



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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General Information

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Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VC0000025037

Legal Name: TEKSYSTEMS INC

Alias/DBA:

Total Bid: \$0.00

Response Date: 05/07/2024

Response Time: 8:47

Responded By User ID: linwill1014

First Name: Linda

Last Name: Williams

Email: linwill@teksystems.com

Phone: 8505120540

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: 4

Total of All Attachments: 4



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 ESR05072400000006777	1

VENDOR
VC0000025037
TEKSYSTEMS INC

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 0
Response Date: 2024-05-07
Response Time: 08:47:17
Comments:

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

Vendor		
Signature X	FEIN#	DATE

All offers subject to all terms and conditions contained in this solicitation

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

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments: Enclosed is TEKsystems response to the West Virginia Lottery Commission s (Lottery) Request for Quotation (RFQ). For ease of evaluation, we have structured our response as requested in the RFQ, and are proposing to bid on all of the classifications listed in 4.2 of the RFQ. We have included with our submission signed addendum acknowledgement for each addendum released.

TEKsystems has included as part of our proposal submission at least three resumes for each of the 12 classifications (4.2.1 to 4.2.12) listed in the RFQ. Each resource has been placed at a TEKsystems customer within the last five (5) years or is currently an active placement.

Extended Description:
Temporary IT Staffing Services



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		Reason for Modification:	
Doc Description: Prequalification Agreements IT Temp Staffing			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1

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
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All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION
The State of West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Lottery Commission to establish Pre-qualification of Vendors for Temporary IT Staffing Services, at the WV Lottery HQ Facility located at 900 Pennsylvania Ave Charleston WV, per the attached documentation.

INVOICE TO			SHIP TO		
LOTTERY PO BOX 2067			LOTTERY 900 PENNSYLVANIA AVE		
CHARLESTON WV US			CHARLESTON WV US		
Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
	Temporary IT Personnel Services				
Comm Code	Manufacturer	Specification	Model#		
80111600					

Extended Description:
Business Analyst

SCHEDULE OF EVENTS	
Event	Event Date
Questions are due by 3:00 p.m.	2024-04-18

	Document Phase	Document Description	Page 3
LOT2400000011	Draft	Prequalification Agreements IT Temp Staffing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☐ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline: Thursday April 18, 2024 @ 3:00 p.m.

Submit Questions to: Toby L Welch
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-3970
Email: Toby.L.Welch@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in wvOASIS are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus N/A convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER: Toby L Welch

SOLICITATION NO.: CRFQ LOT2400000011

BID OPENING DATE: Thursday April 25, 2024

BID OPENING TIME: 1:30 p.m.

FAX NUMBER: 304-558-3970

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: 04/25/2024 @ 1:30 p.m.

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, 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.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

D This Solicitation is based upon a standardized commodity established under W. Va. Code § SA-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § SA-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § SA-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrcNenpref.pdf.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §SA-3-37 and W. Va. CSR§ 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR§ 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR§ 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR§ 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance."

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b."

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 50-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

23. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor wvOASIS or the Purchasing Division's website to determine when a contract has been awarded.

24. ISRAEL BOYCOTT CERTIFICATION: Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

0 Term Contract

Initial Contract Term: The Initial Contract Term will be for a period of One (1) Year _____. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to Three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

D Alternate Renewal Term - This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

D Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

D Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

D the contract will continue for _____ years;

D the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

D One-Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

D Construction/Project Oversight: This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

D Other: Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

fa Open End Contract: Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

D Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

~~**D Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.~~

Commented [AH1]: As this will be a staffing engagement, there will be no deliverables provided.

D One-Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

D Construction: This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

☐ **LICENSE(S) /CERTIFICATIONS/ PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

☐☐☐☐

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.

☐ ~~**Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.~~

☐ ~~**Pollution Insurance** in an amount of: _____ per occurrence.~~

☐ ~~**Aircraft Liability** in an amount of: _____ per occurrence.~~

☐☐☐☐

9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

~~**11. LIQUIDATED DAMAGES:** This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:~~

~~0 _____ for _____~~

~~Liquidated Damages Contained in the Specifications.~~

~~0 Liquidated Damages Are Not Included in this Contract.~~

~~**12.11. ACCEPTANCE:**~~ Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

~~**13.12. PRICING:**~~ The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

~~**14.13. PAYMENT IN ARREARS:**~~ Payments for goods/services will be within fifteen (15) days made in arrears only upon receipt of a proper invoice, ~~detailing the goods/services provided or receipt of the goods/services, whichever is later.~~ Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

~~**15.14. PAYMENT METHODS:**~~ Vendor must accept payment by electronic funds transfer and P- Card. {The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

~~**16.15. TAXES:** Any sales, use, gross receipts, goods and services, value-added, excise, or any other taxes of a similar nature will be paid by Agency in connection with the Services provided here. If Agency provides Vendor with a valid tax exemption certificate in accordance with local laws and as determined by Vendor, Vendor will not collect taxes covered by the tax exemption certificate. The Vendor shall pay any applicable sales, use,~~

~~personal property or any other taxes arising out of this Contract and the transactions contemplated thereby.~~ The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

Commented [AH2]: Please provide the tax exempt certificate for TEK review.

17-16. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18-17. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19-18. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract ~~promptly immediately~~ upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules§ 148-1-5.2.b.

20-19. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21-20. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22-21. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23-22. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24-23. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25-24. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26-25. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27-26. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28-27. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and
(c) be free from defect in material and workmanship.

29-28. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30-29. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

Commented [AH3]: Can this be an additional exhibit/attachment to the bid rather than a link?

34.30. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ SA-3-1 et seq., 5-22-1 et seq., and SG-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32.31. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33.32. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34.33. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35.34. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the negligent acts and omissions of its employees and agents in the furtherance of the services. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

35. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any third party claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any third party claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

36. LIMITATION OF LIABILITY: THE PARTIES' MAXIMUM AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE SERVICES FOR ANY CLAIM, WHETHER IN TORT, CONTRACT, OR OTHERWISE, SHALL BE LIMITED TO ONE MILLION DOLLARS (\$1,000,000.00 USD).

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

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Commented [AH4]: How would this play out/be monitored? TEKsystems has thousands of employees and will have a hard time tracking this clause.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

D Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code§ 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code§ 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code§ 5A-3-56. As used in this section:

Commented [AH5]: This does not apply to the services that TEK will be providing under this Contract

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR§ 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code§ 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § SA-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § SA-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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) Regional Controller

(Address) 7437 Race Road, Hanover, MD 21076

(Phone Number)/(Fax Number) _____

(email address) CONTRACTS@TEKSYSTEMS.COM

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, 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.

(Company)

(Signature of Authorized Representative)

(Printed Name and Title of Authorized Representative) (Date)

(Phone Number) (Fax Number)

(Email Address)

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

PREQUALIFICATION AGREEMENT SPECIFICATIONS

- 1. PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of the Agency, West Virginia Lottery Commission (Lottery), located at 900 Pennsylvania Avenue, Charleston, WV 25302, to establish a list of prequalified vendors from which the Agency may subsequently obtain bids through a delegated process for Information Technology (IT) Staff as covered by the prequalification agreement. The Prequalification Agreement aims to establish vendors from which the Lottery may request bids for Information Technology (IT) Staff as defined herein.

BACKGROUND & CURRENT OPERATING ENVIRONMENT: The Lottery manages many systems designed explicitly for the Lottery that support various applications for the State of West Virginia. These systems are primarily on the Microsoft (MS) Structured Query Language (SQL) database server platform. Applications are split between Windows services and database applications. Windows services are coded using C# and Visual Studio 2017. End-user applications are coded in Visual Basic for Applications (VBA) in MS Access 2016. The Lottery sometimes requires additional technical expertise and support to accomplish specific project goals for these systems. The data centers have been recently upgraded to Hyper-Converged Infrastructure (HCL) and Next Generation Firewalls (NGFW). The Lottery plans to migrate specific applications from MS Access to C# applications that read and write directly to the MS SQL server using stored procedures, views, and triggers. Other existing MS Access VBA applications will continue to need support and maintenance. In addition, the Lottery plans to expand and further develop its internal cyber security and business continuity capabilities.

- 2. DEFINITIONS:** The terms listed below shall have the meanings assigned below. Additional definitions can be found in section 2 of the General Terms and Conditions.
- 2.1 ".NET"** means Microsoft's .NET or .NET Framework software.
 - 2.2 "Holidays"** means days designated by WV State Code CSR 2-2-1 as legal holidays.
 - 2.3 "Contract Item"** means the items identified in Section 4 below.
 - 2.4 "Contract Services"** means providing temporary staffing services for the list of classifications identified in Section 1 (above) or Section 4.1 (below) as more fully described in these specifications.

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

- 2.5 "Delegated Prequalification Bidding"** means the Agency will obtain bids from the Prequalified Vendor as needed.
- 2.6 "Facility or Agency"** means the WV Lottery Headquarters located at 900 Pennsylvania Ave, Charleston, WV 25302.
- 2.7 "Prequalified Vendors"** means vendors meeting all Vendor Qualifications and being awarded a Prequalified Vendor Agreement.
- 2.8 "PRN"** means an acronym of the Latin term "pro re nata." The word itself can be translated to mean "when necessary" or "as needed." A PRN resource is willing to work on an as-needed basis, i.e., on-demand.
- 2.9 "Microsoft SQL Server"** means a relational database developed by Microsoft.
- 2.10 "Requests for Bids"** means the solicitation from the Agency identifying the nursing staff needed and requesting pricing from the Prequalified Vendors before or at such time of need.
- 2.11 "SDLC"** means Software or Systems Development Life Cycle, a standard term describing the planning process for, creating, testing, and deploying software or systems applications.
- 2.12 "Solicitation"** means the official notice of an opportunity to supply the State with goods or services published by the Purchasing Division.
- 2.13 "Staffing Agency or Vendor"** means the prospective Vendor. Contracts may only be awarded to Prequalified Vendors after the delegated bidding process.
- 2.14 "Visual Studio"** means a source code editor that runs on the Windows operating system for personal computers.
- 2.15 "NDA"** means Non - Disclosure Agreement, also known as a confidentiality agreement, agrees not to share this information with anyone else for a specified period of time.
- 3. VENDOR QUALIFICATIONS:** Vendor(s) shall have the following minimum qualifications:

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Information Technology Temporary Staffing Services

- 3.1 Vendor shall be in business for at least five (5) years, providing similar IT staffing services. Vendors must provide documentation to indicate that their company meets this requirement prior to award.
 - 3.1.1 Vendor should provide with their bid, a general company overview that must include information regarding the number of years of qualification, experience, training, and relevant professional education for each individual classification.
- 3.2 Vendor shall provide these services for each classification for bid by providing documentation to indicate they have provided staffing of at least three (3) individuals within the past five (5) years for any classification listed in section 4.2 below.
 - 3.2.1 Documentation should include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4.
 - 3.2.2 Vendors must provide documentation to indicate that their company meets this requirement prior to award.
 - 3.2.3 The documentation should detail the entity, company or business to whom the individual was supplied and provide contact information for that entity.
- 3.3 Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.
- 3.4 Lottery shall require resources to hold current certification for target technologies, the certifications would include but not limited to cybersecurity or vendor-specific certifications as Cisco and Microsoft.
- 4 **MANDATORY CONTRACT ITEMS AND DELIVERABLES:** Vendor(s) shall provide the Agency with the Contract Items listed below on an open-ended and continuing basis. Contract items must meet or exceed the following mandatory requirements:
 - 4.1 **Multiple-Award Contract:** Contracts will be awarded only to prequalified vendors. The Agency will request quotes from each prequalified vendor as needed. The Agency shall then award the contract/purchase order to the lowest responsive bidder. The Agency shall reject any bid that fails to comply with the requirements contained in the prequalification agreement and request for bids.
 - 4.2 **Classifications:** Prequalified vendors may bid on one (1) or all classifications, including:

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- 4.2.1 Business Analyst** - Analyzes and documents business requirements and processes. Assists in designing IT solutions to meet needs. Facilitates process modifications and improvements.
 - 4.2.2 Data Analyst** - Is responsible for data analysis, modeling, database management, security, and quality assurance.
 - 4.2.3 Database Administrator** - Is responsible for designing, implementing, and maintaining databases.
 - 4.2.4 Help Desk Support** - Is responsible for technical support to end-users, troubleshooting technical issues, and resolving problems.
 - 4.2.5 IT Service Continuity Analyst** - Documents, analyzes, implements, and manages disaster recovery and business continuity plans.
 - 4.2.6 Network Engineer** - Is responsible for designing, implementing, and maintaining computer networks.
 - 4.2.7 Project Manager** - Manages IT projects, coordinates resources, and meets project deadlines.
 - 4.2.8 Quality Assurance Analyst** - Tests software applications to meet quality standards and requirements.
 - 4.2.9 Security Analyst** - Documents, analyzes, implements, and maintains security measures to protect IT systems and data.
 - 4.2.10 Software Developer/Engineer** - Is responsible for designing, coding, testing, and maintaining software applications.
 - 4.2.11 Systems Administrator** - Is responsible for installing, configuring, and maintaining computer systems, networks, and servers.
 - 4.2.12 Technical Writer** - Is responsible for creating technical documentation, including but not limited to user manuals, help files, and online documentation.
- 4.3 Professional Compatibility and Compliance:** Prequalified vendors shall provide IT professionals as requested by the Lottery to be compatible with the needs of the Lottery.
- 4.3.1** These needs may be hourly, daily, weekly, monthly, or annual, including weekends and holidays.
 - 4.3.1.1** There will be no overtime pay associated with these assignments and may also be for specified periods as agreed upon in writing by the Agency and the vendor. For example, *a 13-week contract*

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("term"). The requests for bids are further described in Section 5 below.

- 4.3.2 Prequalified vendors must provide qualified IT professionals to accommodate the Lottery needs and comply with all Lottery policies and procedures, Federal and State statutory and regulatory requirements, and standards for applicable accreditation and licensure bodies.
- 4.3.3 The position or classifications above will provide technical expertise to meet the contracted staffing needs for the Lottery to support the division's IT efforts.
 - 4.3.3.1 These services shall be used to develop new computer systems, modifications, and enhancements to existing computer systems for the Agency, as well as mentor, provide technical training and support, and provide "shadowing" opportunities for State employees, among other tasks as defined by the Lottery in its Delivery Order for the services.

- 4.4 **Background Checks:** Prior to award all prequalified vendors must provide and have a completed background check performed by Vendor at Vendor's sole cost for each candidate proposed for any classification. These items will include, but are not limited to:

- 4.4.1 Background check through Vendor
- 4.4.2 Resume of proposed candidate as proof of experience, with references
- 4.4.3 Other documents, as requested
- 4.4.4 The Lottery will also run a separate mandatory background check of vendor staff for each proposed classification before any work can begin.
 - 4.4.4.1 The vendor must provide Lottery with the names and fingerprint information for background check on each vendor staff proposed for placement within 48 hours of scheduled shift.
 - 4.4.4.2 The Vendor and the Lottery must agree to any deviation from this requirement in writing.

- 4.5 **Minimum Experience Requirements:** Vendor's staff must meet or exceed minimum experience requirements for the associated classification and target technology. E.g., Software Developer/Engineer with five (5) or more years of

Commented [AH6]: WV-- please advise what the other documents as requested are for TEK clarification

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experience with MS Visual Basic for Applications (VBA) and one (1) or more years of experience with MS Transact SQL (TSQL).

4.6 Candidate Performance: The Vendor's proposed candidate must consistently perform the contracted duties as outlined in these specifications or as described in the project-specific scope included within the Delivery Order.

4.6.1 The Agency will notify the awarded vendor if a Vendor's employee fails to consistently perform the contracted duties.

4.6.2 The Agency may, as part of this solicitation, request the Vendor replace the candidate; if so, and the Vendor will have 2 weeks (10 business days) to provide another proposed candidate with the qualifications for a replacement.

4.6.3 The Lottery reserves the right, and at its sole discretion, with no appeal or protest to remove any proposed candidate from the vendor's candidate pool.

4.6.4 If a vendor provides a candidate under false documentation that will give Lottery grounds for cancellation of the Delivery Order and the vendor shall be removed from the prequalified vendor pool.

4.7 Work Location and Work Hours:

4.7.1 Work will be onsite, remote or hybrid, onsite location will be at Lottery headquarters located at 900 Pennsylvania Ave, Charleston, WV. Any and all travel, per diem, parking, and/or living expenses shall be at the Worker's and/or Vendor's expense.

4.7.2 Work hours will be Monday through Friday from 8am - 5pm EDT, excluding State and Federal holidays when the Agency is closed unless approved by the Agency designated manager.

4.7.3 Work outside normal business hours may be required on weekends, evenings, and holidays.

4.7.4 Work over 40 hours will be at the hourly rate quoted on the pricing page for the classification, and must be coordinated and pre-approved by the Agency designated manager. The Agency will not pay vendor overtime rates.

4.8 Non-Disclosure Agreement (NDA) or Confidentiality Agreement: Prior to award all parties, the Vendor, Lottery and vendors proposed candidate must sign a

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mutual Non-Disclosure Agreement (NDA) to ensure the confidentiality of the information exposed. (see attached Lottery NDA as Exhibit - B)

- 4.9 Previous Employees:** The Lottery will not allow any previous employee dismissed by any state agency for disciplinary or performance reasons to return and work through any Staffing Agency.

5 PREQUALIFICATION AWARD AND REQUESTS FOR BIDS:

- 5.1 Vendor Prequalification:** This agreement establishes a pool of prequalified vendors to provide the services listed in Section 4, "Mandatory Contract Items and Deliverables."
- 5.1.1** The vendors responding to this RFQ for "Prequalification of Vendors" solicitation and meeting the qualifications in Section 3, "Vendor Qualifications," will be awarded a Vendor Prequalification Agreement.
- 5.1.2** The Vendor Prequalification Agreement will enable those vendors to submit bids upon request. Prequalification Agreements are limited to up to three (3) years.
- 5.2 Requests for Bids:** All prequalified vendors will be sent requests for bids when services are needed. The request for bids will contain the following: (see attached Lottery Staff Request Form as Exhibit - C)
- 5.2.1** Whether PRN or Term contract
- 5.2.2** Professional Classification from section 4.2
- 5.2.3** Technology area(s)
- 5.2.4** Number of years of experience required in each technology area identified
- 5.2.5** Quantity of services to include the estimated number of hours for a specific date range. E.g., 2080 hours over one year
- 5.2.6** Pricing Page to be completed by the vendor
- 5.2.7** The deadline (opening date and time) by which the vendors must submit bids
- 5.2.8** The location to which bids must be submitted
- 5.2.9** Examples of work
- 5.3 Evaluation of Bids:** The Lottery shall evaluate the bids received from the prequalified vendors to ensure they comply with the requirements of the prequalification agreement and the requests for bids.

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

5.4 Award of Bids: The Lottery shall award the contract to the responsive bidders with the lowest total cost.

5.4.1 This will be a progressive award contract with all prequalified vendors that respond to the bid request.

5.4.2 The lowest overall total cost will prioritize awards. For example, if Vendor A (lowest bid) cannot meet the needs, the agency shall move to the next lowest bid (Vendor B), and so on.

6 PERFORMANCE: Vendor and Agency shall agree upon a schedule for performance in writing as outlined in the Request for Bid. The Vendor shall perform by the Vendor Prequalification Agreement, Request for Bid, General Terms & Conditions, and any contracts or purchase orders the Lottery may issue.

7 PAYMENT: The vendor shall submit monthly invoices in arrears to the Accounting Office at the West Virginia Lottery for all services provided. The Vendor shall submit one monthly invoice for all provided staff, along with a copy of each Vendor staff member's signed timesheet as backup documentation. All timesheets must be signed and approved by Facility's designee before invoicing.

8 TRAVEL: Vendor must be responsible for all mileage and travel costs, including travel time, associated with the performance of this contract. Any anticipated mileage or travel costs must be included in the Vendor's bid response, the agency will not pay such costs separately.

9 FACILITIES ACCESS: Performance of Contract Services may require access cards and keys to access Agency's facilities. If access cards and keys are needed:

9.1 Vendor must identify principal service personnel who will be issued access cards and keys to perform service.

9.2 The Vendor will be responsible for controlling cards and keys and will pay a replacement fee of \$25 for each access card or key lost, stolen, or not returned to the Lottery.

9.3 The Vendor shall notify the Agency immediately of any lost, stolen, or missing card or key.

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

9.4 Anyone performing under this Contract will be subject to the Agency's security protocol and procedures.

9.5 Vendor shall inform all staff of the Agency's security protocol and procedures.

10 VENDORDEFAULT:

10.1 The following shall be considered a vendor default under this Contract.

10.1.1 Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2 Failure to comply with other specifications and requirements contained herein.

10.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4 Failure to remedy deficient performance upon request.

10.2 The following remedies shall be available to Agency upon default.

10.2.1 Immediate cancellation of the Contract.

10.2.2 Immediate cancellation of one or more release orders issued under this Contract.

10.2.3 Any other remedies available in law or equity.

11 MISCELLANEOUS:

11.1 **Manager:** Prequalified vendors must designate and maintain a primary manager responsible for overseeing Vendor's responsibilities under the Prequalification Agreement. The manager must be available during regular business hours to address any customer service or other issues related to the agreement. The Vendor shall supply contact information for the designated Manager upon request.

REQUEST FOR QUOTATION
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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: _____
Telephone Number: _____
Fax Number: _____
Email Address: _____

EXHIBIT-A

WEST VIRGINIA LOTTERY
TEMPORARY IT STAFFING SERVICES

MUTUAL NON-DISCLOSURE AGREEMENT

MUTUAL NON-DISCLOSURE AGREEMENT

This Mutual Non-Disclosure Agreement ("Agreement") is entered into by and between the West Virginia Lottery, with its principal offices located at 900 Pennsylvania Avenue Charleston, WV 25302 ("Lottery"), and TEKsystems, Inc. with its principal offices located at 7437 Race Road, Hanover, MD 21076 ("Party of the second part"), with an Effective Date of _____ Lottery and Party of the second party also are referred to herein individually as a "party", or collectively as the "parties".

WHEREAS, the parties to this Agreement may wish to exchange certain information related to the provision of certain information or communication technology services by one party of interest to the other party; and

WHEREAS, the parties agree that improper disclosure of either party's Confidential Information, as defined below, by the other party could cause material harm to the party whose Confidential Information was improperly disclosed;

NOW THEREFORE, in order to protect certain Confidential Information that may be disclosed between the parties, Lottery and ~~Party Alpha~~ agree to maintain the confidentiality of the Confidential Information as follows:

- I. **Definition of Confidential Information.** The "Confidential Information" disclosed under this Agreement is defined as follows:

Any data or information that is proprietary to the disclosing party and not generally known to the public, whether in tangible or intangible form, whenever and however disclosed, including, but not limited to: (i) any marketing strategies, plans, financial information, or projections, operations, sales estimates, business plans and performance results relating to the past, present or future business activities of such party, its affiliates, subsidiaries and affiliated companies; (ii) plans for products or services, and customer or supplier lists; (iii) any scientific or technical information, invention, design, process, procedure, formula, improvement, technology or method; (iv) any concepts, reports, data, know-how, works-in-progress, designs, development tools, specifications, computer software, source code, object code, flow charts, databases, inventions, intellectual property, and trade secrets; (v) solicitation for proposals, responses to proposals, bids, or information disclosed in connection with such solicitation, response, or bid; (vi) any other information that should reasonably be recognized as confidential information of the disclosing party.

- II. **Disclosure Period and Term.** This Agreement protects against the disclosure of Confidential Information which is disclosed between the parties during each party's performance of its obligations associated with that certain CRFQ Agreement executed between the parties on _____ (the "Effective Date") and 3 year(s) after the termination of such Agreement ("Disclosure Period"). Therefore, the duty of a recipient of Confidential Information to protect such Confidential Information disclosed under this Agreement begins on the Effective Date and expires 3 year(s) after the end of Disclosure

Period. Upon termination of this Agreement or upon the disclosing party's request, the recipient shall cease use of Confidential Information and return or destroy it.

- III. **Use of Confidential Information.** A party hereunder receiving Confidential Information shall use such Confidential Information solely for the purposes of, as applicable to the recipient, understanding current business activities of a party, soliciting a proposal for certain information technology services, responding to such proposal solicitation, reviewing solicitation responses, tendering a bid, or discussions or negotiations related to such solicitation, proposal, or bid.
- IV. **Protection of Confidential Information.** Each party shall not disclose the Confidential Information of the other party to any third party. The recipient shall protect the Confidential Information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the Confidential Information as the recipient uses to protect its own confidential information of a like nature. A recipient shall restrict disclosure of Confidential Information to its employees, provided that such employees (i) have a need to know, and (ii) are bound by obligations of confidentiality equally as restrictive as the terms of this Agreement.
- V. **Exclusions.** This Agreement imposes no obligation upon the recipient with respect to Confidential Information which: (a) was in the recipient's possession before receipt from the disclosing party; (b) is or becomes a matter of public knowledge through no fault of the recipient; (c) is rightfully received by the recipient from a third party without a duty of confidentiality; (d) is disclosed by the disclosing party to a third party without a duty of confidentiality on the third party; (e) is independently developed by the recipient; (f) is disclosed under operation of law; or (g) is disclosed by the recipient with the disclosing party's prior written approval.
- VI. **Miscellaneous.** Neither party to this Agreement shall acquire any intellectual property rights nor any other rights under this Agreement except the limited right to use as set forth in this Agreement. This Agreement does not prevent either Party from competing with one another for work or clients unless the parties specifically agree otherwise, in writing, as to a specific client. Each disclosing party warrants and represents that the Confidential Information and other information provided which is necessary to the purposes described hereunder, are true and correct to the best of the disclosing party's knowledge and belief. Nothing in this Agreement shall be construed to preclude either party from developing, using, marketing, licensing, and/or selling any software or other material that is developed without reference to the Confidential Information.
- VII. **Export Administration.** Each party to this Agreement agrees to comply fully with all relevant export laws and regulations of the United States and other countries to assure that no Confidential Information or any portion thereof is exported, directly or indirectly, in violation of such laws.
- VIII. **No Obligation to Purchase or Offer Products or Services.** Neither party has an obligation under this Agreement to purchase or otherwise acquire any service or item

from the other party. Neither party has an obligation under this Agreement to commercially offer any products using or incorporating the Confidential Information. The disclosing party may, at its sole discretion, offer such products commercially and may modify them or discontinue such offerings at any time.

- IX. **General.** The parties do not intend that any agency or partnership relationship be created between them by this Agreement. This Agreement sets forth the entire agreement with respect to the Confidential Information disclosed herein and supersedes all prior or contemporaneous agreements concerning such Confidential Information, whether written or oral. All additions or modifications to this Agreement must be made in writing and must be signed by both parties. This Agreement and all matters arising out of or relating to this Agreement shall be governed by the laws of the State of West Virginia. The parties agree that the information provided as allowed by this Agreement will not contain any proprietary technical or confidential contractual information, or any financial information related to the relationship between Alpha and its partners. As a result, damages will not be included as a remedy.

The undersigned authorized representatives of each party have agreed to be legally bound by the terms of this Agreement as of the Effective Date shown above.

WEST VIRGINIA LOTTERY

By: _____

Name: _____

Title: _____

TEKsystems, Inc. _____ (VENDOR)

By: _____

Name: _____

Title: _____

Required Classification Resumes

TEKsystems has included as part of our proposal submission at least three resumes for each of the 12 classifications (4.2.1 to 4.2.12) listed in the RFQ. In total, we provided **57 resumes below**. Each resource has been placed at a TEKsystems customer within the last five (5) years or is currently an active placement. Some references have employer references, which we have noted accordingly. Refer to the Bookmarks for navigating through each classification. For easier review and due to file size, we have also included a ZIP file breakdown that includes each resume separately within wvOasis.

Confidential and Proprietary Statement

The information in this document is proprietary and contains trade secrets and/or personal information that is privileged and/or confidential. No part of this document shall be disclosed outside of WV Lottery. This document and the information in it shall not be duplicated, used, or disclosed in whole or in part for any purpose other than customer evaluation.

4.2.1 Business Analyst

Alice G.

Objective

Experienced Professional Business Analyst seeks employment supporting Medicaid for the Commonwealth of Kentucky. Worked extensively with the analysis and maintenance for the Wisconsin Medicaid claims system. Support the Claims subsystem on behalf of the Wisconsin Department of Health Services (DHS). Individual claims troubleshooting and adjudication. Presents a unique perspective of adaptable business analyst skills during the course of my employment as a Professional Business Analyst for Gainwell Technologies. Strong troubleshooting and problem-solving skills that can be applied effectively and efficiently to any work environment.

Professional Skills

- Collaboration with multiple teams on a project
- Writing business and functional requirements
- Application and enforcement of federal and state policies: FERPA, HIPAA, WI Medicaid, veteran's benefits
- Knows how to effectively prioritize and juggle multiple concurrent projects
- Ability to quickly learn and apply new software skills
- Exemplary communication skills, both verbal and written

Technical Skills

- Troubleshooting and data-entry, data analysis experience
- Relational database maintenance
- Microsoft Office Suite of programs: Excel, Word, Visio
- Adobe Acrobat
- 70 WPM typist
- Medicaid claims processing and adjudication
- Proficient with the WI Medicaid InterChange2 system

Professional Business Analyst (BA II) Gainwell Technologies, Madison WI

April 2017 - Present

Business Analyst (BA I) for Hewlett Packard Enterprises (HPE), Madison WI.

Feb 2016 - April 2017

- Gainwell Technologies formerly known as Hewlett Packard Enterprises (HPE), then became DXC Technology
- Processing maintenance directives of the claims processing system from WI DDHS
- Planning, collaboration, and execution of project directives from WI DHS
- Medicaid claims processing system maintenance and upkeep
- Application of HIPAA principles as it pertains to job responsibilities

Edgewood College Senior Academic Records Analyst, Madison WI

August 2011 - Feb 2016

- Primary School Certifying Official for the processing of federal and state veteran's benefits
- Responsible for Data Entry and Student Record analysis
- Office trainer for new employees on Jenzabar EX and data entry
- Responsible for the analysis, application and enforcement of school records retention policies
- Office project lead transitioning Registrar's Office from paper files to electronic imaging software

Education

UW Platteville, Platteville WI

Master of Science in Organizational Change Leadership, 2015

Edgewood College, Madison WI

Bachelor of Arts in Psychology with a minor in French, 2007

Magna cum laude

4.2.1 Business Analyst

DARLINA B.

SOFTWARE STRATEGIES | AGILE METHODOLOGIES | PROGRAMMING IN PYTHON SQL & R | BUSINESS ANALYST

Accomplished Business Analyst eager to leverage valuable experience and expertise providing business solution software. Adept with designing and developing systems and infrastructure for automation that drive rapid development cycles. Designs, builds, tests, and deploys highly scalable and resilient solutions while collaborating across the entire software development lifecycle (SDLC).

Excels in collaborations with technical teams for the design, development, and integration of highly available, and fault-tolerant systems. Utilizes business process combined with analytical skills in assessing business requirements at the enterprise level. Wide ranging success spans Agile methodologies, SDLC, ETL Process, Elicitation, and Programming Languages that include Python, SQL, and R.

EXPERTISE

Software Strategies & Implementations | Project Management | Legacy Conversions | Development Lifecycle | Strategic Planning
Networks & Infrastructure | Testing & Implementation | Automation | Problem Solving | Cloud Strategies | Process Improvement
Project Planning & Development | Reporting Tools | Build Process & Workflows | Client Relations | Technical Collaboration
Financial Reporting | Account Analysis | Requirements Analysis | Analytical Problem Solving | Software Design | Coding

EDUCATION

Master of Science in Data Analytics, Southern New Hampshire University

Bachelors in General Studies / Concentration in Information Technology, Southern New Hampshire University

CAREER PROGRESSION

Government Business Analyst, TEKsystems (Cobb County) | Oct 2023 – Present

Develop information systems project plans: conduct assessments with end-users to determine user needs and system requirements; identify and manage critical path tasks; set and meet interim project goals.

Select Accomplishments:

- Manage project contingency, perform change control and all other associated project management efforts to ensure the project schedule and budget are met.
- Create SQL scripts to retrieve, modify or update records and provide requested data as formatted files for review or reporting purposes. Create apps utilizing PowerApps and host them on SharePoint.
- Manage projects during design and implementation phases, project progress meetings and work with vendors to resolve problems and initiate the appropriate solutions.
- Verify compliance of projects to County policy and provide recommendations concerning improvements, modifications, design strategies, programming, and systems infrastructure.
- Coordinate process for bidding and contracting of services of various project components or other technical services, prepare Requests for Proposal (RFP) and Request for Quote (RFQ) for services.
- Create technical specifications and requirements documentation, standard operating procedures and documentation regarding maintaining system operations; and evaluate and monitor progress against performance and quality measurements.

4.2.1 Business Analyst

- Prepare, review, and process change orders for changes to contracted scope of work; monitors adherence to project schedules; conduct and review testing, provide technical support during programming and implementation.
- Participate in negotiations of scope of services and fees for professional services agreements, provide recommendations regarding selection of vendors, rewarding of contracts, and monitor vendor performance and contract fulfillment.

Informatics Business Analyst II/Automation Developer, Innova Solutions (State of Georgia) | Jan 2021 – March 2023

Lead role managing the research, design, development, and implementation of software programs. Facilitated the ongoing development and refactoring of scripts for increased efficiency levels. Programming Languages utilized include Python, SQL, and R.

Select Accomplishments:

- Researched the functionality and usage of the tools and necessary coding process to create batch files and automate tasks for stakeholders and to perform modifications; created visualizations and documentation of the process.
- Scripted and automated daily reports to reduce manual efforts utilizing Oracle SQL developer – stakeholders were very pleased with deliverables, resulting in additional opportunities.
- Produced excellent technical documents, instructions, and products in accordance with industry standards and best practices.
- Created batch files utilizing batch scripting code for automations, and utilized SQL, Python, and R to modify, extract and manipulate data. Utilized Excel for VLOOKUP, pivot tables and visualizing data.
- Created end user-oriented documentation including web-base, online guidelines, workflows, processes for policy, business and systems, process flow and system diagrams utilizing Excel, Visio, and PowerPoint.
- Provided recommendations from analyses regarding possible impacts to the organization; identified, evaluated, and documented recommendations for process improvement of ETL process loading data into ArcGIS for geocoding process.
- Provided project scope documentation and prioritized deliverables for stakeholders and relevant members.
- Utilization of Mirth Connect REST API to retrieve endpoint operations for refactoring of automation scripts to include channel functions. Utilize VLOOKUP function for specified data from GS Server and Vac Dashboard.
- Utilization of data visualization tools such as Excel, Power BI, and Tableau, to analyze and summarize data to assist others in understanding data characteristics, patterns, trends, and to provide high-level representations of data for informed data-driven decision making.

Business Analyst/Corporate Analyst, S&S Management, Roswell, Georgia | May 2018 – Nov 2019

Key role focused on business data for multiple offices while utilizing Oracle eBusiness Suite Financial modules system to provide billing for multiple locations. Ensured and maintained billing reports, billing, invoicing, and A/R, A/P reports.

Select Accomplishments:

- Expertly performed an elicitation technique to collect pertinent information from branch managers to understand the nature of declining sales.

4.2.1 Business Analyst

- Compiled comparison reports with collected information to highlight the results of successful branches and focus on the actions of the declining branches and competitors, resulting in a significant increase in sales and contracts.
- Led system training with management and staff to bring branches into compliance of the organizational process and reduce organizational deficiency levels.
- Developed revised and published detailed instructions, procedures, and guidelines for the security operation for the SE regional branch locations.
- Provided Excel VLOOKUP's ad hoc per manager requests to confirm data from reports generated and extracted into Excel. Provided financial planning and analysis support to multiple branch locations, overseeing the set of planning, forecasting, budgeting, and analytical activities for business decisions.
- Managed the process of payment posting and provided resolution for identified errors, reviewed pay cycle process, verifications and processed credit/debit memos.
- Compiled data to provide analysis and problem solving for complex issues relating to pricing impacts and reporting.
- Designed expert pivot tables with data extracted into custom Excel design.
- Worked closely with clients to determine solutions; followed up with customers with discrepancies and provided resolutions.

Business Analyst/Data Analyst, RHI (Data RX), Cummings, Georgia | Jan 2018 – March 2018

Maintained database systems and ensured the integrity of the data within each system while resolving database information issues.

Select Accomplishments:

- Utilized SQL to gather data and generate reports.
- Performed complex analyses on information received; researched and provided solutions to targeted areas.
- Gathered and summarized data from multiple sources to complete reports and special projects.

Technical Writer/Business Analyst, Concentrix (Apple) | Nov 2017 – Jan 2018

Successfully provided issue resolution and resolved technical challenges while diagnosing and solving technical issues utilizing an Interactive Voice Response business phone system.

Select Accomplishments:

- Gathered customer and technology data to determine changing technical support levels.
- Analyze, test, deploy Interactive Voice Response (IVR) applications based on specifications.
- Analyze customer interaction performance and make recommendations for improvement.
- Accurately processed and documented call transactions using tracking software as well as procedural documentation.
- Analyzed and applied daily product notes and Apple bulletins to educated customers on support options.

Technical Writer/Business Analyst, HJ Russell, Atlanta, Georgia | Jun 2016 – Nov 2017

Expertly utilized Yardi systems to maintain property accounting and reporting, including posting rents, financial and leasing reports, month end, bank deposits and ensuring a balanced books.

