents for the Customer module for the sales force application.
- Interacting with clients and vendors to add a new scope in each release.
- Participated in peer reviews of functional specifications, application previews, and test plans/ cases.
- Trained the end users group and documented the same application's functional instructions and user guidelines.
- Executing batch jobs to update payment cycles.
- Facilitating all SCRUM Events (Planning/Daily SCRUM/Backlog Grooming/Review&Retrospective).

- Train the QA associates on the project and help prepare documents related to backend testing.
- played an essential role in submitting the Project Metrics.
- Responsible for entering and tracking bugs in the Quality Center to resolve bugs.
- Involved in verifying fixed bugs using and generating weekly quality progress reports.
- Prepare the test approach, test plan, test data characteristics, and test cases from the requirements document.
- Executing Test conditions.
- Coordinate with clients daily for smooth delivery of projects.
- Identifying & Reporting defects in JIRA.
- Attend status calls daily and provide necessary updates to business.
- Provide a sign-on for the project after completion of testing.

**Environment:** Core Java, Selenium WebDriver, SOQL, Jira, Oracle11g, TestNG, Soap-UI, REST-assured, ALM, SOAP UI, UFT.

**Client: NBCU, Cognizant-Hyderabad**
**Sr. Test Lead, Jan 2015 – Mar2015**

- Understand the application and create the traversal documents according to the business flows.
- Prepared Test scenarios and corresponding test cases to ensure the product meets business requirements.
- Executed User stories across Android and iOS platforms on different devices simultaneously.
- I worked on mobile testing (Android emulators, iOS simulators, Han()d Held Devices (Smartphones and Tablets), and Device Anywhere Tool).
- Performed app testing for NBCU and The Voice apps.
- Performed app testing in AppleTV, Roku streaming stick, and Samsung Smart TV.
- Used VB Scripts to execute functional tests in UFT.
- Worked on the high-level framework, identified the functional areas, and created different functions to make the scripts reusable in UFT.
- Created several test scripts using UFT, including data-driven and batch tests.
- Wrote and executed automated Data Driven scripts in UFT for different test scenarios, inserted various checkpoints to check web pages, table contents, databases, bitmaps, and text.
- Utilized features such as Object Identification and customization of Objects in UFT to use the parameter values passed from external Actions.
- Designing Test Automation Frameworks to support rapid regression test strategies
- Analyzed User stories to provide estimations on Regression suite development
- Actively participated in agile testing. Completed tasks on time for each sprint to meet the deadlines.
- Performed the Testing of the application on Android and IOS Simulators.
- Performed functional testing on various mobiles using the Device Anywhere Tool.
- Performed functional testing in Hand handheld devices in both smartphones and Tablets.
- Defect logging, tracking, and retesting using JIRA.
- Prepared Reports and graphs to track test execution using ALM.

- Performed functional, integration, system, and smoke testing.
- Execution of daily smoke tests to ensure the deployment of each environment is stable.
- Updating project progress, Scrum updates, and discussion of daily development issues.
- Prepare weekly status reports and participate in status calls.
- Provide task estimations & allocation of tasks to resources.

**Environment:** MS Office Suite, ALM, JIRA, Agile Methodology, UFT V12.54, SQL.

**Client: XEROX (Alaska Medicaid)- Cognizant-Hyderabad**
**QA Analyst, Jan 2013 – Dec 2014**

- Reviewed test plans, test cases, and test scripts to ensure consistency with the strategic direction, goals, and objectives of QA resources while working on the project using Agile Scrum methodology.
- Worked as a manual and automated tester, analyzed business and functional requirements of the application, and worked with business users to understand project requirements and figure out the scope of the test strategy.
- Understand the application and create the traversal documents according to the business flows.
- Executing baseline, multiple scenarios running together through the console.
- Prepare a high and final report with all recommendations.
- Worked on testing Claim Processing modules, Subscriber/ Member modules, EDI transactions, and Provider modules.
- Worked on validating business rules for HIPPA EDI transactions 276/277,270/271, and 837/835.
- Prepared and maintained various testing results for defect tracking and modification in software.
- Maintained the automation scripts for enhancements and modifications to perform regression testing.
- Participated in peer reviews of functional specifications, application previews, and test plans/ cases.
- Responsible for maintaining requirements in ALM.
- Responsible for entering and tracking bugs in ALM to retest resolved bugs.
- Involved in verifying fixed bugs using and generating weekly quality progress reports.

**Environment:** Core Java, ALM, HP quality center 10.0, SQL, VMWare, SharePoint.

**Client: Coventry Health Care, Cognizant-Hyderabad**
**Sr.QA Analyst, Aug 2012 – Dec 2012**

- Participated in design sessions and application walk-throughs.
- Worked closely with Application Architects, Business Analysts, and Project Managers to discuss and collect business requirements.
- Prepared the Test Approach and Test Strategy document.
- Prepared the Test conditions document.
- Prepared the Test data characteristics document.
- Prepared the Test plan document.
- Actively involved in test execution planning and assigning tasks to peers.

- Executed the test conditions, updated QC with the results, followed up with the tech team, and closed the defects.
- Coordinate with clients daily for smooth delivery of projects.
- Identifying & Reporting defects in the Quality Center.
- Performing Functional Testing, UAT
- Attend status calls daily and provide necessary updates to business.

**Environment:** MS Office Suite, MS SQL, MS Visual Studio, JIRA, Windows Server.

**Client: Western Union Business Solutions, Cognizant-Hyderabad**
**QA Analyst, May 2011 - Jul 2012**

- Prepare daily status reports and weekly status reports.
- Actively involved in Test Plans, Test Methodologies, and Test strategies.
- Used VB Scripts and synchronization to execute functional tests in QTP.
- Created several test scripts using QTP, including data-driven and batch tests.
- Utilized features such as object identification and customization of objects in QTP to use parameter values passed from external actions.
- Performed manual and automated tests to conduct functional and regression tests on the application.
- Involved in functional, regression, and system testing.
- Created Test Cases in MS Excel, executed them manually, and submitted defects to the Test Director.
- Responsible for defect management, including defect logging, defect tracking, and defect closure.
- Used SQL extensively to validate the database.
- Identify the test cases needed to automate.
- Execute the scripts on the new build.

**Environment:** QTP V11.0, Visual Basic, MS Office Suite, Windows XP.

**Company**: **Rapid Ansys, Hyderabad**
**Client: ICICI**
**Programmer Analyst, May 2010-Apr 2011**

- Creating Forms in Visual Basic as per the application requirement.
- Developed Traceability Matrix for the authored Test cases.
- Executed Test Cases and Defect logging in the Quality Center.
- Participated in Test Case Formal Review Meeting & Defect triage meeting with the On-Site & Offshore Team.
- Re-testing and Regression Testing on the Logged Defects and updating the new status.
- Writing inline queries as per the business logic.
- Writing unit test cases.
- Performing Unit Testing.
- Performing UAT at client location.
- Involved in knowledge-sharing sessions.
- Involved in Weekly Status Report (WSR) preparation and Weekly Timesheet Reporting.

**Environment:** Visual Basic, MS Office Suite, HP ALM

### *3.6.3* Sudhir Karri

**Experience Summary:**

- Overall, I have 9+ years of solid experience as an ETL Tester, Teradata Developer, Informatica, SQL and data Warehouse, and Amazon Web Services.
- Good experience in health care and retail domain projects.
- Good functional knowledge and work experience using ETL developer Teradata with Informatica.
- Skilled in extracting/loading data using various Teradata utilities like MultiLoad, Fast Load, and BTEQ.
- Working extensively with DDL operations, collecting statistics and primary and secondary indexes.
- Strong SQL knowledge, query tuning, and database Performance Monitoring skills.
- I was involved in writing Fast Load and MultiLoad scripts to extract data from flat files and load data into target Teradata tables.
- Involved in performance tuning to improve efficiency.
- Proficient in Data warehousing concepts.
- Good experience in UNIX.
- Customer interaction for Business Requirements, Clarification, and Project Needs.
- Good Experience in Preparing High Level / Low-Level Design and Architecture solutions for ETL projects.
- Experienced in Data Analysis, Source and Target data mapping, Root Cause Analysis (RCA) & problem Solutions.
- Good experience in Teradata Fastload, BTEQ and Multiload Utilities, Informatica 10.1, directly responsible for the execution of the workflow, monitor using Informatica Workflow Manager & Workflow monitor
- Good knowledge of Relational Database Management Systems (RDMS), Data Warehouses, Data Marts, OLTP, OLAP, and Data Migration.
- Implementing best practices of Quality Engineering Service to develop test strategy, test plan, test data, data profiling report, test scenarios, test case, test scripts, and test execution reports.
- Extensive work on different platforms like Linux, AWS, and Windows.
- Extensively working on Airflow, Qlicq, Kafka, and Open Shift Cloud Technologies applications.
- Extensively working on Amazon web services S3 buckets data warehouse tables data validation.
- Extensively working on different data warehousing databases, such as Mongo, Oracle, Teradata, DB2, and SQL Server, to validate the transformation results from source to target.
- I am extensively working on data profiling and cleansing tools, such as Data Quality Center and Data Analyzer, to measure test data coverage and quality.
- Extensively working on other enterprise tools, such as WinSCP, Putty, CA Workstation, Mainframes, Toad Data Point, Teradata SQL Assistant, MongoDB, and SQL Developer.
- Experienced in handling a team of 7 to 8 Members.

- Good working experience in Agile testing projects
- Having good experience with test management tools like HP ALM, Rally, Jira, and Zephyr tools
- Quick learner, analytical, and proactive team member with good Communication skills and Leadership capabilities.

**Academic Credentials:**

- Bachelor of computers from Andhra University from Kakinada, India, 2008.

**Technical Skills:**

| | |
|---|---|
| **Language:** | SQL |
| **RDBMS:** | Teradata, SQL Server, and Oracle |
| **Cloud Technologies:** | Amazon Web services(S3bucket), Domino, Apache superset, Qlik, Jira, Zephyr, QTest, and Confluence |
| **ETL:** | Informatica, Data stage |
| **Job Scheduling Tools:** | Chronicle, Control- M and CA workstation |
| **Reporting Tools:** | Cognos, Obiee, SSRS |
| **Operating Systems:** | Unix, Windows 10 |
| **Version Controlling Tools:** | Support Central,<br>Tortoise SVN |
| **Documentation Tool:** | MS Office |
| **Trained Skill:** | Python |
| **Domain Skill:** | HealthCare Service, Retail |

**Professional Summary:**

**Mphasis Inc., Westlake, TX**
**Senior Tester, Sep 2022 – Present**

- Collaborate with project stakeholders to understand requirements, create test plans, and define test cases and scenarios based on functional and technical specifications.
- Perform manual and automated testing to validate software functionality, identify defects, and ensure adherence to quality standards.
- Document and report defects, track defect resolution progress, and verify fixes to ensure software quality and reliability.

- Conducted regression testing to verify software changes and updates, ensuring that new developments did not affect existing functionality.
- Develop and maintain automated test scripts using testing tools and frameworks to improve testing efficiency and coverage.
- Configure and maintain test environments, including test data setup, software installations, and configuration management.
- Participate in quality assurance activities, including code reviews, peer testing, and quality inspections, to identify and address quality issues early in the development lifecycle.
- Generate test reports, document test results, and provide status updates on testing progress and issues to project teams and stakeholders.
- Identify opportunities to improve testing processes, tools, and methodologies and contribute to implementing best practices in software testing.
- Collaborate with developers, business analysts, and other team members to understand requirements, resolve issues, and ensure the delivery of high-quality software solutions.