Select Accomplishments:

- Ensured payment and structures were accurately presented on resident ledger.

4.2.1 Business Analyst

- Successfully audited resident files to ensure compliance with HUD regulations.
- Coordinated with units for preparation of state required inspections.

Software Support Analyst, Ambassador Personnel (Qs/1), South Carolina | Aug 2015 – June 2016

Provided ongoing technical software support to gas utility customers, while troubleshooting, diagnosing and resolving customer utility software problems.

Select Accomplishments:

- Documented and utilized customer feedback to raise levels of process improvement.
- Maintained and ensured consistent software support with accuracy and professionalism.
- Reviewed work log, customer feedback periodically with analysts and technicians, to pinpoint opportunities for improvement.

Business Analyst, WMS Gaming, Waukegan, Illinois | Jan 2013 – Feb 2015

Gained valuable experience serving as a liaison between client and technical solutions/support groups to document, analyze and validate business processes, systems, and solution requirements.

Select Accomplishments:

- Identified and translated business requirements into functional and system requirements.
- Delivered end-to-end software test plans to ensure test coverage of functional and technical requirements.
- Expertly defined and documented clear and complete detailed business requirements and functional specifications.

RELEVANT TECHNICAL SKILLS

Linux, R, Mirth, Python, SQL, Microsoft Azure, Visual Studio, WinSCP, AWS, SAP, Oracle eBusiness Suite, Bomgar, GIT, Tableau, Lawson, CLI , Power BI, AS400, SharePoint, PowerApps

EDUCATION

Bachelor of Science

Salisbury University

Salisbury, MD

SKILLS AND SOFTWARE PROFICIENCIES

- Microsoft Office
- Business Requirement Document
- Functional Specifications Document
- Requirement Gathering
- JAD Sessions
- Microsoft Visio
- Requisite Pro
- Use Case Diagram
- Process Flow Diagram
- Agile Scrum
- User Stories
- Software Change Request
- Traceability Matrix Document
- Impact Analysis Document
- Team Collaboration
- Conflict Resolution Skills
- Product Backlog
- User story Acceptance criteria

WORK & LEADERSHIP EXPERIENCE

Anne Arundel County**Business Analyst -Apricot 360****May 19 - Current****Annapolis, MD**

- Participate actively in daily scrum meetings, sprint planning, sprint review, and sprint retrospective.
- Develop Epics and User Stories which include Apricot connect client intake forms, mobile capabilities, and close-loop referral.
- Collaborate with the Product owner, Scrum master, and Team member.
- Collaborated with stakeholders to gather and prioritize business requirements, ensuring alignment with organizational goals.
- Assist the implementation team in conducting the User Acceptance Testing of the developed solution.
- Facilitated JAD user acceptance testing (UAT) sessions, ensuring seamless integration of new systems and processes with stakeholders and team members.
- Create and manage system permission and user account.
- Assist implementation integration, testing document development, and custom training material.
- Led cross-functional teams in analyzing and documenting business processes and implementing new approaches, resulting in a 15% increase in operational efficiency.
- Conducted thorough business process reviews, identifying areas for improvement, and implementing solutions that resulted in a 20% reduction in costs.
- Create and maintain comprehensive documentation, including process flows, business requirements, and test cases.
- Led the implementation of a system integration project, enhancing data exchange between SNAP, TANF, and related systems.

**Partnership for Children Youth and Families
Case Worker**

**April 17- May 19
Annapolis, MD**

- Completed initial assessments to determine and address individual needs.
- Conducted regular re-evaluations to address changes in needs and conditions and introduced revisions.
- Provided information to clients about how to maintain SNAP eligibility.
- Assisted Families clients in completing SNAP applications and ensuring all required documents were submitted.
- Develop an Individualized Action Plan that meets their needs.
- Aided families with more complex issues by meeting them in the community or their homes.
- Addressed and resolved issues or discrepancies related to TANF applications, benefits, or client concerns.
- Interviewed clients for cash benefits and processed numerous food stamps and TANF applications on a daily basis.

**United Health Care Optum
Clinical Coordinator**

**Jan 16- April 17
Columbia, MD**

- Conducted member satisfaction surveys concerning their in-home clinical assessments and service delivery.
- Operated with SharePoint and Hawkeye Databases to coordinate different functions and activities.
- Worked with clients and stakeholders to identify opportunities for value added services.
- Participated with team members to deliver project requirements, develop solutions, and meet deadlines.
- Maintained thorough, accurate and confidential documentation in electronic medical records.
- Built and established strong partnerships with teams and clients

Reference for Gloria S.

business analyst at Anne Arundel County

Reference by: Mercy Obour • Social Worker



Position: Social Worker

Email: mobour@fordham.edu

Mobile: 240-486-7182

Home: 240/486-7182

Job Duties & Technologies:

Mercy and Gloria worked together when they were consulting on a project together. Originally Mercy's stakeholder was working into Gloria's system (Apricot).

Project Description:

During that time Gloria was doing similar work to Mercy. She was doing JAD sessions, doing Demos, meeting and working with stakeholders.

Quality of Work:

Gloria is really good at documenting and reporting any changes that happen in the JAD sessions. She is really good at demonstrating what they've done to the stakeholders and answering their questions.

Attendance/Reliability:

No issues at all. She is extremely reliable.

Cultural Environment:

People liked working with Gloria because she is funny and makes working in stressful environments more enjoyable. She is good at breaking the ice after hard days and meetings. Sometimes we take this work home with us because we interface with caseworkers, she is great about checking in with people on her team and being emotionally available. She is very focused on her work and dedicated to her job. She was great at keeping everyone on the same page and keeping the lines of communication open.

Strengths:

Gloria would be fantastic in the IT analyst role. She is a BA but wears a ton of different hats. She makes sure the case workers have what they need to do their job. She meets with different people, gathers the requirements and implements those requirements. She also has a background in public health and is dedicated to that cause. She would be an excellent addition to any team, but especially a team where she can utilize her background in the public sector and her deep knowledge of Apricot.

Accomplished Senior Business Analyst with over 8 years of experience in the healthcare industry, specializing in business systems analysis, project management, and strategic implementation of SDLC methodologies including Agile and Waterfall. Proven track record in enhancing system functionalities, streamlining operations, and leading cross-functional teams to achieve project milestones within dynamic and complex environments. Expert in requirements gathering, process improvement, and leveraging data analytics to drive decision-making and achieve business objectives. Adept at managing stakeholder relationships, articulating technical and business insights, and delivering solutions that enhance productivity, efficiency, and scalability. Holds an MBA with certifications in Scrum Master and SAFe Product Owner, underscoring a strong foundation in business strategy and agile project management.

Core Competencies

Business Process Analysis & Improvement | SDLC Management (Agile, Waterfall, Scrum) | Requirements Gathering & Specification | Healthcare Industry Expertise | Data Analysis & Reporting | Project Management & Coordination | Stakeholder Engagement & Communication | Test Planning & Execution | Regulatory Compliance (HIPAA, EDI) | Technical Documentation & User Manuals | SQL & Database Management | Problem-Solving & Critical Thinking | Team Leadership & Mentoring | Change Management | Quality Assurance & Control

PROFESSIONAL EXPERIENCE

Commonwealth of Kentucky - Cabinet for Health and Family Services (CHFS) October 2023 – Present **Business Analyst, Medical Cannabis Program**

- Directed comprehensive requirement analysis initiatives and developed detailed business process documentation to support Kentucky's integration of medical cannabis into Medicaid programs.
- Designed and implemented test strategies, cases, and plans, leading to a quantifiable decrease in acceptance errors and enhancement of system reliability.
- Facilitated and led JAD sessions to capture critical stakeholder insights, ensuring that system functionalities aligned with complex business and legal requirements.
- Assisted in the implementation of data governance policies and procedures, ensuring compliance with data privacy regulations and industry standards.
- Managed multiple project deliverables under tight deadlines, effectively prioritizing tasks and resources to maintain high productivity in a dynamic regulatory environment.
- Collaborated with cross-disciplinary teams to develop and maintain traceability metrics, providing key insights into system performance against planned objectives.
- Engaged in continuous learning to keep abreast of the latest IT system functionalities and legislative changes, fostering an adaptable and forward-thinking approach to project management.

Blue Cross of Idaho (Remote) June 2022 – October 2023 **Sr. Business Analyst**

- Orchestrated the documentation and refinement of functional requirements for HIPAA compliance testing and verification, enhancing the accuracy and regulatory adherence of healthcare applications.
- Facilitated productive bug review meetings and dynamically updated requirement documents based on iterative feedback and functional changes, ensuring continuous improvement and stakeholder satisfaction.
- Led agile sprint planning sessions, effectively prioritizing features and functionalities for development, resulting in streamlined project execution and timely delivery of software enhancements.
- Directed and contributed to various projects, including BCM, VMS, and ECM, by conceptualizing and illustrating business process workflows using MS Visio, thereby clarifying and optimizing cross-organizational processes.
- Leveraged Tableau to create insightful visual graphs from complex data analyses, aiding in the decision-making process for the Real-Time Messaging project and enhancing data-driven strategies.
- Created and maintained documentation of ETL processes, data dictionaries, and data lineage to support data governance and compliance requirements.
- Assisted in the development of Technical User Manuals for the Blue Card Modernization project, simplifying technical content for end-users and facilitating smoother system adoption.
- Managed comprehensive SDLC processes from initiation through to deployment, with a focus on rigorous testing phases, including planning, case development, execution, and defect resolution, to uphold the highest quality standards.
- Coordinated with project managers to align project meetings and deliverables, ensuring effective communication and collaboration across teams, and contributed to the successful completion of project milestones.

Regence BCBS, Portland, OR October 2021 – May 2022 **Business Analyst**

- Instrumental in the creation of Business Process Workflow Diagrams alongside stakeholders, employing SDLC methodologies to establish and refine business processes, standards, and procedures for the development of a comprehensive Business Requirement Document (BRD).
- Adopted Agile methodology to efficiently gather Business Requirements and design Functional Specifications, streamlining project delivery and enhancing product functionality.
- Facilitated weekly status meetings with Development and Management Teams, ensuring clear communication and alignment on project progress and deliverables.
- Strong experience in Business and Data Analysis, Data Profiling, Data Migration, Data Conversion, Data Quality, Data Governance, and Data Integration.
- Coordinated sprint backlog grooming sessions with the Product Owner and team members, optimizing backlog management and sprint planning for enhanced project agility.
- Authored and maintained business requirements for HIPAA Business Rules and the EDI gateway, ensuring compliance and seamless integration of healthcare data exchange standards.
- Led end-to-end testing of Facets Billing, Claim Processing, and Subscriber/Member modules, identifying and addressing system vulnerabilities to improve accuracy and user experience.
- Managed the full HIPAA compliance lifecycle for Medicaid Claims processing, from gap analysis through to testing, ensuring adherence to federal regulations and enhancing claim processing efficiency.
- Engaged in rigorous manual and automated testing, including Functional, Smoke, Integration, UAT, Backend, Regression, End-to-End, and System Testing, to guarantee high-quality software delivery.

Fidelis Care, Buffalo, NY May 2020 – September 2021

Business Systems Analyst

- Orchestrated the full HIPAA compliance lifecycle for Medicaid Claims, from gap analysis and mapping to implementation and testing, ensuring stringent adherence to regulatory standards.
- Facilitated Joint Application Development (JAD) sessions, fostering collaboration among user communities, stakeholders, and technical management to drive project success and adherence to schedules.
- Designed and developed comprehensive Test Cases and Test Scripts from Functional Requirement Documents (FRDs) and Business Requirement Documents (BRDs), documented in Quality Center to streamline testing processes.
- Extensively involved with data quality and data governance solutions including platforms and supporting data processes.
- Leveraged Agile and Scrum methodologies to elicit and gather requirements, enhancing the configurability and testing of contracts and benefits within Facets.
- Conducted in-depth analysis of HIPAA EDI transactions in XML and X12 formats, identifying and rectifying defects to ensure the accuracy of medical, dental, and vision claims processing.
- Implemented and validated HIPAA/EDI X12 5010 healthcare file formats, including 834/835, 837, 270/271, 276/277, 278, and 999 for acknowledgements, enhancing data integrity and compliance.
- Led change management initiatives for system projects, providing expert guidance and training to ensure smooth transitions and maintaining effective communication with key user communities.
- Executed Web Services Testing using SoapUI, validating request and response XML, and closely collaborated with the Business Analyst team to conduct UAT and prepare test scenarios and data.

BCBS of Montana, Helena, MT
Business Systems Analyst

October 2018 – April 2020

- Engaged in the full Software Development Life Cycle (SDLC), from initiation to deployment, focusing on rigorous testing methodologies to ensure alignment with business requirements and stakeholder expectations.
- Managed the Requirement Traceability Matrix (RTM), detailing technical specifications across various platforms to enhance system integration and operational efficiency.
- Acted as a critical liaison between business units (Claims, Billing, Membership, etc.) and the project team, facilitating effective communication and project alignment with business goals.
- Directed gap analysis for transitioning to new Medicaid Management Information Systems (MMIS), overseeing testing and ensuring seamless implementation for state health plans.
- Involved data governance, defined data modelling and model maintenance standard (enterprise-wide).
- Led the integration of medical cannabis into Medicaid, working closely with healthcare providers, state agencies, and dispensaries to gather requirements and ensure compliance with legal standards.
- Oversaw Facets Claims processing, conducting data validation and claims verification to uphold high standards of accuracy and compliance.
- Developed and implemented SQL-based reporting mechanisms within the Data Management Organization, enhancing data analysis and decision-making processes.

Molina Healthcare, Troy, MI
Business Systems Analyst

January 2017 – September 2018

- Implemented and managed comprehensive Waterfall and Agile project methodologies, enhancing the lifecycle documentation and ensuring seamless data integration across multiple systems.
- Ensured the alignment of information security initiatives with business strategies, significantly improving the organization's data protection measures and compliance with HIPAA regulations.
- Led collaborative efforts with stakeholders and external business teams to bolster information security, resulting in strengthened data integrity and safeguarding of sensitive information.
- Architected and recommended modifications to system design and procedures, focusing on Medicare/Medicaid claims processing compliance and efficiency in accordance with HIPAA/EDI standards.
- Conducted extensive data analysis and report creation using SQL queries, facilitating actionable insights for continuous improvement in action item management.
- Designed and executed complex SQL queries for rigorous QA testing and data validation, ensuring the accuracy and reliability of data used across the organization.
- Developed detailed use cases from requirements, creating comprehensive UML diagrams (use case diagrams, activity diagrams, sequence diagrams) to guide system development and testing strategies.

ACS Government HealthCare, Atlanta, GA
Business Systems Analyst

June 2015 – December 2016

- Led Joint Application Development (JAD) sessions and Subject Matter Expert (SME) interviews to elicit business requirements, significantly enhancing the development and implementation of healthcare systems.
- Spearheaded the analysis and documentation of business processes, identifying and implementing process improvements that increased system efficiency and user satisfaction.
- Developed comprehensive business process scripts, use cases, and technical specifications, enabling accurate software configuration to meet diverse user community needs.
- Conducted thorough data analysis utilizing T-SQL on SQL Server, providing critical insights for decision-making and system enhancements.
- Collaborated closely with the Quality Assurance team to develop and validate system acceptance, user acceptance test plans, and test scripts, ensuring the delivery of high-quality software solutions.
- Played a key role in the redesign of core processes using information technology, resulting in significant improvements in operational efficiency and service delivery.
- Facilitated cross-functional dialogue and provided consultative direction across business units, promoting a cohesive approach to business strategy and system development.

EDUCATION & CERTIFICATIONS

Master of Business Administration (MBA)

Scrum Master Certification

Certified SAFe Product Owner

TECHNICAL SKILLS

Methodologies: SDLC, Waterfall, Agile
Requirements Management Tools: Rally, Jira/Confluence
Test Reporting Tools: ALM, Quality Center
Programming Languages: SQL, XML
Protocols: HTTP, ANSI X12 (EDI)
Databases: Oracle, SQL Server, MySQL, MS Access



Reference for Jaymin Patel

Business Systems Analyst at Fidelis Care

Reference by: Ashish Pradhan • Project Manager

Date employed: May 2020 - Aug 2021

Position: Project Manager
Relationship: Manager
Rehire: Yes
Duration: 1-3 years
Mobile: 203-580-3620

Job Duties & Technologies:

Jaymin supported us as a Business Systems Analyst. He was responsible for conducting various validations and performing GAP analysis on the systems. He was also involved in some testing initiatives and working with Stakeholders and the Business side for maintaining requirements and change requests.

Project Description:

I was his Project Manager at Fidelis Care. The project involved making enhancements and upgrades to our application for Claims management and processing. The team consisted of 7 resources including Jaymin.

Performance & Ability:

Jaymin did a great job for us. He was a strong performer. He is a very good at staying ahead of his assigned tasks and being productive.

Cooperation/Communication:

He got along well with the team and was good at communicating cross-functionally throughout the team

Attendance/Reliability:

Never any issues.

Cultural Environment:

We use an Agile/Scrum approach for this project. The overall velocity was pretty fast paced due to constant requests for changes from the business and vendors.

Strengths:

He's very hard working, very goal oriented and worked really well within the team

Additional Information & Comments:

REHIRE: Yes, I enjoyed having him on my team.

4.2.1 BUSINESS ANALYST

Mercy O.

SUMMARY

Business Analyst with experience in working in various projects. Experience in analyzing systems, identifying business requirements, use case, user stories, agile and waterfall methodologies. Strong customer service skill. Knowledge in SDLC. Strong written and oral communication skills.

SKILLS

- Microsoft Office
- Requirements Gathering
- JAD Sessions
- Use Case Diagram
- Process Flow Diagram
- Functional Specifications Document
- Software Change Request
- Team Collaboration
- Business Requirement Document
- User Stories
- Traceability Matrix Document
- Agile Methodologies
- Impact Analysis Document
- Waterfall Methodologies
- Conflict Resolution Skills

EXPERIENCE

Business Analyst

09/2019-Current

Alta Healthcare Services

- Facilitate JAD sessions with stakeholders to prioritize user requirements and drive project from inception to completion.
- Developed use cases, process flow diagrams, requirement documentation, shall statements, etc.
- Responsible for analyzing requirements to make sure requirements are clear, concise, complete and testable.
- Developed test cases to ensure all requirements are met for user acceptance criteria.
- Collaborate with developers to answer questions related to requirements.
- Managed changes to requirements, assess impacts of changes and track requirements from business case to implemented solution.
- Collaborated with product owners on creating user stories and grooming the product backlog.
- Maintain and manage any bugs that affect the system.

Youth Service Worker III

11/2017-08/2019

West Virginia Department of Health and Human Services

- Case management and relationship building.
- Handle after-hours crises with the appropriate persons involved with the client.
- Refer clients to community supports and facilities that can provide help for clients who have had any traumatic experiences.
- Able to gain and maintain bonds and boundaries with clients and their families to ensure a healthy work relationship.
- Able to manage a caseload of 50+ while working with the court systems, placement facilities, and healthcare professionals.
- Able to meet clients on a level where understanding and respect is reciprocated on both parts.

EDUCATION

Fordham University 2022

4.2.1 BUSINESS ANALYST

Mercy O.

Business Analyst Training

Complete Business Analysis Training that equips participants with the skills and tools to understand the framework for requirements development process in order to elicit and document clear and concise requirements in Agile/Scrum and Waterfall environments

4.2.1 BUSINESS ANALYST

Mercy O.

Reference for Mercy O.

business analyst at Alta Healthcare Services

Reference by: David Darko • Product Manager



Position: Product Manager

Mobile: (240) 486-3835

Job Duties & Technologies:

David and Mercy currently work together. David is a consultant, but he is the Project Manager. They work on the same project together.

Project Description:

For this project she is responsible for the life cycle phases. David works with the product manager; she gathers the requirements and breaks them down for the team into user stories. She is responsible for refinement and removing impediments they might have. She also does the UAT on the stories as well. She is responsible for answering questions from the developers too. She works very closely with the development teams. The overall goal for this project is to continue to move the legacy system to a new cloud system. They have to take product and functionality from the legacy end to upgrade the client portal-medical billing, scheduling appointments, files. EHR aspects. A large part is client records since that has been the client's pain points.

Quality of Work:

Her quality is very good. She has a unique background coming from Social Work and Welfare. She good at bringing people together. She is very thoughtful and thorough. She thinks through the issues developers face when writing her user stories. She is a joy to work with and drives results.

Cooperation/Communication:

Her communication is excellent. She over communicates which is nice. Everyone is always informed. There are never issues with stories. She stays on track and is good at keeping others on track because she is organized and provides clarity to everyone involved in the projects.

Attendance/Reliability:

No issues here at all. She is a very hard worker and dedicated to her job.

Cultural Environment:

She is very understanding. She knows how to earn developer's trust. They have some folks that the developers don't like and it's not Mercy. She is calm in chaos which they really like. She is very much in control and makes everyone feel valued and heard.

Strengths:

Her biggest strengths are communication skills, writing skills, and something else is her ability to join a project and get up to speed quickly. She is very responsible and organized. She is good at taking directions and running with it to the finish line. She is self-sufficient but collaborative and just a joy to work with. Her unique background will make her an excellent fit for this position.

CHRIS S., MCIS

4.2.2 Data analyst

Skilled data professional with analysis and programming experience across multiple industries. Proficient in data mapping, querying, and visualization. Proven track record of translating complex data into actionable insights for informed business strategies.

CORE COMPETENCIES

Programming Languages: SQL | Visual Basic / VBA / VB Script | Python | Java | C++ | SAS

Databases: Google BigQuery | IBM DB2 Big SQL | Oracle | Teradata | SQL Server | Access

Software: Business Objects | Cognos | Tableau | Toad | DBeaver | Teradata SQL Assistant | Microsoft Office | SQL Server Management Studio | Microsoft Visual Studio | Jira

EXPERIENCE

KEYBANK/TEKSYSTEMS

February 2014 - October 2023

Data Analyst

Performed data mapping, analysis, and development for data warehousing projects.

- Developed source-to-target mappings, extract queries and transform rules for ETL process.
- Refactored data sets and mappings to migrate from Teradata and Hadoop to Google Cloud Platform.
- Optimized and rebuilt database views to improve reporting performance.
- Analyzed code and data defects to determine root causes and solutions.
- Created data supply chain dashboard using Tableau to report on data availability.
- Built Excel tool using SQL queries and VBA to compare test data with production.
- Converted legacy SAS report programs into SQL scripts.
- Worked as member of cross-functional Agile/Scrum development team.

EXCHANGEBASE

March 2013 - October 2013

Business Analyst

Analyzed and researched a wide variety of topics to provide actionable insights to senior management.

- Automated reports using SQL Server, Excel, and VBA, to provide real-time sales data multiple times per day.
- Performed cost/benefit analysis for different classes of surplus assets to determine where the business should focus its sales energy.

KAISER PERMANENTE

July 2007 - March 2013

Data Analyst, June 2008 – March 2013

Produced standard and custom reports for sales, underwriting, claims, and finance metrics.

- Developed and administered automated processes to schedule, run, and distribute reports.
- Consolidated over 100 Access databases into a single reporting application.
- Redesigned existing Oracle SQL queries to reduce runtime and improve code clarity.
- Built query tool applications to allow non-technical users to run routine queries.

Pricing Information Analyst, July 2007 - June 2008

Supported routine and ad hoc data requests related to pricing and underwriting.

- Reduced data entry in monthly renewal process by adding VBA modules to Access database.
- Automated monthly profit and loss reports with Business Objects.

EXPERIENCE

AMERICAN GREETINGS INTERACTIVE

Business Intelligence Analyst

Analyzed subscription sales and download purchases for American Greetings' electronic products.

- Measured the effects of promotions and site enhancements on key performance indicators.
- Performed data warehouse queries using Oracle SQL and Business Objects.

Internet Advertising Analyst

Forecasted and reported web site metrics to support advertising sales and operations.

- Built an Access database for managing inventory, tracking sales, and calculating revenue.
- Produced Excel report that saved finance department 40 hours of work per month.

EDUCATION

Master of Computer and Information Science, MCIS

Cleveland State University

Bachelor of Arts, BA, in Economics

Hiram College

Edwin A.

4.2.2 Data Analyst

PROFESSIONAL EXPERTISE:

- ∞ Experience working on an SDLC environment with mostly utilizing the AGILE methodology
- ∞ Worked many different service lines integration and Ancillaries integration. Ex: Cardiology, LAB, PHM, EDIS and RAD.
- ∞ Health Information Technology: Process and Workflow Analysis, HL7, RIS, HIS, Cardio, EMR, EHR, Meaningful Use, HIPAA.
- ∞ Participating in "Go-Live" deployment of integrated application systems and troubleshooting and optimizing any functional issues that may arise.
- ∞ Experienced in developing Sub Flows and Message Flows using different Message Broker Message Flow Nodes.
- ∞ Health Level Seven (HL7): HL7 v2.x, V3.x standard, Mirth Connect
- ∞ Extensive experience in working with UDB-DB2 along with other RDBMS such as Oracle and SQL Server.
- ∞ Strong experience in JavaScript programming.
- ∞ Utilize an interface engine to design, develop, test, and implement HL7 interfaces while conforming to integration specifications and standards.
- ∞ Customize client's interfaces to accept client specific HL7 message event types including ADT, DFT, ORM, ORU and MFN messages that are sent via TCP/IP or FTP.
- ∞ Writing scripts to write/read HL7 data to/from Mirth DB and to different databases such as MySQL and PostgreSQL.
- ∞ Profound experience in working with vendors and various internal customers of clinical, financial and patient care to develop new HL7 interfaces.
- ∞ Expertise in creating LOINC/SNOMED vocabulary mapping based on state reportable conditions.
- ∞ Experience with healthcare interface standards such as HL7 version 2.x, 3.x and HIPAA requirements pertaining to electronic healthcare transactions.
- ∞ Experience in maintaining all the translation tables (e.g.: patient type, class, race, language, ethnicity etc.) and normalizing these tables across all the ancillaries.
- ∞ Profound knowledge of the healthcare IT standards such as HIPAA, LOINC, ICD-9/ICD-10, CCDA, CDA.
- ∞ Working experience in making sure all the clinical work flows have the right identifier and formats (MRN, Account number and EMPI), so it makes current and future integration robust.

EDUCATION

Ivy Tech Community College: Associates of Applied Science (AAS) degree in Biotechnology

TECHNICAL EXPERTISE

HL7	V2.x, V3.0 and FHIR
Languages	JavaScript, JSON, XML, SQL
Integration Engines	Mirth Connect, IBM, CorePoint
Operating Systems	Windows 2000/2003/XP/7/8, Mac OS, Unix
RDBMS	MySQL, PostgreSQL, MS Access, Oracle 11.X, SQL Server, DB2, JAVASCRIPT.
Microsoft Products	Word, Access, Excel, PowerPoint, SharePoint, Project
Tools	Confluence, Jira, Service Now, Slack, YouTrack, Notion.

CarePoint Healthcare
Interface Specialist

Aug 2019 – Current

Project Responsibilities:

- ∞ Configuring databases and created tables for storing data and data translation, established database reader/writer connectors on Mirth Connect source and destination for various interfaces.
- ∞ Performing requirement gathering and analysis including gap analysis and assisted in interface design by providing technical integration expertise.
- ∞ Working with the pharmacy team to implement interfaces for pharmacy orders/treatments (RDE, RDS).
- ∞ Healthcare interface developer and providing interface support as needed, assisted in troubleshooting and fixing errors/bugs/issues.
- ∞ Creating functional specifications, technical specifications and business requirement documents.
- ∞ Implementing real-time and file transfer interfaces for ADTs, Orders, Results, Billing and Insurance Claims.
- ∞ Developing interfaces using Mirth Connect integration engine, maintained and supported existing channels, deployed new channels and configured source and destination connectors as per requirements.
- ∞ Participating in project kick off calls and status meetings.
- ∞ Working on migration project to migrate some interfaces from Cloverleaf integration engine to Mirth Connect.
- ∞ Maintaining existing interfaces using Cloverleaf Integration Services (CIS) and Secure Courier (CSC) and monitored all services using the Global monitor to ensure continued functionality and efficiency.
- ∞ Participating in defining the project scope, planning and setting timelines to ensure we can meet the client needs.
- ∞ Integrating EPIC application with other clinical and financial applications between the Minute Clinic and hospitals/physician practices and insurance companies.
- ∞ Developing innovative software solutions to enhance system performance and customer experience.
- ∞ Maintaining database tables (translation tables) that were being used by various interfaces for message transformation/translation and established/monitored connectivity between the engine and database.

Availity Health Group
HL7 Interface Specialist

July 2017– July 2019

Project Responsibilities:

- ∞ Performed requirement gathering and analysis including gap analysis and assisted in interface design by providing technical integration expertise.
- ∞ Provided 24X7 support of all production interfaces, been part of a rotating on-call schedule.
- ∞ Demonstrated technical description of HL7 messages supported the HL7 segments and fields and how the HL7 messages relate to the front end application and database.
- ∞ Worked on various projects including portfolio projects, migration projects such as ICD-9 to ICD-10 migration, updating existing interfaces, HIE projects.
- ∞ Configured real-time and file transfer message transfer protocols including TCP/IP, FTP, SFTP, JMS, and SOAP etc.
- ∞ Worked on converting HL7 v2.4 messages into XML format and mapping them onto CCD documents such as the continuity of care documents.
- ∞ Monitored interfaces and providing support as needed including troubleshooting production issues.
- ∞ Analyzed customer requirements, formulated solutions, and worked with superiors to successfully drive to closure solutions for customers.
- ∞ Developed interfaces using Mirth Connect integration engine, maintained and supported existing channels, deployed new channels and configured source and destination connectors as per requirements.
- ∞ Creating and managing lookup tables on DB2, establishing database connectivity with the interface engine and creating codes in the interface flows to enable the interfaces to use the lookup tables.

4.2.2 Data analyst

Erin Y.

Telecom Expense Management Analyst with 10+ years of experience in invoice auditing, cost optimization, and client engagement. Expert in managing large-scale billing processes, ensuring accuracy, and securing approval for financial transactions. Seeking a Billing Specialist role to leverage account management, auditing, invoice processing and reporting skills.

Experience

JUNE 2016-OCTOBER 2023

DATA ANALYST | CALERO | REMOTE

- Served as a key point of contact between clients, vendors, and sales teams.
- Administered the processing of 900+ invoices monthly for multiple clients.
- Performed an account analysis to identify billing discrepancies, savings opportunities and the accuracy of cost allocations to ensure charge backs to appropriate business units and account ledger.
- Managed all telecom vendor payments through third party platforms, by approving weekly invoice batch files and invoicing clients for payments.
- Reconciled payments and performed research into any outstanding balances and/or misapplied payments.
- Lead carrier invoice consolidation while working with Finance team and the carriers to consolidate existing and new invoices in preparation to the transition of a TEM tool.
- Prepared monthly and quarterly billing reviews to discuss trends and variances.
- Adhered to MACD process: telecom disconnects, new telecom service orders and billing change orders.
- Maintained telecom inventory database.
- Worked closely with Verizon, AT&T, T-Mobile, Lumen, Frontier and Charter, researching their products and services to better support customers.
- Assisted with the onboarding of a new TEM system to manage the company's wireline, wireless and data expenses.
- Conducted comprehensive audits on telecom services to ensure accuracy and identify optimization opportunities, leading to significant improvements in service delivery.
- Maintained performance tracking dashboards, generating detailed monthly reports via advanced Excel functions, thereby aiding in strategic decision-making.

OCTOBER 2014-JUNE 2016

TELECOM EXPENSE MANAGEMENT ANALYST | LIQUID NETWORKX | REMOTE

- Conducted meticulous audits of up to 50 invoices daily, ensuring precise billing procedures and managing contracts worth up to \$1M, while also managing inventory and resolving billing disputes to maintain client satisfaction.
- Utilized various formats to process monthly invoices assign GL Coding and cost allocations, effectively tracking corporate spending by location and department, contributing to financial transparency and informed decision-making.
- Enhanced client engagement by creating weekly, ad hoc, and missing invoice reports, as well as quarterly business reviews, highlighting spending trends and potential optimizations, while also managing telecom services with major providers and ensuring timely processing of purchase orders.

AUGUST 2014-OCTOBER 2014

CUSTOMER SERVICE REPRESENTATIVE | RANDSTAD | LYNCHBURG, VA

- Diligently processed contract modifications including address updates, beneficiary alterations, IRA type adjustments, and fund allocation changes, ensuring accuracy and compliance.
- Skillfully managed retirement fund withdrawals, documented account transactions, and facilitated payments, while providing exceptional customer service by addressing broker inquiries about annuity contracts and educating policyholders about withdrawal procedures, surrender processes, and associated penalties.

AUGUST 2013-AUGUST 2014

CUSTOMER SERVICE REPRESENTATIVE | STARTEK, INC | LYNCHBURG, VA

- Demonstrated strong customer service capabilities by addressing and resolving customer inquiries related to billing, products, and services; expedited critical issues to supervisors and ensured customer satisfaction through active listening and prompt troubleshooting of cellular and broadband services.
- Collaborated with sales team to establish and manage new accounts for commercial, government, and individual sectors; supported the sales team by overseeing customer credit statuses, invoice charges, and promotions, and efficiently processed orders to boost customer satisfaction while maintaining accurate records.

JUNE 2004-AUGUST 2013

CUSTOMER SERVICE REPRESENTATIVE II | STARTEK, INC | LYNCHBURG, VA

- Provided comprehensive customer service via phone and email, resolving inquiries related to billing, products, and services while escalating significant concerns as necessary.
- Collaborated with the sales team to ensure customer needs were met, offering support on matters such as credit status, invoice charges, and ongoing promotions.
- Managed the setup of new accounts and services for a diverse range of customers, from commercial entities to government and individual accounts, ensuring prompt fulfillment of orders to enhance customer satisfaction.
- Maintained consistent communication with customers post-issue resolution and actively participated in team meetings and training sessions to stay updated on product changes and updates.

Skills

NetSuite • Order Fulfillment • Conflict Resolution • Attention to Detail • Documentation and Reporting •

Audit Support • Customer Service • Expense Reporting • Auditing Proficiency • Account

Management • Accounts Payable • Excel Pivot Tables • Excel V-Lookup • Inventory Management

Education

SOME COLLEGE, NO DEGREE

2014-2016

Accounting and Business Management | Liberty University | Lynchburg, VA

Certifications

Notary Public, 2026

KENNETH B.

4.2.2 Data analyst

Professional Summary:

A Technology Solutions & Process Improvement Professional with over 15 years' experience. Experienced with data management, data quality, data governance, ETL, integration, data controls, UI, data warehousing, business intelligence, reporting and analytics across multiple sectors at strategic, management and operational levels.

Skills:

- **Data Management:**
 - Data Governance | Data Modeling | Data Analysis | Data Quality Techniques | Data Profiling | Data Tracing | Data Lineage
- **Technical Proficiency:**
 - SQL | Python Programming | Tableau | PowerBI | Snowflake | ETL Tools (Informatica, Ab Initio, Talend) | Alteryx | PowerShell Scripting | Linux | Cloud Platforms (AWS, Azure, Google)
- **Business Intelligence:**
 - Dashboard Design | Data Storytelling | Advanced proficiency in data visualization tools (Tableau) | Reporting and Analytics | Stakeholder Engagement
- **Agile and Project Management:**
 - Agile Scrum | JIRA and Confluence | Software Development Lifecycle (SDLC) | Application Lifecycle Management (ALM)
- **Security and Compliance:**
 - Cybersecurity (Identity and Access Management) | Governance, Regulation, and Compliance (GRC)
- **Collaboration and Communication:**
 - Cross-functional Collaboration | Stakeholder Engagement | Effective Communication
- **Risk Management:**
 - Risk Analysis
- **Miscellaneous:**
 - User Story and Use Cases | Cloud Infrastructure Services | Collibra | Advanced Excel
 - Business Process Analysis | Problem Solving | Decision Making

Professional Experience:

OCT. 2023 – PRESENT

SENIOR DATA ANALYST, TEKSYSTEMS/USAA, CONSULTANT

- Spearheaded the development and implementation of business intelligence solutions for USAA's payment systems, utilizing SQL, Python, and Snowflake to optimize data extraction, transformation, and loading (ETL) processes.
- Gathered and documented business requirements, user stories with acceptance criteria, and functional and non-functional requirements, to aid in the development of new solutions and products.
- Defined and negotiated objectives based on user needs, and an understanding of business rules.
- Designed and created interactive and insightful Tableau dashboards for key stakeholders, providing real-time visibility into payment system performance, trends, and anomalies.
- Conducted comprehensive data analysis to identify areas for process improvement, resulting in a 15% increase in operational efficiency within the payment system.
- Collaborated with cross-functional teams to gather business requirements, ensuring that analytics solutions align with strategic goals and regulatory compliance.
- Played a key role in data governance initiatives, ensuring data quality, accuracy, and security for payment system datasets.
- Utilized advanced SQL queries and Python scripts to extract, transform, and load data into Snowflake, facilitating a scalable and efficient data warehouse environment.
- Implemented agile methodologies to deliver timely and iterative solutions, fostering collaboration between business and IT teams.

JANUARY 2023 – JULY 2023

SENIOR DATA ANALYST, TEKSYSTEMS/JP MORGAN CHASE, CONSULTANT

- Ensure technology risk impacting the business is effectively identified, quantified, communicated, and managed, including recommendations for resolution, and identifying the root cause/key themes.
- Interfaced with technology and other supporting corporate functions on an on-going basis for business-as-usual risk activities, reporting, and project initiatives.
- Served as subject matter expert for IT Risk and Cyber domains, including vulnerability management, data protection, outsourcing (IT and Cloud) and application security.
- Evaluated regulatory and policy changes relating to cybersecurity and technology impacting the identity and Access Management System.
- Created and presented management packs in steering committees and governance forums.
- Provided expertise in information security domains, including policies and standards, risk and control assessments, access controls, regulatory compliance, technology resiliency, risk and control governance and metrics, incident management, secure systems development lifecycle, vulnerability management, third party risk management and data protection.
- Provided analytical skills including solving and communicating complex problems, data analytics, measurement and reporting needed to drive continuous improvement.
- Expertise in application and infrastructure high-availability and resiliency architectures
- Acted as an SME for Findings and Response Management (FARM). FARM is the strategic platform for how new control findings of an asset are created, managed, evidenced, and closed.
- Developed dashboard for Application owners to assess their application and account controls compliance to security policies.
- Developed Power BI dashboard for managers and executive. Collected business requirements and data needs to develop scorecards and KPI in tableau dashboard for the IAM systems and Line of Business.
- Supported team in understanding of risk and change management, security policies and controls, user account life-cycle management, roles-based access, access management, and directory.
- Supported team in understanding of risk and change management, security policies and controls, user account life-cycle management, roles-based access, access management, and directory.
- Provided support for the Global Infrastructure IAM team in managing end user access (user and application-level accounts) and privileged access (system/admin/elevated-level accounts).
- Identified and addressed identity and access management issues discovered with technology team.
- Defined and executed processes to monitor data governance policies and procedures to ensure data integrity and privacy, establish consistent data definitions, and monitor overall data quality.
- Developed and maintained formal process documentation including procedures, process flow diagrams, and data flow diagrams.
- Evaluated data management, data quality, and data access processes for gaps, inefficiencies, and opportunities then provided recommendations for improvement and implementation.
- Performed data modeling and used SQL to manipulate large, complex, and disparate data sets.
- Responsible for generating Status Reports, Dashboards and Quality Metrics using excel, Power BI
- Used Alteryx to automate manual data processing.
- Built and published dashboards for senior executives using Power BI and Tableau

SEPTEMBER 2021 – DECEMBER 2022

SENIOR DATA MANAGEMENT ANALYST, TEKSYSTEMS/WELLS FARGO, CONSULTANT

- Supported the Continuous development and continuous integration of the Address Validation Service.
- Worked with Product Owner and the business to develop User Stories in Jira for data warehouse project
- Gathered requirements, developed user stories, and performed database and API testing.
- Designed and monitored data governance, data quality and metadata policies, standards, tools, processes, or procedures to ensure data control and remediation for companywide data management functions.
- Performed system integration testing (SIT), User Acceptance test (UAT), unit testing, defect resolution, and analysis of test results to ensure all systems were performing properly prior to being incorporated into the production environment.
- Supported issue remediation by performing basic to mildly complex data profiling, data or business analysis, and data mapping as part of root cause or impact analysis.
- Work with business and technology partners or subject matter professionals to document or maintain business or technical metadata about systems, business or data elements, or data-related controls and data lineage.
- Maintained necessary processes, controls, and procedures to ensure data accuracy and integrity.
- Performs complex analysis of master and reference datasets and conducted data validation.
- Performed data analysis and reporting using tools such as excel and tableau.
- Developed SQL scripts to perform Data validation and management on Enterprise Data Lake.
- Performed UAT execution to ensure data is conformed correctly in alignment to Business requirements.
- Developed and maintained master data record. Maintained data quality requirements by using Alteryx to auto transform data as required and eliminating manual processes.
- Developed analytics reports in Tableau and Power BI for descriptive analysis and monitoring

APRIL, 2021 – JUN, 2021

SENIOR IT SECURITY ANALYST, TEKSYSTEMS/BANK OF AMERICA, CONSULTANT

- My team focused on digital banking, payments, infrastructure, data management and technology that enhances cyber security, and risk and capital management.
- Served as a subject matter expert (SME) for an application(s) within my portfolio. Responsible for applying extensive knowledge of application functionalities and application flows to backend systems.
- Identify possible production failure scenarios, vulnerabilities and opportunities for improvement and take ownership of restoral or escalation to appropriate development teams.
- Communicated clearly with all levels of management, line of business contacts, vendors and so on
- Executed Quality Assurance activities including control execution, case assignment, and results reporting in a timely manner.
- Captured data and information relevant to inspection metrics to support governance activities for dashboard reporting.
- Generated reports and visualizations used by management for informed decision making and performance tracking, using Power BI, Tableau and Excel applications.
- Worked closely with business units and key stakeholders to understand and document existing business processes, business rules, compliance implications, and SLAs.
- Facilitated information gathering, requirements analysis and design activities that support actionable roadmaps and strategies for functional requirements for IAM solution implementation.
- Worked with business and IT stakeholders for alignment and approval of policy/standard/framework.

- Worked with Change Management team to socialize and educate on policy/standard/procedure updates.
- Documented and assessed information for implementing information security controls.
- Performed security risk assessments to identify gaps and driving the gaps to completion.
- Developed metrics to track security program effectiveness and to report risk.
- Coordinated end-to-end Issue Management process identified through the security risk assessments. Identify, implement Remediation Action Plans.

APRIL 2020- MAY 2021

SENIOR DATA ANALYST, INTER-LINK EXPRESS, CONSULTANT

- Project on system infrastructure automation for application-server patch management
- Perform defect remediation activities for data in system of record and authoritative source containers collaborating with business users and data owners providing commentary for monthly deck & senior management dashboards.
- Provided strategic analysis including creating process improvement recommendations, creating a target state operational model, and providing best fit tool recommendations in the wholesale banking space.
- Created business requirements, test cases, and training plan documents.
- Worked on creating and maintaining data mapping documents, transformation, business rules, and data dictionary for source to target data based on business and technical requirements for Enterprise database Warehouse (EDW)
- Used Informatica Analyst to conduct data profiling to validate business rules and to identify low quality missing data in the enterprise data warehouse (EDW)
- Performed system integration testing (SIT), User Acceptance test (UAT), unit testing, defect resolution, and analysis of test results to ensure all systems were performing properly prior to being incorporated into the production environment.

JUNE 2019 – APRIL 2020

SENIOR DATA ANALYST, TEKSYSTEMS/BUECROSS AND BUESHIELD, CONSULTANT

- Project on system infrastructure automation for application-server patch management
- Responsible for gathering business and data requirement for ETL process, data analysis, data architecture, data storage, application APIs specifications.
- Responsible for discovery and documenting the current process, identifying data sources.
- Responsible for mapping and defining data transformations required for target location.
- Developed data models and logical dependency information for the enterprise applications and servers
- Wrote-up Use cases, user stories for the scrum team, groomed and prioritized backlogs and created issue log for SharePoint application
- Worked with data management team to develop KPIs
- Developed analytical reports with Tableau and Excel to show various status and metrics
- Developed and managed Master data and ensured the accuracy of information

JANUARY 2019 – JUNE 2019

DATABASE ANALYST VI, WELLS FARGO, CONTRACTOR

- Metadata management project. My team developed applications data dictionaries and assessed the controls in place for these applications.
- Responsible for ensuring data governance and compliance are met within various data driven processes by implementing data governance, data quality check and data integrity checks for applications data.
- Identified business-critical fields for applications data and documenting it
- Improved requirements documentation from leveraging data governance tools and techniques including technical and business metadata, data quality, data profiling, data lineage, etc using tableau and Informatica
- Responsible for reviewing the work of data modelers, systems analysts, data warehouse developers, ETL developers, etc. for consistency, completeness, accuracy, and productivity.

JUNE 2017 – NOV. 2018

IT SECURITY SPECIALIST, TEKSYSTEMS/BANK OF AMERICA, CONTRACTOR

- Working as a cyber security business analyst the Business Information Security Office (BISO) team at Bank of America.
- Worked closely with business units and key stakeholders to understand and document existing business processes, business rules, compliance implications, and SLAs
- Facilitated information gathering, requirements analysis and design activities that support actionable roadmaps and strategies for functional requirements for IAM solution implementation.
- Worked with business and IT stakeholders for alignment and approval of policy/standard/framework
- Worked with Change Management team to socialize and educate on policy/standard/procedure updates
- Documented and assessed information for implementing information security controls
- Performed security risk assessments to identify gaps, and driving the gaps to completion
- Developed metrics to track security program effectiveness and to report risk.
- Coordinated end-to-end Issue Management process identified through the security risk assessments. Identify, implement Remediation Action Plans.
- Responsible for analytics and reporting of data security policy exceptions
- Develop, implement, and perform data quality check. Perform root cause analysis for exceptions identified through data quality processes and by users using excel and tableau
- Facilitate management and where applicable maintain master data records.
- Worked with cross-functional team to define and deliver data artifacts such data elements, data models, data lineage, data security, data privacy, data dictionary, data quality metrics, business glossary, metadata and master/reference data rules.
- Created detailed documentation of functional, system, user and reporting requirements, including Logical Models, Process Flow Diagrams, Report Specifications and Data Mapping & Flow Diagrams.
- Managed and delivered solutions for a backlog of user requests.
- Utilized data quality tools to conduct data profiling, built scorecards and dashboards.
- Interpreted data, analyzed results using statistical techniques and provided ongoing reports.
- Identified, analyzed, and interpreted trends and patterns in complex data sets
- Performed routine data quality checks and worked with data owners to resolve issues.
- Work with management to prioritize business and information needs
- Utilize various modeling techniques such as process modeling, data modeling, system modeling.
- Analyzed data sources, design consolidation rules, develop data quality processes, merge/de-duplicate, create metrics and monitor in a dashboard/scorecard view

- Assisted in software testing automation and continuous integration
- Utilized advance excel, python, SQL, BI tools such as Informatica, Ab initio and Power BI in various project.

OCT. 2015 – NOV. 2017

SYSTEM ANALYST, ONE-CALL HEALTH CARE MANAGEMENT

- Engage client to gather software requirements/business rules, and ensure alignment with development teams
- Source system analysis, Source2Target mappings for the development teams to implement on the ETL project
- Assisted with data migrations across the enterprise as well as with optimization and scalability efforts.
- Performed Data Analysis, Data Profiling, and SQL Tuning using Microsoft SSIS, SSAS and SSRS
- Performed GAP analysis for business processes and aligned them with the strategic plan and roadmap
- Designed and developed reporting requirements to monitor activity on critical issues to ensure they are resolved within the established SLA requirements

OCT 2010 – JUNE 2015

TECHNICAL BUSINESS ANALYST, STERICYCLE

- Design and Documented Data Architecture, Data Integration, Business Intelligence, and Data Quality in a data requirement for system reengineering project.
- Monitored data warehouse design needs and data models that met the needs.
- Translated user case, user story and business requirements to technical specifications
- Liaison to IT and business units for issues, questions, and recommendations
- Authored as-is and to-be process workflows. Communicated milestones and delays.
- Provide business rules and process interpretation and documentation
- Assisted project planning, coordination and management.
- Quality Assurance and system testing and systems implementations
- Created and executed SQL Server Integration Service (SSIS) packages to populate repository with data from various data sources
- Developed and maintained enterprise reporting (SSRS Reporting Services) based on specifications and business requirement of client.
- Performed SQL queries on tables to assure data integrity
- Design, deployment, and maintenance of various SSRS Reports

EDUCATION

AUGUST 2007

BSC OF SCIENCE, NEWMAN UNIVERSITY

Manivannan B.

4.2.3 Database administrator

Senior SQL Server Database Administrator

Accomplished, versatile, dynamic, collaborative, and well-qualified professional with 10+ years of experience as a Senior SQL Server Database Administrator. Experience in Database Administration, Performance Tuning, Database Design and Development, and 24/7 support for SQL 2019, 2016, 2014, 2012, 2008 R2 in Production, QA, and Development environments. Proficient and proactive professional who has always proven task-prioritization and time-management skills, and has delivered more than expected. A proven team-member who's known to build and maintain relationships with the company's critical account holders and clients by resolving their queries and delivering on time. Exceptional communication, presentation & interpersonal skills with proficiency at grasping new concepts quickly and productively utilizing the same for the benefit and the growth of the organization. Articulate communicator with exceptional mentoring skills in transforming a low performing team to a high caliber workforce coupled with proven abilities to understand people psychology backed by confidence to interact with individuals at all levels. Ensures on-time delivery of the products and deployments, maintaining the functioning of the teams.

Skill Areas: ♦ Database Management ♦ Cross-Functional Leadership ♦ Performance Management ♦ Customer satisfaction ♦ Time Management ♦ Process Management ♦ Strong Interpersonal Skills ♦ Analytical Skills ♦ Problem-Solving ♦ Disaster Recovery ♦ Query Optimization ♦ Sales reporting ♦ Server Administration ♦ Support Dev and QA teams.

PROFESSIONAL EXPERIENCE

Sr. Database Administrator

Orion Innovation, Edison, New Jersey

Client: AssetMark Inc, California (Remote)

November 2020 – Till date

- Provide support to DEV and QA teams in data migration efforts. (SQL 2017, SQL 2019 and AZURE SQL)
- Create partitioning on large tables.
- Provide support and create SSIS packages to load data.
- Optimize stored procedures and Tune slow running queries.
- Track issues and provide solutions using JIRA

Sr. Database Administrator

Visionweb Inc, Austin, Texas

October 2007 – April 2020

- Manage SQL Server databases in production, QA, development, and reporting environments.
- Manage 12 Prod servers and 30 servers in QA, Regression, and Dev Environments. (SQL 2005, SQL 2008, SQL 2008R2, SQL 2012, SQL 2014, SQL 2016, SQL 2019).
- Play a vital role in the development of VisionWeb cloud-based PM system Uprise.
- Experience in managing production SQL servers in AWS, monitoring tools such as SQL Diagnostic Manager and Data Dog.
- Configure with data storage and performance monitoring on SQL Server.
- Experience in Database Optimization, Database design, and development in SQL, Stored Procedures Creation, Triggers, Linked Servers, and SSIS package and SSRS Creation.
- Manage database changes and responsible for implementing a production database.
- Support in QA and DEV teams environment upgrade and assist throughout the project life cycle.
- Set up Transactional replication for Reporting, and perform new SQL server installations and apply appropriate patches.

Manivannan B.

- Create TSQL scripts and skilled in upgrading the SQL server from 2005 to 2008 to 2012 and 2014.
- Experience in configuring database alerts, managing daily database requests, and providing effective solutions for end-users.
- Rewrote many SQL Server process to help increase the company's revenue.

Database Administrator

DHI Financial Services, Austin, Texas

July 2005 – October 2007

- Establish 24x7 database management of SQL Server databases in Production, QA, Dev, Test, and Reporting environments.
- Administer servers, database instances with many databases, with 0% production downtime.
- Perform database design and development in SQL, stored procedures development, Triggers, Linked Servers, and DTS package designs.
- Handle database change management, policy, and process management.
- Discuss with clients and team members, documents, diagrams, and solutions associated with the development, test, and production phases of these applications.
- Develop and manage system and hardware updates, platforms, disaster recovery, transaction replication, environments, and help development teams to meet objectives
- Implement Transactional replication to move data from production to reports.
- Develop a process to add or remove articles for replication without harming the articles.

Database Administrator

Cardinal Health, Houston, TX

July 2004 – July 2005

- Configure and maintain the DBMS according to the Cardinal's database server standard, manage the Database objects.
- Manage all DBMS configuration, log, and trace files associated with the database.
- Create and maintain the physical database structures requested by the application development team.
- Promote database structure to other DBMS stages.
- Determine and manage the storage properties of physical databases.
- Restore database backups on MySQL Server and delete user access according to product requirements.
- Establish 24x7 database management of SQL Server databases in Production, QA, and Reporting environments. Administer servers, database instances with many databases.
- Utilize Embarcadero Change Manager to move/synchronize all schematic objects between stage and production.
- Responsible for converting/replicating data from one database to another based on business rules used by DTS.

Database Administrator

MCI Worldcom, Colorado Springs, CO

May 1999 – June 2004

- Provide 24/7 system and database support for production SQL Server databases and applications, and manage database environment of 10 SQL server databases, 4 DB environments, and 24 servers, migration of SQL 6.5 to SQL 7.0
- Continuously optimize systems and improve integration between systems and databases.
- Help the Production Database Backup and Restore.
- Develop a lot of procedures for Daily maintenance of indexes, space usages in databases, backups, CHECKTABLES, CHECKIDENTITY, UPDATE STATS, DBCC's, etc.
- Engage in size manipulation of Devices, Databases, Transaction logs, and gain experience with Managing user accounts and security.
- Participate in scheduling tasks and Setting Alerts, Managing Task Scheduling, monitoring and tuning SQL Server, SQL Performance monitoring, and Troubleshooting.

Manivannan B.

Database Developer

Delco Delphi Automotive Systems, Singapore

September 1997 – January 1999

- Play a major role as SQL Developer in BUSINESS APPLICATION SYSTEM for Delco Delphi automotive systems, which is a part of GM Inc., USA.
- The support team analyzes existing business application systems to improve, test, and develop client-server applications.
- Participate in the development of server applications for different user requirements.
- Create lots of stored procedures, tables, and triggers that help inefficient data transfer.
- Provide a query optimization solution for an existing application.
- Provide support and fixing trouble tickets.
- Experience in working with environment Windows, UNIX, SQL Server, Sybase 10.0, and PowerBuilder 4.0.

Programmer

CISTECH Systems Consultants, INDIA

June 1994 – May 1997

- Develop various custom applications for individual clients, including Accounting, Inventory management, Sales, Billing, Reporting, and Payroll.
- Support existing clients and work on enhancement projects, and also provide documentation for applications.
- Expertise in Environment Windows, FoxBASE, FoxPro, COBOL.

Programmer

Fenner Cockil India Limited, India

January 1993 – May 1994

- Provide support, custom development, upgrade the EDP department, and develop sales reports.
- Identify user requirements and convert them into software solutions.
- Expertise in Environment Windows, FoxPro, COBOL.

PROFESSIONAL DEVELOPMENT & CREDENTIALS

→ ~~Master of Science in Computer Science (M. Sc.)~~

Bharathidasan University, Tamil Nadu, India

→ Bachelor of Science in Computer Science (B. Sc.)

Madurai Kamaraj University, Tamil Nadu, India

Technical Skills:

- Windows 2003, 2008, 2008R2, 2012, 2016 server.
- MS SQL Server: SQL 6.5, SQL 7.0 SQL 2000, SQL 2005, SQL 2008R2, SQL 2012, SQL 2014, SQL 2016 and SQL 2019.
- Microsoft .NET, VB, TSQL.
- MSBI: SSRS, SSIS, SSAS, ETL
- MSSQL: Import-Export data and BCP, SQL Profiler, SSMS, DTS, BACKUP, RESTORE, DBCC, SQL Server Performance Tuning.
- HIGH AVAILABILITY and DISASTER RECOVERY: REPLICATION, SQL CLUSTERING ALWAYS ON AG.

Manivannan B.

- SQL TOOLS: Embarcadero Change Manager, VERITAS NetBackup, REDGATE: SQL Bundle Pro, IDERA SQL Diagnostic Manager, IDERA SQL Safe backup
- SQL UPGRADE and SQL MIGRATION, DTS UPGRADE TO SSIS, Visual Studio, VISIO, MS Office.
- DATADOG, STACKIFY, PRTG, SalesForce, QuickBooks, Task Factory SFTP, COZYROC SSIS+, MySQL, DBAMP Configuration Manager.
- Crystal Enterprise/Reports, Empower, SOFTPRO, Citrix, Delphi, Business Objects XI.
- AWS: VPC, EC2, EBS, RDS, ELB
- PowerShell and Basic UNIX command, Microsoft Azure.(IaaS, PaaS), HIPAA data privacy practices and laws, MySQL.
- NetSuite, Azure GIT, JIRA.

Professional/Business Memberships:

- PASS HQ, SQLServerCentral, SQL Authority, Brent Ozar, Mysqltips

Certifications:

- Microsoft Certified: Azure Fundamentals.

MARCEL D.

4.2.3 Database administrator

Education

Bachelor of Technology, Communications Design - New York City College of Technology

Certifications

CTO Academy Digital MBA 2023 | Microsoft Azure Fundamentals | Microsoft Data Fundamentals

Technical Skills

Programming Languages: SQL, PL/SQL, T-SQL, PL/PgSQL, XML, VB, VBA, jQuery, jQuery mobile, JavaScript, HTML and CSS

Databases: Oracle [9i, 10g, 11g, 12g], MS SQL Server [2008, 2012, 2014, 2016, Azure], MySQL, PostgreSQL 9.5.

Software: Adobe Creative Suite [Photoshop, Illustrator, InDesign, Acrobat], MS Office [Word, PowerPoint, Access and Excel], Windows PowerShell. Atlassian Suite [Jira, Confluence, Bitbucket], Microsoft Power BI, Snowflake, ArcGIS, Azure data tools

Operating Systems: Windows, Linux, Mac OS

Additional Skills: Agile Methodology, .NET, Visual Studio, C#, MS SQL Server [SSIS, SSRS, SSAS], DAX, Project Management

PROFESSIONAL OVERVIEW

Solano County, Department of Information Technology, Fairfield, CA

05/2023 – Present

Enterprise Data Manager

Lead the Data Warehouse development of the Health and Social Services data sources using the Azure Data toolset. Participate in the development of implementation of goals, objectives, policies and priorities related to information technology. Oversee, coordinate and participate in the organizational, operational, and procedural analysis to determine information output, work processes and desired output for potential and/or updated computerization for a large number of users in support of multi-departmental or county-wide applications.

- Create and enforce data governance models, processes, workflow and change management roles; collaborate with business stakeholders to enable data sharing capabilities and ensure data retention standardization.
- Oversee IT analysts and Risk compliance analysts to optimize data exploitation and maintain compliance with regulatory requirements.
- Partner with business stakeholders to update data governance programs to maintain business value of data in terms of efficiency, quality and usability. Develop and build POC applications to collect, analyze and categorize data.
- Develop repeatable automated data processes to minimize and prevent the occurrence of data debt. Oversee the development of County cloud data architecture to eliminate data redundancy.
- Collaborate with the Data Visualization and GIS managers to define business intelligence analytics, assess the current state of County data and analytics capability to develop and execute a product roadmap.
- Participate in weekly HIPAA Risk Assessment meetings to coordinate yearly risk assessments.
- Communicate with data stewards and key stakeholders to ensure enterprise operational data models are aligned with departmental and organizational goals; establish key performance indicators to reflect the health and responsiveness of services provided.

City of Roseville, Roseville, CA

01/2022 – 01/2023

Data Management Specialist

Performed daily data analysis to maintain data integrity and accuracy. Coordinates the implementation of new systems and applications, and train employees on new processes. Works with division stakeholders to develop programs which meet business needs.

- Reviewed recent project plans to identify and recommend improvements, cost and time saving initiatives and substitutions to positive impact current and future project schedule.
- Analyzed, planned and defined data architecture framework, including security, reference data, metadata and master data.
- Collaborates with other team members within the organization to devise and implement data strategies, build models, and assess shareholder needs and goals.
- Built and maintained positive working relationships with co-workers, other City employees and the public using principles of good customer service; coaches and supports team members to help them meet departmental goals.
- Acted as the first line of contact for the Environmental Utilities division concerning issue escalation related to the Automatic Metering Integration implementation.
- Prepared periodically-required internal and external regulatory reports related to department operations.
- Fostered a culture of continuous learning and skill development by investing in data management best practices.

Superior Court of California, Sacramento, CA

11/2016 – 01/2022

Senior IT Analyst / Database Administrator

Maintained the integrity of court application development and production databases, reviewed and implemented designs/data models, resolved performance issues and establishing best practices. Interfaced with operations and technical teams to develop and achieve reporting objectives and resolve issues.

- Performed SQL Server 2016 database administrative tasks including back-up and recovery, created and modified stored procedures, managed database linked servers, replication components and assigned user accounts; provided effective strategies for using database indexing to aid performance and tuning. Created and published Microsoft Power BI Dashboards.
- Reviewed data migration requirements with project managers and created complex data reports to validate migrated data. Coordinated strategic planning with enterprise architects for systems and applications development and modifications.
- Researched and identified database environment requirements and specifications; determined integration requirements to ensure cross platform inter-operability. Provided solutions for strategic removal and replacement of technical debt.
- Liaised with operations analysts concerning various reports including the submission of criminal court JBSIS report amendments, gathered and implemented data requirements and trouble-shot submission errors for the Department of Motor Vehicles data extract, developed complex T-SQL logic for Juvenile Court calendar configurations.
- Participated in high profile meetings with project managers, business analysts, and operation managers in order to provide strategic advice to specific projects. Collaborated with external justice partners on strategic data exchange methods to ensure data consistency.
- Compared proposals and pricing specifications for the purchasing and implementation of database software; built and maintained relationships with software vendors.
- Established a centralized analytics and business intelligence platform that incorporated standardized data practices, offering reliable analytics and BI functionalities to support data-driven decision-making.

SBM Property Management, L.P, Sacramento, CA

2/2016 - 11/2016

Database Administrator / SQL Developer

Maintained the integrity of company databases, reviewed and implemented designs/data models, resolved performance issues. Established best practices for database point-in-time recovery. Reviewed and recommended all purchases of company database software.

- Implemented effective methods for data migration and synchronization for various databases on Windows and Linux operating systems; configured linked servers and foreign data wrappers for data import/export between SQL Server 2014 and Postgres relational database platforms.
- Performed maintenance operations daily, weekly and monthly on SQL Server 2014 databases, and information systems for the purpose of ensuring efficient program operations.
- Optimized queries, stored procedures for database and application design. Performed database disk space reorganization to improve application performance.
- Prepared and distributed weekly and monthly reports for the business intelligence director.
- Developed and automated PowerShell scripts for database maintenance and to capture database metrics.

California Urban Water Conservation Council, Sacramento, CA

10/2015 - 2/2016

Database Administrator

Developed, implemented database policies and procedures to ensure the integrity and availability of CUWCC SQL Server 2008 databases and accompanying software, including reporting applications. Liaison with application development, CUWCC staff to develop database architectures, data models, coding standards, and quality assurance policies and procedures.

- Identified database requirements; analyzed department applications; recommended solutions by defining database physical structure and functional capabilities.
- Provided coverage, annul and water savings reports for water resource specialists; provided analytical and statistical reports for the executive director.
- Implemented water savings formulas for database applications; developed database utilities and automated reporting.
- Reviewed and deployed database change scripts provided by third party vendors. Ensured performance, availability and security of MySQL database instances.

HazelTree Fund Services, New York, NY

5/2014-7/2015

Product Specialist

Managed leading-edge software implementation for market leader in treasury management. Provided domain clarity in real time with fully-integrated systems utilized by top-tier hedge fund managers. Introduced next-generation software solutions for aggregating rates across all counterparties on a single-user interface.

- Presented, implemented and installed software enabling cash management, margin, security/position/cash reconciliation and securities financing modules.
- Assisted in the definition of project scope and objectives, involving relevant stakeholders and ensuring technical feasibility; developed a detailed project plan to monitor and track progress.
- Configured Society of Worldwide Interbank Financial Telecommunication [SWIFT] coding for the transmission of international money transfers.

MICHAEL D.

4.2.3 DATABASE ADMINISTRATOR

Michael is a SQL Server Database Administrator with over 8 years' experience working in global and domestic companies. Michael has consulted with Fortune 500 companies, federal, and local governments: managing complex challenges, advanced solutions, and implementation of best practices.

Technical Skills

<i>Database:</i>	<i>Microsoft SQL Server, MySQL, PostgreSQL</i>
<i>Cloud Computing:</i>	<i>MS Azure, Azure Data Factory, AWS EC2, AWS RDS, Azure SQL</i>
<i>Scripting:</i>	<i>SQL, Python, R, SAS, VBA Macros, T-SQL, Powershell, DBATools</i>
<i>Performance Monitoring:</i>	<i>Redgate, SQL Profile, Query Store, Idera, Activity Monitor, SQL Sentry</i>
<i>Data Visualization:</i>	<i>Tableau, MS Excel, PowerBI, Qlikview, Azure Synapse</i>

Professional Experience

SQL DBA Consultant

July 2022 – Present

Insurance Auto Auctions

- ❖ Migration of Mission of over 52 critical servers from SQL Server 2016 to 2019, including all environments (Dev, Stage, Test, QA, UAT, Non-Prod and Production)
- ❖ Managed and monitored backup jobs through Rubrik backup software
- ❖ Monitored production databases and data processing jobs in a 24 x 7 production environment
- ❖ Provided support to Application Development Groups by providing logical database structures alternatives, creating a physical database design, helping with construction, testing and installation, ensuring application performance, integrity, and availability
- ❖ Implementing and administering database replication for on-prem servers and from On-prem to Azure Synapse using Qlik Replicate
- ❖ SQL Server software maintenance by installing, configuring, securing SQL Production servers, upgrading databases from earlier versions to the latest versions, applying MS maintenance fixes, providing technical support to the application developers, reviewing new databases that come with purchased packages

Skills: Azure VM, Qlik replicate; Azure SQL; ticket resolution; Rubrik Backup, Azure Synapse, Azure DevOps, Automation

SQL Server Consultant

April 2021 – July 2022

Ankura Consulting Group, LLC

- ❖ Design database objects and queries as required to optimize performance and scalability
- ❖ Experience working with ServiceNow, SQL Sentry to resolve tickets/cases.
- ❖ Monitor maintenance jobs such as automated backups, index maintenance, statistics update, database integrity check in SQL Server 2008 R2, 2012, 2014, 2016, 2017 and 2019
- ❖ Carrying out performance tuning task on a regular basis on issues ranging from query tuning to index optimization, Temp DB issues, to IO, High CPU usage, severe blocking, long running query, always on out of sync, mirroring out of sync, log shipping out of sync.
- ❖ Optimize ETL and reporting performance in SSIS and SSRS as well as tuning SQL statements utilizing CTEs, execution plans, indexes, and SQL profilers
- ❖ Involve in Technical decisions for Business requirement, Interaction with Business Analysts, Client team, Development team, Capacity planning and upgrading of SQL Servers

- ❖ Resolve SQL Server problems in conformance with SLAs, which involves in-depth knowledge of SQL Server architecture, connectivity, replication, backup/restore, security and continuous improvement.
- ❖ Maintain database space issue, resolving excessive log growth issue, and normalization of database
- ❖ Monitor daily, weekly, Monthly, and quarterly Maintenance Task, ensuring that its successful and jumping into resolve issues when it fails.
- ❖ Create and manage schema objects such as tables, views, indexes, and referential integrity depending on user requirements and converting them into technical specifications.

Skills: AWS EC2, database design; performance and query tuning; ticket resolution; MS Azure, Azure Managed Instance

SQL Server Database Administrator Consultant

August 2019 – April 2021

Nanosoft Consulting, LLC

- ❖ Ensure high available and disaster recovery (HA/DR) strategies for Databases based on Recovery Time Objective(RTO) and Recovery Point Objective (RPO)
- ❖ Resolve bottlenecks via performance tuning and query optimization using stored procedures, Redgate and Idera
- ❖ Migrate SQL Data from on premises to Azure SQL Database.
- ❖ Maintain high level data security (server hardening and login audit) to ensure SOX and HIPAA compliance
- ❖ Set up and troubleshoot AlwaysOn, Clustering, Database Mirroring, Log Shipping, including Replication models (Snapshot, Transactional/Merge)
- ❖ Work in the configuration of Transparent Data Encryption (TDE) using Advanced Encryption Standard (AES) 256 to secure databases and backup files.
- ❖ Resolve SQL Server problems in conformance with SLAs, which involves in-depth knowledge of SQL Server architecture, connectivity, replication, backup/restore, security and continuous improvement
- ❖ Deploy changes and rolling back changes from production.
- ❖ Maintain high level data security (server hardening and login audit) to ensure SOX and HIPAA compliance
- ❖ Migration/Upgrade, applying service packs and routine DBA operations like database health check, index optimization, updating statistics, client/server connectivity and capacity planning.
- ❖ Use Optimization tools such as SQL Profiler, Dynamic Management Views (DMVs) and Windows Performance Monitor for monitoring and tuning SQL Server performance.
- ❖ Reporting Analytics – Manage PowerBI reports to support business operations at over 14 sites nationwide providing status updates of key performance indicators for over 12,000 employees.
- ❖ Create and maintain SQL objects like Tables, Views, Stored Procedure, Constraints and User defined functions
- ❖ Provide On-Call support to Mission critical Environments and expertise with Disaster Recovery mechanisms.

Skills: database design; Datawarehouse modeling; data visualization; performance and query tuning; patching, MS Azure, AWS EC2

SQL Server Database Administrator

August 2017 – August 2019

Dakach Industries Inc.

- ❖ Configure HA/DR strategies (AlwaysOn failover clustering, mirroring, log shipping, replication)
- ❖ Perform migration of databases from on-prem SQL Server to Snowflake via Azure Data Factory
- ❖ Migrate physical servers, VMs and databases from on-prem to Azure using Azure Migrate/DMA
- ❖ Tune performance and optimize query optimization using dedicated stored procedures
- ❖ Monitor maintenance jobs such as automated backups, index maintenance, statistics update, database integrity check
- ❖ Use T-SQL, SSRS, SSIS and SSAS to perform dimensional modeling during the extract, transform, and load processes
- ❖ Create and manage visualizations/dashboards Use Tableau and Power BI to create and manage data visualizations and dashboards with source being to Snowflake
- ❖ Automate operational tasks through Powershell and Python for managing database infrastructure
- ❖ Collaborate with the Application and System Administrator teams during DevOps/Machine Learning pipelines deployment
- ❖ Install, configure, upgrade and patch SQL Servers
- ❖ Provide 24 x 7 support

Skills: Azure Data Factory; Snowflake; HA/DR; quality assurance; communication; teamwork; patching; ETL; dashboards/reports

Analytics/Database Administrator Consultant

May 2015 – August 2017

Deloitte & Touché LLC

- ❖ Migration/Upgrade, applying service packs and routine DBA operations like database health check, index optimization, updating statistics, client/server connectivity and capacity planning.
- ❖ Create (with respect to standards) Logins, Users, groups, Roles, Jobs, Alerts, Mails confirmation upon tasks.
- ❖ Perform Database consistency checks with DBCC, Defrag, Index tuning and monitored error logs
- ❖ Use Optimization tools such as SQL Profiler, Dynamic Management Views (DMVs) and Windows Performance Monitor for monitoring and tuning SQL Server performance.

Skills: Tableau, Analytics; HA/DR; performance tuning; security; ETL; dashboards/reports

Education

Data Analytics, Master of Business Administration (MBA), <i>Radford University</i>	Radford, VA
Marketing (Branding), Bachelor of Business Administration (BBA), <i>James Madison University</i>	Harrisonburg, VA

4.2.3 DATABASE ADMINISTRATOR

DATABASE ADMINISTRATION | DATABASE ENGINEERING | DATA ANALYTICS / VISUALIZATION / REPORTING

Senior Database Administrator (DBA) with more than 20 years of experience leading the development, implementation, and support of large-scale database architectures, specializing in managing the delivery of innovative database technologies that improve business and technology performance.

PROFESSIONAL ACHIEVEMENTS

- Directed the engineering, implementation, and administration of large-scale, on-premises and cloud-based database architectures, leading the delivery, improvement, and support of high-availability database solutions, with experience engineering database query processes, database modeling, backup and recovery, and storage.
- Led the evaluation of existing and proposed database platforms to strategically identify and capitalize on opportunities to improve database design, performance, and security, resulting in stronger database security, improved processing efficiencies, and total compliance with regulations.
- Managed many database engineering and administration projects for employers and customers in multiple industries, deploying innovative database architectures, processes, and standards across banking, insurance, healthcare, and technology businesses.

PROFESSIONAL EXPERIENCE

CRI | **CLIENT: ARVEST BANK - Database Administrator (DBA) Consultant (2023 - 2023)**

- Partnered with multiple business units to define operational and technical requirements governing database administration, performance improvement, compliance management, and access management.
- Improved database system performance and reduced database administration overheads by 20%, achieved through the decommissioning of more than 50 outdated databases.
- Maximized data quality by rearchitecting a metadata repository, which also resulted in 100% compliance with data governance standards.
- Provisioned database access rights for more than 1,000 roles, producing improved database compliance with corporate and regulatory compliance guidelines.
- Strengthened the availability and security of database environments by managing the configuration and deployment of more than 20 always-on SQL server instances.
- Validated and fine-tuned an existing disaster recovery solution, which reduced database recovery times by 50%.

ASSOCIATED WHOLESALE GROCERS - **DBA Analyst II (2021 - 2023)**

- Modified DB2 objects in Linux, Unix, and Windows environments, deploying databases according to business requirements, including optimizing database structures and functionality, managing access permissions to maintain security and compliance of database architectures, and conducting database performance tuning.
- Validated DB2 objects within Oracle to ensure database uniformity and reliability across multiple enterprise database environments.
- Reviewed proposed SQL changes related to future upcoming releases, refining databases in alignment with technical specifications while minimizing post-deployment issues.
- Administered cloud-hosted databases running in Azure, creating and maintaining scalable, highly available cloud-based database solutions.