**Anthem**
**Carecompass, Connecticut, Hartford**
**Senior ETL Tester, April 2022– August 2022**
**Project Description:**
Carecompass is one of the Medicare assets for Anthem Members Services. Cigna Health Care is a worldwide health services organization in America. Its health insurance subsidiaries are major providers of medical, dental, disability, life, and accident insurance and related products and services, most of which are offered through employers and other groups (e.g., governmental and non-governmental organizations, unions, and associations). Anthem also offers Medicare and Medicaid products and health, life, and accident insurance coverage primarily to individuals in the U.S. and selected international markets. In addition to its ongoing operations described above, Anthem has certain run-off operations, including a Run-off Reinsurance segment.
The Scope of the cornerstone is to convert the transactional medical claim source data into analytical data and make it available for the various business intelligence applications and migration and integration of the existing RDBMS.

- Involved in gathering and analyzing the business requirements and estimating the efforts for all ETL-related activities.
- Worked on code development for various data sources coming from upstreams.
- Requirements and Design understanding of the Project.
- Per business requirements, extracted data from various source systems, such as Oracle, SQL Server, and flat files.
- Involved in performance tuning to improve the efficiency of ETL jobs.
- Creating Informatica mappings using transformations like Lookup, Joins, Source Qualifier, etc.
- Validating cloud data in AWS S3 buckets vs. Teradata and Sql Server.
- Monitoring the Informatica Job status in Workflow Monitor.
- Prepare an estimate for all ETL activities on each requirement and drive the team.
- Coordinate with the scrum team and business analysts daily for deliverables
- Responsible for publishing daily and weekly status reports with the project team.
- Involved in Preparation, Reviewing, and Execution of test cases.

- Involved in the creation of Test Plan and Test strategy documents for each release and responsible for getting signoffs
- Responsible for performing End-to-End, functional, smoke, and regression testing.
- Involved in the creation of test data for various critical business scenarios in lower environments
- Proficient use of SQL queries like select, insert, update, and delete to query & manipulate data.
- Responsible for tracking the status in the HP ALM, QC, Zephyr, Jira, and Rally test management tools.
- Participated in client demos and direct client communications, including Product owners, Business analysts, QA
- Followed agile processes and participated in all agile ceremonies like sprint planning, daily status meetings, sprint demos, and sprint retrospectives

**Environment:** SQL Server, Teradata, Informatica, Jia and Qtest

**Cigna Health Care**
**Claim RDS, Connecticut, Hartford**
**Senior Test Lead, Jan/2020 – Aug/2021**
**Description:** Claim RDS (Read only Data Store):
Claim RDS is an asset under the Value-Based Solutions (VBS) Application Technology Group of Cigna Health Care Services. Transactional medical claim data from the various claim engines will be loaded into the Claim RDS data warehouse. The transactional data loaded in the Claim RDS database undergoes multiple transformations to be converted into analytical data.
The refined analytical data processed in the claim RDS will be further used for business analysis and strategic decisions to improve the business. Regarding the technical aspects of the project, transactional claim data from the various claim engines will be loaded into the DB2 database, which is a source for Claim RDS.
Claim RDS has a four-layer architecture. Data loaded in the source layer will be processed through landing, staging, and master's area and then into the business insights layers within Claim RDS (Oracle). This project's scope also includes data migration from the traditional database (Oracle) to Hadoop, which is extensively used for data migration.
The data in the refined layers of the Claim RDS database will be sourced to the subject-specific downstream data marts like Extract Mart, TibMart, and Business Intelligence Applications.
The Scope of Claim RDS is to convert the transactional medical claim source data into analytical data and make it available for various business intelligence applications. It also involves migrating and integrating the existing RDBMS.

- Involved in gathering and analyzing the business requirements and estimating the efforts for all QE-related activities.
- Gained Cigna Health Care domain knowledge and trained the team members.
- Prepare estimates for all QE activities on each requirement and drive the team.
- Coordinate with Development Team and Business Analysts daily for deliverables
- Responsible for publishing daily and weekly status reports with the project team.
- Worked extensively on Teradata, Informatica Power Center, Oracle, DB2, CA workstation, and Rally.
- Involved in Preparation, Reviewing, and Execution of test cases.

- Involved in the creation of Test Plan and Test strategy documents for each release and responsible for getting signoffs
- Responsible for performing End-to-End, functional, smoke, and regression testing.
- Involved in the creation of test data for various critical business scenarios in lower environments
- Proficient in using SQL queries like select, insert, update, and delete to query & manipulate data.
- Performed Informatica Extract Transform and Load provides the data to downstream consumers
- Responsible for tracking the status of the test management tools HP ALM and Rally.
- Assist team in troubleshooting issues/defects
- Participated in client demos and direct client communications, including Product owners, Business analysts, QA
- Coordinate, schedule, and facilitate system test evidence reviews with all stakeholders, including follow-up on sign-offs
- Followed agile processes and participated in all agile ceremonies like sprint planning, daily status calls, sprint demos, sprint retrospectives

**Environment:** Oracle, Teradata, Informatica, and CA Workstation

**Cigna Health Care**
**NextGen, Connecticut, Hartford**
**Senior Test Engineer, Jun/2018 - Dec/2019**
**Description: NextGen-PTDM2**

NextGen project is one of the assets under the Value-Based Solutions (VBS) Application Technology Group of Cigna Health Care Services. It is a migration Project from Informatica ETL process Mongo DB. In this project, we handle Provider, Medical, Network, and practice data. Data is created in the Activity manager, transferred from IIDR (Kafka) to Mongo Chaos, Internal and Consumer layers, and loaded into the pdf publisher.

- Took ownership of Next Gen Project (PTDM2), which involves QA testing.
- Used to prepare test Scenarios, SQL Queries, and Test case designs to adhere to the timelines
- Take responsibility for sprint demos when there is a critical business requirement.
- Used to attend team meetings effectively and regularly and have strong communication skills when speaking with the On-site team.
- I am responsible for understanding the functional and regression flow and preparing SQL and Mongo Queries.
- Identifying the existing and new issues in SQL & Mongo databases.
- Preparing the documents for all the technical & functional issues.
- Attend daily status calls without any failure and give updates to my onsite coordinator.
- Prepare the minutes of the meeting daily without failure.
- Understand the scope, priority, and timelines for assigned work. Communicates status of assignments to supervisor.
- Communicating with my team members, providing daily status updates on the objectives of individuals on the team.
- Supporting other teams for Rally access and Rally-related issues.
- Suggesting Solutions for Informatica-related issues and giving KT to team members.

**Environment:** Oracle, Informatica, Kaafka, IIDR, Python and MongoDB

**Apple Client**
**Portal Plus Application, California**
**Senior Test Engineer, April/2017- May/2018**

Portal Plus application has pioneered the development and marketing of innovative wound therapeutics and Apple TV products that have helped improve the lives of millions of people worldwide. Today, Apple Portal Plus continues to be at the forefront of the movement to change how healthcare professionals manage chronic and acute wounds, emphasizing the principles of advanced wound care management and evidence-based medicine from its headquarters in California. The main aim of this project is to extract data from different source systems like SQL; Hyperion loads data into the DWH PostgreSQL server database.

- Involved in preparing test cases based on ETL specification documents.
- Prepared SQL scripts based on ETL mapping sheets.
- Upload and move the test cases in the test plan and test lab in the HP ALM tool.
- Run the test cases in the test lab in HP ALM.
- Attend the daily status calls with the client and internal team to discuss the testing progress
- Involved in preparing RTM and test defects document preparation.
- Follow up with source system teams to fix the issues in upstream files.
- Involved in End-to-End script execution to validate the specific scenarios.
- Attend the UAT calls to provide the daily execution status.
- Debugged and sorted out the errors and problems encountered in the production environment.

**GE Healthcare**
**1OSB, Milwaukee, WI**
**Teradata & Informatica Developer, Jan/2016 - Mar/2017**

Description: 1OSB-GE Healthcare: 1OSB refers to 1 Orders, Sales, and backlog. The term 1OSB has data from two main sub-streams: HCS OSB and Global OSB. Our application primarily deals with three types of data sets: orders, Sales, and Backlog. We get the data from Upstream.
Teradata source and flat files. We load the data from regions like APAC, Europe, and the Americas to our underlying stage tables. Then, we transform the data per business requirement and push it to the target Teradata tables.

- Worked on code development for various data sources coming from upstream.
- Requirement and Design understanding of the Project.
- Extracted data from various source systems like Oracle and flat files per the requirements.
- Worked extensively on Teradata tools and Teradata SQL assistant.
- Interact with the On-site coordinator regarding the requirement.
- Creating BTEQs, Fload, and Mload scripts as per business requirements.
- Create job chains in Croncale V9 to schedule the jobs.
- Developing UNIX scripts, Bteq scripts execution, and parameter file handling.
- Implementing testing methods of ETL jobs, including row count match and data validation.
- Participating in project daily status meetings.
- Involved in performance tuning to improve efficiency.

- Moving the code into the production environment after it matches the business requirement and is approved by the client.
- Worked with collecting statistics, joins, Indexes, etc.,
- Unit Testing.
- Preparation of test cases.
- Experience in creating tables and views on a Teradata RDBMS system.
- I worked on fixing the SIT and UAT issues.
- Validating the reports from Cognos Cubes against the values from the database.
- Worked on Quality Center and ALM.
- Preparing Deployment document.
- Preparing SRS and SDS Documents.

**Environment:** Oracle, Teradata, Informatica and Cognos

**GE Healthcare**
**HCS OSB Milwaukee**
**Engineer, Jul/2014- Dec/2014**

**Description:** HCSOSB-GE Healthcare: The HCS OSB Visibility project aims to streamline the visibility of Orders, Sales, and Backlog in a single platform for GE Healthcare. This System Design Specification describes the approved and agreed system design for the HCS OSB system to satisfy the stated needs of finance users as outlined in the HCS OSB system, Project Charter, and User and System Requirement Specification documents referenced below. The HCS OSB system aims to provide a high-performing, integrated, and scalable platform for reporting sales, orders, and backlog systems so that users can use the data from all the source systems in a single integrated Cognos cube. The proposed system will provide a standard system with a global and consistent approach that will have the flexibility to accommodate changes, which arise frequently with re-organization and changing business needs for transactional data.

- Prepared the mapping design document.
- Worked on Teradata utilities like fast load and multi-load.
- Monitor the Teradata jobs using the Chronicle.
- Created BTEQ scripts.
- Observed the Execution plan and suggested Collecting statistics and various indexes (SI, JI).
- Creating appropriate indexes dependent on table situation and requirements.
- Dropping the old tables
- Developed several parallel jobs using various stages, such as Copy, Remove duplicates, Funnel, Lookup, Datasets, Filter, Joiner, Sort, Surrogate key, and Transformer.
- We acknowledge incidents assigned to the Data warehouse Team.
- Preparing Deployment document.
- Preparing SRS and SDS Documents.