BLUE CROSS BLUE SHIELD OF NEBRASKA - **Test Engineer (2020 - 2021)**

- Managed the validation of claims files to ensure complete data accuracy and adherence to established data processing and transmission standards.
- Led the creation of test cases for unit and integration testing phases, improving software quality and reliability through early detection of potential issues; directed testing lifecycles focused on achieving seamless user experiences, ensuring compliance with specifications and optimal functionality prior to market launch.
- Conducted server testing following the installation of new software patches, verifying system stability and security, increasing server uptime and reduced security vulnerabilities.
- Developed automated test scripts that increased testing coverage by 50% and reduced manual testing by 30%.

TEKSYSTEMS | **CLIENT: BLUE CROSS BLUE SHIELD OF NEBRASKA - DBA Consultant (2019 - 2020)**

- Oversaw the implementation, configuration, and support of SQL servers and databases, delivering highly secure database architectures that aligned with business and technology needs.

TEKSYSTEMS | **CLIENT: BLUE CROSS BLUE SHIELD OF NEBRASKA - DBA Consultant (Continued)**

- Coordinated all database engineering and administration activities required to maximize database performance and security, including improving SQL queries, monitoring system logs, and configuring storage capacity.
- Led successful database migration projects focused on transferring critical data between environments, completing all projects with zero data loss and minimal system downtime.
- Leveraged Git to manage database version control, ensuring complete oversight of software changes to facilitate seamless deployment of database updates.

LUTHERAN FAMILY SERVICES - **SQL Server DBA (2014 - 2019)**

- Conducted all aspects of SQL server administration and monitoring, including validating daily server jobs, monitoring server storage, scheduling server backups, setting up and modifying server instances, and deploying disaster recovery solutions.
- Collaborated with multiple business teams to handle database support issues, establish database requirements for enterprise applications, and delivered data-driven reports.
- Designed and scheduled backups of SQL servers according to disaster recovery plans, optimizing data protection by ensuring the ability to completely recover data resources.
- Established dedicated, on-demand testing and training databases in support of ongoing application development and knowledge transfer activities.

MUTUAL OF OMAHA - **DBA (2018 - 2019) / DBA Consultant via Diversified Solutions (2017 - 2018)**

- Administered a DB2 and IMS environment running on a Z/OS mainframe, including implementing changes to DB2 objects according to technical specifications while maintaining system integrity and performance.
- Managed access to DB2 objects in alignment with established security protocols and organizational policies.
- Improved database performance by refining DB2 queries to reduce processing times, enhance database responsiveness, and improve resource utilization.
- Performed rebinds for DB2 objects, configuring consistent access paths that improved package stability and mitigated the degradation of database performance.

BANK OF AMERICA MERCHANT SERVICES - **Assistant Vice President, Business Information (2015 - 2017)**

- Optimized the security of highly sensitive, business-critical data by managing the configuration and access to SQL servers according to established organization policies and security best practices.
- Partnered with the reporting team to administer and test Tableau environments, elevating the quality of data visualization and reporting capabilities.
- Worked as the lead coordinator for disaster recovery testing, managing the planning and execution of disaster recovery simulations to measure organizational preparedness and ability to reestablish data integrity.

FIRST DATA - **Sr. SQL Server DBA (2015 - 2015)**

- Oversaw the setup, implementation, and administration of enterprise SQL server instances, ensuring optimal database performance throughout all monitoring, maintenance, and support activities.
- Collaborated with application development teams to establish backend database requirements and determine best courses of action to ensure maximum scalability and performance of enterprise applications.

EARLY CAREER

ACI WORLDWIDE - **Sr. SQL DBA / Avamar Administrator (2013 - 2015)**

ALENT-CHREIGHTON HEALTH - **DBA (2012 - 2013)**

PITNEY BOWES PRESORT SERVICES - **DBA (2006 - 2012)**

TECHNICAL SKILLS

Unix, Linux, Windows, Oracle, DB2, Microsoft Azure DevOps, Microsoft SQL Server 2019 / 2016 / 2014 / 2012, SQL Server Management Studio, SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS), SQL Query Analyzer, Microsoft Terminal Services, Platinum DB2 Tools Suite for Z/OS, BMC Catalog/Change Manager for DB2 Z/OS, DB2 Mainframe V12, DB2 Control Center, BMC Mainframe Tools V12, IBM Control Center, IBM Ascential DataStage Server Edition 7.5.1A, IBM AIX, Business Objects XI R2, Intersystems Cache, COBOL, REXX, Microsoft Visual Studio, Jira, Tableau, Microsoft Office Suite

EDUCATION & CERTIFICATIONS

Bachelor of Science, Industrial and Management Systems Engineering UNIVERSITY OF NEBRASKA

ITIL Foundations Certification

Bao N.	4.2.4 Help Desk Support
Skills <ul style="list-style-type: none"> • Basic Bootstrap (HTML, Java, CSS) • Customer Service / Client Facing • Power user in MacOS, IOS, WindowsOS, Linux and Android • Active Directory LAN • Desktop Support • Software and Hardware Troubleshooting 	<p>I am a self-starter in the I.T world. Due to financial reasons I couldn't gain a college education in computer science. That didn't stop me, I went to find resources that would be financially sound and gave me the proper foothold to further my love and knowledge for computers. What you get out of me is an eagerness to learn new systems, the ability to be flexible and the willingness to share that information within the department and proper channels.</p> <p>Dairy Farmers of America / Help Desk Tier 1, Support Services August 2023 - Current, Kansas City, Kansas</p> <p>Working remotely, troubleshooting, repairs, and deployment of Windows and Apple products for 100+ plant and office locations. Accurately record all work and troubleshooting in tickets</p> <p>Safe Haven Security / Help Desk Tier 2, Device Enrollment Manager, Administrator for Apple Products October 2022 - August 2023, North Kansas City</p> <p>Provided Tier 2 support while migrating 1000+ devices to a new MDM system call Meraki SM ranging from MacOS, IOS, WindowsOS and Android.</p> <p>Writing KBAs for the I.T department.</p> <p>SSNC (Formerly D.S.T) / Help Desk Tier 1 October 2020 - October 2022, Downtown Kansas City</p> <p>Onboarded and shipped devices with the necessary software / specs within different departments (Pharmacy, Banking and Financial)</p> <p>Used the ticketing system ServiceNow to organize and solve tickets.</p> <p>Conduent/ Tech Support / Customer Support August 2019 - October 2022, WFH</p> <p>Provided technical, billing and customer support to Apple Products.</p> <p style="text-align: center;">Education</p> <p>University Of Missouri - Kansas City (UMKC) August 2012 - May 2014, 5000 Holmes St, Kansas City, MO 64110</p> <p>North Kansas City High School / Honors August 2008 - May 2012, North Kansas City</p> <p>Google I.T Support Certificate - Click here for link</p>

	<ul style="list-style-type: none"> • Credential I.D : [REDACTED] <p>Experience</p> <ul style="list-style-type: none"> • Cisco Meraki <ul style="list-style-type: none"> -Managing the Dashboard and seeing what was connecting to our servers -Being a point of contact for SafeHaven and Meraki -Managing the VLANS and making sure settings are applied correctly • ServiceNow <ul style="list-style-type: none"> -Using this ticketing system to monitor, resolve and reference I.T problems • AZURE AD <ul style="list-style-type: none"> -Making sure API's were connected to Meraki SM -Adding people to groups, assigning licenses and policies • Local AD <ul style="list-style-type: none"> -Creating users locally -Password reset, group policies, signatures -Pathing folders from the local drive
	<p style="text-align: center;">Additional Experience</p> <p>Network Printers</p> <ul style="list-style-type: none"> -Adding a printer on the printing server and drivers -Pathing the printers on user's computer and drivers -Config settings in network settings to match static I.P Or DHCP depending on printer <p>JAMF</p> <ul style="list-style-type: none"> -Admin of this MDM system -Setting up blueprints, app licenses and enrollment <p>Meraki SM (Project)</p> <ul style="list-style-type: none"> -Helped mass migrate from JAMF to Meraki SM -Admin of Meraki SM -Setting up policies and the enrollment process (OS) <p>Networking</p> <ul style="list-style-type: none"> -Terminating / Punching down RJ-45 Cables and making sure it's the right pin out -Configuring gateway and IP address to the corresponding device. <p>Wire management</p>

	<p>Windows Office: The knowledge of how Excel, Word, Outlook, Teams and other window products work</p> <p>Hardware management</p> <p>-Repairing devices and ordering the correct parts for damage device</p>
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Elijah N.

4.2.4 Help desk support

Summary:

A COMPTIA certified technician with the necessary skills to problem solve and exhaust all possible solutions before escalating issues to a higher tier professional. I possess complete confidence in my ability to take a leadership role when it is necessary and will step in to engineer a solution while providing technical help desk support. I am also knowledgeable in network support, fixing hardware to software connections, configuring firewalls, backup systems, switches, routers, utilizing command prompt, and booting operating systems from removable hardware. In addition to the IT skills that I have acquired, my various years of experience with clerical work taught me valuable lessons in customer service, miscellaneous troubleshooting, and intangible work ethic.

Skills

Networking

- Configure LAN/WLAN /WAN/PAN (all copper 802.11 and 802.3) routers.
- Install workgroups and provide remote desktop assistance.
- Network and local printer mapping and maintenance, cabling and patch panels.
- Configure and troubleshoot TCP/IP, IPv4 and IPv6, DHCP, DNS, Firewalls, VPN, NAT.

Software

- Proficient in Windows XP/7/8/8.1/10, Vista, XP; Mac OS X; Server 2012/2008.
- Linux; Windows Firewall, Windows Administrative tools; remote desktop and helpdesk management software, virtualization, virtual machine software, Sharepoint, Microsoft Admin Exchange Center, Okta, Service Now, Jira Ticketing System, Slack, Microsoft Teams.
- Knowledgeable in the utilization of command prompt to create partition drives without using the GUI.
- Capable of using the BIOS\UEFI settings to properly configure and initialize hardware for Windows 10.

Hardware

- Troubleshoot desktops, laptops, mobile devices, printers, scanners; format and partition EIDE, SATA, SCSI, and SSD; perform data recovery.
- Virtually putting together and taking apart a personal computer, with a firm understanding of the capabilities of the individual components.

Education

- Graduated from High School of Computers & Technology in 2012 with a Regents Diploma
 - Per Scholas, IT Support Training
 - *A+ and Google IT Certifications*
 - Received A+ certification in August 2021
 - Received Google IT Certification in July 2021
-

Course Projects

Per Scholas, A+ Training Course

- Disassembled and reassembled a PC, verified its successful boot
- Created a bootable thumb drive using various platforms such as PowerISO and Rufus and VMware

Workstation Pro

- Tested wall outlets using a multimeter and ensuring the outlet output the correct voltages
 - Configured a Linksys router adjusting SSID and enabling the WPA2 security protocol
-

Experience

The Barnes Foundation, 2025 Benjamin Franklin Parkway, Philadelphia, PA, 19130 — Remote IT Help Desk Technician

February 21st 2023- Present

- Provide Tier 1 server-side support for help desk tickets in Jira service management ticketing system and escalate when needed.
- Create, manage, and monitor system integration flows for interconnected systems and processes including internal and customer based systems.
- Contribute to business process automation tasks utilizing Azure, AD, Powershell, Power Automate, Sharepoint, Admin Exchange Center and Microsoft Teams Admin.
- Provide Adult Education support for all online classes using the Microsoft Teams platform for the live art classes.
- Maintain accounts, access and security groups, along with managing the deletion and addition of user accounts across the Admin Exchange Center, as well as the Microsoft Outlook Student Processing database.
- Switched to a proprietary web based platform called Moodle as of September 2023. Continued to assist with account creation and access for students without the use of Azure, Sharepoint, and Admin Exchange Center.

Paramount, 1515 Broadway, New York, NY, 10036 — Desktop Support Technician

May 17th 2022 - December 31st 2022

- Deploying newly arrived monitors, installing them on mounting arms and disposing of outdated equipment.
- Imaging laptops with a company based version of the Windows 10 OS and shipping them out to designated users upon request.
- Scheduling meetings with users using zoom to troubleshoot technical issues with their equipment, whether it be a laptop, desktop, or printer.
- Troubleshooting help desk tickets through Pitstop and assisting users with their desktop and monitor issues.
- Providing live desktop support for new users moving into the building on a set time schedule.
- Working within a team setting using Slack to relegate specific tasks to specific team members.

CBS, 1633 Broadway, New York, NY, 10019 — Desktop Support Technician

November 23rd 2021 - January 31st 2022

- Deploying newly arrived monitors and disposing of old equipment.
- Wiping selected hard drives of all data, and shipping out monitors and other types of equipment.
- Logging the deployment of new monitors, the disposing of old equipment, the shipping of equipment leaving the building, and the status of hard drives being wiped on various spreadsheets.
- Tidying and organizing storage rooms filled with tech equipment.

Michael L.

4.2.4 Help desk support

Skills

Windows • Computer Hardware • Networking • Windows Server • Active Directory • Computer Diagnostics • iOS • IT Service Management • Telecommunications • Vendor Management • ServiceNow • VMWare • Cabling

Professional Experience

Self Employed 2009 - Present
IT Consultant

- Assist various clients with a wide variety of IT needs from data recovery to small business support.

Philips Royal August 2017 – August 2021
IT Support Officer

- Sole "boots-on-the-ground" for Philips "Image Guided Therapy - Devices" (IGT-D) in Minnesota.
- Used ServiceNow and SCCM to manage day-to-day needs of around 250-300 engineers, project managers, clinical representatives, physicians, and executives across 2 facilities and roughly 10,000-12,000 remotely.
- Advanced Diagnostics of end user terminals, laptops, and desktops.
- management of network infrastructure, server and user equipment, telecom, and all building technical equipment.
- Migrated end users onto Windows 10 for the global company refresh.
- Managed vendors and building IT services
- Oversaw local integration efforts for transition of former Spectranetics teammates.

Spectranetics LLC August 2015 - August 2021
IT Servicedesk Technician

- Sole "boots-on-the-ground" for Philips "Image Guided Therapy - Devices" (IGT-D) in Minnesota.
- Used a variety of homebrew solutions to manage day-to-day needs of around 100 engineers, project managers, clinical representatives, physicians, and executives and roughly 800-1000 remotely.
- Advanced Diagnostics of end user terminals, laptops, and desktops.
- management of network infrastructure, server and user equipment, telecom, and all building technical equipment.
- Migrated end users onto Windows 10 for the global company refresh.
- Managed vendors and building IT services
- Oversaw local integration efforts for transition into new environment after acquisition.

Teksystems - AT&T

June 2015 - June 2015

Technical Lead

- Lead small teams in refreshing AT&T store displays.
- Documented before and after images to coordinate with Teksystems contract rep and client project management.
- Installed new displays and computers in AT&T stores, kiosks and stands.

Sleep Number Corporation

May 2014 - July 2014

Senior Systems Administrator

- Assisted local IT Personnel with management and rollout of image for new computers being rolled out as part of company wide refresh.
- Imaged Large numbers of new computers for rollout.
- Educated new technicians and assisted in coordinating efforts.

Cargill

April 2013 – March 2014

ITSB Systems Engineer

- Used active directory to manage users and computers.
- Lead technical efforts of 3 engineers in a year long project to update data encryption on local and remote devices across roughly 22,000 devices..
- Terminated old accounts and granted temporary access for onsite end users.
- Built, imaged and modified new devices for new hires and upgrades for employees.
- Assisted remote users with citrix hardware located onsite.
- Utilized a variety of advanced skills to locate hidden company assets.
- Deployed software for employees and shipped them to home or office.

United Health Group

August 2012 - March 2013

Systems Analyst

- Managed user credentials across several thousand applications, active directory, and citrix solutions.
- Assisted users with VPN issues, credentialing, and token support.
- Reviewed and updated company knowledge base.
- Tracked and escalated issues to advanced support teams.
- Identified new issues and developed solutions to be deployed to analyst issue tracker.

IBM

December 2011 – July 2012

Breakfix Lead - Ameriprise Evergreen Project

- Investigated and resolved escalated issues from deployment and support teams.
- Provided weekly briefings to deployment team on developing issues.
- Worked with external vendors to identify issues between vendor's software and hardware, and our own environment.
- Deployed new devices to Ameriprise agents in the field using phone support and various remote solutions

Netview inc - Compucom - US Bank

August 2010 – May 2011

Deployment Lead Technician

- Hired as a temporary local 'Assist Tech' and promoted to 'Deployment Lead' 3 weeks after starting.
- Lead teams ranging from 1 to 23 people across 11 states as part of the 2010 US Bank technology refresh.
- Replaced all user workstations, servers, printers, switches, routers and peripherals at each location in 1 night per location.
- Downloaded and restored user data from old devices to new.
- Oversaw decommissioning agent's efforts of shipping old equipment out next day.

Education

Brown College

May 2009

Associates in Computer Networking

RICHARD T.

4.2.4 HELP DESK SUPPORT

Dedicated and accomplished **Desktop Support Engineer** offering over 15 years of experience in technical support, help desk management, and IT security. Solutions-oriented leader with the ability to manage projects and motivate teams. Strong breadth and depth of IT knowledge, with advanced troubleshooting and complex problem-solving skills. Additional core competencies include:

Active Directory • Networking • Hardware/Software • Laptops/Desktops • Servers
Cloud Computing • Encryption • Technical Documentation • Enterprise-wide Solutions
Virtualization • Network Administration • Mac/iPhone Support • Systems Imaging
Parallels/VMWare • Virtual Machines • Technical Leadership • Customer Support

CAREER HISTORY

TEKSYSTEMS..... 2020 TO 2022

IT Business Analyst IV (2023 - Present) Outsourced to Bank of America as an IT Business Analyst IV. Supporting the VPN Improvement Project updating systems globally using Splunk and internal tools.

Desktop Support Engineer (2022-2023): Outsourced to Intrado as a Desktop Support Engineer assisting users with Domain and M365 migrations.

Desktop Support Engineer (2022): Outsourced to MVTransit as Desktop Support Engineer assisting users with hardware/software issues, imaging systems, deploying hardware and Asset Management.

Virtual Desktop Engineer (2022): Outsourced to Texas Health Resources as an End User Virtualization Engineer. Assist both internal and external users with VMWare Horizon connectivity to Portal and access to apps via RDSH. Remote Assistance via LMI, Dell Management Portal and MECM. Troubleshoot issues in both Non-Persistent and Persistent VDI's. Grant and Remove access to applications via Active Directory Memberships in Active Directory and Non-Persistent VDI's. Deploy packages via AppV5. Setup and troubleshoot access with MFA and Symantec VIP Access.

Network/Systems Engineer IV (2020-2021): Outsourced to Bank of America supporting end users for a very large global virtual desktop infrastructure in the Americas and India regions utilizing the Horizon Console, VROPS, V4H, R2 Provisioning and Splunk. Assist end users with corporate mobile devices (Apple and Android) using the Blackberry Apps Suite while utilizing Blackberry UEM and various internal tools.

PAYCOR, INC..... 2016 TO 2020

Desktop Support Analyst II (2016-2020): Supported managed systems, replacing hardware, and troubleshooting. Provided software, hardware, and network support. Supported HP/Mac laptops, VPN, Sophos Security Suite, BitLocker, Skype, Zoom and cloud printing. Provide device support to optimize device functionality and enable enterprise email delivery. Manage Macs using JAMF Casper Suite and Support Windows 7/10 VMWare VDI's in Horizon client and with vSphere.

PRESIDIO NETWORKED SOLUTIONS, INC..... 2016

Site Support Technician (2016): Supported employees by imaging managed systems, replacing hardware, and troubleshooting. Provided software, hardware, and network support for over 700 employees. Support Lenovo/Mac laptops, VPN, Jabber, WebEx, and Cisco phone products. Provided device support to optimize device functionality and enable enterprise email delivery. Imaged Macs using JAMF Casper and VMWare.

INTEL CORPORATION/MCAFEE 2004 to 2016

Desktop Support Engineer (2007-2016): Supported the McAfee to Intel transition, re-imaging managed systems, replacing hardware, changing domains, supporting enterprise applications, and troubleshooting. Provided software, hardware, and network support for over 1,000 employees, providing first and second level contact for both employee and executive-level support. Supported IBM/Dell/HP/Mac laptops and desktops, IDF cable patching, telnet access to Cisco switches, VPN, Lync, GoToAssist, and Avaya software phone products/processes. Provided device support to optimize device functionality and enable enterprise email delivery. Created virtual machines with VMWare and Parallels.

Key accomplishments:

- Created and maintained a SharePoint site for the global desktop engineering team, enabling higher productivity and quicker access to current documentation and support.
- Utilized vast experience to provide the highest levels of customer support and user satisfaction.

Help Desk Lead (2006-2007): Managed a team of 25 help desk coordinators responsible for supporting users and McAfee divestitures or acquisitions. Created a SharePoint site to maximize support services globally. Administered Microsoft Active Directory, Exchange, Windows, Office, Cisco Meeting Time, Siebel, Nortel Audix Telecom, McAfee ePO/Firewall/Antivirus, SAP, NetBuyer, MCI Access Manager, Nortel Contivity, and RSA Secure ID. Served as **Help Desk Coordinator** and **Help Desk Analyst** (2004-2006) prior to promotion.

Key accomplishments:

- Created the first documentation and support site for the global help desk team, maximizing support services.
- Utilized local tools and resources to complete this support site with zero budget, allowing higher-tiered support specialists to be assigned to more important tasks.

EDUCATION & PROFESSIONAL DEVELOPMENT

Additional Training: A+, Network+, CCNA/CCDA/CCNP

Certifications: CompTIA A+, ITIL V3 Foundation, FAA Airframe & Powerplant

Technical Proficiency: Windows 7/8.1/XP/10, Microsoft Office 2010/2011/2013/O365, Microsoft SharePoint/Exchange/Lync, McAfee Antivirus, VMWare, Macintosh, OSX, SaaS, Antivirus, Network Security, ePO, HIPS, Avaya IP Telephony, BMC Remedy, Cisco, ITIL, Citrix

ANTHONY L., MBA

4.2.5 IT SERVICE CONTINUITY ANALYST

MOTIVATED, DRIVEN PROFESSIONAL WITH 10 YEARS OF BUSINESS ANALYST, FINANCIAL, AND MARKETING EXPERIENCE SEEKING TO ADD VALUE IN A CORPORATE FINANCE ARE MARKETING DEPARTMENT. STRONG TEAM PLAYER WITH AN ENTREPRENEURIAL SPIRIT AND EXCELLENT CUSTOMER SERVICE SKILLS. EFFECTIVE AT COLLABORATING WITH CUSTOMERS, TEAM MEMBERS, AND ALL LEVELS OF MANAGEMENT TO GET THE JOB DONE. EXTREMELY ORGANIZED, DETAIL ORIENTED AND GOAL ORIENTED WITH THE ABILITY TO MANAGE MULTIPLE PROJECTS/TASKS, EFFECTIVELY PRIORITIZE WORK AND MEET DEADLINES UNDER PRESSURE. POSITIVE ATTITUDE INDIVIDUAL WHO TAKES OWNERSHIP OF WORK AND SEEKS CONTINUOUS IMPROVEMENT IN PROCESSES AND PERSONAL SKILL LEVEL. DEMONSTRATED COMMUNICATION, INTERPERSONAL, AND NEGOTIATION SKILLS AND THE ABILITY TO BUILD RELATIONSHIPS WITH CUSTOMERS AT ALL LEVELS WITHIN THE ORGANIZATION.

KEY SKILLS

- Financial/ Marketing Research Experience
- Strong processing skills
- Entrepreneur – started my own consultant company in 2007
- Proficient with Microsoft Office Products
- Sales & Customer Service Experience
- Strong analytical & Pattern Detection Skills
- Production & Analysis Reporting (Marketing)
- Strong organizational, time management & goal setting skills
- Collaborative and effective with cross-functional teams
- Strong BCP skills

PROFESSIONAL EXPERIENCE

IT Project Manager V/Business Continuity And Resiliency BCRM (Bank of America/TEKsystems), Charlotte, NC

2021- Present

- Serves as the secondary contact to their department's resources managers and is responsible for tracking compliance and remediation strategies for any applications that are not ready to certify.
- Drive annual effort to improve recoverability and resiliency across the region's portfolio of applications.
- Coordinates critical software/technical skills and deliverables for CTI Including but not limited to daily, monthly, trending, historical reporting using variance data sources, which will be used for performance results, process improvements, and issue identification.
- Translates business and design requirements into technical requirements.
- Provides innovative ideas and insights to redesign business processes that will optimize business results.

Sr. Compliance/Risk Analyst

2020- 2021

Strategic Solutions (Wells Fargo), Charlotte, NC

- Understanding of SharePoint Administration, and high level of organization, attention to detail, communications, and conducting gap assessments to improve the monthly reporting process.
- Provided project management type support for the Tech change and 3rd party Compliance programs, and current processes for reporting, collecting responses for other Compliance team and documenting notes, and feedback.
- Coordinates critical software/technical skills and periodic working knowledge of continuous process improvement of reporting with Access, Excel, and QC Tracker.

Sr. Data Analytics Coordinator Consumer Marketing LPL (Vitamin T), Fort Mill, SC

2019- 2020

- Understanding of Agile methodology, and visual design to improve the monthly reporting process, and improve dashboard using business intelligence to gather new data and publish reports.

- Conduct final monthly reports for Digital Marketing reporting related to Marketing Consultant's Performance and summarize the program overall.
- Coordinates critical software/technical skills and periodic working knowledge of continuous process improvement of reporting with Tableau server, desktop, and Excel.

Business Enterprise Internal Investigator Financial Crimes
Robert Half (Wells Fargo), Charlotte, NC

2018- 2019

- Monitoring risk- based compliance program to assure compliance program to assure compliance with federal, state, agency, legal and regulatory
- Conduct Investigative compliance reviews related to employee misconduct and internal employee risk.
- Coordinates production of periodic compliance performance reports for senior management including trend analysis and recommended strategies.
- Provided compliance risk expertise and consulting for project and initiatives with moderate to high risk to identify, assess and mitigate regulatory risk in all business activities.
- Leverage thorough understanding of business and system processes to make recommendations and propose technical/non-technical solutions to meet business requirements. Which helped solutions to map internal compliance

Sr. Financial & Marketing
Wal- Mart GSS, Charlotte, NC

2016- 2018

- Research complex business systems problems and provide clear documentation of issues.
- Cultivated vendor relations and coordinated vendors and internal operations group to ensure accurate and on-time data transmission and product testing.
- Negotiated with fee-based product vendors to improve quality of service and resolve complaints, resulting in a 95% customer retention rate.
- Maintained daily contact of communicate goals, measures progress, and maximize performance.
- Analyzed results and recommended strategies to generate additional business and increase revenue.
- Provide subject matter expertise to support outsourced service provider as needed. Ensure that business practices are represented in support scripts and incident management activates.
- Facilitate requirements gathering sessions with business stakeholders and key technical resources.
- Responsible for establishing and overseeing annual testing of BCP strategies and plans including documenting reporting and tracking test results.
- Responsible for reporting and metrics to measure the state and effectiveness of the BCP program
- Responsible for the development documentation implementation and maintenance of the BCP program including governance policies processes and standards.
- Coordinates BCP disaster recovery (DR) testing and test issues follow-up, as lifecycle activities.
- Participates in and manages business continuity planning projects and activities.

Sr. Business Analyst
Duke Energy, Charlotte, N.C

2012 – 2015

- Coordinate and resolve all financial system feeder error issues on a daily/monthly basis (Labor Suspense, Passport Accounts Payable & Inventory transactions).
- Create financial schedules and ad hoc reports in Excel to support the monthly O&M and Capital actual vs. budget variance analysis.
- Serve as the Nuclear Fleet forecast administrator overseeing the monthly coordination of the department's forecasting tool in Microsoft Access.
- Provide support to other analysts in the group in developing annual O&M and Capital Budgets for Finance General Office Vice Presidents' organizations.

- Set up crosscharging to facilitate charging between PeopleSoft and Oracle, why the department operated in two financial systems. Managed 100 million dollar budgets in the financial marketing improvements areas within various corporations.
- Leverage thorough understanding of business and system processes to make recommendations and propose technical/non-technical solutions to meet business requirements.
- Ensure QA, downstream teams, vendors, and business users create and finalize test plan based upon finalized requirements.
- Ensure cross-team impacts and dependencies of production activities have been addressed by outsourced service provider
- Created Work Place Change order tool (WPCO) to track complete budget analysis quarter by quarter.
- Supported outsourced financial Services of Duke Energy and Progress Energy from a Cost Accounting standpoint for the merger between both companies using a new financial called WPCO that was developed and tested by me and a team of other experts.
- Responsible for the development documentation implementation and maintenance of the BCP program including governance policies processes and standards
- Coordinates BCP disaster recovery (DR) testing and test issues follow-up, as lifecycle activities
- Participates in and manages business continuity planning projects and activities

Lead Management / Marketing Consultant
Capton LLC, Charlotte, NC

2007 - 2012

- Worked with Finance, and Marketing client focused teams leading the implementation of small businesses/services deployment and installation projects for large corporate clients. Coordinated \$500,000 dollar projects, provided Vendor Management, with Profit & Loss/budget responsibility.
- Helped to ensure project milestones, deliverables, scope management, customer satisfaction, and timelines were met. Key interface between several parties such as: project team, various operations personnel, corporate clients, suppliers & vendors including, logistics carriers, asset management & leasing firms. Coordinated with Legal Departments to resolve contract management issues, chaired conference calls with clients, Customer Focused Team (CFT), supply chain, logistics firms, distribution centers/warehouses, and installation suppliers.
- Prepared and presented quarterly equipment, inventory, acceptance, billing, invoicing, and revenue forecasts to executive management and provided oversight to team members to ensure that all targets were met. Worked directly under Executive VP/Director of Marketing and VP/Finance Managers. Project Lead for Employee Pictorial Database System, which was implemented through the entire bank and all business units. Conducted internal interviews and Assisted with sales reports, research analysis, and bonus incentive analysis.

Sales / Marketing Manager
Rent-A-Center, High Point, NC

2006 - 2007

- Directed and managed over 600 (BOR) accounts while securing 75% a week in sales.
- Prepared cash disbursements, applied cash receipts, researched bills, checked batches and day reports for accuracy, dealing with accounts ranging from \$50,000 to \$100,000.
- Developed store advertisements to attract customers and increase sales.
- Managed the business relationships for 500 sales accounts. Responsible for total customer satisfaction for services delivered.

EDUCATION

M.B.A., Master of Business Administration, Ashford University, Clinton, IA, August, 2009
B.S., Business Administration Concentration In Marketing, High Point University, High Point, NC, May, 2005

TECHNOLOGY SUMMARY

SPSS ● Microsoft Office Products ● Adobe Photoshop & Illustrator ● PeopleSoft Financials ● Passport ● CAPS
Online ● Power Plan ● Oracle ● Business Objects ● Hyperion ● JDE ● EAP ● Tableau ● SQL ● SAS

DEXTER R.

4.2.5 IT Service Continuity Analyst

MANAGEMENT LEADER

RISKS - OPERATIONAL CONTROLS - BUSINESS & TECHNOLOGY RESILIENCY

A seasoned financial services and results-oriented professional with over 15 years^{€™} experience. Strong interpersonal skills with proven success in establishing solid customer relationships. Ability to work under pressure and ever changing environments. Strong Team Leader and player. Ability to get things done through others resulting from excellent influencing and negotiation skills. Outstanding time management and prioritization skills. Highly-developed leadership, analytical and communication skills. Thrive in roles requiring strategic planning and execution, operations and business acumen. Passionate about the diversity agenda as a whole.

Key Areas of Strength

Business and Technology Resiliency

Project Planning & Deliverable Management

Compliance, Internal Controls Testing and Audit

Risk Management and Financial Management

Sales Excellence

Operational Excellence

Problem Analysis & Resolution

Communications and relationship building

PROFESSIONAL EXPERIENCE

CITI BANK Rutherford, New Jersey

SENIOR BUSINESS ANALYST (CONSULTANT) December, 2016- Current

Developed and managed all aspects of Resolution Planning (FFIEC Appendix J) relative to Continuity of Business (COB) as well as played an instrumental role in driving change and process re-engineering within the COB Environment:

Provided in-depth and sophisticated analysis of current processes and metrics to suggest areas for improvements inclusive of Resolution Planning.

Monitored changes to Business Recovery Plans (BRP) that may impact Resolution Planning, developed metrics and worked with Shared Services Resolution Planning Team to highlight potential issues including tracking these issues to resolution once dispositioned.

Facilitated the process to ensure that business continuity plans are viable, executable, implemented and tested.

Worked closely with the Continuity of Business (COB) Tools Team on enhancements to align the Continuity of Business tool with the re-engineered processes.

Worked closely with the Continuity of Business (COB) Metrics & Reporting Team to enhance and define new operating performance and risk metrics.

Assisted in the development of Continuity of Business (COB) Policy and Standards.

Promoted business continuity awareness and education.

Participated on special projects as assigned.

JPMorgan Chase New York, New York

AVP, SENIOR BUSINESS RESILIENCY ANALYST, 2013 NOVEMBER 16, 2015

Developed the Application Resiliency Program in Mortgage Banking in response to the October 2012 OCC MRA relative to control deficiencies of the legacy INFO1 database, including loss of business critical applications inclusive of vendor hosted applications and potential loss of internet. Additional responsibilities included managing the book of work for Capital Markets and Technology Operating Divisions for Business Resiliency Planning and Crisis Management for Mortgage Banking sites in New York, New Jersey, Columbus, Ohio, Jacksonville, Florida and Delaware:

Developed and documented procedures for the Application Resiliency Program to ensure viability and sustainability of documented INFO1 React and Recovery Procedures in the event of an INFO1 outage.

Served as a subject matter expert (SME) on all regulatory compliance, resiliency, recovery and controls testing, reporting and quality assurance related matters.

Generated periodic Scorecards for Senior Management's review to show past due and coming due INFO1 React and Recovery Procedures, as well as visuals aid and pivot table to track progress and quality assurance metrics.

Developed and maintained the MB SharePoint site for Business Resiliency Planning.

Provided training to key stakeholders, which included Resiliency Managers, Resiliency Coordinators, Resiliency Owners and Schema Owners to develop INFO1 React and Recovery Procedures which will ensure continuity of operations in the event of an INFO1 outage.

Partnered with IT to develop an IT incident management plan. Participated in an IT disaster recovery task force to assess and mitigate risk due to lack of an effective disaster recovery strategy

Responded to business disruption via the Crisis Management Process and provided CCB PAC Incident Management with business impacts as well as report to Senior Management

Supported team of sixty (60) business continuity coordinators within key business units to implement a business continuity methodology consisting of business impact analysis, plan development, exercises and ongoing plan maintenance

Facilitated meetings and walkthroughs with key stakeholders to provide guidance and oversight on how to create a step-by-step documented Business Continuity Plans (BCP), Business Impact Analysis (BIA) and React and Recovery Procedures,

Reviewed and performed Quality Assurance (QA) on all uuity Planning (BCP) and React and Recovery Procedures to ensure their viability.

Worked with Stakeholders in the Lines of Business to assist and guide them in creating or updating their Business Impact Analysis (BIAs) and Business Continuity Plans (BCPs) in compliance with the Firm's Resiliency Planning Standards.

Conducted recovery, controls testing and root cause analysis on all incidents, identified risk and provide recommendations.

Created testing scripts, performed periodic and ad-hoc business recovery testing for multiple lines of business.

Performed site risk assessment by interviewing site executives and key business unit management to identify internal and external risks that could have a significant impact to revenue generation, customer satisfaction, brand and reputation.

Participated in internal risk analysis and assessment meetings and developed methodologies for managing risk

Analyzed progress reports and prepared power point presentation for Senior Management.

Evaluated content of risk and performed self-assessment on various businesses to ensure the correct internal controls are in place.

Proactively managed the RCSA by business process to ensure all business processes as well as Operation risk & controls (ORC) and Operations Risk Management are in place.

Played an instrumental role in the identification of risk across cross functional business lines with primary emphasis on accessing inherent risk and ensuring risk acceptance is documented for any residual risk identified.

Managed multiple projects with aggressive timelines, generated data from multiple sources and prepared daily, weekly, monthly, and ad-hoc reports.

QUALITY CONTROL MANAGER, OCC IFR ARTICLE VII PROJECT, 2011-2013

Managed a team of ten (10) Quality Control Analysts as part of the OCC Independent Foreclosure Review (IFR) Article VII project, relative to eligible borrowers of primary residence who may have suffered financial injury due to mortgage servicing error at any time during 2009-2010.

Managed multiple assignments with key Stakeholders to achieve business objective.

Recruited, trained, developed and supervised a team of Foreclosure Look-back Quality Control Analyst.

Developed, communicated and tracked clear, aggressive business goals and objectives.

Coordinated all controls testing to ensure regulatory compliance.

Monitored Key Performance Measures (KPMs) for each staff member utilizing the Chase performance review process.

Reviewed, evaluated and recommended staff compensation as necessary.

Assisted staff with more complex and/or aged escalated issues, thus ensuring timely resolution.

Escalated customer issues and streamlined internal processes to ensure issues were handled in a timely manner.

Tracked and generated reports, scorecard and visual aids to monitor multiple departments and Ad-hoc project performance.

Identified opportunities for process improvement and root causes.

Ensured compliance with all related regulatory statutes.

Formally trained and knowledgeable in mortgage work stream areas such as Modification, Short Sale, Loss Mitigation, Bankruptcy, Fees and SCRA.