**Environment:** Oracle, Teradata Multiload, fast load, and BTEQ

**NBCU Universal channels**
**Headway Data Warehouse Milwaukee, WI**
**Software Engineer, Dec/2013 - Jun/2014**

**Description:** Headway data warehouse COA refers to 1 order sales and backlog. The term CHARTED OF ACCOUNT has data from two main sub-streams: HCS OSB and Global OSB.

Our application primarily deals with three types of data sets: Orders, Sales, and Backlog. We get the data from Upstream Teradata source and flat files. We load the data from regions like APAC, Europe, and the Americas to our underlying stage tables. Then, we transform the data per business requirements and push it to the target Teradata tables.

- To gather and analyze the business requirements and prepare requirement specifications.
- To create design documents based on the requirement documents.
- To develop Teradata jobs to fulfill customer needs.
- To prepare the test plan and carry out Unit Testing of the developed code.
- Developed several parallel jobs using transformations like Copy, Remove duplicates, Lookup, Datasets, Filter, Joiner, Sort, Surrogate key, and Transformer.

## 3.7 Security Analyst

### *3.7.1* Frank Rizzo

**Summary:**

- AAS in Cybersecurity, CompTIA Security+, and CompTIA CSA+ certified professional.
- Looking to apply my current experience in a SOC environment to ensure the enterprise's overall security.

**Technical Skills:**

- Splunk SIEM appliance, ArcSight Siem, Bricata IDS, TrendMicro Internet Security, Proofpoint Email Security, Akamai, Symantec Endpoint Protection, Symantec Proxy appliance (Bluecoat Proxy), Symantec DLP, Symantec EDR, Interset AI, IBM Security Guardium AI, Palo Alto Next-Generation FW.

**Certifications:**

- CompTIA Security+, 11/2013
- CompTIA CSA+, 02/2018

**Education:**

- AAS-Information Systems Cyber Security, 01/2013 to 05/2015
- BAS- Information Security, 01/2020 to Present

**Related Experience:**

**Zensar, MA**
**SOC Analyst, 07/2021 – Present**

- Working on Zensar security systems, such as firewalls, data protection controls, patching, encryption, vulnerability scanning, pen testing, etc.
- Monitoring, analysis, and response to security incidents reported by our Security Operations Center (SOC) vendor
- Monitoring, analyzing, and responding to end users' security incidents, including malware, ransomware, phishing emails, etc.
- Work in SIEM tools, other security monitoring tools, and ticketing systems
- Work with IT Infrastructure and Service Desk teams and end users to mitigate or resolve security incidents
- Some tools used are Varonis, Proofpoint, SecureWorks, Akamai, Paymetric, and Forter.

**Health Care Service Corporation**
**Security Analyst, 10/2017 – 06/2021**

- Conduct daily meetings reviewing open cases.
- Monitors alerts/events from available monitoring tools.
- Open cases based on the company's guidelines on alerts.
- Analyzes events to verify false/true positives utilizing available monitoring tools and OSINT.
- Generate and analyze logs and PCaps for further investigations on alerts.
- Analyze URLs and file hashes through available tools and OSINT.
- Create a detailed timeline of events report for each case.
- Analyze Phishing emails, including but not limited to
    - Internet Header analysis for originating source, return path.
    - Review Dmarc, SPF, and DKIM records of Domain sending emails.
    - Research the originating IP to verify if it corresponds to the Domain's record of email Exchange.
    - Review of URLs/Attachments within emails for malicious content.
    - Contact end-users if they interacted with the sender/URL/Attachments.
    - Take appropriate action if the end-user does.
- Escalate to the Incident Response Team for true positives.

**Specialized Security Services, Inc.**
**Security Analyst- Logrhythm, 05/2017 to 10/2017**

- Monitors and analyzes email alerts from various security devices and systems (SIEMs, Firewalls, IDS/IPS, WIPS, Systems, Networks, Anti-virus, etc.)
- Creates Tickets internally and externally to track all activities.
- Provide direct support to Clients via Phone, Email, and SMS.
- Prepares and maintains the Administrative Documentation securely.
- Update Management on any client changes.
- Prepares Shift Activity Reports for clients and Management.
- Prepares Weekly and Quarterly summary reports for Clients and Management.
- Maintain weekly communication with Clients, providing support and promptly answering any questions or concerns to enhance S3's relationship as the Client's security partner.
- Respond to customers in a positive and timely manner.
- Respond to concerns, questions, and issues by maintaining direct and continuous contact with Clients.

**NTT Data Services-Contractor**
**SPLUNK Security Analyst, Certified Power User,** 08/2016 to 05/2017

- Responsible for Analyzing the System's Events based on used cases and Correlation Rules.
- Responsible for creating searches based on clients' specifications.
- Responsible for creating Alerts based on searches above.
- Responsible for creating Reports and Dashboards from searches

- Responsible for Health Check status, Licensing daily usage, Universal Forwarder status, Indexer status, and Search Heads status through the Distributed Management Console.
- Uploading Universal Forwarders on devices.
- Troubleshooting Universal Forwarders for non-forwarding of event logs.
- POC for related SPLUNK projects for the SOC department.

**Mednetworx Inc.**
**Support Engineer\Change\Risk Management,** 11/2015 to 08/2016

- Create user accounts in Active Directory.
- Reset passwords for users in Active Directory.
- Create new O.U.s in the Active directory.
- Terminate hung/frozen sessions in the client's servers.
- Support administrator for Aprima, Allscripts EHR, and PM applications.
- Troubleshoot NAGIOS alerts on the company's servers.
- Troubleshoot Server issues through VMWare.
- Set up printers on client's desktops.
- Answer incoming phone calls from clients and open appropriate tickets in Bridge Trak
- Resolve opened Bridge Track tickets or escalate them to appropriate teams.
- Monitor all Change Management tickets to ensure they comply with internal Change Management policy.
- Monitor IDS Logs on the Palo Alto appliance for generated alerts.
- Research traffic on IDS Logs to determine appropriate action.
- Gather necessary documentation for SSAE-16 Audit.
- Nagios Administrator
- VM Ware Administrator

**Collabera Inc.,** 09/2015 to 11/2015
3-month Contract as a Systems Administrator with Citigroup in their Global Change Command Center.

- Implementing scripted changes on Cisco routers and switches.
- Implementing scripted changes on Load Balancers.
- Implementing scripted changes on DNS Servers.

**NetBoundary Inc**. 03/2015 to 07/2015 (3rd Shift)
**Security Analyst**

- Monitor logging events in a Command Center environment through LogRhythm's Next-Generation SIEM and Log Management Appliance on clients' behalf.
- Create and submit incident tickets for related events to the client's IT team based on the client's criteria.
- Generate LogRhythm event log reports based on specified client requests and events.

**Alcatel-Lucent Technologies** 10/2014 to 03/2015
**Command Center Technician -**

- Monitor clients' networks for any alerts coming into the Command Center.

- Answer incoming phone calls for clients' related issues.
- Create troubleshooting tickets for engineers on ITSM/CARE's system.
- Follow through and close tickets for resolution to networks' issues.

**Epsilon Data Management** 01/2014 to 09/2014
**Associate Network Engineer**

- Implemented changes on Firewalls (Checkpoint, Cisco ASA, Fortigate) as requested.
- Worked with Cisco products, including working with ASDM 7.1 Firewall, Catalyst 6k, Catalyst 6509, 6506, 4507, 7201, PIX Firewall 520, PIX Firewall 515E, and Cisco ASA 5520.
- Created Keys and imported Certificates on F5-BigIP load balancers.
- Created and updated ACLs as requested switches and routers.
- Monitored network health on Solar Winds.
- Responsible for troubleshooting network connection issues.
- Served as Liaison with circuit vendors and department managers for circuit maintenance notices.

### *3.7.2* Hakan Beyazoglu

**Summary:**

- CompTIA Security+ certified Cyber Security Analyst specialized in security analysis and incident response.
- Experienced in hands-on projects monitoring and analyzing potential and active threats using security tools and processes.
- Currently working towards getting CySA certification.
- 15+ years of professional experience in financial services and information management.

**Education:**

- M. Sc. in Accounting, 2008-2010, The George Washington University, Washington, DC
- M. Sc. in Finance (Money and Capital Markets), Istanbul University, Istanbul, Turkey
- International Relations, BS METU, Ankara, Turkey

**Technical Skills & Tools:**

**Security:** Splunk ES, FireEye, CrowdStrike, IBM Resilient, Nessus, QRadar, Nmap, Wireshark, Kali Linux, VirtualBox, Metasploit, Metasploitable, Linux Command Line Tools, NIST-800, ISO 27001, OWASP 10, Burp Suite, Phishing Analysis, Jira
**Networking:** Wireshark packet analysis, DNS, Whois, TCP/IP
**Certifications:** CompTIA Security+, Splunk 7.x Fundamentals Part 1, Splunk Core User, CySA+ (In Progress), ISO 27001 Foundations

**Professional Experience:**

**Zensar, MA**
**SOC Analyst, 11/2021 – Present**

- Working on Zensar security systems, such as firewalls, data protection controls, patching, encryption, vulnerability scanning, pen testing, etc.
- Monitoring, analysis, and response to security incidents reported by our Security Operations Center (SOC) vendor
- Monitoring, analyzing, and responding to end users' security incidents, including malware, ransomware, phishing emails, etc.
- Work in SIEM tools, other security monitoring tools, and ticketing systems
- Work with IT Infrastructure and Service Desk teams and end users to mitigate or resolve security incidents
- Some tools used are Varonis, Proofpoint, SecureWorks, Akamai, Paymetric, and Forter.

**CyberNow Labs, Sterling, VA**
**Security Operations Center Analyst, 2021 to 10/2021**

- Conducted log analysis on Splunk ES and IBM QRadar SIEM solutions and provided recommendations to the technical teams via the Resilient ticketing system.
- Monitor and analyze SIEM alerts through Splunk and IBM QRadar and identify security anomalies for investigation and remediation.
- Analyze and determine the legitimacy of files, domains, and emails using online resources such as VirusTotal, AnyRun, and MX Toolbox.
- Familiarity with information security fundamentals, including network technologies and tools, identity and access management, network security, implementing secure systems, and risk management.
- Analyze PCAP files, narrow down anomaly traffic with Wireshark, examine the details of the infected hosts, and write IOC on executive summary reports.
- Experience using various tools like FireEye HX, Burp Suite, NMap, Tenable Nessus, Kali Linux, and Metasploit.
- Study common cyber-attack types and create examples using tools like SEtoolkit in Kali Linux.
- Review existing policies and guidance to ensure compliance with the National Institutes of Technology (NIST) Risk Framework.

**EZ Group of Companies, Tysons Corner, VA**
**Project Management & Sales, 2017-2020**

- Coordinate project scheduling, analyze and plan resource requirements.
- Implement quality control measures to ensure project integrity, facilitate quality inspections of completed projects, identify critical issues, and implement corrective actions.
- Develop and implement sales and marketing strategies to increase profitability.

**Central Securities Depository, Istanbul, Turkey**
**Information Disclosure Expert, 2013-2017**

- Monitor and manage electronic data disclosure systems that publicly listed companies disclose material events and financial reports.
- Build an XBRL (Extendable Business Reporting Language) based framework for data gathering systems.
- Manage `Value Added Services,' like investor warning and information systems.
- An SOC project plan aligned with the NIST Security Framework was created.