Capital One Bank New York, New York

ASSISTANT BRANCH MANAGER, 2009 - 2011

Led a team of sixteen (16) employees to create an environment that delivers exceptional experience for both customers and employees. Hired top talent, developed employees and set clear direction for branch, thus creating great partnerships within Capital One Bank and the community at large, all while maintaining a focus on our customers.

Reviewed and monitored Suspicious Activity Reports (SAR) daily.

Investigated and flagged suspicious accounts.

Liaised with AML compliance team and other lines of business to escalate and investigate (SAR).

Facilitated in-house AML compliance training and practice exercise with branch staff.

Integrated support systems to ensure adherence to KYC policy.

Assisted in overall management of branch including operations, sales, service, audit, and staffing with a primary focus on operations.

Displayed excellence while supporting branch-based change management.

Managed day-to-day branch operations and service delivery.

Performed periodic control testing to validate compliance and mitigate potential risk

Led Teller staff, including career development, performance management and recognition.

Owled the development needs of Teller staff, including growth coaching.

Encouraged staff to promote self-service and remote-service options for relevant customer transactions.

Championed a customer-centric culture.

Delivered service levels and operational excellence in branch as agreed with branch manager.

Managed risk and compliance for the branch.

Collaborated with key stakeholder on multiple projects to achieve business goals.

Generated scorecards to monitor performance of each stakeholder.

Participated in the annual Business Continuity Planning and Testing.

RELATIONSHIP OFFICER, 2007 - 2009

Led the Bank's service delivery standards by delivering outstanding experience to high-valued clients (Deposit balances of \$1MM and above). Acquired, managed, retained meaningful relationship with clients and used financial knowledge to offer thoughtful solutions to help address their financial needs.

Promoted and sold all bank products and services.

Increased deposit and fee income.

Maintained and expanded superior client relationship.

Participated in sales call and leadership meeting.

Conducted training on new procedure and product enhancement.

The Bank of Nova Scotia/Scotiabank Georgetown, Guyana

SENIOR OPERATIONS OFFICER, 2006 - 2007

Led a team of twenty-five (25) employees consisting of three (3) supervisors and twenty-two (22) Tellers to ensure exceptional delivery of the Sales and Service Delivery module, while ensuring compliance to existing procedures.

Managed the quality and efficiency of branch operations by assisting with the initiation and monitoring of daily accounting cycle in the branch and maintained a sound knowledge of all approved operating procedures including Central Bank Reporting, Foreign Exchange Regulations and Multi-Currency General Ledgers.

Led the Teller Team in alignment with Service Management Performance Standards and contributed to monitoring the efficiency of Customer Service.

Supported the promotion of bank products, services and alternate delivery channels at Teller counters.

Developed subordinate staff by documenting observed customer/branch team interactions by each Teller, highlighting both positive aspects and improvement opportunities.

Contributed to the overall business objectives of branch team by being aware of and demonstrating ownership of the branch overall sales objectives and adhering to custody and security procedures at all times.

Complied with bank and branch security procedures with respect to assigned authorities and responsibilities.

OPERATIONS OFFICER TELLER, 2002 - 2006

Managed a team of thirteen (13) Tellers to ensure customer financial transactions are completed accurately and efficiently, while ensuring cash & custody procedures and all regulatory banking policies are adhered to.

Managed all Teller, Reporting and Customer Service operations.

Developed subordinate staff by negotiating personal development goals.

Reviewed and monitored Suspicious Activity Reports (SAR) daily.

Flagged suspicious accounts and escalated to the AML Compliance Team for further investigations.

Monitored daily compliance to ensure adherence.

Performed control testing to ensure compliance to regulatory agencies.

Reinforced KYC policy and confirmed adherence.

Recruited and trained employees.

Participated in profit planning forums.

CUSTOMER SUPPORT OFFICER, 2002

Led the development of the Customer Support Department as part of bank's transition to the International Banking Platform.

Streamlined key customer and support processes to increase sales capacity and effectiveness.

Provided administrative and service support to corporate and commercial clients.

Coached and developed employees to consistently champion service excellence.

Prepared Letters of Credit and Guarantees for commercial client engaged in international trade.

CUSTOMER SUPPORT REPRESENTATIVE, 2001 - 2002

Assisted in the growth of the bank's commercial portfolio by providing every commercial client with service that demonstrates respect and knowledge in a manner that makes the customer feel welcomed and show that their business is appreciated.

Investigated and responded to commercial customers' inquiries.

Prepared and processed letters of credit, guarantees and foreign exchange transactions.

Supported colleagues' operations by verifying accuracy of their processed transactions.

TELLER, 1998 - 2001

Ensured the delivery of customer service, which fostered overall customer satisfaction consistent with established and prescribed standards.

Processed deposits, withdrawal, checks, telegraphic transfers and negotiable instruments.

Provided pleasant and confidential service while meeting all timeframes and commitments.

EDUCATION

MBA Specialization in Organizational Leadership (2015)

ASHFORD UNIVERSITY - New York, New York

BSC in Business Administration Minor in Finance (2012)

Kaplan University New York, New York

Diploma in Information Technology (2006)

Global Technology Georgetown, Guyana

Associates in Business Administration (2002)

Association of Business Executives College Georgetown, Guyana.

Certificate from Caribbean Examination Council (1997)

Central High School Georgetown, Guyana

Skills:

Advanced proficiency in Microsoft Excel, Word and PowerPoint.

ROBERT D.

4.2.5 IT Service Continuity Analyst

SUMMARY OF QUALIFICATIONS

Results oriented I.T. Professional with over 20 years experiences coupled with strong technical, management, and business skills, business integration & turn-around success. Proven ability to quickly analyze key business drivers and develop effective strategies & processes to drive growth and financial performance. An inclusive global leader and team player with highly effective change management and relationship-building skills. Experience across multiple industries and business functions.

PROFESSIONAL EXPERIENCE

ANTHEM, INC., RICHMOND, VA

July 2018 – July 2019 (contractor)

Data Center Asset Management Analyst, Enterprise Technology Organization

Perform data analysis of ServiceNOW Data Center Hardware asset data in order to identify gaps and process failures

- Extract data from ServiceNOW to identify incorrectly entered or unlinked data center assets
- Compare data extracted from other enterprise level system management and config management tools to ServiceNOW data to identify data gaps and inaccuracies
- Build and utilize reports in Flexera Software Asset Management tools (FNMS) to compare to ServiceNOW and identify data gaps & inaccuracies
- Develop and implement process to create new data center assets from vendor shipping reports rather than wait for assets to arrive onsite
- Collaborate with IBM Asset Management team in addition to internal Anthem team
- Lead analyst in project to remediate unlinked assets & CIs in ServiceNOW. Identify process breakdowns leading to unlinked assets and CIs
- Create new devices in NLyte data center management tool
- Import new or missing assets into ServiceNOW
- Use internally developed SQL extract tool to perform in depth extracts from ServiceNOW database

BANK OF AMERICA, RICHMOND, VA

May 2016 – March 2018

(contractor from May 2016 to August 2016)

Software License Analyst, Global Technology Third Party Management

Provide primary application support for Flexera FNMS Software Asset Management Compliance platform. Maintain Oracle License Position.

- Provide primary application support for Flexera software asset management platform (FNMS)
- Led project to identify MS SQL Servers that could be exempted from licensing requirements, resulting in a 25% reduction in the number of MS SQL licenses needed by the bank to remain compliant
- Led project to improve identification of Oracle Coherence grid installs that were part of Enterprise agreement, Improving compliance status of Oracle Coherence from In breach to Compliant
- perform weekly data validation to ensure data quality of FNMS platform
- identify bugs in FNMS and work with engineering team and Flexera as needed to resolve
- Manage open cases with Flexera and engineering team
- Work with engineering team to develop, implement, test, and validate improvements to FNMS data collection processes
- research and analyze Oracle license purchases and usage and develop a comprehensive License Position for the bank's Oracle software licenses for 140+ Oracle products
- work with internal product managers of Oracle products to ensure license compliance

HILLPHOENIX, Colonial Heights, VA

September 2013 – February 2016

I.T Service Desk Manager, Enterprise Information Technology Group

Managed service desk / desktop support organization across 5 divisions with facilities in 15 locations (5 manufacturing locations) across the United States.

- Improved and streamlined IT hardware procurement and asset management processes.
- Managed Epicor ITSM environment, made modifications to environment to align with internal process changes.
- Created dashboards in ITSM to improve asset inventory management.
- Oversaw product ordering, order tracking, receiving, deployment, and all asset management tasks.
- Audited and reviewed hardware asset inventory to ensure completeness and accuracy.
- Performed queries of ITSM data to assist in product use analysis, expenditure analysis
- Analyze hardware and software buying patterns to identify cost saving opportunities.
- Acted as primary IT liaison to executives and department heads for all IT related issues including hardware / software procurement and asset management, IT support issues, and new project requests.
- Perform vendor management tasks for all IT related vendors
- Prepared and Co-managed a \$6 million dollar annual departmental budget (not including salaries or capital expenditures) with Network Support Manager
- Refined internal processes to achieve a 50% reduction in stale help desk tickets
- Manage all aspects of Hillphoenix's part of the Dover Microsoft Enterprise Agreement including annual TrueUp, License procurement, license allocation, licensing compliance.
- Manage software licensing for all non- Microsoft licensing including Adobe, Autodesk, Bluebeam, and other additional licenses. Responsibilities included procurement, license allocation, compliance, renewals, auditing and license pool management.
- Refined departmental procurement processes to improve efficiency in completing end-user service requests
- Collected monthly support metrics and compiled monthly IT Service Desk report for corporate executives
- Analyzed metrics and service desk tickets to identify issue prone technologies
- Key member of IT Project Management team
- Key member of Acquisition project team

HILLPHOENIX, Colonial Heights, VA

October 2010 – September 2013

I.T Procurement Administrator, Enterprise Information Technology Group

Provided technical oversight and management of all information technology related purchases for 5 divisions across 12 United States locations

- Prepared and managed a \$4 million dollar annual departmental budget (not including salaries or capital expenditures)
- Developed IT hardware procurement and asset management processes
- Perform vendor management tasks for all IT related vendors
- Managed Epicor ITSM environment, made modifications to align with internal processes.
- Placed orders for, received, and entered asset management information for hardware purchases.
- Managed all aspects of Hillphoenix's part of the Dover Microsoft Enterprise Agreement including annual TrueUp, License procurement, license allocation, licensing compliance and auditing.
- Managed software licensing for all non- Microsoft licensing including Adobe, Autodesk, Bluebeam, and other additional licenses. Responsibilities included procurement, license allocation, compliance, renewals, auditing and license pool management.
- Managed vendor relationships
- Identified vendors for new technologies while maintaining compliance with corporate and parent company standards.
- Re-vamped procurement processes to improve efficiency and take advantage of vendor automation capabilities
- Key member of IT Project Management Team

NORTHROP GRUMMAN (CONTRACTOR), Richmond, VA

October 2009 – June 2010

Windows System Administrator

- Deploy monitoring and management toolsets to State Agency Windows NT, 2000, 2003, & 2008 servers.

- Troubleshoot agent performance and functional issues.
- Troubleshoot DNS and connectivity issues.
- Document onboarding of Agency servers

PHILIP MORRIS USA (CONTRACTOR), Richmond, VA

January 2007 – September 2009

Windows System Administrator

- Build, deploy, and administer VMWare virtual servers.
- Manage and deploy system patches using Shavlik.
- Administer, monitor, and troubleshoot backups using EMC Networker.
- Plan, implement and troubleshoot upgrade of six Networker servers and over 200 clients.
- Design and deploy new server farm to newly reopened York plant.
- Monitor System Performance for newly built York servers and tune systems for optimal production.
- Perform system hardware and software inventories of production servers
- Administer Windows NT/2000/2003 servers in a distributed enterprise environment using standard Microsoft tools and Hyena.
- Monitor server hardware, performance, and uptime using IBM Director, Insight Manager, and IP Monitor and respond to outages promptly.
- Document server builds, server outages, and backup failures under PMUSA guidelines.

FEDERAL RESERVE BANK (CONTRACTOR), Richmond, VA October 2006 – December 2006

MicroComputer Analyst

- Configure and deploy new PCs and laptops using Microsoft RIS technology. Troubleshoot PC issues for end users.
- Install applications and migrate user data while maintaining high levels of customer service and meeting SLAs.
- Resolve tickets in Desktop Support queue in a timely and effective manner

WEIDMULLER, INC (CONTRACTOR), Chesterfield, VA

June 2006 – September 2006

Network Analyst

- Perform Network Administration duties for corporate office with 2 additional WAN sites.
- Administer Windows NT, 2000, 2003 servers using standard Microsoft tools. Administer Active Directory on Windows 2003 domain.
- Administer Exchange 2003 servers.
- Configure, install, deploy, and troubleshoot Cisco Layer2 and Layer 3 switches, Internet and WAN routers.

CHESTERFIELD COUNTY GOVERNMENT, Chesterfield, VA

March 2004 – June 2006

Network Analyst

- Perform Network Administration duties for large campus LAN with over 150 additional WAN sites.
- Administer Windows NT, 2000, 2003 servers using standard Microsoft tools, Hyena, and Microsoft Operations Manager.
- Troubleshoot and correct server issues.
- Monitor system performance and develop plans to improve performance.
- Configure, install, and deploy new servers as well as migrate servers to VMWare or IBM BladeServers as part of County's Server Consolidation initiative.
- Perform SMS administration; deploy updates to servers using SMS 2003.
- Administer Active Directory on Windows 2000 domain and then migrate domain to a native Windows 2003 domain while also migrating from Exchange 2000 to Exchange 2003.
- Administer Exchange 2000 and 2003 servers.
- Administer Symantec AntiVirus servers.
- Configure, install, deploy, and troubleshoot Cisco Layer2 and Layer 3 switches, wireless access points, and routers. Use HelpDesk Magic to respond to, update, and close help desk tickets.
- Act as primary network analyst on call for all 24/7 operations including Public Safety and 911 center.
- Key member of county's Emergency Operation Center staff.

WACHOVIA SECURITIES (CONTRACTOR), Richmond, VA September 2003 – March 2004

Network Administration Consultant

- Act as NetAdmin / Corporate Information Security team lead for Windows XP rollout and Desktop Refresh project. Troubleshoot all access and permission related problems during migration.
- Work with Migration Command Center on daily conference calls to ensure smooth migration.
- Act as primary NetAdmin On-Call contact for Migration Command Center and corporate Help Desk
- Perform data pulls from primary accounts domain using Hyena and BindView in order to rename and modify user accounts as part of migration.
- Write batch files and scripts to automate user ID creation, group adds, and account renames
- Create and Administer login scripts for the primary account domain. Administer remote access using RSA Ace Server and SecureIDs.
- Manage user accounts on Active Directory domain.
- Administer Microsoft Exchange 5.5 and 2000 accounts as well as Lotus Notes accounts.
- Respond to Access and permission related issues assigned by the help desk.
- Manage and administer Windows NT 4.0 and Windows2000 servers in both NT and Active Directory domains.

CAPITAL ONE (CONTRACTOR), Richmond, VA

March 2003 – September 2003

XP Migration Lead

- Lead a team of between five and fifteen Migration Technicians for Capital One's initiative to migrate 20,000 PCs with full system backup and recovery capability from Windows 95 to Windows XP using Power Quest tools, IConfig, Ghost, and other network management tools.
- Determine migration strategy for each night's assigned site, assign systems to Technicians, manage, troubleshoot, and administer Network Multicast sessions to image PCs with the new system image.
- Provide first and second tier support for Migrations Technicians on all PC, hardware, network and O/S issues.
- Open tickets with End-User Support to resolve any system issues that could not be addressed prior to migration.
- Act as liaison between project "War Room", Project Management and Technicians.

SERVICE PARTNERS, LLC, Richmond, VA

September 2000 – January 2003

Network Support Analyst

- Provide LAN, WAN, PC and Server support (direct and telephone based) for a nationwide insulation distribution and contracting company using VNC for remote administration of all PCs and Servers.
- Administer, install, configure, deploy and troubleshoot Windows NT and Windows 2000 Domain controllers, file/print servers, SQL Database servers in corporate headquarters and corporate sites nationwide.
- Support, configure, troubleshoot, and deploy Windows 95/98/2000/XP based PCs.
- Support Citrix MetaFrame clients.
- Administer corporate AntiVirus solution using Norton AntiVirus corporate edition.
- Administer Corporate and remote backups of servers using Veritas Backup Exec 8.0, 8.5, and 8.6.
- Troubleshoot and correct RAS, DSL, and Frame Relay connectivity issues.
- Configure NetGear DSL routers and some Cisco routers.
- Supervise field engineers as they troubleshoot and deploy software and systems nationwide.
- Extensive experience using TrackIt to manage support tickets and system inventory as well as administration of tables in TrackIt's HelpDesk module.

UPSHOT DIRECT, INC. (CONTRACTOR), Richmond, VA

June 2000 – September 2000

Sr. Server Engineer

- Administer all NT servers and workstations for Upshot, Inc.'s Direct division.
- Administer and configure backup jobs using Veritas Backup Exec 8 on multi-server trusted domain.
- Plan and execute phased Windows 2000 migration on all workstations and servers.
- Administer IIS web server.

- Administer all AntiVirus protection using Norton AntiVirus Enterprise Solution tools.
- Provide all needed desktop support in a timely and efficient manner.
- Troubleshoot and resolve all server related problems in manner that minimizes downtime and impact on end users.
- Act as liaison between Upshot's Richmond office and Upshot's Chicago IT division.
- Act as liaison between vendors and Upshot.
- Monitor network for any connectivity or throughput issues

COMPUTER RESOURCE TEAM, INC., Richmond, VA

May 1999 – June 2000

Network Integration Engineer

- Design, specify, and implement Local and Wide Area Networks for clients.
- Configure, install, and administer Windows NT servers both in-house and for clients.
- Plan and perform Windows 95/98 to Windows NT Workstation migration.
- Plan and perform Windows 95/98 & NT to Windows 2000 Professional migrations.
- Plan and perform Windows NT Server to Windows 2000 Server migration.
- Design networks primarily based on TCP/IP connectivity both in-house and for clients.
- Install, configure, and troubleshoot Cisco routers.
- Supervise other Network Engineers on Server migration and rollout projects.
- Specify, design, configure, host, and deploy NT based network for Upshot, Inc.'s Direct division using Dell servers, laptops, and workstations.
- Plan, specify, design, configure, and deploy NT based networks and Exchange Servers for clients.
- Perform Year 2000 assessments and remediation both in-house and for clients (primarily the Virginia School for the Deaf and the Blind) including a major PC and server rollout.

FORT JAMES CORP. (CONTRACTOR), Richmond, VA

July 1998 – May 1999

Sr. LAN/WAN Engineer

- Support, Configure, Troubleshoot, and Administer more than sixty NT Servers in a distributed, nationwide, multi-domain corporate WAN for the Fort James Corporation including transition of support duties from CSC Corp to Fort James Corp.
- Key team member on SAM Database Corruption/Domain Migration project.
- Migrate user accounts, rights, permissions from existing master accounts domain to new master accounts domain using Phoenix Software.
- Build, configure, install NT servers on new master accounts domain at corporate offices nationwide as part of SAM Database Corruption project.
- Supervise Junior LAN engineers in configuration and deployment of servers and PCs.
- Administer, configure and Troubleshoot domain controllers on corporate master accounts domain.
- Administer and troubleshoot DHCP, WINS, file and print servers on resource domains at corporate offices nationwide.
- Respond to server related trouble tickets as submitted by corporate help desk.
- Administer MS Exchange accounts as part of domain administration.
- Administer MS Mail servers and mailboxes.

TRIGON BLUE CROSS/BLUE SHIELD (CONTRACTOR), Richmond, VA

March 1998 – July 1998

LAN Consultant

- Provide NT Server and upper tier desktop support in a distributed token ring environment at Trigon Blue Cross Blue Shield headquarters with a strong emphasis on customer service.
- Configure, troubleshoot, administer, and maintain Windows NT 4.0 servers.
- Diagnose and troubleshoot Ethernet and token ring LAN and TCP/IP problems on workstations and servers.
- Provide upper tier workstation support of DOS, Windows 3.X, Windows 95, and Windows NT workstations.
- Configure and install new workstations.
- Use Microsoft SMS to diagnose and correct problems.
- Use GHOST to clone workstations. Install and troubleshoot various software applications including MS Office 4.3, 95, and 97, Extra Personal Client, SMS Client components.
- Support mainframe emulation software using both TCP/IP and SNA.
- Receive and update support calls using NetMan help desk system.

- Support various e-mail applications including MS Mail and MS Outlook.

VIRGINIA DEPT OF HEALTH (CONTRACTOR), Richmond, VA

January 1996 – March 1998

Computer Systems Engineer

- Provide Network and PC support of a user base of over 7000 PCs at Virginia Department of Health (headquarters and remote locations statewide).
- Install and support Windows NT servers
- Troubleshoot PCs and network connectivity
- Setup and configure PCs
- Test and administer new software
- Test and coordinate major Windows for Workgroups to Windows 95 migration.
- Support various Operating Systems including Windows 3.1, Windows for Workgroups, Windows95, and Windows NT (workstation and server).
- Project Manager for several software upgrade and migration projects.
- Project Manager for Children's Specialty Services Clinic network and PC installation project.
- Development of Access Databases (Help Desk Database and Time & Effort Database).
- Development of some minor VisualBasic 5 applications.
- Administration of Windows NT servers.
- Coordinate development of Information Management Technical Manual.
- Act as agency's Lead Engineer on IHRIS Project (State's new Payroll and Human Resources System).
- Function as WAN team member during major Wide Area Network implementation project.
- Setup new sites on Agency's Wide Area Network.
- Use Install Shield to build in house software distribution packages for agency's Oracle applications.
- Configure, install, and test Cisco routers and DSU/CSU.

VILLAGE COMPUTER SERVICES, Gloucester, Virginia

February 1990 - May 1995

PC Support Engineer

- Network and PC support of installed customer base of over 100 users.
- Provide telephone based troubleshooting and support
- Install software as well as configure, install and provide instruction for Point of Sale PC systems
- Perform network installation and troubleshooting

EDUCATION

OLD DOMINION UNIVERSITY, Norfolk, VA – August 1987 – May 1989

Computer Science Major

GLOUCESTER HIGH SCHOOL, Gloucester, VA – September 1983 – June 1987

College Preparatory Diploma, Advanced Placement Computer Science

ADDITIONAL INFORMATION

- Experience with HP, IBM, & Dell PCs, Laptops, & Servers
- Experience with Cisco switches and routers including installation and level 1 & 2 troubleshooting
- Current U.S Passport; available to travel up to 30%

MICHAEL C.

4.2.5 IT SERVICE CONTINUITY ANALYST

Accomplished and resourceful IT Asset Manager with experience in a team-oriented environment, utilizing quantitative and qualitative analytical skills while providing excellent customer service and strong relationships with other business units and vendors. Adept at authoring IT policies, processes, and procedures for IT best practices. Core competencies include:

- Hardware Asset Management
- Software Asset Management
- Software Licensing
- Process documentation
- Business Analysis
- Strategic Planning
- IT Asset Lifecycle Management
- Vendor Management

EXPERIENCE

Unisys Corp., Richmond, VA

December 2018 – Present

Business Analyst, IT Asset Management

- Managed and reported on Hardware and Software Asset Management using two tools – HAM using ServiceNow and SAM using Snow maintaining better than 95% data accuracy.
- Updated the process and procedure documentation emphasizing industry best practices for IT Asset Management
- Worked collaboratively with team members and other workgroups to provide accurate IT Asset Management information in a timely manner.
- Maintained excellent customer service by responding to all inquiries promptly
- Created and implemented an IT Asset Management plan to promote continuous improvement of asset data accuracy
- Participated in procurement strategies to optimize IT asset spending and reduce the risk of IT asset licensing issues
- Provided reporting to managers and users on various hardware and software asset management aspects, including licensing and compliance
- Reported on the management of compliance, maintenance renewals, life cycle planning
- Created a SharePoint library for the team to have a knowledge repository for IT asset management, vendors, and product information

IBM, Richmond, VA

August 2004 – July 2018

Client Focal

- Manage and maintain IT asset lifecycle licensing, compliance, documentation, and IT asset metrics analysis
- Oversee IT asset refresh for enterprise class IT assets
- Collected licensing information for budgeting, software compliance and inventory, and cost comparisons
- Created and implemented an IT Asset Management plan to promote continuous improvement of asset data accuracy
- Respond to requests from end users, managers, developers, and team members for specific IT asset Management data information
- Created policies, processes, workflows, and procedures for IT Asset Management

- Conduct regular customer meetings to promote customer satisfaction and trust
- Conduct book-to-floor / floor-to-book audits utilizing MS Excel to produce a 10% random, non-repeating sample

EDUCATION

AA in Business, GPA: 3.9

Germanna Community College - Fredericksburg, VA

TECHNICAL SKILLS

Agile, Microsoft Office, Excel, PowerPoint, Outlook, Word, Macros, Visual Basic, Cobol74, ANSI C, ALGOL, Open Office Calc, Open Office Impress, Open Office Writer, TCP/IP, SNMP, SMTP, Telnet, SSH, SFTP, FTP, Putty, VI, SAS, SAN, NAS, SCSI

THOMAS A.

4.2.5 IT Service Continuity Analyst

Information Systems Risk Management | Governance & Risk Compliance | Cybersecurity Audit

PROFESSIONAL SUMMARY

Certified CISM, CISA, and CRISC with 11+ years of distinguished career history in IT leadership, including oversight of security risk assessments, IT audits, and compliance programs. Proficient in developing IT solutions, deploying security and compliance requirements, and leading proactive and well-integrated teams across IT governance environments. Equipped with strong technical expertise and broad knowledge of IT risk assessment, core security monitoring, and incident response management. Adept at analyzing complex information and technical issues, translating business/user requirements into actionable IT cases, adopting adequate framework and security controls, and driving continuous improvements.

IT Compliance Program | Information Systems Risk Management | IT General Controls | IT SOX Audits | Governance & Risk Compliance | Identity & Access Management | Cyber Security Audit | Incident Management & Response | Vulnerability Assessment | Network Security | Technical Support | Software Installation | Wireless Networking | Process Improvement | Negotiation | Team Management | Corporate Communication | Organization | Problem Solving

WORK EXPERIENCE

CAPIO – Sherman, TX

Security Compliance Manager • Jul 2020 – Present

- Manage organization-wide implementation of IT risk strategies with changes to environmental practices, ensuring adherence to standards and regulations for complex portfolio IT systems and core infrastructure.
- Oversee onsite risk assessment efforts over PCI environment to standardize and rationalize current Capio PCI and HITRUST processes.
- Formulate information security policy standards, procedures, and guidelines, conceptualize strategic roadmap, and support the IS program initiatives.
- Establish internal audit and legal framework to investigate emerging threats, identify vulnerabilities within the Capio environment, evaluate the likelihood of occurrences, and develop sustainable strategies for effective mitigation.
- Spearhead successful execution of information security projects by installing new technologies and upgrading existing tools, ensuring business continuity in case of a system breach or attack.
- Organize training for employees on best practices regarding email attachments, phishing attacks, social media usage at work, and potential business threats, such as ransomware & cryptojacking malware campaigns.
- Enhance Capio's security culture by organizing security awareness campaigns and developing comprehensive cybersecurity training manuals.
- Develop, implement, and maintain Incident Response Plan (IRP) by performing tabletop exercises and mock incidents while leading Security Incident Response team.
- Augment data protection by answering all customer questions on cybersecurity and advising them on better ways of protecting Capio health information.

FRONTIER COMMUNICATIONS – Allen, TX

SR. IT Security Analyst • Jul 2019 – Jul 2020

- Conducted regular risk assessments to identify potential threats and vulnerabilities in company systems and infrastructure and engineered mitigation strategies, optimizing IT efficiency within the organization.
- Leveraged third-party risk management methodologies such as NIST, COSO, and ISO to manage and lead technical risk assessments for new and existing vendors and suppliers.
- Prepared ad-hoc security risk dashboards, reports, business cases, and presentations on security risk, controls, and compliance status.
- Kept the company abreast of the latest trends in the cybersecurity industry and ensured effective enforcement of risk management strategies.
- Participated in business continuity planning (BCP) activities required by senior leadership. Enforced information security controls and investigated/responded to security incidents.

- Directed and oversaw assessment, selection, implementation, and maintenance of information security tools & technologies and frameworks such as ITIL, HITRUST, COBIT, NIST, and ISO/27002.

HKS ARCHITECTS – Dallas, TX
Security Analyst • Apr 2016 – Jul 2019

- Resolved associated IT compliance gaps by applying effective information assurance procedures and policies, including change management security policies, disaster recovery, release management, and systems maintenance.
- Acted as an end-to-end expert in managing IT-related initiatives, effectively achieving and sustaining compliance with regulatory, industry, and contractual terms.
- Served as a tier 2 engineer, resolving IT compliance issues and performing root cause analyses on all escalated risks, thus optimizing all organizational software and computer programs.
- Enforced security protocols to protect company information from unauthorized access, modification, and destruction.
- Implemented cybersecurity best practices by creating SOPs and DLP and training all staff members on mitigating evolving security risks, increasing security awareness within the company.

CAPITAL ONE CORPORATE OFFICE – Plano, TX
Field Service Engineer • Nov 2013 – Apr 2016

- Steered successful migration of over 800 users from Windows XP to Windows 7 while ensuring business continuity throughout the organization.
- Troubleshoot all software and hardware-related issues and deployed over 2000 equipment to laptop users.
- Developed Good Mobile Enterprise and Air Watch for Android, iPhone, and Blackberry users.
- Delivered top-tier customer service by promptly resolving tickets and work orders within SLA using the HP Service Manager ticketing system as per the support desk SOPs.
- Installed, repaired, and sourced network equipment, ensuring seamless network connectivity within the company and business continuity.

GWA INNOVATIVE TECHNOLOGY, INC. – Richardson, TX
Jr. Network Administrator • Nov 2010 – Nov 2013

- Maintained uninterrupted network security and flow by designing telecommunication networks and systems and optimizing all hardware, software, and communication tools.
- Implemented and tested disaster recovery solutions by upgrading firewall, antivirus, and intrusion detection systems, improving security resilience.
- Configured and deployed computer gadgets after company-wide upgrade to ensure seamless network connectivity.
- Addressed network security issues and prevented unauthorized access to the systems. Analyzed end-user problems and resolved them amicably.

EDUCATION

Bachelor of Science: Information Systems and Cyber Security (ISC)
ITT Technical Institute – Richardson, TX
2012 – 2014

Associates Degree: Information Technology & Computer Network Systems (CNS)
ITT Technical Institute – Richardson, TX
2010 – 2012

CERTIFICATIONS

Certified Governance of Enterprise IT (CGEIT) | ISACA, Ongoing
Certified in Risk and Information Systems Control (CRISC) | ISACA, Jun 2021
Certified Information Systems Auditor (CISA) | ISACA, Mar 2021
Certified Information Security Manager (CISM) | ISACA, Feb 2021

George B.
4.2.6 Network Engineer

PROFESSIONAL EXPERIENCE

2015 – Present Senior Network Engineer for NC Department of Transportation

Responsible for evaluating, recommending, installing, administering, and Operating IPAM Solutions. Deploys and supports data networking in a large and complex environment. Provides senior support on WAN and Access and distribution LAN switching products. Supports data and VOIP as well as data center Class products.

2011 – 2014 Supervisor Lifecycle A&E for UCCaaS/VoIP Repair/IP-ADMIN Teams

Responsible for driving results by building and developing strong diverse teams and maximizing team performance by setting and communicating objectives and priorities, providing ongoing direction, completing all required performance documents and conducting associated performance discussions, provides on going performance feedback, coaching, training and development, takes appropriate performance improvement action or administers appropriate discipline when employees do not meet performance standards or expectations, and ensures a safe and ethical work environment by complying with the Code of Conduct and all Company policies.

2007 - 2011 Spec-Network Operations – DNS/DHCP/IPAM Support Managed Services

Provided DNS/IPAM/DHCP support to managed Services on the RBS, Vangent, Washington Mutual, and Capital One accounts. Responsible for IMACS, Change Management, Incident Management, and problem resolution in regards to DNS/DHCP/IPAM. Perform other duties as required by management.

2005 - 2007 Sr Engineer-Network Operations – FAA Network Management Center

Provided Second Level Support and Chronic resolution on the FAA network. Responsible for the Eastern, Southern, and Southwestern regions. Provided guidance and training to First Level Support. Reviewed history, developed action plans, and saw the action plans through to resolution on chronic troubles. Coordinated repairs with LECS and internal resources to resolve complex issues. Reviewed processes and procedures to ensure they are up to date, accurate, and efficient. Provided technical advice to management. Worked on projects and other duties as required and assigned by management.

2000 - 2005 SR Network Engineer I – FAA Network Management Center

Provided guidance and training to First Level Support. Reviewed and developed processes and procedures for the FAANMC. Provided technical advice to management. Worked on projects and other duties as required and assigned by management.

1997 - 2000 Network Engineer – FAANMC

Provided first level support on the FAA voice and Data Network. Maintained the network up to 99.9999% uptime. Coordinated repair efforts with internal and external agencies. Worked with Vendors and suppliers to resolve issues.

1983 - 1997 Communications Sergeant - Equipment US ARMY

Managed and supervised 14 soldiers. Was responsible for supervising the daily operations of the Communications section. Ensured the Soldiers were trained and maintained readiness for deployment. Performed Quarterly, Semi-Annual, and Annual Reviews of the soldiers performance.

Managed and maintained the operations of a wide variety of communications equipment for the 1st Corps Support Command, the General Staff, and subordinate Units ranging from PCs to tactical radio equipment. Ensured the readiness of communications for the Command, Staff, and subordinate units. Performed Audits on the subordinate units to ensure Army Regulations, Command regulations, policies, and procedures were being adhered to. Advised the General Staff on communications capabilities, readiness, and newer technologies. Operated and maintained the communications in the Command Emergency Operations Center. Coordinated and obtained the logistics and communications needed for deployments.

EDUCATION

Benettsville High School, Bennettsville, South Carolina: Graduate with Honors 1983

PROFESSIONAL DEVELOPMENT

Web Based Training CEU, Cary, Certificate Conflict Management

Web Based Training CEU, Cary, Certificate Managing Corrective

Web Based Training CEU, Cary, Certificate Role of the Manager

U.S. Army, Fort Gordon, Georgia Certificate Mid level Management

U.S. Army, Schofield Barracks, HI Certificate Entry Level Management

REFERENCES

Gary Florence (919) 378-3866 gary.florence@verizon.com

Tom Sibrizzi (919) 378-6479 tom.sibrizzi@verizon.com

Bill Campbell (919) 378-7236 william.campbell@verizon.com

Leonard S.

4.2.6 Network Engineer

SUMMARY

- IT Network Engineer with 10 years network engineering experience
- Experience supporting Department of Defense and Corporate networks at numerous United States and International locations
- Successfully completes network projects ahead of schedule and under budget
- Enthusiastic team player with the ability to supervise, trains, and mentor others in fast paced and difficult environments.
- Continually updates technical expertise to increase networking knowledge
- Active Secret Clearance
- Extensive leader and managerial experience in austere working conditions

EDUCATION

Atlantic Technical College/Cisco Academy, Coconut Creek, Florida - 2013
Network Support Services Certificate

Site 2Bravo, Afghanistan – 2005
Frontline Supervisor Course

ACTIVE CERTIFICATIONS

- Cisco Certified Network Associate
- CompTIA Security+ CE
- CompTIA Network+ CE

EXPERIENCE

April 2023 – Aug 2023

TEKsystems

Network Engineer, Huntsville Alabama

- Supporting WAN for network Enterprise Center at Redstone Arsenal (NEC-R).

Provide network analysis and support for the Redstone CAN, SIPRNET, LAN, and WAN interfacing to include user interface assistance, peripheral interface, network connection interface, problem analysis, network security and LAN infrastructure design.

- Provide technical support for network protocols to include Multiprotocol Label Switching (MPLS), Transmission Control Protocol/Internet Protocol (TCP/IP), IP version 6 (IPv6), Asynchronous Transfer Mode (ATM), FTP, RS232, and fiber, network physical layers, which includes Voice over Internet Protocol (VoIP), Ethernet, Fast Ethernet, Fiber Distributed Data Interface (FDDI), Integrated Services Digital Network (ISDN), and other routing protocols.

January 2016 –
March 2023

Amentum (formerly **PAE**), Andros Island, Bahamas

Sr. Network Engineer 2021-2023, Network Engineer 2018-2021 and Network Technician 2016-2018

- Provide sole support for all U.S Navy network activities previously supported by two network engineers and a senior network engineer.
- Provide support for all Classified, Unclassified and Residential networks at the Navy's Atlantic Undersea Test and Evaluation Center and four CONUS locations, including support of the Navy NMCI network assets.
- Responsible for network installation, configuration, maintenance, and optimization of all network devices including Cisco routers, switches, firewalls, and wireless equipment including Cisco wireless LAN controllers, bridges and access points.
- Administer fully redundant Cisco Identity Services Engines (ISE) servers.
- Design Cisco LAN/WAN network architectures using industry best practices.
- Ensure all network devices are configured to meet RMF and IAVA STIG security requirements.
- Respond to emergency network outages in accordance with business continuity and disaster recovery plans.

Leonard S.