**Capital Markets Board, Istanbul, Turkey**
**Compliance Officer and Auditor, 2003-2013**

- Supervised and audited publicly listed companies, completed bond issuance applications, conducted onsite inspections at investment firms and listed companies, and investigated market abuse cases.

## 3.8 Software Developer/Engineer

### *3.8.1* Manaswitha Gummadi

**Summary:**

- Over 8+ years of IT experience, including developing Web-based, Client-Server, and N-tier applications with distributed components.
- Knowledge of all phases of the Software Development Life Cycle (SDLC), including application Design, Development, Testing, Documentation, and Maintenance.
- Profound experience developing different web applications using technology like Agile Methodology and Waterfall model.
- Extensive experience with Java/J2EE technologies, including Java, Java EE, XML, JavaScript, JSP, EJB, JDBC, Servlets, JMS, Java API for XML Web Services, Spring, and Hibernate.
- I worked on JDK 1.7 1.8, SOAP, JSP, Servlets, XML/ XSL/ XSLT, XML Schemas XSD, JUnit, JavaScript, RMI, JDBC, and Apache STRUTS Framework versions 1.1.
- Good knowledge and experience with JAX-RS, JSTL, JDBC, JNDI, Java Beans, and Data Structures like Collections, Maps, Sets, Lists, etc.
- Experience with Continuous Integration using Jenkins.
- Virtualized the servers using **Docker** for the test environments and dev-environments needs and configuration automation using **Docker** containers.
- Experience in developing persistence layer with Hibernate (OR Mapping) framework with good performance optimization techniques.
- Experience using Spring Framework (Spring Core, Spring MVC, Spring JDBC, and Spring ORM).
- Excellent skills in creating and accessing Databases using SQL Queries and PL/SQL scripts (Stored procedures, triggers, functions, packages, cursors, views, and synonyms) on Oracle.
- Proficient in writing DDL, DML, and transaction queries using development tools like TOAD.
- Strong programming practice with OOAD (Inheritance, Polymorphism, and Encapsulation) and Design Patterns (Creational, Structural, MVC, Factory, Singleton, DAO, DTO, Observer, and Behavioral) in the development of multi-tier distributed Enterprise Applications.
- Strong hands-on experience with JMS in communications between middleware components.
- Experience in implementing JUNIT – unit and integration test cases.
- Used JIRA for tracking tasks and user stories and for bug reporting.
- Experience working with MAVEN.
- Excellent technical, communication, interpersonal, decision-making, and interfacing skills with strong customer orientation and quick learning skills.

**Education:**

- Bachelors in Information Technology from Acharya Nagarjuna University, India-2014(June)
- Master's in Information Technology from Atlantis University-2018(April)

**Certifications:**

- Certified Java SE8 programmer – issued by Oracle.
- Certified Agile SAFe4 practitioner – issued by Scaled Agile Inc.
- Certified AWS solution architect – issued by Amazon Web Services**.**

**Technical Skills:**

| | |
|---|---|
| **Programming** | JAVA, C, C++, SQL, PL/SQL, JavaScript |
| **Java/J2EE Technologies** | Java, J2EE, JSP, JSTL, EJB, Servlet, JMS, JDBC, JNDI, JAX-RS, jQuery, Exception Handling, Multi-threading, Java Beans, Struts, Tiles, Validation Framework, Hibernate, Spring MVC, Spring Core |
| **Scripting languages** | HTML, CSS, XML, JavaScript, AJAX, JSON |
| **Distributed Technologies** | EJB, JDBC, JNDI, JMS |
| **ORM Tools** | Hibernate, JPA |
| **Web services** | SOAP, RESTful |
| **Database Systems** | Oracle 9i/10g, MYSQL, GEMFIRE |
| **Web/Application Servers** | Web Sphere, WebLogic, Tomcat, and JBoss server |
| **IDE** | Eclipse, STS, IntelliJ, VSstudio |
| **Frameworks** | Struts, Spring**,** Spring MVC, and Hibernate, Log4j, JUnit |
| **Methodologies** | Agile, RUP, OOAD |
| **Tools** | SQL Navigator, Ant, Maven builds, Jenkins, TOAD, Gradle, Rational Rose, Rational ClearQuest |
| **Testing Tools** | JUnit, Selenium, TestNG, Newmann |
| **Version Control** | GIT, Bitbucket, SVN |
| **Operating Systems** | Windows 95/98/NT/2000/Server/XP/7, Unix, and Linux |

**Experience Summary:**

**Mphasis Inc., Remote**
**Technical Lead, Aug 2022 - Present**

- Lead and participate in designing, developing, and implementing software solutions using programming languages and technologies such as Java, C#, Python, or others as required by projects.
- Provide technical leadership and guidance to development teams, mentor junior developers, and contribute to technical architecture and design of software applications.
- Collaborate with stakeholders to gather and analyze requirements, translate business needs into technical specifications, and ensure software solutions meet functional and non-functional requirements.
- Conducted code reviews, performed unit testing, and ensured code quality, adherence to coding standards, and best practices to deliver high-quality software solutions.
- Maintain and enhance existing software applications, troubleshoot issues, debug code, and provide technical support and resolution for production incidents as needed.

- Work in an Agile environment, participate in Agile ceremonies such as sprint planning, daily stand-ups, and retrospectives, and contribute to continuously improving development processes.
- Create and maintain technical documentation, including design documents, technical specifications, user manuals, and release notes, to facilitate knowledge sharing and support system maintenance.
- Collaborate with cross-functional teams, including business analysts, QA testers, project managers, and stakeholders, to ensure alignment, communication, and successful delivery of software projects.
- Stay updated on emerging technologies, industry trends, and best practices in software development, and leverage new technologies to enhance software solutions and drive innovation.
- Ensure software solutions comply with regulatory requirements, security standards, and data privacy policies and implement security measures to protect software assets and user data.
- Engage in continuous learning and professional development, participate in training programs, certifications, and knowledge-sharing sessions, and contribute to the growth and expertise of the development team.

**Capgemini, Discover Financial**
**Technical Lead, July 21- July 2022**
**Remote**

- Configure build pipelines to support automated testing and deployments using tools such as Jenkins and PCF Code Deploy for Microservices.
- Configure these pipelines for specific products and help optimize them for Microservices' performance and scalability.
- Used Kubernetes to orchestrate Docker Containers' deployment, scaling, and management.
- Used Git hub for version control for Microservices.
- Involved in writing SQL queries to retrieve data from MySql and GEMFIRE.
- Gained good experience working with the configuration management tool Ansible and CI/CD tool Jenkins for Microservices.
- Implemented REST controllers using Spring MVC framework for Microservices.
- Used JDBC to interact with the database.
- Using Rational Rose, I created Use cases, Class Diagrams, and Sequence Diagrams. I also designed and developed the project using the MVC design pattern.
- Responsible for load testing the application to achieve a minimum of 1 million TPS
- Used helm charts for deploying the code to OCP
- Involved in writing JUnit test cases and day-to-day builds and deployments using GRADLE.
- Creating config server for environment-specific application dependencies
- Deployed applications on OCP using vault and Kube-auth-role
- Leading 3 Agile teams with code reviews to maintain the coding standards
- Deploying the highly scalable application onto the production environment
- Responsible for end-to-end production deployment from CHG creation to deployment monitoring
- Logs monitoring using Instana and Kibana
- Leading discussions with the architects for the Proof of Concepts implementation

- Migrate from Fico Blaze to DMP for proper credit decisions

**HCL Technologies, Western Union**
**Lead Technical Developer, April '21– July'21**
**Remote**

- Configure build pipelines to support automated testing and deployments using tools such as Jenkins and PCF Code Deploy for Microservices.
- Configure these pipelines for specific products and help optimize them for Microservices' performance and scalability.
- Knowledge of real-time data analytics using Spark Streaming, Kafka, and Flume.
- Gained good experience working with the configuration management tool Ansible and CI/CD tool Jenkins for Microservices.
- Used AJAX calls to get data dynamically from the backend.
- Managed Docker orchestration and Docker containerization using Kubernetes.
- Involved in writing JUnit test cases and day-to-day builds and deployments using GRADLE.
- Responsible for code reviews and root cause analysis for production

**Synchrony Financial**
**Lead Java Developer, Alpharetta, Georgia October 18– April'21**

- Write code and scripts to automate the provisioning of AWS services and configure services using tools and languages like Java, Spring, etc.
- Design effective monitoring/alerting (for conditions such as application errors or high memory usage) and log aggregation approaches (to quickly access logs for troubleshooting or generate reports for trend analysis) to proactively notify business stakeholders of issues and communicate metrics, working closely with these stakeholders.
- Configure build pipelines to support automated testing and deployments using tools such as Jenkins and PCF Code Deploy for Microservices.
- Configure these pipelines for specific products and help optimize them for Microservices' performance and scalability.
- Knowledge of real-time data analytics using Spark Streaming, Kafka, and Flume.
- Good Understanding of writing Spark applications using Python and Scala.
- Gained good experience working with the configuration management tool Ansible and CI/CD tool Jenkins for Microservices.
- Implemented REST controllers using Spring MVC framework for Microservices.
- Used JDBC to interact with the database.
- Plans and coordinates the administration of PostgreSQL databases to ensure accurate, appropriate, and effective data use, including database definition, structure, documentation, long-range requirements, and operational guidelines.
- Used AJAX calls to get data dynamically from the backend.
- Managed Docker orchestration and Docker containerization using Kubernetes.
- Used Kubernetes to orchestrate Docker Containers' deployment, scaling, and management.
- Used Git hub for version control for Microservices.
- Good understanding of the ISO 8583 message patterns
- Worked with Mastercard to process payment using their DI score on the BOSs server.
- Worked with pre-decision message requests from Fiserv/FD.

- Expertise in appending the MC-DI score and populating the post-decision message.
- Involved in writing SQL queries to retrieve data from MySql and GEMFIRE.
- Developed database triggers and procedures to update the real-time cash balances.
- Implemented web services using JSON-based RESTful API.
- I worked closely with the testing team to create new test cases and the module's use cases before the testing phase.
- Involved in writing JUnit test cases and day-to-day builds and deployments using GRADLE.
- Coordinated work with the DB team, QA team, Business Analysts, and Client Reps to efficiently complete the client requirements.

**Atlantis University (Internship), Miami, Florida**
**Graduate Teaching Assistant** **October 16– April 17**
**Application Developer** **April 17- April 18**

- Designed and developed applications using Rational Unified Process (RUP), UML, and OOAD.
- Using Rational Rose, I created Use cases, Class Diagrams, and Sequence Diagrams. I also designed and developed the project using the MVC design pattern.
- Developed user management screens, business components, and DAO classes using the Spring framework and the Hibernate framework for persistence management and integrated the frameworks for the project.
- Implemented J2EE design patterns such as Session Facade, Factory, DAO, DTO, and MVC.
- Implemented automation using Configuration Management tools like Ansible, Chef, Puppet and Salt Stack
- Used WSDL and SOAP protocol for Web Services implementation
- Used Spring Rest/Json to expose Microservices APIs.
- Designed & Developed persistence service using Hibernate framework.
- Experience in creating event-processing data pipelines using Apache Kafka.
- Used Hibernate as the ORM mapping tool and worked with Hibernate Query Language (HQL).
- Worked on advanced Hibernate associations with multiple levels of Caching and lazy loading.
- Involved in the performance tuning of PL/SQL statements. Good exposure to hybrid mobile application development using **DOJO Mobile, IBM Work light, Apache Cordova**, **PhoneGap**
- Implemented Ansible to manage all existing servers and automate the build/configuration of new servers.
- Gained good experience working with the configuration management tool Ansible and CI/CD tool Jenkins.