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- Prepare and ensure accuracy of network diagrams, procedures manuals, and network device configuration templates.
- Manage assets and device inventory.
- Provide Recreational Internet access for 300+ installation residents and visitors. This network service is maintained during non-business hours, i.e. lunch hours, week-day evenings and weekends.
- Configured, deployed Cisco ASA's and Palo Alto FW's on then non-DOD network.
- Prepare site networks in advance of hurricane evacuations and recover networks upon return.
- Designed and deployed new Cisco WiFi Mesh network in residential housing areas using Cisco 2500 WLC, Cisco 1500 Mesh access points.
- Designed and deployed new Broadband over Power Line network (BPL) networks in transient housing building that enabled Internet access to visiting servicemembers and contractors.
- Implemented new network monitoring solution that significantly reduced outages and decreased troubleshooting time.
- Updated and created new network documentation and standard operating procedures.
- Deployed new IP audio system that extended intercom communications to remote sites.
- Reduced equipment inventory count which resulted in significant cost savings.

July 2015 -
January 2016

Global Response, Margate, Florida
Tier 2 Technical Support

- Troubleshoot and quickly resolved software, hardware, printer, and dial up/DSL/cable-modem/network issues over the telephone.
- Acted as liaison for web-based application problems between users and developers.
- Provided end user support for Windows operating systems, Windows Office Applications, Apple MAC operating systems, etc.
- Demonstrated ability to organize, prioritize and multitask while managing user's expectations.

January 2015 -
July 2015

Plum Choice, Deerfield, Florida
Technical Support Representative

- Provided professional technical support to all customers including sometimes difficult or unhappy individuals.
- Engaged in simultaneous remote computer system administration and repair sessions.
- Displayed courtesy and strong interpersonal skills with all customer interactions.
- Referred difficult issues to upper management while maintaining positive rapport with customers.

Leonard S.

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February 2014 -
December 2014

Inbound Call Experts, Boca Raton, Florida
Tier 1 Technical Support

November 2013 –
January 2014

Independent IT Computer Consultant – South Florida

August 2012 –
October 2013

Elite Show Service, Miami Gardens, Florida
Premium Event Staff Member

- Provided guest assistance in the VIP seating areas of the Hard Rock Stadium sporting venue.
- Provided access control and crowd management to ensure a safe environment
- Developed a thorough knowledge of building policies, procedures and event requirements.
- Responded to all customer comments and concerns in a prompt and friendly manner.

August 2010 –
July 2012

Independent Moving Consultant/Limousine Driver/Landscaper, South Florida

May 2010 –
July 2010

Unemployed – Traveled in Asia before relocating back to the United States

November 2008 –

Supreme Food Service – Afghanistan

April 2010

Operations Manager

- District Manager responsible for overall operations of multiple dining facilities at overseas U.S. military bases located in hostile and austere locations.
- Liaison between prime contractors, sub-contractors and U.S. Military.
- Responsible for billeting for 300 plus personnel along with facilitating more than 150 immediate staff.
- Directly responsible for managing 24/7 operations to meet the requirements of the contract and surpass expected levels of service.
- Traveled to poor-performing sites to correct deficiencies and improve business practices.
- Decreased government expenditure by lowering food and associated costs.



Nath K.

4.2.6 Network Engineer

Professional Summary:

- Cisco and Juniper Certified Network Engineer with over 14+ years of experience in the industry, which includes expertise in the areas of Routing and Switching.
- Experience in configuring BGP, OSPF and ISIS on Juniper MX-960 and MX-480 routers.
- Understanding of 4G-LTE infrastructure and its elements such as MRFP, SGW, PGW as a part of the Branch Network Resiliency Project.
- Experience in configuring spanning-tree on EX4200 and EX8200.
- Experience in configuring Juniper Switches such as EX4200, EX8200 in virtual-chassis mode.
- Experience in migration from Cisco infrastructure to Juniper MX routers and Switches such as EX and QFX devices.
- Experience in preparing MOP and corresponding scripts for Maintenance window.
- Expert level knowledge of troubleshooting, implementing, optimizing and testing of static and dynamic routing protocols such as EIGRP, OSPF, BGP with ability to interpret and resolve complex route table problems.
- Knowledge of implementing and troubleshooting complex layer 2 technologies such as VLAN Trunks, VTP Ether channel, STP, RSTP and MST.
- Worked on Cisco 7200, 3800, 3600, 2800, 2600, 1800 series Routers and Cisco 2900, 3500, 4500, 5500, 6500 and Nexus 5K series switches.
- Worked on Juniper SRX-100,110,210,550, MX-80, MX-480 series routers and EX-2200, 4200 series switches.
- Implementation of HSRP, VRRP and GLBP for Default Gateway Redundancy.
- Cisco ASA/Palo alto Firewall troubleshooting and policy change requests for new IP segments that are either present in the network or that may have been altered during various planned network changes on the network.
- Experience working with Nexus 7010, 5020, 2148, 2248 devices
- Deploying and decommissioning the VLANs on core Nexus 7K, 5K and its downstream devices
- Worked on Cisco Nexus switches, 7000's, 5000's 2000's with VDC's /VRF's configurations.
- Experience in working with Cisco Nexus Switches and Virtual Port Channel configuration.
- Experience in F5, Cisco ACE 4710 Load balancers and Cisco WAAS, WAVE accelerators.
- Experience in configuring HSRP and redistribution between routing protocols troubleshooting them.



- Extensive knowledge in different networking protocols DHCP, DNS, FTP, VOIP (SIP, H.323, MGCP), Quality of Service (QOS).
- Experience in configuration and troubleshooting MPLS, L2VPN, L3VPN tunnels.
- In-depth knowledge and hands-on experience on IP Addressing, Sub netting, VLSM and ARP, reverse & proxy ARP, Ping Concepts.
- Expert Level Knowledge about TCP/IP and OSI models.
- Extensive experience with Cisco IOS, Windows client/server operating systems and Linux
- Enhanced level of knowledge with PPP, ATM, T1/T3 Frame-Relay.
- Experience in working with tools like Putty, Exceed and Secure CRT.
- Experience in using network performance monitoring tools like Solarwinds Orion, Plixer Scrutinizer, VPM, Cisco works, Junos Space.
- Experience in migration of networking devices in a multivendor network with devices like Cisco, Juniper, Palo Alto Networks.
- Expert knowledge of cable connectors and replacement as RJ-11, RJ-45, V.35, RS-449.
- Knowledgeable in understanding of the ITIL framework
- Excellent communication skills to interact with team members and support personnel, acting as a mentor to less experienced personnel.
- Demonstrated success record in: Managing multiple tasks with proven ability to meet deadlines and proactively identifying the problem to solve complex technical issues.
- Highly enthusiastic, creative team player, project implementation, analytical, interpersonal and communication skills

CERTIFICATIONS:

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Juniper Networks Certified Associate (JNCIA)
- Juniper Networks Certified Associate-Cloud (JNCIA-Cloud)
- Juniper Apstra Automation Accreditation Exam



TECHNICAL SKILLS:

- **Cisco Platforms:** Nexus 7K, 5K, 2K & 1K, Cisco routers (7600, 7200, 3900, 3600, 2800, 2600, 2500, 1900, 1800 series) & Cisco Catalyst switches (6500, 4900, 3850, 3750, 3500, 4500, 2900 series), CSR/ASR, IOS-XR.
- **Juniper Platforms:**
MX10003, MX960, MX480, MX240, MX104, MX80 routers.
QFX5110, QFX5100, QFX3500, EX4300, EX4200, EX2200 Switches.
SRX4600, SRX4200, SRX1500, SRX550, SRX240, SRX210, SRX100 Firewalls.
- **Management tools:** SNMP, Syslog, Sniffer, and Wireshark.
- **Routing Protocols:** BGP, OSPF, EIGRP, IGRP, RIP, Routed Protocol TCP/IP, Multicast, HSRP, VRRP, GLBP, VARP.
- **LAN Protocols:** VLAN, VTP, Inter-vlan routing, ISL, dot1q, STP, RSTP, PVST, HSRP, GLBP, Ethernet, Port security, MLAG.
- **WAN Technology:** MPLS, MPLS VPNs, LDP, L3VPN.
- **Network Management:** SNMP v2, Cisco Works, 3Com Network Analyzer, PRTG, Solar winds, TACACS, Net flow, Cacti, Rancid, Splunk and Nagios.
- **Network Security:** Cisco ASA, Juniper SRX, Palo Alto Firewalls, IPsec, IPS/IDS, & VPN, Juniper SRX, Juniper VSRX, ACE Module and F5 Load Balancers
- **Wireless:** Juniper Mist, Cisco Meraki
- **Application Protocols:** DHCP, DNS, IPV6, FTP, TFTP.
- **Documentation:** Microsoft Office
- **Design Tools:** HPNA, MS Visio
- **Programming:** Python, Shell Scripting, Ansible, TOBY and ROBOT
- **Operating Systems:** Cisco CATOS, IOS, IOS-XR, NX-OS, JUNOS, PANOS, MS Windows 2007/08, Windows Vista, Windows 8, Windows 10, Linux.

PROFESSIONAL EXPERIENCE:

World Wide Technology, Inc./Charles Schwab, AZ
Sr.Network Engineer

Nov 2021–Present

Responsibilities:

- Actively participated in meetings related to external vendor connectivity, ensuring effective communication and collaboration. Coordinated with application vendors to implement policies and routing strategies, enhancing partner interactions.
- Responsible for the Implementation of BGP changes with policy-maps on Juniper SRX devices to influence primary and secondary paths, optimizing network performance.



- Configured redundant VPN tunnels to external vendors, adhering to NIST standards for phase1/2 parameters on Juniper SRX4200 devices.
- Successfully migrated VPN tunnels from the old redundant datacenter to the new Equinix colocation, ensuring uninterrupted services.
- Established ECX connectivity to vendors in Equinix, configuring BGP and turning up connectivity for improved network efficiency.
- Spearhead the implementation of L2/L3 changes on Nexus 9000 series leaf switches and ASR 9300 routers to propagate partner routes to the core.
- Consolidate multiple networks within Schwab(Legacy &TD Ameritrade) into a single ACI infrastructure. Responsible to handle tasks in ACI fabric configuration, including tenant creation, application profiles, and endpoint groups (EPGs) for policy-driven network management.
- Implemented and maintained ACI security policies, including micro-segmentation and contract-based communication to enhance network security on Cisco Nexus 9K devices.
- Troubleshoot CRC errors in the ACI environment by analyzing corresponding moogsoft alerts. Submit nlyte requests to replace the SFP and Cable to resolve CRC errors.
- Collaborated with external vendors during SRX device changes, maintaining primary and secondary path connectivity in the event of an upgrade.
- Act as the primary point of contact and liaison between external vendors/partners, providing effective troubleshooting for connectivity issues.
- Propose necessary design changes to the external vendors and make amends on these changes by adhering to the Schwab Infosec Guidelines.
- Support Annual disaster recovery failover testing for partners, ensuring automatic failover setup and functionality testing. Update confluence pages to reflect the right procedures, verification, and fallback steps to return to the original state.
- Migrated vendor VPN connections to Juniper SRX 4200, facilitating the move from green(**TD Ameritrade**) to blue (**Charles Schwab**) environments. Ensure redundant path and necessary configurations are implemented on the devices to support both the existing and new app environments.
- Responsible for setting up redundant tertiary branch VPN connections to the datacenters in phoenix and aid the migration of existing TDA branch sites to facilitate new Schwab branch setup and moves. Test connectivity to the new branches for LAN, WAN and Wireless connectivity over the VPN.
- Designed and deployed the Zero Trust framework across all the Schwab/TD Ameritrade People centers. Create trusted and untrusted network within the campus location to bifurcate Market room devices from the regular devices.
- Onboard TDA non-Meraki sites and assist in the Implementation of MS355 and MS425 Switches. Deploy MR56 and MR86 Access points as a part of Onboarding the sites(People Centers and Branch Offices).
- Create group policies on the Meraki dashboard to support the network segmentation effort and 802.1x security remediation on Cisco ISE.

- Responsible for investigating the LACP and non-stacking related issues with the Meraki MS 16.6 and work with Cisco TAC to Perform QA testing in the environment before rolling out the upgrade to the production devices.
- Troubleshoot the L3 host table incorrect next hop triggered by VRRP flaps on the Viptela SDWAN and missing routes issue with the configuration of static/OSPF routes triggered by adding/removing the routes in the Meraki dashboard on version 16.1.
- Implement temporary workarounds for the L3 host table incorrect next hop by using a physical address instead of virtual address. Mitigated the missing routes issue by removing the OSPF default-information-originate from the Cisco Viptela configuration until the next stable release of Meraki 16.2.2 RC1/2 were deployed.
- Troubleshoot poor Wireless performance by utilizing the client survey tools and additional Meraki tools such as Event logs and obtaining the RSSI value from the client survey tools such as Air Marshal.
- Monitor Meraki Alerts for CRC Errors, packet fragmentation and 802.1x failures through Cisco Thousand Eyes and apply the necessary fixes.
- Perform regular firmware upgrades on Meraki Devices and test connectivity to Wireless SSID's and devices/services as a part of the shakeout plan.
- Configure the SSID's with API key and Secret to enable Cisco Umbrella DNS protection.
- Create GPACL's on Meraki dashboard to allow respective subnets to connect to the internal/External DNS. Perform Port isolation for Printers and Camera's at the respective Campus location.
- Configure the respective SSID's on the Meraki devices for Cisco Umbrella DNS integration and change the policies from default to apply the standard hardened default policy. Enable 802.1X Meraki Certificate based authentication on set of devices in the People Centers interfacing with market data.
- Experience using Wireless survey and troubleshooting tools such as Ekahau Connect , AI pro, Chanalyzer, and V-APP.
- Worked on Jira Firewall tickets, collaborating with core routing, proxy, and application teams to implement necessary changes.
- Installed, maintained, upgraded, and troubleshot F5 LTM and GTM devices such as Viprion 2400, 2400, 4480 and performed migrations from 5250 to R5000. Performed necessary tasks on the devices such as Virtual Servers, Nodes, pools and load balancing algorithms configuration for application availability optimization.
- Upgrade F5 LTM, GTM and Viprion devices from version 13.1.5 to 15.1.7 using ansible playbooks. Responsible to create a playbook directory and target the devices listed in the inventory file by location during the upgrade.
- Create a test plan for trial run in the lab leveraging ansible playbooks listing the pre-requisite steps, the vcmp behaviors and upgrade behaviors. Create verification procedure to ensure that the expected objects and pool health status is verified.
- Perform BigIQ integration and provision AVR(Application visibility and reporting) modules for performance analysis of web applications and gather metrics such as

transactions per second, server/client latency etc. Integrate splunk SIEM with F5 to Consolidate statistics from multiple BIG-IP devices.

- Responsible to create A records, PTR records for IP addresses and host names, as well as CNAMEs for both internal and external VIPs leveraging Ansible Tower Automated workflow. Experienced in migrating on-prem applications to the cloud using pointer record CNAMEs and creating delegation records for Wide-IPs and applications hosted on GTM.
- Proficient in maintaining high availability of DNS servers and ensuring device health in both on-prem and cloud data centers. Experienced in the creation of DHCP records for devices and add the network devices to DNS servers for ISE integration.
- Responsible for performing Zscaler device sublocations by datacenter and Equinix Co-locations. Created Lifecycle specific URL categories to remove entries from the respective URL categories to enforce blocking via the proxies supporting VPC endpoints in AWS.
- Updated the proxy PAC file to include application URLs, enabling external application access through the Zscaler proxy. Ensured internet security by blocking unauthorized IP addresses and URLs from accessing non-business and social networking sites. Developed proxy auto-configuration (PAC) files for both enterprise-wide and user-specific groups to enable seamless internet access through the proxy server.
- Deployed device whitelisting on Cisco ISE, addressing authentication challenges and facilitating the addition of new devices to the network. Created profiler policies to categorize network devices into appropriate groups and implemented group-specific policies to ensure effective device management.
- Successfully implemented device whitelisting on Cisco ISE to address authentication issues and enable secure device access to the network. Conducted device profiling and assigned policies to specific device groups, ensuring effective management and control of network devices.
- Responsible for the deployment of Viptela Vedge 5000, 2000 and C8300 devices as a part of SDWAN deployment.
- Developed template variables and parameters to streamline the deployment process and accommodate varying network requirements. Automated template updates to align with evolving network policies, ensuring consistency and adherence to security protocols.
- Perform throughput testing with Vedge devices to identify the NAT translation issue to the devices with the campus location. Propose the long-term solution to replace the Vedge with the C8300 devices. Establish seamless communication between Viptela controllers and edge devices during the onboarding phase.
- Address the Vedge device template failure with community string issue post upgrade to version 20.6 by downgrading to 20.4.2 code. Create an SNMP string with 15 characters or less as a workaround and attach the device template to the respective Edge devices.



- Responsible for analyzing logs, packet captures, and performance metrics to identify and address network anomalies post the Viptela device installation at People centers.
- Performed daily policy pushes on Palo Alto, Juniper SRX, and VMWare NSX-T firewalls, utilizing Terraform scripts for efficient configuration management.
- Conducted cleanup of obsolete configurations for external/decommissioned partners post-migration. Ensure the correct configurations are maintained on both the Primary/Secondary devices.
- Migrate the configurations from the existing Netscreen devices to the Juniper SRX devices and support the decommissioning of the EOL/EOS devices.
- Supported and performed upgrades of Juniper SRX4200/Palo Alto 5200 clusters at various Equinix colocations.
- Conducted Junos upgrades on DIA SRX devices, staying vigilant about potential vulnerabilities and initiating necessary configuration changes.
- Maintained effective communication with vendors/partners, coordinating upgrades and relaying security advisories to the team.
- Collaborated with Vendor TAC to troubleshoot hardware or software issues, conducting thorough lab testing before implementing fixes on production devices.
- Proactively analyzed Splunk logs to troubleshoot connectivity issues and slowness, ensuring optimal network performance.
- Engaged in continuous improvement by identifying potential issues and taking preventive measures based on security advisories on Cisco, Juniper and Palo Alto devices.

Juniper Networks/ Verizon Communications Inc.
Resident Engineer

Sep 2020- Oct 2021

Responsibilities:

- Responsible to Support the customer as a dedicated resident engineer supporting high priority issues for the Verizon Public IP Global MPLS and Fios Networks. Support the Verizon Managed Services team by Performing POC's and Lab testing.
- Work on Core and Edge Routers in the Verizon Autonomous systems 701,702,703 and 14551 for the respective regions.
- Experience supporting deployment and troubleshooting on multiple PTX100016 and PTX5000 routers connected in the network core.
- Work on trouble tickets and support configuration on Edge and Gateway MX routers such as MX2020, MX2010, MX960, MX480 and MX240.
- Troubleshoot issues with respect to packet drops and memory issues on the MX/PTX devices specific to the line cards and Junos versions running on the devices. Perform lab testing by replicating the production issues with packet generators.



- Build and Verify Customer MOPs for new technologies being deployed as an FOA in the production network. Help the lab test new features like TE++, vRR, SCFD and BGP BMP which were deployed in the networks.
- Work on high priority issues on the customer facing circuits in the event of BGP flaps on Juniper devices and vRR's. Provide analysis and resolution by analyzing the RSI and logs related to the issue.
- Troubleshoot issues related to the subscriber management daemons like bbe-smgd and smihelperd to prevent high CPU utilization with memory leaks in particular version of Junos code. Work with Juniper Engineering to raise a Problem Report to get a JSU fix for the issue.
- Assist the customer during the maintenance window to perform the configuration of complex configurations such as IPv6 VRF policy injection on MX gateway routers. Ensure BGP has a session established to the VPN vRR prior to the MOP implementation.
- Create initial drafts with test plan and feature set to be tested in the lab for products such as Northstar and features like TE++ auto-bandwidth, SCFD to the respective teams supporting the issues from Verizon NMC team.
- Setup the testbed in a multivendor environment for the Juniper Mist POC including the Cisco Catalyst devices and Mist ME-X1/X5 devices and Mist AP43 Wireless access points to support the Managed services group product positioning team.
- Run the RFC2544 to test the throughput of the Wired Network equipment to determine the loss percentage with varying frame sizes through various rates/load leveraging the Spirent Test Center tool.
- Test Client authentication features with the WPA2/3 Security certification and Captive portal authentication functionalities. Record the actual and expected results as a part of the test.
- Perform the integration with Cisco ISE and Aruba ClearPass to test features such as policy enforcement, Change of Authorization. Troubleshoot issues related to authentication monitoring failures.
- Create and Document administrative and operational tests inclusive of centralized configuration, intelligent Capture, RBAC. Provide a comprehensive comparison of operational functionalities such as Client analytics, Events/Alarms and AI suggested actions.
- Test the Juniper Mist Solution functionality as a part of Verizon Managed Services product portfolio to reflect specific functionalities such as Guest anchoring, AP ZTP, AP provisioning through Proxy, Bandwidth contracts, Client Load balancing and Dynamic VLAN Assignment. Test additional functionalities and provide cross product comparison for features such as ISSU upgrades/rollback, Traffic analytics and QOS.
- Configure Spirent to run performance tests and range tests with 802.11 AC inclusive of Mixed client tests with 802.11 AC/AX. Run specific RFC2544 tests for Central switching to record the percentage allowable loss for encrypted/non-encrypted channel width.



- Perform Wireless security tests like Rogue AP detection, Evil twin detection and Mac Spoofing. Validated logging/mitigating IPS events from Mist Edge/Cloud View.
- Perform Failure Resiliency and Roaming tests to exhibit features such as Physical link and control tunnel failure. Validate the working of Roaming of clients between AP's to display little to no impact from the end client roam.
- Test IOT policy-based access control and Marvis AI third party integration with Splunk. Create tests and validate the BSS coloring and Spatial reuse functionalities.
- Present new feature and product implementation TOI's to the customer and lab teams as a part of product/feature awareness.
- Configure PCC controlled, delegated and initiated LSP's with NorthStar in a topology consisting of NorthStar Controller PCE, QFX5110 and PTX 5K public IP converged core.
- Test issues before the NorthStar version 3.0.2 FOA to identify bugs related to node update scripts, system health updates and prunedb process restart.
- Worked with JTAC and the customer to reduce issues related to FPC and RE logs to provide a Root Cause Analysis regarding the issue.
- Configure and test new features in subscriber management like SCFD and DHCP Dual stack single-session subscriber as a part of new Junos version 18.4 that were to be deployed on the Broadband Network gateway devices.
- Migrate the DHCP addressing to DHCP dual-stack to manage the dual-stack subscribers. Configure the provisioning based on the necessary PCRF requirements as set by the customer.
- Assist customer to configure and test new features in the lab related to subscriber management functionalities on the MX devices such as lawful intercept, dynamic reconfiguration, CGNAT and Subscriber Class of Service.
- Work with Product Lifecycle Management team for bugfixes and enhancement requests as per the New Juniper deployments. Perform end to end to feature testing prior to the implementation of the new Service releases.
- Train the Customer's design, implementation, and support personnel to configure, operate and troubleshoot the Juniper Networks products.

Juniper Networks/AT&T Labs and Research, NJ
Resident Engineer

Nov 2015- Aug 2020

Responsibilities:

- Hold network information gathering workshops with the Customer to understand the Customer's existing network design and technical requirements of new network designs.
- Configure routing, switching and security features on the Juniper devices as per the customer's requirements. Replicate the Production issues and provide timely resolution.
- Work on Juniper series of Routers, Switches and Firewall devices such as MX80, MX104, MX480, MX10003, EX2300, EX3400, EX4200, QFX5100, QFX5110, QFX5200 SRX

Branch/Datacenter devices like SRX300, SRX345, SRX550, SRX1500, SRX4200, SRX4600 to implement newer features that will be used in the production network.

- Perform design using dynamic routing protocols (BGP, OSPF) within an MPLS based network for ISP and Enterprise setup.
- Configure and troubleshoot issues related to OSPF, BGP, MPLS, Multicast, IPSEC VPN's, STP etc.
- Carry out testing of new Designs, features, and functionality as required by the Customer Test plans before implementation and verify the correct operation in the network.
- Test the necessary features on the devices for respective Junos Code. Verify if there are any known bugs by working with JTAC and opening PR's. Follow up with the Responsible internal teams to ensure the Bugs are fixed in the next release.
- Test patches and fixes to the Junos Code and Device Under Test (DUT) ensuring that they are implemented and functioning correctly in the pre-production lab test network as per the test plan.
- Verify the Junos Code previously tested and lay a strategy to perform the new Junos Code Regression tests in co-ordination with Juniper Sales team and the customer.
- Perform feature testing on MX and SRX devices to qualify them as Customer Premises Equipment (CPE) testing various features like Site Resiliency, Routing protocols, IPSEC, RPM, Multicast, COS etc.
- Troubleshoot equipment and network issues by opening, tracking JTAC cases through to problem resolution on pre and postproduction issues.
- Responsible for performing tests using NITA (Network Implementation and Test Automation) Framework in the customer lab Infrastructure on devices like MX, SRX, EX and QFX. Use the in-built Jenkins Automation server for Continuous Integration/Continuous Development in the Customer Production Network to push and test new scripts with Ease.
- Involved in the development of plans to test newer devices and topology before deployment in the production network using pre-defined NITA modules. Perform protocol tests and integrate test centers such as Spirent/IXIA to pass traffic in the lab test environment.
- Use Keyword Driven test automation framework like ROBOT with Toby extensions to create test cases with function specific keywords. Execute test cases and save the results with html report file.
- Test various features on the Contrail Service Orchestration (CSO) for a Hub-and-spoke topology with SRX4200 High Availability Clusters as the Enterprise Hub and SRX345's as a pair of Spokes.
- Onboard the hub and spoke devices on the CSO to replicate the customer topology to replicate the customer's network. Configure Overlay and underlay redundancy before pushing the templates by stages inclusive of customer configuration on the CPE.

- Test routing between Enterprise hubs and spoke sites, enable Local breakouts for the internet at Spoke Sites on respective interfaces.
- Create Pre-Staged Configurations on the CSO to build IPsec Tunnels to the On-Premise Device and test Zero Touch Provisioning (ZTP) for scaling networks without additional resources with increased configuration accuracy.
- Create policies to allow/block traffic between the sites in the CSO Test Setup. Test application routing and SLA profiles for better application visibility.
- Verify the Next-Generation UTM firewall functionalities such as Antivirus, Content Filtering and Web filtering by enabling the appropriate profiles. Check if CSO supports the functionalities by passing traffic to verify UTM features when respective profile is enabled.
- Assist customer with the existing Palo Alto 7050/5450 firewall device configuration to convert configurations related to Layer4 security controls and layer 7 configurations. Explore possibility of testing and integrating Sky ATP with policy enforcer.
- Work with the Managed Services customer to Understand the configurations on various devices that will undergo replacement with Juniper Devices.
- Analyze the customer configuration in the existing production environment for vendor devices such as Cisco, Arista and Palo Alto for writing test configurations in the lab.
- Test the new configuration from non-juniper devices and verify the proper working of functionalities comparing the features to the new Juniper devices(MX/EX/SRX/QFX).
- Work with Product Lifecycle Management team for bugfixes and enhancement requests as per the New Juniper deployments. Work end to end to test features after being implemented in the Service releases.
- Create Runbooks/MOP's for the customer deployment and assist the conversion of configuration from non-juniper devices to device configuration.
- Responsible to produce a written summary report of the status of Design projects, equipment and network problems on a regular basis to the Customer.
- Hold technology workshops with the Customer to discuss equipment and network problems, and to provide case status updates, including the reasons for any problems encountered and the workarounds and/or solutions that are being tried.
- Independently lead Layer-3/Layer-2 network troubleshooting and collaborate with network operations staff to conduct Root-Cause Analysis.
- Create Visio Drawings for the Network topologies tested and document test results in an ETG (Engineering Technical Guide) used by the customer personnel for Device configuration and troubleshooting.
- Support the lab environment of Juniper products within the Customer infrastructure and ongoing testing efforts by defining best practice policies for Juniper products used by Customer.



Sr.Network Engineer

Responsibilities:

- Involved in handling and delivering multiple projects assigned by the Project Managers primarily related to datacenter build and technology refresh.
- Act as a primary resource on the Cisco EOL project to build new environments and decommission the existing legacy gear.
- Involved in migrating several vendors connecting to the organization from the old vendor DMZ Environment to the standardized new environment.
- Migrate Legacy vendor connections to B2B tunnels across the primary and redundant Datacenters.
- Validate all the rules and connectivity to the vendor servers post DMZ migration.
- Work with application testers to ensure connectivity to their servers upon Port open request implementation for validation.
- Worked with Building new environments for Oracle DB and OLB environments comprising a Nexus 7K/5K/2K model.
- Responsible for the design and implementation of Nexus 5010, 22248 FEX as a part of the OLB environment build.
- Involved in circuit upgrades in our front-end Datacenters for strategic hosting.
- Involved in creation of Virtual server, Nodes and pools for integrator applications used for financial file transfers on F5 6500 LTM's. Created VIP's/WIP's for newer applications.
- Worked on application slowness troubleshooting issues with internal team post server migration to our New DR datacenter.
- Worked on New MPLS turn up's for Newer Branches and Upgraded Circuits at back offices.
- Responsible for decommissioning vendor T1 and ATM's post migration to B2B.
- Work as part of the Branch Network Resiliency Project to setup Cisco 891w Series of devices with a 4G network connectivity from ATT/Verizon connecting branches and back offices.
- Configure Juniper SRX 110,240 devices in the Vendor DMZ environment with security policies
- Verify security policies on vendor SRX devices managed on our end to migrate the policies and DMZ's to ASA 5585.
- Provide Business as Usual support with On call rotation during the weekends.
- Responsible for project documentation including Design documents, Operational turnover documents, visio drawings during the project handoff to operations.
- Monitor the health of the devices, alarms, packet drops with monitoring tools such as Zenoss, Algosec and IBM Qradar.
- Represent change tickets with proper documents such as SOE's, Implementation Script to the change management team for technical and business approvals.



- Responsible for Implementation of approved changes and provide documentation to the operations team upon completion.

Catholic health Initiatives, AR
Sr.Network Engineer

Oct 2013–Apr 2015

Responsibilities:

- Responsible for working on multiple projects as assigned and adhere to end to end project life cycle to complete assignments as per the project deadlines.
- Worked on projects across MBO's including Mergers-Acquisitions, Data domain Installations, technology refresh projects and Site setups.
- Involved in new clinic setups and clinical moves in the Arkansas MBO.
- Involved in Bandwidth capacity management and ordering circuits for new sites based on the devices/users in the network.
- Experienced in configuration and troubleshooting of routing protocols like EIGRP, OSPF, BGP, MPLS and Switching protocols like VLAN, VTP, STP.
- Involved in the Arkansas MPLS Ring setup project in collaboration with the ISP windstream to setup redundant connectivity to the primary Datacenter in Denver.
- Migrated the newly acquired hospital from Mercy health system to the Catholic Health Network through the Windstream MPLS Cloud setup.
- Configured EIGRP routing and BGP route maps to allow traffic from subnets out to the core to Datacenter on the ASR-1002 devices.
- Involved in the MPLS Ring setup for Newly Acquired health systems and Setup MPLS-VPN services.
- Migrated Clinics in the health system to the regional MPLS cloud to eliminate all the point to point VLS Circuits used in the network.
- Worked on Datacenter Migration project to migrate the existing 6509, 4509 devices to a Nexus 7010, 5010 and Nexus 2248 FEX based solution.
- Experience configuring VPC (Virtual Port Channel), VDC(Virtual Device Context) in Nexus 7010/7018
- Experience with configuring FCOE using Cisco nexus 5548.
- Configured Nexus 2000 Fabric Extender (FEX) which acts as a remote line card (module) for the Nexus 5000 to connect servers and storage devices.
- Configured virtual servers, nodes and load balancing pools on the F5 LTM 6400, 6800 devices for various medical/biomed applications and their availability
- Created VIP (Virtual IP's), pools, nodes for virtual servers and did ensure connectivity to the application's FQDN.
- Involved in Data domain installation projects across multiple MBO's and in main datacenters



- Configured HSRP on devices for the New Vlan's created for the Data domain device installation and ensure the reserved pool of IP's are assigned to the devices.
- Modified QOS policies based on the business requirements while pushing Updates for applications like SEP, OS upgrades during the transition of the environment from Windows XP to Windows 7 for most of the remote sites.
- Configured virtual servers, nodes and load balancing pools on the F5 LTM 6400, 6800 devices for various medical/biomed applications and their availability
- Created VIP (Virtual IP's), pools, nodes for virtual servers and did ensure connectivity to the application's FQDN.
- Experience working with Juniper MX-80, MX-480, SRX 240, SRX 550 series of routers and EX -2200, EX-4200 switches at Highline medical Center.
- Configured OSPF as primary routing protocol peering with BGP on MPLS to the primary datacenter.
- Involved in the creation of Security policies and perform policy logging on Juniper SRX devices.
- Configured HA Cluster on SRX 240 devices and involved in Upgradation to Junos 12.1x44.
- Worked on technology refresh projects at St. Gabriel's health system to standardize infrastructure according to network and security requirements including Palo Alto Firewall Installation.
- Involved in preparation of Bill of Materials, understanding the requirements of a Site Setup and place purchase orders to get the equipment delivered.
- Experience working with protocols like EIGRP to configure point to point links.
- Work on implementation of Cisco UCS C 240 devices in the network by assigning the right Vlan's and check connectivity to the Publisher on the devices from various sites for call trunking.
- Configure MGCP on routers at sites to implement Cisco based IP telephony and PVDM modules for fax machines
- Work with the server team to get the DHCP scope created for Voice, Data and wireless networks for the new Site setup.
- Involved in the configuration of AIR-CAP-3502 standalone access points for wireless setup and point to the appropriate WLAN controller.
- Work on the configuration of phones and computers by activating data drops to the appropriate VLAN to establish communication.
- Work on activation of interfaces on the appropriate VLAN to establish communication between medical equipment to the necessary servers.
- Responsible to ensure proper communication between the devices during the setup and troubleshoot any issues during the setup. Check with the end users on the issues post setup and address them appropriately.
- Work with Bio Med team to ensure the connectivity of devices to the network including vendors like Vocera, Dash, GE etc.



- Troubleshoot applications slowness issues with PACS, e-Clinical, Cerner, Epic, Dragon, Tap-and-Go, Meditech which are used in the Hospital and clinical environments.
- Follow the Change Management process by opening change request tickets to perform changes and obtain approvals from all necessary teams when any changes are to be made on the live environment.
- Involved in the documentation of all the details of the project from its start to finish including the vision network drawings, Circuit id's, device configurations and hand over the sites to the operations team upon the project completion.
- Responsible for working on troubleshooting tickets as per the SLA and follow up with the appropriate vendors and end users for resolution.
- Monitor the health of the devices, alarms with network monitoring tools such as Solarwinds Orion and VPM.
- Maintain and prepare technical documents, operational turnover documents, Visio drawings for the various projects worked and transition over to the Operations team in completion.

**World Wide Technology, Inc./GCI ,AK
Sr.Network Engineer**

Dec 2012–Sep 2013

Responsibilities:

- Involved in the configuration and installation of networking devices at customer sites for the service provider GCI (General Communications Inc.) in a multivendor network setup.
- Responsible for understanding the project scope, design documents and perform end-to-end implementation of customer projects.
- Experienced with Project data and voice documentation tools with developing network design documentation and presentations using VISIO
- Responsible for analysis of customer application and bandwidth requirements, preparing Bill of Materials as per the circuit provisioned to build cost effective network solutions to accommodate customer requirements and project scope.
- Involved in Configuring and implementing WAN networks for customers involving Cisco 2800,3800,7200,7600 and Juniper SRX 100,110,210,550, MX-80, MX-480 routers.
- Switching in the network included devices like Cisco 3400, 3500 and Juniper EX2200, 4200.
- Experienced in configuration of Routing protocols like EIGRP, OSPF, BGP on the customer premises equipment and Distribution routers.



- Configured MPLS on routers with virtual routing and forwarding instance (VRF) to identify the customer through the core network and establish site-to-site connectivity.
- Experienced in configuring L3 tunnels like GRE and L2TP tunnels like Xconnects, Psuedowires on cisco and juniper devices to enable connectivity between the customer sites.
- Involved in troubleshooting routing and switching issues in the network during implementation and post implementation. Experienced in troubleshooting issues involving MPLS, QOS and tunneling protocols.
- Configured VLAN's per customer on the core network to tag them across the devices and spanning tree for access or distribution in the core layer architecture.
- Configure QOS policies with class maps and policy maps on both cisco and juniper devices to shape the upload speed for the customer per site. Performed the total customer bandwidth and per site bandwidth shaping on Allot AC-6000 shapers.
- Configure COS with forwarding classes and schedulers for application traffic prioritization as per the customer's need.
- Configured Multicast routing on the Provider edge devices to support school access video conferencing support for multiple customers using Various PIM modes and DVMRP.
- Configured VRF aware NAT and VRF aware DHCP services on the devices on P devices at POP's for multiple customers subscribed to the type of services.
- Responsible for working on projects involving migration of customers from Cisco 2800 to juniper SRX platform at the customer edge and distribution routers.
- Create test plans in lab to verify interoperability before implementing a specific version of Junos for Routing protocols, MPLS and MTU issue verification.
- Work with testing Series of EX, MX and SRX series of devices before migration/replacement at the Datacenter, POP and Aggregation levels.
- Provide results to the engineering team based on the findings and create reports.
- Work with the transport team to test throughput on the interfaces for Metro-Ethernet, T1 and CNC satellite links with Hierarchical QOS enabled on MX 480 devices Prior to implementation as POP router.
- Worked on projects involving the migration of customer instances from Cisco 5540 ASA to Palo Alto 5050. The migration involved adding rules and application-based filtering for customers.
- Experienced in New customer turn up's involving circuit provisioning on Ethernet, T1's and Satellite links on the transport layer. Involved in creation of new VRF instances on the core network devices, provisioning Vlan's to the customer, routing between the devices and connectivity to the internet.
- Configured Cisco WAVE-594 accelerators and WAE-522 modules for customers on Satellite links to provide acceleration to the internet bandwidth.