**Just Dial, Bangalore, India**
**Software Developer, September'13 – Jan'16**

- I was extensively involved in analyzing and designing the back-end skeleton, including connecting to the Database and creating the Data Model and DAO Layers for the system using Hibernate.
- I created mappings of the Oracle database tables using POJO classes to the application's upper application layer.

- Developed mobile application for Justdial on both ios and Android Objective-C, Swift, iOS SDK
- Used Zoho Creator and Build Fire to build the application.
- Used different Transfer Objects (TO) to merge/transfer data between different layers.
- Developed application functionality inside the DAO layer, which can be used to process all application transactions using Spring Framework.
- Implemented Model View Controller web framework.
- Install KAFKA on the Hadoop cluster and configure the producer and consumer coding part in Java to establish a connection from Twitter source to HDFS with popular hashtags.
- Experienced working on several Docker components, such as Docker Engine, Hub, machine, compose, and Docker registry.
- Deployed application to the JBoss Application server.
- Worked with Ant to create build automation for the system.
- Involved in JUnit, functional testing, and debugging process.

### *3.8.2* Sai Roopa Chavalam

**Summary:**

- Ten (10) years of IT industry experience encompassing various skill sets, roles, and industry verticals.
- Extensive experience as a Full Stack Developer with analysis, design, development, customizations, and implementation of software applications
- Worked on a Westpac project, which was engineered using the Spring boot Microservices RESTful Webservices
- Worked on a CISCO project, which was engineered using the Spring MVC (Oracle DB, Angular JS, RESTful Webservices)
- Worked on a Bank of America project for the CHEETA application to engineer a REST API for simplifying search operations using Spring
- Experienced in implementing various Web development technologies like HTML, CSS, Bootstrap, JavaScript & jQuery, and Angular JS
- Good experience with Angular directives such as ng-app, ng-init, and ng-model for initialization of Angular JS application data
- Having testing experience in Junit, Mockito
- Developed applications using programming languages such as Java and J2EE
- Having experience in implementing and consuming REST Web Services
- Having an experience in fixing the Security Vulnerabilities such as Cross-Site Scripting
- Executed software projects for the Telecommunications Industry, Banking Industry, and Hospitality Industry
- Good communication skills, interpersonal skills, self-motivated, quick learner, team player

**Skill Set:**

| | |
|---|---|
| **J2EE Technology:** | Java Spring Boot, Restful Web services, microservices |
| **Programming Languages:** | Java |
| **Web Technologies:** | HTML, CSS, JavaScript, Angular Js, jQuery |
| **Testing Frameworks:** | JUnit, Mockito, Postman |
| **Databases:** | Oracle |
| **Application/Webservers:** | Apache Tomcat |
| **IDEs:** | Eclipse, SQL Developer |
| **Version Control Tools:** | Git, SVN |
| **Operating Systems:** | Windows |

**Education:**

- BE in (Information Technology) From QIS College of Engineering and Technology in 2011 with 80% Professional Experience

**Professional Experience:**

**Mphasis Inc., Plano TX**
**Application Developer, Sep 2022 - Present**

- Software Development: Designing, coding, testing, and debugging software applications based on project requirements. This involves using programming languages and frameworks such as Java, .NET, Python, or others per the project's technology stack.
- Requirements Analysis: Collaborating with business analysts, stakeholders, and clients to understand software requirements, user needs, and functional specifications. Translating requirements into technical designs and solutions.
- Application Architecture: Designing and implementing software architecture, including database design, application modules, user interfaces, and integrations with other systems or APIs.
- Code Review and Quality Assurance: Conducting code reviews to ensure adherence to coding standards, best practices, and quality guidelines. Performing unit testing, integration testing, and troubleshooting to identify and resolve defects.
- Version Control and Configuration Management: Using version control systems like Git or SVN to manage code repositories, track changes, and collaborate with team members. Managing application configurations and dependencies.
- Documentation: Creating and maintaining technical documentation, including design documents, system architecture diagrams, user manuals, and release notes. Ensuring documentation is accurate, comprehensive, and up-to-date.
- Continuous Integration and Deployment (CI/CD): Implementing CI/CD pipelines and automation tools (e.g., Jenkins, Bamboo) to streamline build, test, and deployment processes. Ensuring software releases are delivered efficiently and with minimal downtime.
- Collaboration: Working closely with cross-functional teams, including QA testers, project managers, designers, and stakeholders, to coordinate development activities, resolve issues, and deliver projects on time and within scope.
- Technical Support and Maintenance: Technical support, troubleshooting, and maintenance for deployed applications. Monitoring applications' performance, scalability, and security and implementing optimizations as needed.
- Adherence to Best Practices: Following industry best practices, coding standards, security protocols, and regulatory compliance requirements (e.g., GDPR, HIPAA) in software development and deployment.

**October 2019 – Aug 2022, 7A/Application Developer in IBM**
**Roles & Responsibilities of IBM**

- Working as an API Developer Using JAVA Spring Framework and Web Services.
- Improvising Existing applications with new Enhancements.
- Providing support for production issues.
- Providing support for lower environmental issues.
- Involved in weekly status reporting and official meetings.

**Project 1: Name: PeopleX**
**Client: eBay**
**Start Date: 01 Aug 2020**
**End date: Till Date**
**Role: API Developer**
**Project Description**

'PeopleX' is an Onboarding application for eBay employees. This is one of the onboarding gateways. We also collect other gateway data as a daily feed file and maintain it in our application Database. We handle move requests, Role delegations, and team management activities like offboard suspension and Employee conversion from one vendor to another. We also provide organization chart details for each employee.
This tool is accessible to managers and, above all, to eBay's internal employees.

**Project Responsibilities**

- Responsible for leading a project team in delivering solutions to our customers in the Retail sector.
- Deliver new and complex high-quality solutions to clients in response to varying business requirements
- Managed scope, planning, tracking, change control, and aspects of the project.
- Responsible for effective communication between the project team and the customer. Provided day-to-day direction to the project team and regular project status to the customer.

**Environment:** Java, J2EE, Spring boot, Restful Webservices, Oracle 11 DB
**Team Size:** 5 to 8

**Project 2: Name:** Cards and Payments
**Client:** Westpac
**Start Date:** March 2019
**End date:** Sep 2019
Role: **Application Developer**

**Project Description:**
The cards and Payments application in Westpac mainly deals with cards offered to customers from Westpac Bank. We will offer them different schemes and programs depending on the customer's loyalty and eligibility.

**Project Responsibilities:**
As a team, we mainly worked on developing microservices to pass data between upstream and downstream. We do have customer-sensitive data that we store in a third-party secure tool. Once it is validated, we will show further information related to cards when the customer logs in to the bank's website. If a customer is willing to apply for a credit card, we will take that data and pass it again to a third-party security tool. Then, after we get a response, we save that response and transactions in DB and validate the flows.
**Environment:** Spring boot, Restful Webservices, microservices
**Team Size: 8**

**Project 3: Name:** Aplhine
**Client:** AT&T
**Start Date:** Oct 2018
**End date:** March 2019
Role: Application Developer

**Project Description:**
Aplhine is an online retail store for various electronic products and services; it mainly deals with Wi-Fi and TV broadband services for home

**Project Responsibilities:**
Shared services will take the data from upstream and manipulate the data by adding required fields and by deriving fields with already existing fields to make compatible JSON request forms for downstream applications, USL fulfillment, and External services together called shared services
**Environment** Webservices, microservices
**Team Size: 12**

**Jan 2016 – Sep 2018, Designation at the time of Leaving: IT Analyst in Tata Consultancy Services (TCS)**
**Roles & Responsibilities of InfoPro**

- Worked as a Team lead for the API Development team.
- Upgraded UI design from jQuery to Angular JS
- Provided support for lower environmental issues.
- Involved in daily status reporting and official meetings.

**Project 1: Name: Export IT**
**Client: CISCO**
**Start Date: Dec 2017**
**End date: Sep 2018**
**Role: Team Lead**
**Project Description**
Export IT mainly checks export compliance against each order delivered from Cisco. We have many boundaries when using this application and validate their orders to determine whether they are export-compliant. One web service was developed as middleware between Cisco internal applications and the GTM tool. Also, we had two more applications to overcome the flaws in the GTM tool.
**Project Responsibilities**

- Worked as a Team lead for the Java team.
- Worked as a developer

**Environment** Java, Spring MVC, Angular JS
**Team Size:** 5 to 8

**Project 2: Name: Treasure IT**
**Client: CISCO**
**Start Date: Jan 2016**
**End date: Dec 2017**
**Role: Programmer**
**Project Description**
Treasury IT is an application for managing Cisco cash with clients, such as creating and releasing bank wires. It also has a few more internal applications and cash management tools, like a guaranteed tool to manage warranties for Cisco products, a tool to request access to Cisco internal tools and a tool to operate a few more admin operations.
**Project Responsibilities**

- Worked as a Developer
- Worked in the E-banking entitlements module (to request entitlements) from scratch.

- Worked on client value add to upload wire details in bulk in an Excel sheet instead of creating individual wire payments.

**Environment** Java, Spring MVC, Angular Js
**Team Size:** 5 to 8

**Dec 2011 – Jan 2016, Designation at the time of Leaving: Senior Software Engineer in Accenture**
**Roles & Responsibilities of InfoPro**

- Worked as a Developer Using Elastic Search and Mule Soft and Web Services.
- Improvised Website with new front-end design.
- Provided support for production issues.
- Provided support for lower environmental issues.
- Involved in weekly status reporting and official meetings.

**Project 1: Name: Cheetah**
**Client: ABC**
**Start Date: May 2014**
**End date: Jan 2016**
**Role: Programmer**
**Project Description**
Cheetah is an application developed to improve the performance of search functionality for an application called LEO. Cheetah is mainly designed based on the Elastic search engine.
We have provided different types of search in the cheetah application, such as simple field search and filtered search.
The Cheetah application was developed based on Spring and Restful integration with a backend as an elastic search. The same web service was also created using Mule ESB.
**Project Responsibilities**

- Worked as a Developer
- Provided support for production issues.
- Provided support for lower environmental issues.
- Involved in daily status reporting and official meetings.

**Environment:** Spring, Restful Services, JSON, mule, Elasticsearch
**Team Size:** 5 to 8

**Project 2: Name: Star Groups**
**Client: Starwood Hotels & Resorts Worldwide Inc, USA**
**Start Date: Dec 2011**
**End date: Apr 2014**
**Role: Programmer**
**Project Description**

- It is an online booking tool that helps improve the customer experience process with Starwood. Star Groups makes meeting planning so much easier and more efficient! A customized website is created for any upcoming group, with logos, documents, messages, and the client's personalized URL.

- Star Groups assists property users in creating a website for any upcoming event at the property (hotel). The customized website includes all event-related details, contact person details, and suite details, including the property's terms and conditions.

**Project Responsibilities**

- Worked as a Developer
- Provided support for production issues.
- Provided support for lower environmental issues.
- Involved in daily status reporting and official meetings.

**Environment**: J2EE, STRUTS, Java Script

**Team Size:** 5 to 8

### *3.8.3* Yamuna Devi Ramakrishnan

**Professional Summary:**

- 16+ years of work experience in Software Development, with proficiency in architecting, designing, developing, and implementing secure, scalable web applications, microservices, and cloud-based solutions.
- Working experience in Banking, Financial Services, and Logistics domains.
- Demonstrate a deep understanding of business to drive, formulate, and design complex solutions that anticipate and meet business needs.
- Expertise in delivering projects in all Agile software development lifecycle aspects towards successful business solutions.
- Modernized multiple applications to meet changing technical trends and individual customer expectations.
- Skilled problem solvers with the desire and proven ability to create innovative solutions.
- Interaction with architects and business executives to convert user requirements into technicalrequirements.
- Experience in SAFe Agile methodologies with an in-depth understanding of system workflows.
- Proactive Team Player who takes Initiative and is enthusiastic about learning and working on new technologies.
- Recognized as a subject matter expert with good communication and interpersonal skills.

**Skills:**

- Programming Languages – Java/J2EE, SQL
- J2EE Technologies – Spring, Struts, Apache Wicket, Apache JackRabbit, Hibernate, iBatis, Web services
- Web Technologies – HTML, XML, CSS, JSON, AJAX
- Scripting Languages - JavaScript, jQuery
- Operating Systems – Windows, Linux
- Databases – DB2, Oracle 10g, Oracle 12c
- Development Tools- My Eclipse, Websphere, MS Visio, SoapUI, SQL Developer, iSeries Navigator, Postman
- Container Orchestration Tools - GCP Kubernetes Console
- Version Controls- Git, Tortoise SVN, PVCS
- Monitoring Tools – Splunk, Watch IT, Kibana
- DevOps Tools - Maven, Jenkins, XLR
- Project Management Software-JIRA, Confluence
- Software development Method: Waterfall, AGILE methodology
- Domain – Banking and Financial Services, Logistics

**Career Profile:**

| Company | Designation | From | To |
|---|---|---|---|
| Tata Consultancy Services Ltd | AST | Nov 2012 | Till date |
| iGate Global Solutions Ltd | Technical Lead | June 2006 | Nov 2012 |

**Academic Profile:**

| Examination | Name of Institution | Board / University | Course Duration |
|---|---|---|---|
| BE (ECE) | Velalar College of Engineering and Technology, Erode | Anna University, Chennai | 2002 – 2006 |
| XII | Kalaimagal Kalvi Nilayam Matriculation Higher Secondary School, Erode. | State Board | 2002 |
| X | Kalaimagal Kalvi Nilayam Matriculation Higher Secondary School, Erode. | Matriculation Board | 2000 |

**Certifications / Work Achievements:**

- Oracle Certified Professional Java Programmer.
- IBM Certified Application Developer - Cloud Platform V1
- Completed Digital Solution Architect Stream training in Tata Consultancy Services Ltd.
- Bagged many clients' appreciation for exhibiting on-time quality delivery during the tenure.
- Demonstrated execution excellence and was rated as an Outstanding Performer by clients.

**Project Details:**

**Mphasis Inc., Remote**

**Technical Lead, Nov 2022 - Present**

- Lead and participate in designing, developing, and implementing software solutions using programming languages and technologies such as Java, C#, Python, or others as required by projects.
- Provide technical leadership and guidance to development teams, mentor junior developers, and contribute to technical architecture and design of software applications.
- Collaborate with stakeholders to gather and analyze requirements, translate business

needs into technical specifications, and ensure software solutions meet functional and non-functional requirements.

- Conducted code reviews, performed unit testing, and ensured code quality, adherence to coding standards, and best practices to deliver high-quality software solutions.
- Maintain and enhance existing software applications, troubleshoot issues, debug code, and provide technical support and resolution for production incidents as needed.
- Work in an Agile environment, participate in Agile ceremonies such as sprint planning, daily stand-ups, and retrospectives, and contribute to continuously improving development processes.
- Create and maintain technical documentation, including design documents, technical specifications, user manuals, and release notes, to facilitate knowledge sharing and support system maintenance.
- Collaborate with cross-functional teams, including business analysts, QA testers, project managers, and stakeholders, to ensure alignment, communication, and successful delivery of software projects.
- Stay updated on emerging technologies, industry trends, and best practices in software development, and leverage new technologies to enhance software solutions and drive innovation.
- Ensure software solutions comply with regulatory requirements, security standards, and data privacy policies and implement security measures to protect software assets and user data.
- Engage in continuous learning and professional development, participate in training programs, certifications, and knowledge-sharing sessions, and contribute to the growth and expertise of the development team.

**Other Project: KeyBank Enhancements:**

| | |
|---|---|
| **Project Name** | KeyBank Embedded Banking and Fintech Solutions |
| **Client Name** | KeyBank |
| **Organization** | Tata Consultancy Services Ltd |
| **Role** | Technical Lead |
| **Duration** | April 2016 – Oct 2022 |
| **Team Size** | 30 |
| **Operating System** | Windows XP |
| **Tools** | Eclipse, RAD, GCP console, APIGEE EDGE, Kubernetes, XLR, WatchIT, Splunk, Maven, WebSphere Servers |
| **Data Base** | DB2 , Oracle |

| | |
|---|---|
| **Technologies** | Java, Spring Boot, Microservices, Apigee API Gateway, Akamai, Spring,Hibernate, Oracle, DB2, REST Web services |

**Project Objective**

The objective is to develop, enhance, and maintain KeyBank's suite of services that enable Embedded Banking and Fintech solutions. The services span in-house and vendor boundaries such as AVID, Fispan, and Fiserv.

We consumed our services to develop the following in-house applications: Key Bank Online, Loans and Lines Services, SMART, and Key Statistics.

**Project Description**

Embedded Banking drives the design, development, and implementation of Corporate APIs that support BaaS, Open Banking, ERP Integration, Embedded Finance, and Gateway platforms for our Fintech partners and tech-savvy corporate clients. Fintech and in-house applications are designed and developed to serve payment solution capabilities to businesses and consumers.

**Role and Responsibilities**

- Develop strategies for the entire software development life-cycle of new and emerging technologies and demonstrate the viability;
- Evaluating and making decisions on new technologies and how they fit into the existing solutions
- Applying proper security and architectural standards for code development.
- Architecting, creating, and reviewing the design of Corporate Banking APIs, which provide core banking (ACH, wire, check, etc.) and reporting/forecasting capabilities that integrate with core systems and data marts.
- Defining high-level application platform architectural guidelines and articulating the reasoning and trade-offs for choices to business owners
- Working closely with cross-organizational development teams to ensure development is done to meet the specifications.
- Creating and setting best practices for developing clean, maintainable, testable code for work assigned
- Working with vendors and Fintech partners for integrations
- Serving as the team's deep technical subject matter expert, mentoring junior engineers and being the go-to resource.
- Owning recommended technologies, maintaining budget constraints, and ensuring communication and awareness of implemented technology
- Creating, reviewing, and approving technical documentation, specifications, and project artifacts with engineers
- Recommending standards and best practices across the entire bank for technology
- Displaying outward thinking

**Enhancements by Release:**

| Release Name | Major Enhancement |
|---|---|
| Embedded Banking - Corporate APIs development | Design and develop APIs that provide core banking solutions<br>➔ Payment Origination<br>➔ Payment Status Inquiry<br>➔ Reporting capabilities<br>Integrate API contracts with the developer's portal. |
| Fintech Application | Enhance payment solutions capabilities for businesses and consumers.<br>➔ Accounts payable solutions<br>➔ ERP integration for core payments<br>➔ Virtual credit card payments |
| External (Client Facing) Applications – KBO, IB2, KTT | Integration of FNFG customers to KeybankAkamai CDN enhancement<br>CMOD content management integration for statements and checking image retrievals |
| Internal Application-SMART | Mid-year performance, Review Scorecards setup, Changing Employers Manager Hierarchy Enhancements,Closing Branch enhancements |

**Previous Project: PSCU Enhancements**

**Project #1: AccessPoint Cardholder**

| | |
|---|---|
| **Project Name** | AccessPoint Cardholder |
| **Client Name** | PSCU Inc, USA |
| **Organization** | Tata Consultancy Services Ltd |
| **Role** | Senior Developer |
| **Duration** | Jan 2013 – April 2016 |
| **Team Size** | 6 |
| **Operating System** | Windows XP |
| **Tools** | MyEclipse, SoapUI, SQL Developer, WinSCP, JBOSS |
| **Programming Languages** | Java, Apache Wicket, JackRabbit Content Management, Spring, Hibernate, JQuery, Drools, Web Services, Oracle,Junit |

**Project Objective**

Enhance the existing AccessPoint cardholder application by introducing new services and enhancing the system's behavior, enabling credit card services to end customers.

**Project Description**

Access Point is a customer-facing credit card application allowing credit union customers to manage their credit cards online. The application is highly customizable so that every credit union can configure its user interface design, providing a unique user experience across multiple credit unions.The Access Point application offers the following services that credit unions can opt for to service their credit card customers:

**Role and Responsibilities**

- Requirements gathering and requirements analysis.
- Involved in the design.
- Involved in the project management activities.
- Helping the newly joined members and giving KT sessions and technical assistance.
- Off-shore coordination of the release.

**Major Activities carried out:**

*Involved in developing the following functionalities:*

- Custom landing page configured by credit union's admin or by customer.
- Lost and stolen service enabling the customer to report and block the lost/stolen card.
- FICO service enables customers to know their credit score and reasons for the credit score.
- Cu Rewards service allows the customer to view their reward points.
- Member Alerts service facilitates customers to configure the mode of communication (SMS/email/call) for their essential credit card transactions.
- Contact Us information in the application enables customers to contact credit unions for assistance.
- Posting broadcast messages on the end user's landing page to cascade the privileged information from the credit union.

*Involved in the enhancement of the following functionalities:*

- Facilitated customers to update one-time and recurring payment account information.
- Improved user interface for cross-browser compatibility.
- Enhanced authentication mechanisms for performing services like order replacement cards, payments, adding cards, and request pins.
- View transaction details presented with download options and pagination.
- Oracle Upgrade from 10g to 12c.

- Additional validations were added for the registration and activating card processes.

**Project #2: AccessPoint Admin**

| | |
|---|---|
| **Project Name** | AccessPoint Admin |
| **Client Name** | PSCU Inc, USA |
| **Organization** | Tata Consultancy Services Ltd |
| **Role** | Senior Developer |
| **Duration** | Jan 2013 – Till Date |
| **Team Size** | 6 |
| **Operating System** | Windows XP |
| **Tools** | MyEclipse, SOAPUI, SQL Developer, WINSCP, JBOSS |
| **Programming Languages** | Java, Apache Wicket, JackRabbit Content Management, Spring, Hibernate, JQuery, Drools, Web Services, Oracle, Junit |

**Project Objective**

This project is mainly related to enhancements of the AccessPoint Admin module to support 400+ Credit unions and enable admin services for those CU teams.