- Involved in installation of iperf devices at the customer sites to perform speed tests from the customer sites to verify the contracted speeds for internet and CNC bandwidth between the sites.
- Monitor customer network performance using Solarwinds Orion and Plixer Scrutinizer to ensure normal behavior in the netflows.
- Creating Network Service Change request documents with step by step implementation plan and rollback plan as per the scheduled network change and work with the end client during the Outage/Implementation to ensure connectivity to internet and services.
- Maintain network standards on devices post-implementation using the implementation verification checklist to ensure the device has correct standards involving naming description, correct ios/junos versions, proper routing, correct firewall rules adhering to the customer project scope document.

Ample Technologies Pvt. Ltd, India
Systems Engineer

Mar 2009–Dec 2010

- Worked on troubleshooting customer related issues related to router Configuration, Layer 1/Layer 2 issues.
- Configured Virtual-link between discontinuous backbone areas in the network also established authentication between all OSPF routers using MD5 authentication.
- Worked on WAN Troubleshooting for circuits like T1, T3 etc.
- Monitor network performance accompanying company service level agreements (SLA's) using Network management tools such and provided necessary recommendations to improve network performance
- Involved in configuration and management of different Layer 2 switching tasks which includes address learning, efficient switching etc.
- Involved in HSRP standby troubleshooting and load balancing protocol GLBP, Port channel management of the network
- Provisioning and troubleshooting Ethernet services, Gigabit networks and Connectivity issues with WAN types (T1, E1, DS3) for WAN issues.
- Dealt with the escalation problems from Level1, Level 2 & Level 3 for routing, switching and WAN connectivity issues using ticketing system Remedy.
- Designed VLAN's, access lists (ACL), troubleshooting IP addressing issues and Updating IOS images and other hardware installations



- Experience in troubleshooting VLAN, STP (Spanning tree protocol), & Switch Trunk and IP subnet issues
- Dealt with NAT configuration and its troubleshooting issues related access lists and DNS/DHCP issues within the LAN network.
- Involved in Configuration of Access lists (ACL) on checkpoint firewall for the proper network routing for the B2B network connectivity.
- Experience in routing protocols like OSPF, BGP, and standby protocols like HSRP and VRRP in the routers.

Aditya Birla Minacs Worldwide, India
Technical Associate

June 2008–Feb 2009

- Resolving Technical and internet issues with desktop and portable computers.
- Meeting the customer satisfaction index (CSAT) as per the process requirements.
- Answering all the queries on the product and maintaining the standards as per the client on up selling products.
- Providing self help to customers who are new to the Mac World by guiding them to the support website and discussion forums.
- Involved in taking ownership on the calls to resolve hardware troubleshooting on the desktop and portables like imac, emac, mac mini, power G5, Macbook, Macbook pro and Macbook air.
- Assisted in troubleshooting user problems relating to Operating System issues (Macintosh operating system (Mac OS X Panther, Tiger and Leopard OS), Network Connectivity, TCP/IP configuration, and Internet connectivity.
- Providing self-help to customers who are new to the Mac World by guiding them to the support website and discussion forums.
- Participate in Quality Calibration sessions with the Quality Team.
- Identify and communicate top quality issues to Team Leader.
- Research on unresolved issues and contribute articles to the Knowledge base Team
- Mentoring new agents on the call handling procedures and effective troubleshooting.
- Meeting all the Service Level Parameters like Call handling time, After call work time, Survey return rate, case logging percentage etc. as per the Process Parameters.

Academics: -

- Bachelor's in computer science engineering, Visvesvaraya Technological University, 2008
- Master's in Information Systems, Stratford University, 2012

OBJECTIVE

To build upon my current skill set and expand my working knowledge focusing on networking and the security aspects applied.

EDUCATION

Network Security, October 2003 – November 2004

Anthem Institute, North Brunswick, NJ

GPA 4.0, Honors Program

The program built on network and systems fundamentals to study the security aspect of data traffic. The concluding semester focused on a lab incorporating technologies covered previously. In the lab, an infrastructure was designed by me and built by the class that encompassed two individual autonomous sites with their own AD and messaging design.

Psychology, Bachelor of Arts, September 1993 – December 1998

Rutgers University, New Brunswick, NJ

TECHNICAL PROFICIENCY

Certifications [Expired 2017]: CCNA, CCNP, CCDA, CCDP, Cisco Express Foundation Design Specialist
Networking Devices: [Cisco] FTD, Nexus, ASR, ASA, ISE, WLC, FWSM
[Palo Alto] Panorama, PA-5050, PA-200
[F5] BIG-IP LTM & APM
Technologies: MPLS, BGP, VRF, EIGRP, OSPF, IPsec

EXPERIENCE

Network Engineer, January 2019 - Present

Virginia Department of Transportation (TEKSystems Contractor), Fairfax, VA

- Redesign the infrastructure depending on security, redundancy, stability and best practices needs.
- Architect different phases that are needed to smoothly implement infrastructure changes.
- Perform security audits, of the edge and core, and harden where appropriate.
- Provide tier 3 guidance and support to VDOT teams and partners.
- Contribute or lead projects that include, but not limited to, network and security POCs, and complex multi-phased regional and statewide architectural efforts.
- Impactful contributor in adding security features to Siquira and Cohu camera software.
- Use PowerShell to perform on-the-fly network configurations and other painstaking tasks.

NOC Technical Supervisor, September 2017 – January 2019

mindSHIFT Technologies, a Ricoh Company, Sterling, VA

- Mentor, whenever possible, to provide guidance and next steps to tiers 1, 2, and 3 technicians (NOC, Customer Care, Customer Engineers) for complex networking support issues.
- Used Cisco VIRL as a training tool to introduce networking to the team.
- Disseminate and document technical knowledge specific to the core infrastructure and the most sophisticated client environments.
- Gauge the abilities of the team and create a process to elevate their knowledge.

- Manage the team, whenever applicable, to provide continuity and expedite responses to critical service impacting issues.

Network Engineer, September 2012 – September 2017

mindSHIFT Technologies, a Ricoh Company, Sterling, VA

- Manage and maintain the operational state of the infrastructure to satisfy some, if not all, of the following:
 - o Implement a robust and resilient infrastructure (e.g., redundant circuits, dynamic failover, dynamic routing).
 - o Optimize the infrastructure, as it pertains to health, service quality, availability and security concerns, through the network's lifecycle.
 - o Resolve current bottlenecks and other problem areas.
- Network designer, assessing possible connectivity solutions spanning across our core infrastructure to the customer premise. Convergence of voice, data, remote management, cloud-based solutions, to name a few, and integrate them into a deliverable package.
- Trained junior network technicians/engineers on the fundamentals of networking to help explain the logic behind the respective design or issue at hand.
- Escalation point for support and deployment teams to assist in the more complex network connectivity issues or deployments.

Network Technician, December 2010 – September 2012

mindSHIFT Technologies, Sterling, VA

Escalation point, in the NOC team, for network issues ranging from firewall config, routing and connectivity issues

- Analyze customer network design to find breaks and inefficiencies to troubleshoot connectivity issues (latency, packet loss, routing, filtering, forwarding)
- Troubleshoot ISP outages (circuit, telco, demarc, traffic flow)
- Created reachability script to expose network breaks in real-time.
- Coordinated LAB design and assembly utilizing physical, virtual and emulated technology (VMware and GNS3)
- LAB testing performed for potential production network changes to minimize disruptions.

NOC Analyst, October 2009 – December 2010

Comcast Cable, Reston, VA

- Write NT shell scripts to streamline and automate tasks for data mining, monitoring and validation purposes.
- Resolve hosted messaging issues that primarily involve mail flow, DNS, provisioning, SharePoint, and hosting.
- Platform monitoring of customer facing production systems using SCOM 2007.
- Coordinate Incident Management conference calls for the purposes of troubleshooting service impacting events.
- Train new members of the NOC team.

Network Support Engineer, December 2004 – February 2007

Corente, East Brunswick, New Jersey

- Analyze network traffic to troubleshoot latency and VPN connectivity problems.
- Assist clients with the implementation and administration of intranet/extranet architectures that mainly utilize Corente gateway technology.
- Administer firewall policies (Port forward, ACL, IPSec, SSL, RAS).
- Utilize Corente gateway central management to install, administer, and maintain VPNs.

Network Security Student

Anthem Institute, North Brunswick, New Jersey, 2003 – 2004

- Led tasks through entire project development cycle to reach goals of the lab.
- Ability to define, plan, organize, control, and complete tasks on a timely manner.
- Key player in LAN/WAN design process including VLANs, VPN, ISA Firewall, and router connectivity.
- Instrumental in harnessing the diverse energies of the class to satisfy lab prerequisites.

4.2.6 NETWORK ENGINEER

Experienced and dynamic Network Engineer adept at designing, implementing, and maintaining complex network infrastructures. Proficient in utilizing Cisco, Nokia, and other industry-standard hardware to optimize system performance. Skilled in adhering to industry regulation requirements and proficient in WAN solutions tailored to diverse industry needs. Strong troubleshooter with a track record of providing effective technical support and implementing proactive measures to enhance network security and performance. Effective communicator and team player, committed to achieving project goals and exceeding expectations. Outside of work, I have a passion for flying small airplanes as a private pilot, which I pursue in my spare time. This hobby not only provides me with a sense of adventure and exploration but also fosters skills in decision-making, risk assessment, and precision — qualities that I bring to my professional endeavors.

CORE COMPETENCIES

- | | | |
|--------------------------|-------------------------|-----------------------|
| ▪ Network Infrastructure | ▪ System Administration | ▪ Network Monitoring |
| ▪ Troubleshooting | ▪ Incident Management | ▪ Wireless Networking |
| ▪ Technical Support | ▪ Communication Skills | ▪ Vendor Management |
| ▪ Network Security | ▪ Team Collaboration | ▪ SLA Negotiation |

PROFESSIONAL EXPERIENCE

Arizona Public Service – APS (Contract)

11/2022 – Present

WAN Engineer

- Designed, and architected, intricate network and system infrastructures for various substations using Cisco and Nokia SAR hardware, ensuring optimal functionality of the grid.
- Engineered for all grid modernization/advanced grid projects within the IT Network Engineering department to support transmission and distribution.
- Spearheaded the customization and deployment of WAN solutions tailored to diverse substation needs across the state resulting in enhanced operational efficiency.
- Configured and managed routers, switches, and networking devices, guaranteeing seamless connectivity, and maximizing performance.
- Develops test labs and scenarios to prove out communication paths and standardize equipment for SCADA and Grid Automation use cases.
- Orchestrated effective collaboration with Substation, Overhead, Underground, Controls, DPE, and DOE groups within APS secure network services, and skillfully coordinated projects and scheduled implementations.
- Development of program-level work plans for multi-year and single-year Reliability deployments; collaborating with PMO, T&D, and other IT Engineering departments.

Mytek Network Solutions

12/2019 – 11/2022

System/Network Engineer

- Designed and implemented scalable and resilient network architectures for enterprise clients, utilizing a combination of on-premises and cloud-based solutions.
- Led network upgrade projects, including the migration from legacy hardware to modern, software-defined networking (SDN) solutions, resulting in improved performance and reduced operational costs.
- Designed, implemented, and provided ongoing support for sophisticated VMWare high availability virtual production environments, ensuring seamless operations and reliability.
- Successfully executed the deployment and configuration of production environments within leading cloud service providers such as Azure and AWS, optimizing performance and scalability.

- Developed and implemented advanced network architectures leveraging IPsec VPN tunnels, VLANs, and other cutting-edge technologies to support both single and multi-site production environments, enhancing connectivity and security.

Innovation IT

06/2019 – 07/2020

Solutions Architect/Sales/Marketing

- Develop and implement strategic plans to grow the MSP business, including sales targets, marketing strategies, and service offerings.
- Conduct client consultations to understand their IT needs and recommend tailored solutions to address their challenges.
- Serve as the lead engineer, designing, implementing, and maintaining IT infrastructure solutions for clients.

TeamLogic IT

03/2017 – 06/2019

System/Network Engineer

- Demonstrated proficiency in supporting and maintaining diverse network environments encompassing Windows, Mac, and hybrid networks, ensuring seamless functionality.
- Provided remote support for users through RMM platforms and on-site assistance as required, delivering timely resolutions to issues, and minimizing downtime.
- Took charge of designing, implementing, and configuring network infrastructures and domain environments, optimizing system performance and reliability.
- Acted as a primary escalation point for complex incidents beyond the scope of the helpdesk, utilizing advanced troubleshooting skills to resolve issues efficiently.

Affinity Technology

05/2015 – 08/2016

Junior Engineer

- Designed and implemented LAN and WAN solutions for small and medium-sized businesses, optimizing performance and reliability while adhering to budget constraints.
- Configured and maintained routers, switches, firewalls, and other networking devices to ensure seamless connectivity and secure access to resources.
- Monitored network performance and traffic patterns using industry-leading tools and technologies, proactively identifying, and addressing potential issues before they impacted users.
- Implemented network security measures, including firewalls, intrusion detection/prevention systems (IDS/IPS), and VPNs, to protect against cyber threats and unauthorized access.

My Computer Works

07/2013 – 05/2015

Remote Technician

- Utilized live chat tools to foster efficient communication within the team, swiftly providing assistance and soliciting support as required, resulting in streamlined workflows.
- Empowered non-technical users by delivering comprehensive guidance over the phone, simplifying complex processes, and enabling smooth operations.
- Implemented a robust documentation system, ensuring real-time updates on all tasks executed and issue resolutions, facilitating knowledge sharing and continuity of operations.

TECHNICAL SKILLS

- **Networking:** Cisco CCNP, Nokia Network Routing Specialist (NRS I), Network architecture design, configuration, and implementation, Routing protocols: MPLS, BGP, OSPF, Switching, VLANs, VPN, TCP/IP and other network protocols
- **Infrastructure and Cloud Services:** Active Directory, MS Exchange, MS Office 365/Azure/AWS
- **Remote Monitoring and Management (RMM) / Professional Services Automation (PSA):** RMM/PSA administration (Autotask, Kaseya, ConnectWise)
- **Security:** Palo Alto, Ciena, SonicWall, Cisco, Meraki, Juniper, Fortinet, Sophos, Pfsense/OpenSense.
- **Virtualization Technologies:** Hyper-V, VMware, Xen

George N.

4.2.7 Project Manager

LEADERSHIP | INNOVATION | STRATEGY

A proven technology leader with extensive experience in successfully delivering large-scale, strategic, IT solutions for major corporations and start-ups. Recognized for collaborative leadership style, creative problem solving, and developing high functioning teams in a culture of innovation.

Experience

CONDUENT | TECHNICAL DELIVERY MANAGEMENT

2022 – Present

Remote from South Carolina (with travel)

Technical program/implementation management of statewide Medicaid System Replacement for New Mexico. Leadership of eight project specific scrum teams (91 FTEs) plus multiple horizontal shared services functions, vendors, subcontractors, and coordination with other Conduent functional units for the account. Leadership of contract requirements validation, feature road mapping, and iteration planning for entire implementation. The implementation phase of the contract is valued at \$56.5 million to transition from a legacy mainframe backend to a cloud native solution that includes Claims, Financial Pharmacy, CRM, Web Portal, Data Conversion, and Interfaces implemented over a 12-month period. Technologies include multiple MS Azure Cloud environments, Disaster Recovery, DevOps/CICD engineering, automated testing, security, interfaces, and shared services integrations.

LAND INTELLIGENCE | VICE PRESIDENT & CTO

2021 – 2022

Columbia, South Carolina

Head of IT and SaaS Product Development for a Technology Startup specializing in software and data for the Land Development industry. Responsible for managing partner/supplier relationships and contracts, leading offshore team and internal staff, and orchestrating the delivery of product features and services in accordance with business objectives and strategies. Leadership in refining Agile practices and standard operating procedures, driving discipline towards long term roadmap planning, and creating interdisciplinary coordination across functions. Focus on SaaS website product, Data strategy for AI/ML, Mobile Platform, and Innovation through Blockchain integration.

MEDAC, INC | SR DIRECTOR OF IT (CTO)

2019 – 2022

North Augusta, South Carolina

Senior IT Executive for Medac, overseeing all aspects of IT operations, software development, and integrations with clients and parent company (MiraMed Global Services). Responsible for managing vendor and contractor relationships, regulatory compliance, business continuity and disaster recovery planning, and staffing/resourcing of onsite staff, contractors, and offshore personnel. IT Operations includes networking (LAN/WAN), On premises and Cloud hosted environments, Database Administration, Data Warehousing, Telecom systems, workstation support, and Helpdesk services. Development team responsible for KAM Revenue Cycle Management system (.Net), Azure Power BI, Client Portal, Crystal Reports, and SharePoint based projects. Medac DevOps coordination for maintaining production and sub-prod environments, deploying releases, and supporting backup/recovery needs. Also, responsible for assisting Miramed Security and Compliance with enterprise-wide initiatives and providing sales and marketing support.

UNUM | DIRECTOR OF APPLICATION DEVELOPMENT**2016 – 2019***Columbia, South Carolina*

Responsible for Enterprise solutions designed to achieve strategic business objectives. Responsibilities include management of staffing, budget, coaching, vendor management, strategic planning, and technical direction for technology capability area. Primarily focused on leading multiple Agile teams, using Scrum and Scaled Agile Framework (SAFe), located globally and including telecommuters and third-party vendors.

- **Web & Digital Marketing Platform:** Led modernization of the enterprise's website technology for unum.com and coloniallife.com. This was delivered by overhauling Sitecore CMS to enable self-service to the Marketing team and automation of digital marketing campaigns through integration with Salesforce CRM. This effort included being an early adopter for the enterprise's Azure cloud environments. Business value was realized within the first six months.
- **Sales Compensation Systems:** Leadership of agile team supporting commission payments for over ten thousand independent Field Agents and Brokers and the application development project that automated the setup of new accounts and/or change the commission payments of existing accounts through extensive integration across multiple systems. The new application provided faster and more accurate commission setup and changes, reducing manual entry from a 3-day process to 30 seconds.
- **Agent Assist Mobile App:** Revitalized a mobile app development team to upgrade and enhance the Colonial Life Agents mobile app to include account management and account search features. Managed multiple teams (onshore and offshore) in the development of the Agent Assist mobile app for the distribution of qualified leads and tools for sales support.
- **Harmony Enrollment System:** Delivery of new product implementations and extended functionality to Colonial Life's flagship sales acquisition and enrollment system. Development of multi-platform application code with responsive design, Continuous Integration Continuous Deployment (CICD) capabilities, and Test Automation.

PALMETTO GBA | DIRECTOR OF ECOMMERCE**2004 – 2016***Columbia, South Carolina*

Directed an award-winning e-Commerce department (headcount average of 100 people) comprising multiple teams responsible for delivering innovative solutions for US government contracts (Medicare and South Carolina Medicaid.) Oversight of systems and processes in compliance with Federal and State security and regulatory requirements as well as CMMI and ISO9000 standards. Championed the transformation from traditional PMBOK waterfall development to Agile Scrum practices. DevOps leadership of development and support teams.

- **Portal Technology:** Implemented and launched of the first Medicare Provider Portal, eServices, which maintained over 147,000 registered users allowing healthcare providers to manage their Medicare claims online. This portal required extensive HHS security oversight and auditing for approval. This was extended to other contractors as a SaaS platform, offering new growth and revenue opportunities.
- **Web and Mobile:** Website development and administration including web content management, Search, Web Chat, and other interactive self-service tools for the enterprise and numerous government contracts. Led effort to rebound customer satisfaction scores of palmettogba.com from low rankings to top tier benchmarking for Medicare contractors (based on ForeSee Results scores). Development of mobile apps (iOS and Android) for smart phones and tablets.

PALMETTO HEALTH | DIRECTOR EHEALTH, DATA SECURITY, & SYSTEMS**2001 – 2004***Columbia, South Carolina*

Leadership of multiple IT functions in a high-availability DevOps environment. Directed e-Health (web technologies), Systems Administration, eMail, and Data Security teams. Long-term interim management of Help Desk and data center operations, including build out and relocation to a new data center. Led the technology infrastructure implementations of Cerner Millennium (Clinical System), PACS imaging, Lawson ERP, Remedy Helpdesk, Groupwise, and other enterprise solutions for one of the largest hospital systems in the Southeast. Drove Data Security direction that included providing enterprise-wide information security, data integrity, systems auditing, virus protection, and regulatory compliance.

Earlier Career Experience

FLEET MORTGAGE GROUP | ECOMMERCE MANAGER, COLUMBIA, SC 1998-2001

DELOITTE & TOUCHE, LLP | NETWORK SYSTEMS ANALYST, HERMITAGE, TN 1997-1998

Education

Masters in Business Administration (MBA) | Webster University, graduated with Honors 2004
St Louis, Missouri / Columbia South Carolina campus

Bachelor of Arts | Presbyterian College 1990
Clinton, South Carolina

Certifications

Certified SAFe Scrum Master, Certified SAFe Product Manager/Product Owner, Certified SAFe Practitioner, Certified SAFe Agilist

Furman University Certificate in Project Management

Microsoft Certified Systems Engineer (MCSE, MCSE+Internet)

References Available Upon Request

KELLI K.

4.2.7 Project Manager

Summary		
Office Management	Accounts Payable/Receivable	Google Apps
Resource Management	Bookkeeping & Payroll	Certified Scrum Master
Teambuilding & Supervision	Expense Reduction	SharePoint
Staff Development & Training	Inventory Management	MS Office Suite/O365
Recruitment & Hiring	Project & Program Management	Data Analysis and Business Intelligence
Conflict Resolution	Business, Functional, & Technical Requirements	PowerBI
Process & Workflow Improvement	Policies & Procedures, SOPs	DevOps
Compliance Management	Meeting & Event Planning/Facilitation	Florida Notary Public
Professional Experience		
TEKSYSTEMS/FLORIDA DEPARTMENT OF TRANSPORTATION, Tallahassee, FL		Jan 2019 - Present
Project Manager/Business Analyst Change Management, Process Improvement, Technology Consultant		
Results:		
<ul style="list-style-type: none"> • Change agent, impact analysis, and remediation coordination for statewide and department initiatives: Ringfencing, WPII, Cloud First, Domain Consolidation, Data Infrastructure Modernization & Migration, PALM, Continuous Transformation • Project Management/Business Analysis and 60GG-1 to 5 compliance for software development, enhancement, and modernization. Managed up to nine simultaneous projects • Special project support: Project Delivery Methodology, Technology Asset Inventory and Impact Assessments, DocuSign, Security Plan templates, Business Analysis Methodology, technical solutioning, governance process design, innovation, and strategic planning. 		
LEON COUNTY BOARD OF COUNTY COMMISSIONERS, Tallahassee, FL		July 2017 - Jan 2019
Business Analyst Change Management, Process Improvement, Technology Consultant		
Results:		
<ul style="list-style-type: none"> • Comprehensive evaluation of Human Resource functions and consulting for process improvement • Business lead for full SDLC of two new ERP solutions • Streamlined new hire process moving from a manual paper process to a simplified digital process 		
FLORIDA DEPARTMENT OF REVENUE, Tallahassee, FL		Jan 2014 - July 2017
Senior Management Analyst II Workforce Strategic Planner, Legislative Analyst, and Policy Writer		
Results:		
<ul style="list-style-type: none"> • Develop and evaluate policies, procedures and other related correspondence in response to law or rule changes, legislative mandates, system changes or customer needs and ensure timely completion • Workforce strategic planning coordinator: Analyze business processes, identify long-term plans, goals, strategies, performance indicators, workload measures, and targets • Perform bill analysis to determine impact on the agency, fiscal or otherwise, for pending legislation • Project planning and prioritization to balance customer needs with current internal resources • Coordinated special projects including database and system design • Developed requirements for an automation process for annual pay studies that reduced workload from a year round staff of five to a single person completing in a month by commissioning a new database that validates itself for anomalies 		
WESTMINSTER OAKS, Tallahassee, FL		May 2015 - July 2015
Health Service Administration Intern Administrator-In-Training Program		
Results:		
<ul style="list-style-type: none"> • Assumed duties and leadership responsibilities of the department heads. Understood the contribution each position within interdisciplinary team makes to overall success of the program • Quickly learned systems and offered solutions for reporting functions to save staff time and facility resources • Conducted Quality of Life Surveys for residents in the Assisted Living Facility 		
FLORIDA DEPARTMENT OF REVENUE, Tallahassee, FL		Mar 2012 - Jan 2014
Government Analyst I Communication and Professional Development resource for the Department. Responsible for enterprise-wide communications and training. Transferred to Resource Management for analysis and project management.		
Results:		
<ul style="list-style-type: none"> • Survey administrator for creation, implementation, and data analysis. Researched and analyzed information for executive projects including drafting white papers. • Subject matter expert: Developed and implemented process improvements for statewide employee evaluation processes and internal project management processes. • Aided resource management in strategic planning, project and communication planning, prioritization, and system design. • Developed/coordinated project and communication plans for transitions and agency-wide training. 		

KELLI KEECH, Realtor & Property Manager, Orlando, FL

Oct 2010 - Nov 2011

Property Manager - Entrepreneur Managed a portfolio of 55+ independently owned rental homes. Clientele included investors and conventional tenants.

Results:

- Generated leads, negotiate management contracts, client requirements, and lease contracts.
- Document management for sensitive information.
- Administrator of Google Apps and company transition. Developed and delivered all company training seminars.
- Drafted and published informational articles directed toward managers and investors.
- Research and formulate market analysis and job-costing for presentation to stakeholders.

FRANK GOMEZ, Tallahassee, FL

Mar 2008 -Sept 2010

Property Manager Manage a private portfolio of 55 rental homes. Clientele included students, Section 8, and conventional. Worked for a sole proprietor, as well as aided in basic office administration with Mr. Gomez's corporation and subsidiaries.

Results:

- Developed efficiency-enhancing workflow/process improvements for staff restructuring
- Increased efficiency in turnover period by anticipating needs and preparing resources in advance and improving communication with clients. Supervised temporary staff and vendors during projects
- Significantly reduced delinquencies by implementing accountability policies, reduced breaches of contract with standardization of enforcement procedures, and reduced client/governmental regulation issues with enhanced oversight
- Abate breaches of contract with standardization of enforcement procedures and reduced client/governmental regulation issues with enhanced oversight
- Maintained 100% occupancy. Managed payroll and bookkeeping for sole proprietorship and corporation with subsidiary

GANNON INTERNATIONAL, Meridian Place Apartments – Tallahassee, FL

Sept 2006 – Mar 2008

Leasing Manager Began as part-time leasing specialist with promotion on a 232 unit conventional property

Results:

- Maintained occupancy numbers at 90% and higher
- Served as software expert for the Florida portfolio and back-up for the Missouri portfolio

Professional Affiliations

JUNIOR LEAGUE OF TALLAHASSEE, Tallahassee, FL

July 2017 - Present

Management Team - Member Services Director, Training Director

Results:

- Business lead for full SDLC of new ERP solution. Also responsible for selection, ROI, stakeholder management, and process redesign.
- Designed and launched multiple Civic Leadership Training Certifications
- Oversight of Leadership Development & Training; Teen Board; New Member; Diversity Equity & Inclusion programs

JUNIOR ACHIEVEMENT OF THE BIG BEND, Tallahassee, FL

Feb 2014 - Feb 2017

Board of Directors - Executive Governance and Marketing Chair

Results:

- Launched new marketing and public relations internship program with local college managing up to 2 interns per semester.
- Net 33% over target for fundraising goals.

Education

VALDSOTA STATE UNIVERSITY, Valdosta, GA

Anticipated 2025

D.P.A. Doctor of Public Administration

FLORIDA GULF COAST UNIVERSITY, Ft. Myers, FL

2015

M.S. Health Science

Specialization in Health Services Administration

FLAGLER COLLEGE, Tallahassee Campus, Tallahassee, FL

2010, 2013

B.A. Business Administration and Accounting

Summa Cum Laude

LOREENNE A.

4.2.7 PROJECT MANAGER

Driving growth and efficiency through proactive planning, dynamic leadership, and effective execution.

Performance-driven, multi-faceted, results-oriented Project Manager with a proven track record of successfully identifying organizational needs, developing strategic project roadmaps that drive business value, and overseeing end-to-end project delivery in alignment corporate business objectives.

- ✓ Consistently leverages strong expertise in program and project management road-mapping to successfully facilitate significant, sustainable, and scalable business growth.
- ✓ Outstanding leadership, communication and interpersonal skills combined with a highly analytical and big-picture mindset.
- ✓ Background of managing end-to-end project cycles, mentoring and motivating key associates, and proactively implementing process improvements with distinction.

2013-21 Performance Reviews

"Loreenne knocks conversions out of the park. I don't think anyone could be better, and we handle twice the national average."

"Loreenne showed a great deal of diligence in keeping projects up-to-date and on track. In spite of setbacks from vendors, the project was delivered on budget."

"Loreenne project managed all the Global Operations projects with a sense of urgency, structure and accountability. Her efforts were valuable in delivering projects results."

Areas of Expertise

*Strategic Planning & Execution
Staff Training | Development
New Product Introductions
Data Analysis | Reporting
Vendor Management*

*Team Leadership & Development
Cross-Functional Collaboration
Professional Services
Organizational Development
Relationship Building*

*Project Management & Oversight
Process Improvement & Optimization
Compliance Specialist
Contract Negotiations
Budgeting & Cost Control*

Professional Experience

GAINWELL TECHNOLOGIES (2020 – Present)

Leading provider of technology solutions that are vital to the administration and operations of health and human services programs.

Senior Professional Project Manager

Plan and execute a suite of special projects, developing and implementing schedules, budgets, and strategic objectives for the Medicaid Management Information System (MMIS) platform in alignment with Nevada Division of Health and Financial Policy (DHCFP) strategy, policies, and guidelines.

Core Accountabilities:

- Organize project team members to ensure communication and understanding of deadlines, assignments, and objectives.
- Perform ongoing reviews of project status to identify possible project risks; recommending and implementing risk mitigation solutions where appropriate.
- Manage client, company, and team expectations for key projects by establishing and monitoring project metrics.
- Build strong collaborative relationships with state employees to align vision, strategies, and priorities.
- Assumed additional claims adjustment responsibilities in addition to project management duties; taking ownership for the entire third-party liability claims reprocessing and ensuring complete claim settlements, legal reviews, and investigations in accordance with company policies and procedures.

Core Accomplishments:

- Implementing significant enhancements to the Transformed Medicaid Statistical Information System (T-MSIS) for the state of Nevada as regulated by the Centers for Medicare & Medicaid Services (CMS). Inherited an underperforming state that was near of the bottom of the national list for performance metrics and strategic KPIs. Met with key internal stakeholders and conducted root cause analyses to identify and remediate all performance roadblocks; instituting quality improvement initiatives to the IT infrastructure through the T-MSIS platform that successfully positioned Nevada among the national health care environment managed by CMS top 10 highest performers.
- Identified an issue with the claims adjustment team's performance, accountability, and morale; conducting one-on-one sessions to understand their roles, challenges, and needs; mapping out the entire claims adjustment process to ensure that each member understood their role; mandating SLAs to ensure compliance; and meeting with key stakeholders to communicate changes and

get buy-in.

- Successfully reduced claims reprocessing times by 45%+; going from 100 to 65 days, eliminating a backlog of claims, and improving overall cash flow and liquidity.

INTERNATIONAL GAME TECHNOLOGY (IGT) (2008 – 2020)

\$3.36B multinational gambling company that produces slot machines and other gambling technologies.

Project Manager and Business Analyst (2017 – 2020)

Led end-to-end projects and programs across multiple functional areas to support IGT's Latin American and Caribbean Operations within established schedule, budget, scope, and quality parameters. Championed the adoption of lean methodologies for day-to-day problem solving and strategic process improvements; working with cross-functional partners to establish and prioritize projects in support of the organization's mission and corporate strategy.

Core Accomplishments:

- Planned, developed and implemented strategic initiatives to facilitate new product introductions.
- Partnered with project stakeholders to define opportunities for continuous improvement and evaluate strategic business priorities.
- Routinely established cost and benefit analyses for potential projects.
- Drove ongoing communication of improvement plans and results across the organization.
- Supported the management and optimization of P&L via routine reporting, KPI monitoring, and performance evaluations.
- Fostered self-sufficiency among Latin American teams by coordinating and/or facilitating game conversion product training in partnership with other subject matter experts.

Project Manager and Executive Assistant (2014 – 2017)

Reporting directly to the VP of International Operations, spearheaded efforts to enhance organizational efficiencies and eliminate redundancies; consolidating multiple industrial manufacturing sites after a corporate merger to standardize, synergize, and unify key operations and processes.

Core Accomplishments:

- Planned, developed, and implemented strategic projects as part of sustained efforts to foster an efficient and competitive organization; overseeing all vendor/contractor management to ensure all outsourced services align with internal standards and expectations.
- Standardized and streamlined network systems, storage, VoIP, CCTV, and WAN/WAAS data optimization centers across all international subsidiaries.
- Supported the management and administration of a \$23M operating budget while coordinating and managing the VP of International Operations' administrative needs.
- Assisted with the closure of 17 locations; consolidating from 25 to just 8 as part of a global cost reduction strategy.
- Improved inventory accuracy by 20%, reduced labor costs by 15%, and facilitated a 15% increase in production capacity.

Early Career Highlights

Warehouse Coordinator | IGT: Provided field service support for Field Service Technicians and Florida, Bahamas, and Cruise Ships clients. Spearheaded audit and relocation efforts. Reduced excess inventory levels from \$500K down to \$50K.

Customer Service Representative | IGT: Took ownership for assigned tasks and key functions, including: quote preparation, machine conversions, and provision of replacement parts within assigned region. Served as subject matter expert and Department Trainer for new hire, refresher, and cross-regional training.

Education | Technical Skills

Project Management Certification (4.0 GPA) | University of Nevada

Technology Tools: *Microsoft Office Suite (Excel, Project, PowerPoint, Visio, and Outlook), CRM Tools, SAP Warehouse Management Systems*

Patricia A. – 4.2.7 Project Manager

Skills: Microsoft Office (Word, Excel, PowerPoint), Informatica Enterprise Data Center and Axon Data Governance, Power BI, Jira, DevOps, ServiceNow, Articulate Storyline, ArcGIS Pro

Experience

TEKsystems at Florida Department of Transportation: Business Process and Strategic Analyst Tallahassee, FL, 11/2019-Present

- Developed and facilitated the Power BI Community of Practice to increase Power BI knowledge, support, and use throughout the Department, which increased Power BI adoption by 1400% from 20 users to 300 users.
- Created high quality technology project documentation for various project efforts in compliance with 60GG-1, FAC, contributing to the Department's 99% average compliance rating.
- Created legislative budget request (LBR) documentation (business case, return on investment (ROI), cost-benefit analysis, schedule IV-B), for major technology initiatives, helping to add over \$10 million for technology efforts.
- Improved internal business processes, such as the process to transition a product from development to maintenance, which increased efficiency and improved knowledge transfer.
- Developed and executed a reorganization plan to align the Application Services section with Department strategy and adopt industry best practices, improving service delivery across 6 divisions.
- Conducted a formal Request for Information (RFI) to identify products to improve Human Resources' service delivery, align with technology strategic goals, and create a robust employee experience.
- Conducted gap analysis and presented executive summaries for a variety of infrastructure and software proposals including: business intelligence and reporting tools, project and product road mapping tools, technical asset inventory solutions, and data governance and data management efforts.
- Developed reports for all levels of leadership on topics such as: project status, salary comparisons, project road mapping and forecasting, and data quality.

IBM – FSN Project, Tallahassee, FL 10/2016-11/2019

Application Consultant – Functional Lead (6/2018-11/2019)

- Transformed isolated Business Analysis and QA Testing teams into a single, functional skills team, consisting of 30+ BA/Testers, to improve communications internally and externally and to improve the application design knowledge base across the entire project
- Performed and managed functional work across multiple workstreams, driving design, requirements gathering, documenting, validating, and other duties as needed.
- Performed process improvement; improving training, testing and documentation processes to allow the functional team to increase quality and efficiency.
- Implemented Kanban methodology for managing M&O process for defect resolution.
- Managed all incoming requests for functional assistance regarding the maintenance and enhancement of the application, which includes providing levels of estimates for change requests, presenting functionality to the client for informative and training purposes, facilitating design sessions and discussions of application functionality, and communicating defect resolution status.
- Provided project management support in the identification of appropriate hours, resources and schedules for requested projects.

Application Consultant – Test Lead (Aug 2017-May 2018)

- Managed testing efforts across multiple workstreams; including extensive testing and reporting for migrating the client's application from Mainframe to the Cloud.