**Project Description**

Access Point Admin Tool creates the "branding" associated with the credit union's cardholder portal. Branding includes items like the credit union's logo and color scheme. Using a subset of admin tool functionality, registered administrators of participating credit unions can tailor advertisements for particular member groups and create marketing campaigns for defined time frames.

**Role and Responsibilities**

- Requirements gathering and requirements analysis.
- Involved in the design.
- Involved in the project management activities.
- Helping the newly joined members and giving KT sessions and technical assistance.
- Off-shore coordination of the release.

**Major Activities carried out:**

*Involved in developing the following functionalities:*

- Admin users can add/modify/delete broadcast messages that the customer can view in the cardholder application.
- Facilitated admin users to know the number of services offered to every credit union

enrolled with PSCU and its registered customers using the cardholder application.
- Configuring the default landing page for customers.
- Enabling the credit union's admin user to configure the email format sent to customers.

*Involved in the enhancement of the following functionalities:*

- Enhanced the tailoring advertisement for targeting groups of customers.
- Enabling the credit union's admin user to reset passwords and unlock customer accounts.
- Enabling the credit union's admin user to post advertisements on selected services for a defined period.

## Project Details From Previous Companies

| Project Name | Employer Name | Client Name | Course Duration | Technology | Roles |
|---|---|---|---|---|---|
| Insurance Risk Management | iGate Global Solutions Ltd. | Penske Truck Leasing, USA | Jan 2010– Nov2012 | Java,J2EE, Servlets, JSP, Struts 1.1, AJAX, Apache Log4j, Apache ANT, HTML, ,iBatis, jQuery | TechnicalLead |
| Safety Data | iGate Global Solutions Ltd. | Penske Truck Leasing, USA | Jan 2010– Nov2012 | Java,J2EE, Servlets, JSP, Struts 1.1, AJAX, Apache Log4j, Apache ANT, HTML, ,iBatis, jQuery | TechnicalLead |

| | | | | | |
|---|---|---|---|---|---|
| Web Mileage Reporting | iGate Global Solutio nsLtd. | Penske Truck Leasing , USA | Jan 2010– Nov2012 | Java,J2EE, Servlets, JSP, Struts 1.1, AJAX, Apache Log4j, Apache ANT, HTML, ,iBatis, jQuery | Technic alLead |
| Collection Management System (CMS) | iGate Global Solutions Ltd. | Penske Truck Leasing, USA | Jun 2008–Jan 2010 | Java, J2EE, Servlets, JSP, Struts 1.1, AJAX, Apache Log4j, Apache ANT, HTML, ,iBatis, jQuery | Sr. Developer |
| IT Contact | iGate Global Solutio nsLtd. | Penske Truck Leasing , USA | Jun 2008– Jan2010 | Java,J2EE, Servlets, JSP, Struts 1.1, AJAX, Apache Log4j, Apache ANT, HTML, ,iBatis, jQuery | Sr. Develop er |
| Fleet Net | iGate Global Solutio nsLtd. | Penske Truck Leasing , USA | Jun 2008– Jan2010 | Java,J2EE, Servlets, JSP, Struts 1.1, AJAX, Apache Log4j, Apache | Developer |
| | | | | ANT, HTML, ,iBatis, jQuery | |

## 3.9 Systems Administrator

### *3.9.1* Srikanth Veeramachaneni

**Summary:**

- Experience in UNIX, Solaris, and Linux Systems Administration with Good Knowledge of Cluster solutions, Enterprise Storage arrays, and Networking
- Excellent troubleshooting skills in SUN, HP Alpha Servers range including HP GS80, SUN T4-2, T5-4, T3-2, SUN Fire series, and Enterprise series servers M5000 and M4000 in UNIX and Linux Operating Systems.
- Good working knowledge of VCE vBlock300 and vBlock700
- Excellent Verbal and Written communication skills in technical objects
- Excellent project management skills

**Education:**

- Bachelor in Electronics and Communications Engineering, Nagarjuna University, India

**Skills:**

- Hardware: (Sun Servers: SUN fire series servers, SUN Enterprise servers M9000, M5000, M4000, M3000, X4100, X4200, T5xxx and Blade series servers), (HP/DEC Alpha Servers: GS80, GS60, ES, DS and HP blade servers), (IBM Pseries servers p750, Xseries servers), DEC VAX servers, (HP9000 K-class and D-class servers, HP Intel and AMD based servers), EMC storage and HP storage arrays, Intel and AMD based Dell, HP and IBM Servers
- Operating Systems: (Sun Solaris 8, 9, 10 and 11), (HP-Tru64 UNIX 3. x, HP-Tru64 UNIX 4.0x, 5. x, AND OSF/1, HP-UX 10.20), (Suse Linux 10 and 11, Redhat-Linux 4. x, 5. x,6.x and 7. x), Oracle Enterprise Linux 2.6, VMware ESX and VM, (VAX-VMS 5.5-2, 6. x, 7. x), AIX
- Software: Veritas Volume Manager and Veritas Clusters, Veritas Storage foundation suite, Tru64 Unix clusters and HP MC Service Guard, Solaris Disk suite, SVM, Containers, Zones, LDOMs and ZFS, Legato Backup, Linux volume manager, Symantec Netbackup, TruCluster for UNIX and NT, Tru64 Unix logical storage Manager, HP-M/C service Guard Cluster, Remedy
- Applications: Vetria, Jboss, J2EE, ABB-RTMA, Spider and Tomcat
- Database: Oracle, MySQL
- Web: Apache, iPlanet
- Scripting: Shell
- Deployment: Jumpstart, RIS, kickstart, SuSe automate, Satellite, OpenStack and chef
- Protocols: NFS, DNS & Bind, LDAP, NTP, FTP, SFTP, TCP/IP, MAC, VPN, and WAN and Send mail, AWS, Git

**Trainings/Workshop:**

- Troubleshooting and Fault Analysis Workshop in Sun Solaris
- RHEL version 6 system administration at Redhat
- Veritas Volume Manager - Veritas
- Shell scripting at SUN
- EMC Control Center and SRDF - EMC
- HP Trucluster server installation and Configuration - HP
- Presentation and Writing Skills
- Root cause analysis

**Work Experience:**

**Zensar**
**Consultant in Unix, Solaris, and Linux Administration, April 2022 - Present**

- Survey existing environments to identify OS dependencies and compatibility concerns
- Assist, support, and drive application teams for the transition of their apps and data to the target OS
- Schedule and execute OS transitions for systems and applications (both commercial and homegrown) as directed by the Client
- Investigate, troubleshoot, and resolve issues with in-house engineering tools as reported by end users
- Download and build newer versions of legacy open-source tools and confirm proper operation on target OS versions
- Work on a variety of database and web services/applications and scripting languages: Python, Perl, Unix shell
- Compile with source code (open source and in-house) and troubleshooting/resolving runtime issues
- Work on EDA tools HPC compute grids Linux VDI environments (OpenText Exceed TurboX

**IBM Inc.**
**Consultant in Unix, Solaris, and Linux Administration, November 2019 to March 2022**

- As a member of IBM Global Technical Services, providing support for Raytheon Technologies (RTX)
- We are the primary Unix and Linux operation support group for RTX SAS/IIS/IDS divisions, Managing servers in multiple data centers across the USA.
- Managing multiple Solaris, RHEL, and CentOS servers in different locations
- Onsite support Engineer for three LA area data centers.
- Daily operation support is provided for end users on servers.
- The hardware consists of Sun, HP, DELL, Cisco, and Supermicro.
- Quarterly OS security patching serves as per RTX/DoD guidelines.
- It was built and supported new servers.

- OS patching was done using IBM Bigfix.
- Managing IBM LSF.
- On-call rotation after-hours support.
- We are managing a large number of servers.
- User account management in Centrify and NIS

**Kaiser Permanente Inc - Pasadena, CA**
**Consultant in Unix, Solaris, and Linux Administration, December 2018 to August 2019**

- Part of Kaiser Permanente Research and Evaluation IT team
- We are providing Solaris and Linux server support and building new servers.
- We are providing end-user support for SAS and applications on the OS side.
- Patching servers and troubleshooting problems and break fixes.
- I am managing the puppet server.
- Ongoing upgrade and storage refresh support

**FedEx Inc., Memphis, TN**
**Consultant in Unix, Solaris, and Linux Administration, August 2018 to September 2018**

- We provide production support for the 50,000 Solaris and Linux servers in the World Technology Center.
- Coordinate with the offshore team and provide L3 support on-site.
- Patching and daily monitoring of servers.
- Provisioning Linux VMs using Puppet.
- User and file system management

**Hyundai Auto Ever America Inc.**
**Consultant in Unix, Solaris, and Linux Administration, October 2016 to August 2017**

- I am working on managing 900 servers, including Solaris and RHEL servers.
- 
- I am patching RHEL servers using a Satellite server.
- 
- Maintaining high availability cluster UNIX servers with Veritas HA Patching SUN servers using SUN OPS center Upgrade of RHEL Satellite 6.1.0 to 6.1.1
- We are providing daily operations support to Unix and Linux servers.
- 
- Build and administer Solaris 11 Servers.
- Build and administer RHEL7 servers in VMware and bare metal. Provide support for Solar Winds monitoring software.
- Install and administer Veritas cluster and volume manager using VOM.
- I am managing infrastructure projects for Hyundai Capital.
- License and capacity management using RHEL satellite, sun ops center, and VERITAS VOM. Providing timely reports to respective business units

**Toyota Financial Corporation Inc - Torrance, CA**
**Solaris Consultant, December 2014 to March 2016**

- Design and enhance Unix and Linux Operating Environments
- Evaluation of Oracle RAC in RHEL and Solaris
- Presented to management and got approval for Oracle RAC on RHEL
- Built Oracle RAC on VMware VMs working with DBA
- Helped DBAs in Oracle 12c implementation
- OS installation and network and storage file systems creation done for Oracle RAC on RHEL
- Evaluation of RHEL 7
- Updating Linux patches via satellite server.
- Helping Big Data implementation in the Linux environment.
- Leading technical evaluation for IaaS and PaaS
- Define, Design, and Implement approved Standard Operating Environment
- Build, Manage, and Enhance Physical and Virtual Infrastructure
- Accommodate new environment builds
- Installation, configuration, and testing of high availability and disaster recovery solutions
- Installation and configuration of applications along with third-party vendors
- Coordination with the configuration management team
- Evaluation and deployment of security patches
- Provide environment data and capacity management
- Coordinating with different application, vendor, and technology teams as and when required
- Performing troubleshooting on servers managed by Design & Engineering
- Provide Level-3 Support on escalated issues/problems.
- Escalating issues to the Functional Manager
- Automation using Korn shell scripting
- Capacity and license management
- Evaluation of Cfengine for automation.

**Broadcom Corporation Inc., Irvine, CA**
**Consultant in UNIX, Solaris, and Linux Systems Operations, May 2013 to December 2014**

- Group administration.
- System configuration in Solaris and Linux environment
- NFS, NIS, DNS configuration, administration, maintenance, and troubleshooting.
- Applying NFSV4 ACL and associated permission techniques.
- Installing new engineering SW tools into the UNIX share network storage environment.
- Installing and updating flexlm server-based license management.
- Interacting with engineers to provide service delivery and customer satisfaction in a mode consistent with documented processes and procedures.
- Escalate unresolved issues to UNIX System Administrators handling Business Unit Support or Operations.

- Exercise professional concepts; apply company policies and procedures to various issues.
- Working on problems of moderate scope, where analyzing situations or data requires reviewing various factors.
- Automation using Korn shell scripting

**Visa Inc. Foster City, CA**
**Consultant - Global Information Security, October 2012 to January 2013**

- Worked on migrating 300 Linux and 100 Solaris servers from Cyber Source Inc. and Play Span Inc. to Visa Datacenter and Security standards.
- Managing UPM and TPAM for all Linux and UNIX Servers.
- OS patching in all servers.
- Keeping servers with PCI and SOX Compliance.
- Automation using Korn shell scripting

**Sony Pictures Entertainment, Culver City, CA**
**Consultant - Senior Systems Engineer, January 2012 to September 2012**

- Worked on P2V and V2V 300 Servers migrations to VCE vblock.
- Provided daily operational support for 600 SUN, HP, and IBM servers.
- Build and support for Apache instances.
- Provided support for the LAMP environment.
- Compiled modules for LAMP.
- Provided support and upgrades for Suse and Redhat Linux servers.
- Build infrastructure oversight financial application in RHEL.
- Providing support for VERITAS clusters.

**Walmart.com, Brisbane, CA**
**Consultant-Senior Systems Engineer, January 2011 to August 2011**

- Build and maintain Solaris and Linux servers
- Lead initiative to develop scripts and other programs for systems monitoring
- Lead projects and manage and mentor junior staff
- E-commerce active/active site build, design, and failure point analysis
- Sun hardware, high-end server build and maintenance.
- Build infrastructure for the Hadoop cluster
- Making recommendations for new products.
- Worked on setting up infrastructure for Oracle Audit Vault.
- Provided support for the DBA team in Oracle RAC and Veritas cluster

**Fox Entertainment Group, Los Angeles, CA**
**Senior UNIX and Linux Systems Engineer, May 2008 to December 2010**

- Led the complete project for migrating SFRAC/Oracle (9i/10g) cluster from E6900 domains with Solaris 9 to M5000 platforms with Solaris 10.

- Led the complete project for migrating PeopleSoft financials from Solaris to Linux.
- Led the Oracle SOA complete suite implementation project infrastructure on OVM.
- Actively involved in design & implementation of Veritas clusters & SFRAC for Oracle 9 & 10 versions.
- active role in planning SAN migrations from Symmetrix & DMX platforms and primary UNIX support during implementation.
- Involved in Oracle RAC implementation project in Linux.
- Primary & on-call support for 350+ Solaris/Linux servers.
- Constant interaction with users gathering requirements, system design, capacity planning, spec & procurement process.
- A LAMP-based shopping cart was created for the FOX Studio store.
- Installed/upgraded Solaris 8/9/10 using jumpstart, & live upgrade.
- Actively involved in Storage foundation installations & upgrades.
- Working with the SAN group for connectivity and device zoning from DMX, & CX arrays.
- Volume management with VERITAS volume manager, SVM, & Linux LVM.
- Configured kernel parameters for databases, PeopleSoft, and web applications.
- Working with the developers to set up web servers and SSL authentication.
- Working with SAN and DBA teams to plan, set up, and implement BCVS, parallel environments using Autosys Enterprise job scheduler, and batch processing.
- Actively involved in policy planning and documenting procedures.
- Actively involved in data center migration and storage migration for Sun servers.
- Installed and configured NetIQ for silent install for mass deployment, SYSEDGE, and OVO agents for system monitoring.
- I was involved in upgrading Netbackup from 3.4 to 4.5 for servers/clients, 4.5 to 5.0, and 6.0.
- Linux installations/upgrades on both physical & VMware guests.
- Did a pilot project for Amazon Cloud computing.
- Automation using Korn shell scripting
- 24x7 on-call support
- Storage Management
- Support for DIGI console works
- POC for Splunk

**EMC, Alhambra, CA**
**Senior UNIX Administrator, February 2001 to April 2008**

- Installation, configuration, and Troubleshooting of Solaris and HP-Tru64 Unix servers.
- User Account Management, Software License Management
- Renewing SSL certificates in Web servers
- Working with Oracle Database and storage admins during installation and troubleshooting issues
- Applying patches and OS upgrades to keep the systems up-to-date
- Providing application support
- Monitoring system performance and taking necessary steps to improve

- System performance
- Legato Backups for UNIX Servers.
- EMC Fallback and Forwards.
- Taking care of HP storage works Management and problems
- 24x7 on-call support.
- Storage Management
- Support for DIGI console works

**Gina Enterprise Inc.**
**UNIX Servers Consultant, August 2000 to February 2001**

- Implemented Trucluster setup for Alpha8200 (GS60) servers. OS Upgrade done in 6 Alpha servers.
- Worked through Compaq Inc. as a consultant in ITT Hartford.

**Tata Consultancy Services, IN**
**Systems Administrator, November 1998 to July 2000**

- Servers and Network
- Project: Data center build

**Digital Equipment (I) Ltd, IN**
**Customer Support Engineer, November 1993 to October 1998**

- Planning & preparation of Site for installing and upgrading Hardware, Networking, and System Software.
- Installation and support for Digital servers and network equipment.

# 4.0 ADDENDA ACKNOWLEDGEMENT

Please find below the duly signed copies of the two appendices in acknowledgment.

## 4.1 Addendum 1

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

**State of West Virginia**
**Centralized Request for Quote**
**Service - Prof**

**Proc Folder:** 1354530
**Doc Description:** Addendum No 1 - Prequalification Agreements IT Temp Staffing
**Proc Type:** Central Master Agreement

**Reason for Modification:**
Addendum No 1 is issued to modify the bid opening date.

| Date Issued | Solicitation Closes | Solicitation No | Version |
|---|---|---|---|
| 2024-04-22 | 2024-05-07 13:30 | CRFQ 0705 LOT2400000011 | 2 |

**BID RECEIVING LOCATION**

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

**VENDOR**

**Vendor Customer Code:**
**Vendor Name :**
**Address :**
**Street :**
**City :**
**State :** **Country :** **Zip :**
**Principal Contact :**
**Vendor Contact Phone:** **Extension:**

**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**

Date Printed: Apr 22, 2024 Page: 1 FORM ID: WV-PRC-CRFQ-002 2020/05

## ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 04/25/2024 to 05/07/2024.

--no other changes--

| INVOICE TO | SHIP TO |
|---|---|
| LOTTERY<br>PO BOX 2067<br><br>CHARLESTON WV<br>US | LOTTERY<br>900 PENNSYLVANIA AVE<br><br>CHARLESTON WV<br>US |

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Total Price |
|---|---|---|---|---|---|
| 1 | Temporary IT Personnel Services | | | | |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 80111600 | | | |

**Extended Description:**
Temporary IT Staffing Services

## SCHEDULE OF EVENTS

| Line | Event | Event Date |
|---|---|---|
| 1 | Questions are due by 3:00 p.m. | 2024-04-18 |

SOLICITATION NUMBER: CRFQ LOT2400000011
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

[✓] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[ ] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

**Description of Modification to Solicitation:**

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 04/25/2024 to 05/07/2024.

--no other changes--

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

**ADDENDUM ACKNOWLEDGEMENT FORM**
**SOLICITATION NO.:** CRFQ LOT24*011

**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)

| | |
|---|---|
| [ x ] 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.

InfiCare Health Inc. dba InfiCareTech.
Company

Authorized Signature

May 07, 2024
Date

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

## 4.2 Addendum 2

| Department of Administration<br>Purchasing Division<br>2019 Washington Street East<br>Post Office Box 50130<br>Charleston, WV 25305-0130 | State of West Virginia<br>Centralized Request for Quote<br>Service - Prof |
|---|---|

| | | | |
|---|---|---|---|
| **Proc Folder:** 1354530<br>**Doc Description:** Addendum No 2 - Prequalification Agreements IT Temp Staffing<br>**Proc Type:** Central Master Agreement | | | **Reason for Modification:**<br>Addendum No 2 is issued to publish questions and answers. |
| **Date Issued** | **Solicitation Closes** | **Solicitation No** | **Version** |
| 2024-04-29 | 2024-05-07 13:30 | CRFQ 0705 LOT2400000011 | 3 |

**BID RECEIVING LOCATION**

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

**VENDOR**

**Vendor Customer Code:**
**Vendor Name :**
**Address :**
**Street :**
**City :**
**State :** **Country :** **Zip :**
**Principal Contact :**
**Vendor Contact Phone:** **Extension:**

**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**

Date Printed: Apr 29, 2024 Page: 1 FORM ID: WV-PRC-CRFQ-002 2020/05

| ADDITIONAL INFORMATION |
|---|
| Addendum No 2 is issued for the following reasons:<br><br>1) To publish a copy of all vendor questions and their responses.<br><br>--no other changes-- |

| INVOICE TO | | SHIP TO | |
|---|---|---|---|
| LOTTERY<br>PO BOX 2067<br><br>CHARLESTON<br>US | WV | LOTTERY<br>900 PENNSYLVANIA AVE<br><br>CHARLESTON<br>US | WV |

| Line | Comm Ln Desc | Qty | Unit Issue | Unit Price | Total Price |
|---|---|---|---|---|---|
| 1 | Temporary IT Personnel Services | | | | |

| Comm Code | Manufacturer | Specification | Model # |
|---|---|---|---|
| 80111600 | | | |

**Extended Description:**
Temporary IT Staffing Services

**SCHEDULE OF EVENTS**

| Line | Event | Event Date |
|---|---|---|
| 1 | Questions are due by 3:00 p.m. | 2024-04-18 |

# SOLICITATION NUMBER: CRFQ LOT2400000011
## Addendum Number: 2

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

[ ] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[✓] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

**Description of Modification to Solicitation:**

Addendum No 2 is issued for the following reasons:

1) To attach the vendors questions and Agency responses.

--no other changes--

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

## 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 |
| [ x ] | 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.

InfiCare Health Inc. dba InfiCareTech.
Company

Authorized Signature

May 07, 2024
Date

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

## 5.0 CERTIFICATION & SIGNATURE PAGE

**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) Charit Mathur, Vice President

(Address) 22375 Broderick Drive, #225, Dulles, VA 20166 - 9347

(Phone Number) / (Fax Number) (703) 945-1800 / (703) 260-6465

(email address) charit@inficaretech.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.*

InfiCare Health Inc. dba InfiCareTech.
(Company)

(Signature of Authorized Representative)
Charit Mathur, Vice President; May 07, 2024
(Printed Name and Title of Authorized Representative) (Date)
(703) 945-1800 / (703) 260-6465
(Phone Number) (Fax Number)
charit@inficaretech.com
(Email Address)

Revised 8/24/2023

# 6.0 EMERGENCY CONTACT

**REQUEST FOR QUOTATION**
**West Virginia Lottery**
**Information Technology Temporary Staffing Services**

**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:** Robin Wine, Accounts Manager
**Telephone Number:** (703) 652-6500
**Fax Number:** N/A
**Email Address:** robin@inficare.com

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