Patricia A. – 4.2.7 Project Manager

- Created test plans and test cases; used Rational Quality Manager software to manage and execute test scripts across multiple workstreams.
- Communicated testing results and reports to management and to the client.
- Managed User Acceptance Testing; validated reported defects; communicated functionality with the client; managed defect resolution to ensure minimal to zero defects promoted to the production environment.
- Worked closely with the Maintenance and Operations team, performing analysis, troubleshooting and identifying root cause for issues reported by end-users.
- Communicated with the client concerning production issues; managed defect resolution and production implementations for production defects.
- Worked with project management staff concerning testing efforts, deliverables, schedules and deadlines.

Business Analyst – Test Specialist (Oct 2016-Aug 2017)

- Identified test cases, wrote and ran test scripts to test system functionality and enhancements; also use regression and exploratory testing to ensure system functionality
- Developed functional design documentation for features and enhancements to the application.
- Worked as part of an agile team for enhancement efforts; worked closely with developers testing changes to the application while maintaining existing functionality and standards.
- Served as Lead BA and subject matter expert for financial functionality in the FSFN application.
- Performed analysis, troubleshooting and root cause analysis for issues reported by end-users and communicated reported issues and resolution to the client.

Florida Department of Revenue, Tallahassee, FL (June 2014 – Oct. 2016)

Training and Research Consultant Training and Research Consultant (2015-2016)

- Used adult learning principles and the ADDIE process to develop (write and edit content), maintain, and improve upon over 15 agency-wide courses, both online and instructor led.
- Communicated with subject matter experts and conducted needs analysis to determine course content and user interface.
- Coordinated and managed project timelines, scheduled meetings, and delegated assignments as necessary, using a variation of the Scrum framework for project management.
- Designed courses using Microsoft PowerPoint and Articulate Storyline 2 authoring software.
- Managed the delivery of courses using the agency's learning management system (LMS). Ensured online courses were compatible with the LMS, ensured the LMS was properly set up for course delivery, and delivered courses to employees.
- Created and delivered assessments at all levels to measure the success and effectiveness of courses.

Research and Training Specialist (2014-2015)

- Used adult learning principles and the ADDIE and SAM processes to develop (write and edit), maintain, and improve upon online courses using Articulate Storyline and the agency's LMS.
- Communicated with subject matter experts and conducted needs analysis to determine course content and user interface.
- Created and delivered assessments at all levels to measure the success and effectiveness of courses.
- Organized and facilitated classroom-based courses in which a variety of instructors presented materials. Coordinated with instructors to provide required materials and facilities.

Florida State University, Tallahassee, FL (Aug. 2009 – June 2014)

Spanish Instructor (2009-2014) 3

Patricia A. – 4.2.7 Project Manager

- Developed and delivered Spanish lessons to two classes of students per semester ranging from beginning to intermediate levels.
- Implemented assessments, graded student work, kept accurate records and communicated with students.
- Utilized Blackboard to deliver assignments, communicate with students, and keep records of attendance and grades.
- Coordinated first semester Spanish courses: updated the course syllabus, updated and maintained the homework website, Centro.

Education and Certifications:

- Florida State University:
 - Ph.D, Doctor of Philosophy in Spanish
 - MA, Master of Arts in Spanish
 - BA, Bachelor of Arts in Spanish
- SCRUM Alliance: Certified Scrum Master

Project Manager | Business Analyst | Scrum Master | PMO Lead

Solves business problems and achieves strategic objectives through extensive multi-industry experience in procurement, development, implementation, and operation of enterprise software systems, and the development of project management offices.

Provides expertise in business case development, procurement and contractor management, technical writing, supporting cross-functional teams, custom application development, and new system implementations. Skilled at orchestrating and applying best practices to software development, project delivery, organizational change processes, and PMO development.

Business domain experience includes unemployment insurance (UI), healthcare, retail banking, credit unions, higher education, Women, Infants, and Children (WIC), and WIC electronic benefits transfer (EBT).

PROFESSIONAL EXPERIENCE

Geographic Solutions, Inc**Project Manager**

Unemployment Insurance (UI) projects (Jul 2023 to present)

Assisted in the implementation of unemployment insurance systems for a state government client, resolved action items, software, and data issues for UI system clients, and enhancement of the implementation process.

ProSearch

2020 to 2022

Project Manager/Business Analyst

Unemployment Insurance, procurement, and process improvement projects (Apr 2020 to Mar 2022)

Managed multiple concurrent projects for UI pandemic programs, managed services procurement, and process improvement in Maine:

- Wrote managed infrastructure requirements for Request for Proposal (RFP) for multi-state UI system consortium.
- Managed modifications to consortium UI system to implement and close pandemic UI programs per USDOL guidance (PUA, PEUC, FPUC, MEUC), addition of new functionality for tax field audit document upload and Unemployment Program Administration Fund (UPAF) tax support, Annual Tax Rate Run 2021 for annual employer tax bills. Managed Annual Tax Rate Run 2021 for annual employer tax bills, and defect correction projects, including discovery and correction of erroneous claim weeks and resulting employer tax rate increases.
- Co-wrote business process playbook for implementation of new unemployment programs, PM Lite project management framework, and new/revised claimant and employer program correspondence forms. Developed UI projects lessons learned database, wrote report on correction of erroneous claim weeks, and wrote basis of cost document and developed fully costed MEUC project schedule for use by another state in planning their MEUC implementation.

TriGain, Inc

2016-Present

Principal

Provides consultation and technical assistance including problem-solving, project management, procurement, and business case development to government and businesses. Engagements include:

- Training for PMO analysts (Jun 2023)
- Proposals for technical assistance to federal agency (Jan 2023)
- Product management of a shared WIC MIS (Jun 2020 - Apr 2021)
- Proposals for WIC Quality Assurance Services (Oct 2019 - Dec 2020)
- Plans for implementation of WIC EBT (Jul 2019 - Oct 2019).

Integrity Consulting

2016-2019

Project/Program Manager**WIC MIS – EBT Planning, Procurement, and Implementation** (Mar 2016 - Mar 2019)

Planned and managed multiple concurrent projects to procure and implement a web-based, WIC MIS with EBT interface in South Carolina:

- Revised approach/scope of MIS and EBT implementation per Department's later decision to replace existing system per schedule analysis, led internal teams for evaluation/selection of a WIC MIS, coordinated state/contractor activities for MIS modification, EBT configuration, and data migration, developed and maintained integrated master schedule, coordinated review/approval of contract deliverables, assisted risk management planning, supported WIC vendor and clinic enablement activities, managed universal product code (UPC) collection, managed project budget, conducted weekly scrum with state staff, reported weekly status to PMO, assisted in the resolution of implementation and technical issues.
- Wrote two RFP's - MIS implementation, hosting, and operations and maintenance services and MIS/EBT quality assurance services, answered bidder questions on RFP's, served as subject matter expert for MIS negotiations and evaluator/negotiator for QA services, wrote purchase order/contract SOW for enhanced data security change request, supported third party contract management.
- Wrote five federal approval/funding documents per Handbook 901 requirements: Planning Advance Planning Documents (PAPD) (2), Implementation Advance Planning Document/Updates (IAPD/IAPDU) (3), wrote two decision papers (UPC collection tools and enhanced data security controls), two presentations for WIC annual meetings, and quarterly federal grant reports.

Drexel Technical / TEKsystems

2007-2016

Project/Program Manager**MIS - eWIC Planning, Procurement, Implementation, Operations/Maintenance** (Feb 2007 - Feb 2016)

Planned and managed multiple concurrent projects to procure and implement a web-based WIC MIS with EBT processing in Florida. Met the State of Florida EBT statutory deadline, completing the project on time and under budget (\$875K).

- Managed core project team of two Business Analysts and one Training Coordinator, managed key stakeholder relationships, reviewed contractor deliverables and change requests, supported third party contract management, supported equipping and configuring data center processing environments, participated in WIC MIS and EBT procurements as an evaluator and negotiator, reported project and deliverable status, managed project budget, assisted in developing MIS self-install package, and wrote FedRAMP security plan.
- Wrote three RFP's (MIS replacement and MIS/EBT QA services), answered bidder questions on RFP's, developed and managed MIS evaluation/selection process, served as evaluator/negotiator for three procurements, assisted in review/approval of contractor deliverables and change requests, wrote four SOW's for purchase orders/contracts, wrote two procurement decision papers, and supported third party contract management.
- Wrote six federal approval/funding documents per Handbook 901: Implementation Advance Planning Document/Updates (IAPD/IAPDU) (6), wrote seven state approval/funding documents per state legislative requirements, assisted in the review/approval of 10 federal project phase approval documents: EBT Feasibility Study (2), Test Plans/UAT Test Results (4), Pilot Test Reports (3), and Project Close Out/Lessons Learned, wrote two presentations for EBT conference meetings, and quarterly federal grant reports. Co-authored procurement documents for WIC MIS implementation, quality assurance services, and WIC MIS operations and maintenance (O&M).

Analysts International

2005 - 2007

Project Manager**JP Morgan Chase Global Client Care Technology PMO** (May 2005 - Jan 2007)

Managed multiple concurrent projects using client's Project Delivery Framework (PDF): developed beneficiary deduction report in eServe, integrated PRPC data into Service Datamart, coordinated ER306 UAT testing, production rollout of Implementation Datamart, assisted quarterly upgrade of Know Your Customer (KYC) anti-money laundering system.

TEKsystems

2004 - 2005

Project ManagerUSAA Enterprise PMO (Sep 2004 - Mar 2005)

Managed multiple concurrent projects using client's Business Project Management Process (BPMP); procured and implemented knowledge management system (KMS) for help desks, upgraded Linux server fleet to Red Hat Enterprise Linux (RHEL) 3.0, and evaluated and procured desk-top PC's for the enterprise.

Keane, Inc.

1999 - 2004

Principal Consultant/Business AnalystVarious Engagements (Mar 1999 – Jun 2004)

As Senior Business Analyst, used Keane's tools and frameworks to deliver series of projects, including data mart for services to special needs children, university student information system upgrades, university chemical inventory system, two HIPAA assessments, evaluation of lending software packages for international development bank, and software quality assurance process assessment.

EDUCATION

**Master of Arts,
Urban Affairs and
Public Policy**

UNIVERSITY OF DELAWARE, Newark, Delaware

**Bachelor of Arts,
Political Science**

UNIVERSITY OF DELAWARE, Newark, Delaware

**Instructional Design
and Development,
Master of Education
program**

PENN STATE – GREAT VALLEY, Malvern, Pennsylvania
Four courses, 4.0 GPA

CERTIFICATIONS

**Project Management
Professional (PMP)**

Project Management Institute - [REDACTED] (2006), current through 2025

**Certified Scrum
Master (CSM)**

Scrum Alliance - [REDACTED] (2017), current through 2024

**Certified Baseline
PMO Consultant
(CB-PMO)**

PMO Global Institute - [REDACTED] (2023), current through 2026

SKILL GROWTH

**Advance Project Scheduling and Risk
Scheduling Analysis
PMO - Consultant Bootcamp (CB-PMO)
Digital Marketing Certificate**

Hulett & Associates, Nov 2022 (22 PDU)
PMO Global Institute, Nov 2022 (21 PDU)
University of South Florida, *In progress*

Reference for Philip K.

project manager at State of Florida

Reference by: Debbie Eibeck



Mobile: 850-766-8335

Job Duties & Technologies:

Philip and Debbie worked together at Florida WIC. Debbie was the Bureau Chief WIC and EBT. They hired Philip to be their PM to implement WIC EBT and a new computer system. Philip had the past experience and the personality that would allow him to work well with state and federal approvals.

Project Description:

Florida was the 3rd or 4th largest WIC EBT program in the country. They had about 230 clinics state wide. They had 47 local agencies and individual clinics. What the computer system did was register clients into the program for eligibility. Prior to the EBT project they would have to issue checks to individuals and then have to go to specific grocery stores. Philip led them through the conversion for swipe cards. Theirs had to be very specific though--certain gallons of milk. Had to be very specific brands--needed to meet certain standards. You couldn't buy cheese spreads, had to buy cheese. They had to build a master food list; they were the 6th state in the country to do this. They had a legislative mandate that required this be done in a certain amount of time. They had to go through every can of fruit and vegetables to decide what was eligible or not. Automatically load benefits on to the card. They had an older computer system, so Philip also led to project to implement a new computer system that tracked this, made reports, etc. Philips benefit to them was his knowledge of WIC, ability to help them through the federal and state approvals. He wrote the RFP for the vendor that came in to helped them meet these goals. He kept the project running smoothly with the vendor. They were very successful!

Quality of Work:

He is very thorough. If he doesn't know something he researches it. He is a great writer and had to write a lot of RFPs and proposals to the Federal government as well. He worked very hard, and the results were incredible. He stuck out more than any other candidate.

Cooperation/Communication:

He functions well under a tight timeline. In this role he had to function that way and that's a big reason why they hired him. At this point, no state had done all of this in such a short time frame. His written and verbal communication is top notch. He is able to adjust based on his audience, that is so important when working with state and federal governments.

Attendance/Reliability:

No issues here at all. He shows up as his best every day and he is truly passionate about the work he does.

Cultural Environment:

Philip's project management knowledge was recognized and respected. He is very personable. He drives results makes sure things get done.

Strengths:

He has been integrated in WIC EBT for a long time. I don't think we would have been as successful if we hired someone else.. He knows WIC EBT like the back of his hand. He is very detail oriented, and that will be a benefit in this role. He keeps great documentation and manages projects on tight timelines well. He is a great communicator.

Billy A.

4.2.8 Quality Assurance Analyst

With over 20 years of experience in the software industry, I have forged a career path characterized by diverse roles and a strong commitment to driving digital innovation. In my current position, I play a pivotal role in implementing various digital initiatives using agile and kanban processes. Through my work, I have contributed to the successful execution and delivery of several digital system enhancement projects, resulting in increased user satisfaction, retention, and engagement.

SKILLS

Software Project Management

Business Analysis

Business Requirements

Requirements Gathering

Testing Leadership

Project Documentation

Stakeholder Management

Agile Methodology

Kanban

Attention to Detail

Communication

Jira

Workfront

Web Applications

Digital Marketing

Quality Assurance

WORK EXPERIENCE

Project Manager / Business Analyst

Lexmark

01/2021 - Present

Responsibilities

Lead and oversee cross-functional teams in the successful execution of digital system enhancement projects using agile and kanban methodologies.

Develop and manage project plans, timelines, and budgets to ensure on-time and within-budget delivery.

Communicate project progress, risks, and issues to stakeholders and higher management.

Mitigate risks and address project challenges to maintain project momentum and quality.

Gather, analyze, and document business requirements for digital system enhancements.

Collaborate with stakeholders to elicit and prioritize requirements, ensuring alignment with business goals. Translate business needs into technical specifications and solutions.

QA Lead

Lexmark

06/2014 - 12/2020

Responsibilities

Lead QA test teams (offshore/onshore) for several projects developed in an Agile Scrum methodology.

Develop in Java using Selenium Webdriver, JUnit, and TestNG to design unit tests for Lexmark's websites.

Responsible for clearly communicating testing status and reports to offshore and onshore teams as well as business stakeholders.

Software Product Engineer

Lexmark

08/2011 - 06/2014

Responsibilities

Work with a team to create special request driver and software packages for external customers.

Create and manage software requirements, test plans, and documentation for specialized customer requests.

Manage the development, support, installation, and roll out of the solution for large account customers.

Software Developer

Lexmark

10/2005 - 08/2011

Responsibilities

Worked on a development team responsible for the install portion of the software we developed.

Design and develop special request driver install packages for external customers.

C++, .Net, and Java experience.

Software Test/Team Lead

Lexmark

08/2000 - 10/2005

Responsibilities

Manage daily tasks and objectives and assign them to designated testers.

Edit and create test checklists to use for daily testing; report test results to developers and managers.

Test printer drivers with many different software applications, Microsoft OSs, and hardware setups.

Technical Support Engineer

MCIWorldcom

02/1998 - 08/2000

Responsibilities

Handled inbound customer calls regarding hardware/software issues for Compaq and HP personal computers.

Analyzed and resolved 30-50 issues daily in a call center environment.

EDUCATION

Bachelor of Science (B.S.), Interdisciplinary Studies (Computer Science/Business)

New York Institute of Technology

May 2008

Computer Science

Eastern Kentucky University

Joni M.

4.2.8 Quality Assurance Analyst

OBJECTIVE

To acquire a Quality Assurance Analyst position in a fast paced and dynamic environment that will allow me to best utilize my technical, analytical, and interpersonal skills to contribute to the enhancement of the company's goals.

PROFESSIONAL SUMMARY

- 8+ years of experience in the field of Information Technology with prominence on Software Quality Assurance such as Banking and Retail domain.
- Experience with all phases of Software Development Life Cycle (SDLC) and Quality Software Methodologies (Waterfall and Agile).
- Effectively delivered work products with AGILE and SCRUM process.
- Experience in working with Agile methodologies and active participate with SCRUM meetings.
- Responsible for analyzing Business Requirements, Specifications, use cases, and vision in order to create and execute Test Plans and Test Cases.
- Designed Use Cases Diagrams, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams.
- Excellent understanding of all modules of ALM such as Requirements, Release, Test Plan, Test Lab, Defects and Analysis feature.
- Good experience in performing SIT, User Acceptance Testing (UAT), PFix and Production Validation.
- Knowledge in Analysis of Bug Severity, Priority, Bug Tracking System and Bug Reporting.
- Strong skills in performing Regression, Performance, Load, Functionality, Sanity, Smoke, and Usability testing for Web and Client/Server application.
- Reviewed extensive SQL Queries with complex multi-table joins and nested queries during Backend testing.
- Executed SQL statements to check if the data integrity has been maintained.
- Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
- Involved in maintaining Test Matrix and Traceability Matrix and performing GAP analysis.
- Performed the Back-End testing to ensure data consistency on front-end by writing and executing SQL statements on Oracle Database.
- Used UNIX to perform Backend Testing and Batch Testing and also to execute SQLPlus Prompt.
- Performed mobile testing for responsive design, break point, framework component for different devices and its operating system such as IOS, Android, and Windows.
- Validating wireframe and breakpoint in different browsers and devices with its mock-up design.
- Outstanding reputation for meeting demanding deadlines and delivering critical solutions on various levels.
- Positive orientation to expand present knowledge base.
- Extremely focused and detail oriented with excellent communication skills, vendor experience and ability to lead, manage, coordinate and work independently in a time sensitive environment.

TECHNICAL SKILLS

Testing Tools: ALM, UFT, QTP, IBM Rational tools, Junit

Bug tracking tool: ALM, Rational Clear Quest, JIRA, Test Link

Joni M.

4.2.8 Quality Assurance Analyst

Operating System: UNIX, Windows, Mainframe, Mac OS

Programming Languages: C, C++, JAVA, SQL, XML

RDBMS: MS Access, Oracle, MS SQL SERVER, My SQL

MS office Applications: MS Word, Excel, PowerPoint, Visio, Outlook, MS SharePoint

PROFESSIONAL EXPERIENCE

Client: Farm Credit Bank of Texas (FCBT)

Role: QA Analyst

Duration: August 2020 - Present

Farm Credit Bank of Texas is a federated cooperative owned by the local Farm Credit association cooperatives, which directly finance rural real estate, agricultural production, country homes and agriculture firms. It provides a business-service to 14 other local Farm Credit Associations. Project aimed in process of loan origination system with a new system called Credit Management Enterprise (CME) by Finastra and integrating it with the existing loan accounting system (Loan IQ by Finastra), Dynamics CRM, reporting, and other essential systems. The full product suite is referred to as Farm View Lending.

Responsibilities:

- Analyze Business, System requirements that are being loaded in Azure DevOps and Visual Studio tool by BDA.
- Responsible for Credit Management Enterprise (CME) Application for Loan Origination requirements definition, general and detailed design, Functional testing, maintenance, and managed. requirements using Azure DevOps.
- Direct/coordinate with BDA to manage and update the missing parameters of requirements in Azure DevOps.
- Analyze the requirement coverage and traceability to ensure the testing coverage.
- Manually created and executed test cases in Azure DevOps and Visual Studio (TFS)
- Coordinated with Release Manager on scheduling builds to test and staging.
- Created Test Plan based on the scope and schedule of the project release date.
- Performed Smoke Testing, System Testing, Functional Testing, End-to-End Testing, and Integration Testing.
- Actively participated in Daily Status, Stand-up Meetings, with Business, Development, and Test team to report the test status planned, accomplished, and issues.
- Participated in regression testing of the modified build.
- Defects were tracked, reviewed, analyzed, and compared using Azure DevOps and Visual Studio
- Actively Participated and Co-ordinated with Other Teams on Loan Origination Test Scenario and Execution. CRM Reporting, Loan IQ, Encompass Origination for Loans Testing.
- Worked on testing the scenarios where Existing loans are Converted and modified with details Conversion on Loans.
- Interacting with developers to resolve application defects and for configuration management.
- Identify and investigate Functionality integrity problems, determine impact, and provide solutions to problems.
- Provided Documented and communed test results on all Project Level Documentation.

Client: FIS, Worldpay, Cincinnati. OH

Role: QA Analyst

Duration: November 2019 – July 2020

Worldpay is leading payment services for mail order and Internet retailers, as well as point of sale transactions. Customers are a mix of multinational, multichannel retailers, with the majority being small business merchants. Connecting to customers, accepting payments, securing transactions, there is a lot to do for a business today to keep up with consumer demand. Worldpay keep it simple and clear with products, solutions and technology built

Joni M.

4.2.8 Quality Assurance Analyst

with business in mind. Project aimed the major areas of Financial Data program, Testing Financial Data in the General Ledger space.

Responsibilities:

- Create detailed business analysis, outlining problems, opportunities, and solutions for the business.
- Develop test strategies that describe the System Integration and User Acceptance Testing (UAT) strategies and procedures.
- Develop System level and UAT scripts and scenarios in support of component specific testing.
- Develop data and systems needed to support testing needs.
- Execution of a mixture of automation/functional testing for both data and UI applications.
- Create a Modules workspace for Automation test case and execute through Tosca Commander.
- Manage defect resolution and document successful test results through Rally.
- Report Bug and Defect through Rally.
- Perform triage, troubleshooting and analysis of issues.
- Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Created and maintained the User Stories based on difference scenarios.
- Participated in Daily Stand-up meeting to support Agile Testing activity.
- Delivered various test matrix documents like UAT defect analysis report, root cause analysis, Project test effectiveness, Production defect analysis report, and defect acceptance report as a part of test deliverables.
- Executed SQL Queries in Oracle to verify the dataflow from the backend.
- Converted Functional requirements into detailed scenarios and test cases.
- Responsible for tracking and closing defects using Rally during UAT.
- Performed data drive testing to validate the same set of operation with different set of data.
- Developed Test Cases and Scripts for functionality and Regression Testing.
- Managed product backlogs, iterations, backlogs, release plan & status reporting using Rally.
- Maintain Test Summary and Bug Report and generate weekly report.

Client: Navy Federal Credit Union, Vienna, VA

Role: QA Analyst

Duration: December 2018 – October 2019

The LOS project: The project encompassed the conversion of old legacy systems to a new Loan Origination System to support paperless technology and distributed architecture. The LOS was designed to serve as an intelligent in-house repository for data from all the other business engines that acted to serve processes during loan set-up, underwriting and closing/funding.

Responsibilities:

- Analyze Business, System requirements that are being loaded in HP Quality Center tool by BSA.
- Direct/coordinate with BSA to manage and update the missing parameters of requirements in QC.
- Involved in different modules of Mortgage Loan origination.
- Managed new mortgages by tracking the status, and by producing the task list and delegating them to the other users within the other organization.
- Involved in creating Test Plans for the different aspects of the project according to the business specifications in coordination with the QA lead and project manager.
- Responsible for reviewing business requirements, functional specifications, project schedules, documentation, and test plans.
- Scripted test cases for component and UAT using HP Quality Center.

Joni M.

4.2.8 Quality Assurance Analyst

- Worked on mortgage Loan Origination Systems. (LOS)
- Prepared Test Scenarios using SQL Queries for Backend Testing and Test Cases for the application under test.
- Prepared data for data driven testing using Data driven Wizard in Win Runner as required by the Corporate Customers.
- Perform functional, integration, and regression testing on mobile devices and web-based applications.
- Performed UAT Testing on different modules of trading application, which includes Front Office, Middle Office, and Back Office.
- Maintained Requirement Traceability Matrix (RTM) to make sure that test plans were written for all the requirements.
- Wrote extensive SQL queries during UAT and data validation.
- Prepared and planned shell scripts in UNIX using SQL commands for the data validation.
- Schedule reports through schedule Manager.
- Run reports against different databases.
- Prepared Manual Test Scenarios and Test Cases for the Application under test.
- Wrote universal actions and parameterized actions.
- Actively participated in enhancement meetings.
- Conducted Security, Performance, and Regression testing during the various phases of the development.
- Investigated software bugs and interacted with developers to resolve technical issues using Test Director.
- Identifying Test Cases to be run for Regression Testing and conducting Regression testing as and when new builds were made.
- Extensively used Meta Broker to export warehouse data to Business Objects for reporting purpose.
- Developed reports based on user requirements for fixed and Ad-Hoc requests using Business Objects.
- Used Test Director for Bug Tracking and Reporting.
- Generated customized graphs and reports using Test Director.

Client: Capital One Bank, Tysons Corner, VA

Role: QA Analyst

Duration: September 2017 - November 2018

Capital one is leading information-based technology Company and promise its client to help succeed by bringing ingenuity, simplicity and humanity to banking. New Enhancement and implementing on all the products provided to customers measure our efforts for better banking opportunities. Project aimed the major areas of loan, quick access app, line of credit and security is quite a few goals I had participated.

Responsibilities:

- Identified the client needs and provided suitable agile system-based solutions.
- Successfully written Test Plan Documents according to the requirements.
- Developed Test Script, Test cases, and Test steps in ALM for workflows for Quality Assurance mapped to Functional System Design.
- Validated Test cases in Multiple cross browsing and successfully delivered Test Result Summary.
- Logged defects in ALM, and Re-tested all the defects after fixed. Successfully closed defects in Defects Tab.
- Updated progress reports in Daily Standup meeting and Weekly Defect Review meeting to meet the datelines.
- Created Releases for sprints, and Quarterly mannered schedule.
- Mapped Requirements Traceability Matrix and Test Coverage and Generator reports for cycles.
- Involved in reviewing complex SQL queries, views, functions, and stored procedures and spotting issues before/during code migration.
- Retrieved data from RPM (Rational Profitability Matrix) from backend and validated to UI component.

Joni M.

4.2.8 Quality Assurance Analyst

- Automated Pre-written Test Script to Validated Regression in UFT.
- Performed Regression Testing, System Integrated Testing, User Acceptance Testing, Functional Testing, Cross browsing Testing, Adhoc Testing, and helped on Performance and Load testing.
- Tested newly build API's according to requirement for Quality product.
- Validated in wireframe and break points in different browser and devices.
- Reported all successfully outcomes to Manager.
- Enthusiastically became part of every meeting conducted, and responded to Business Team, Dev ops Team, Dev Team as needed.
- Organized, oriented, and kept work station handy by naming folders for Test Plan, Test/Result, Defects, Prod Validation documents, and others in Share-Point for quick access by any Team members.

Client: CITIBANK, NYC, NY

Role: QA Analyst

Duration: August 2015 - August 2017

Citigroup's foreign exchange franchise, CitiFX, works closely with corporate clients to review their currency exposure and advise on and execute hedges and other strategies. Dealing in 150 currencies, the bank draws on its worldwide resources to provide its North American clients with 24-hour coverage of currency markets. Citigroup excels in speed of execution and competitive prices and is a major provider of liquidity to the markets. Citibank has developed an online cash management tool with basic FX capabilities, enabling clients to wire funds internationally at very competitive exchange rates. This flow-through solution allows for both online wire initiation and final settlement.

I was responsible for analyzing system specifications and developing a detailed system Test Plan, including test cases and test procedures.

Responsibilities:

- Analyzed System specification documents, Business requirement document and developed Test Plans, Test cases, Test Scripts and Test procedures based on business requirement documentation for the testing of application software and reviewed with clients.
- Analyzed the Business Process Model (BPM) diagrams.
- Created Unit test plans and reviewed and updated all test cases in Excel and SharePoint, and managed the Requirements Traceability Metrics (RTM)
- Performed sanity and smoke testing manually.
- Involved in Integration testing & system testing
- Inserted Check Points to check the broken links, Text and standard properties of an object using QTP
- Performed Parameterization using Data Driven Testing in QTP.
- Participated in regression testing of the modified build.
- Modified Test cases with changes in the application on new build.
- Developed automation test scripts for performing regression testing on the application using QTP.
- Involved in writing and testing SQL scripts for different modules, fixing the SQL code and bugs.
- Involved in Backend Database manual testing in Oracle using SQL.
- Developed SQL scripts, to implement business rules Manually performed integration and Regression testing, documented bugs and worked with development team to resolve issues
- Maintained Requirement Traceability Matrix (RTM) to make sure that test plans were written for all the requirements and performed gap analysis.
- Assisted Business Analyst in preparing the system contextual diagram in MS-Visio.
- Strong utilization of MS Project and SharePoint
- Defects were tracked, reviewed, analyzed and compared using Quality Center.

Joni M.

4.2.8 Quality Assurance Analyst

- Created daily status reports in Quality Center using dashboard.
- Exported data from Quality Center to Excel using query builder in dashboard.
- Performed User Acceptance Testing (UAT) by defining UAT Entrance and Exit criteria
- Participating in Cross team meeting with developers, users...etc. for a weekly status meeting and to resolve issues if there is any conflict.
- Identify and investigate data quality/integrity problems, determine impact and provide solutions to problems.
- Provided Efforts Estimate and coordinated the test schedule using Agile testing methodology in UAT phase
- Documented and communed test results.
- Provided input on all project level documentation.
- Assisted in developing detailed testing estimates and timelines.
- Maintained test matrix and bug database and generated weekly reports.

Client: Chicago Mercantile Exchange, IL

Role: QA Analyst

Duration: October 2014 - June 2015

Presently working at Chicago Mercantile Exchange Inc. (CME) is currently developing enhanced access to their existing Electronic Trading Systems (ETS). Processing of existing Orders, Mass Quotes, Futures and Equity Options are initialized and run through different engines which acknowledges different messages at different gateways making a roundtrip involving the trading engine.

Responsibilities:

- Analyzed Business Requirements Document (BRD), Technical Specifications Document (TSD).
- Involved in Developing Test Plan, Test Scenarios.
- Wrote Test Cases and developed Test Data.
- Participated in defining entrance and exit criteria.
- Performed Testing on Web-based Application.
- Used Quality Center to execute Test Cases, in-put data from Test Data.
- Extensively worked with SQL Queries to retrieve data from database validation purpose.
- Performed Smoke Testing, System Testing, Functional Testing, End-to-End Testing and Integration Testing.
- Involved in Performance and Stress Testing.
- Used valid and wrong data to perform Positive and negative Testing.
- Created Requirement Traceability Matrix (RTM) manually.
- Detected Bugs were added and reported to the developers.
- Worked closely with the development team to analyze Defects and generated the test report Summary.
- Involved in UAT with BAs and tester.
- Actively participated in daily and weekly status meeting.

Client: Target, Minneapolis, MN

Role: Quality Tester

Duration: February 2013 - July 2014

Target Corporation originally known as the Dayton Dry Goods Co., is an American retailing company that was founded in Minneapolis, Minnesota, in 1902. In 1962, the first Target store was opened in Roseville, Minnesota. It is the fifth largest retailer by sales revenue in the United States behind Wal-Mart, The Home Depot, Kroger and Costco.

Joni M.

4.2.8 Quality Assurance Analyst

Responsibilities:

- Analyzed the Functional and Business requirements.
- Created Test Cases, Test Scripts, Test Plan and Test Procedures and implement compliance of quality standards.
- Performed both Manual and Automated testing of the applications.
- Studied the ADS applications performance for varying Loads and Stress conditions using Mercury Interactive Load Runner. Planned and created the Virtual user scripts and enhanced them with Transactions, Rendezvous points, Think times and Parameterization. Designed, Configured and Monitored Scenarios for Performance/Load Testing.
- Conducted Functionality, testing during the various phases of the development of the application doing Manual Testing in an agile development environment.
- Used Mercury Interactive MQC for Test Planning, Test Designing, Test Analysis, Test Execution, Defect Tracking and Test Evaluation.
- Analyzed and performed capacity testing of production database from time to time
- Interacting with developers to resolve application defects and for configuration management.
- Performed testing to monitor availability and errors for application client server, database and web server.
- Participated in testing POS (point of sale) software.
- Troubleshoot new releases and production issues.
- Performed manual testing to check the functionality of the POS.

Patricia J.

4.2.8 Quality Assurance Analyst

PROFILE:

- A highly qualified and dedicated professional with a successful performance record in, quality assurance, quality control, test preparation and implementation, software development lifecycle, testing, software application training, project implementation, new product knowledge, customer relations, business operations, mentoring , facilitating communication between management and team.
- I have Demonstrated leadership skills in management and coordination of offshore testing teams to achieve overall objectives. Have a high level of analytical, design and problem-solving skills. Dedicated to maintaining high quality standards. Experienced and trained Senior Quality Assurance Analyst.

Employment Experience

TEksystems /Center for Disease Control

09-2013-current

Quality Assurance Analyst

Web base Applications/User Interface/Manual Tester

- Working in the National Center for Chronic Diseases and Prevention and Health Promotion, Testing and supporting a Myriad of Projects in a Matrixes environment.
- Understand the Systems and following Business Rules for each System.
- Creating test plans, test cases, and test scripts
- Testing data files.
- Software development Life Cycles and Testing Methodology.
- Log ,review and track defects in Team Foundation and Issue Tracker
- Review results of testing and report status in Daily Scrum Meeting
- Attending Meetings with Team to Ensure that the project s are meeting deadlines.
- Testing Data to make sure system is giving the correct data output.
- Work with Development team and Business Software Analysts to ensure clarity on requirements and correcting Issues.
- Work with the Users on items found during User Acceptance Testing
- Effectively communicated and documented issues found during testing to the Development Team, Business Analysts, and Project Managers.
- Performing Testing in Development, QA and Production environment..
- Perform related duties as assigned or requested.

Mobile Testing

- Testing applications on several Mobile devices from functional, usability and security perspective
- Testing mobile applications – Android, and iOS and Apple
- Testing variety of HTML5
- Verifying Responsive Design in all viewports on Android, iOS and Apple mobile devices also, desk top
- Leading the Mobile Testing on CDC Projects.

Newpoint Resource/Wells Fargo Insurance Services

02-2012-11-2012

Quality Assurance Analyst 2

Web base Applications/Manual Tester

- Working on a National Project Converting Multiple Types of Insurance Management Systems to a Single Data Platform
- Understand the Systems and following Business Rules for each System for data Conversion
- Working With Business Analyst on Test Cases and Test Plans and Understanding Business Translations and Business Rules
- Testing Insurance Data and Post Conversion Clean-up
- Log ,review and track defects
- Attending Meetings with Team to Ensure that the project s are meeting deadlines.
- Coordinating with Team to Maintain Data validation Plan coincide with Developing Cycles
- Work with Development team and Business Software Analysts to ensure clarity on requirements

- Work with the Users on items found during User Acceptance Testing
- Effectively communicated and documented issues found during testing to the Development team, Business Analysts, and Product Managers ensuring that all Project Stakeholders were kept abreast of daily testing progress and impediments.
- Perform related duties as assigned or requested.
- Testing Daytime and Night Production Moves.

Assurance America Insurance Company, Atlanta, GA

07-2010-11-2011

Sr. Software Quality Assurance Analyst

Client Server and Web base Applications/Manual Tester

- Practiced the Agile Methodology/scrum process by participating in daily scrum meetings with Developers on web-based application projects
- Used Team Foundation Server to manage project user stories, Development & QA tasks, and defect tracking on projects
- Perform Functional, Integration and Regression testing of web applications and comparative raters
- Performed Testing on New Web-Raters for Comparative Raters for FSC, ITC, Quomation , Accu - Auto and Quick Quote.
- Review results of testing and report status in Daily Scrum Meeting with inter-departmental teams
- Completed testing efforts on web applications utilizing HTTP, XML, ASP.NET and data base technologies, SQL and ODBC. Proofed Point of Sale documents for newly created applications.
- Performed Real Time Rating Testing Using C#.Net
- Communications of Test Summary to IT Management Teams and Project Stakeholders.
- Work with Development team and Business Software Analysts to ensure clarity on requirements
- Translated project requirements into documented test cases. Created detailed Test Plans and other QA documents to ensure acceptance test criteria was satisfied and business expectations were met.
- Effectively communicated and documented issues found during testing to the Development team, Business Analysts, and Product Managers ensuring that all Project Stakeholders were kept abreast of daily testing progress and impediments.
- Ensures that team meets the targeted completion date by daily reviewing completed test case creation excel
- Testing of Cancellation, Reinstatements and Non-renewals ensuring they are processing correctly.
- Running Microsoft SQL Queries checking data.
- Validating data at Point of Sales (POS).
- Excellent analytical skills with ability to troubleshoot problems and find root causes
- Participated in testing of the Staging environment to confirm code deployed to production was accurate. This process change in IT reduced the number of code discrepancies and defects that were released to the Production environment.
- Conducted defect resolution and prevention strategy at daily at scrum meeting .Cross-Site root cause analysis meeting. Responsible for analyzing and determining the root cause of production defects and implementation of permanent solutions to prevent future occurrences.
- Responsible for performing Regression tests for builds delivered to the QA environment to ensure code was ready for testing by the QA team.
- Responsible for Production Releases.

21 CENTURY INSURANCE COMPANY/AIG, Alpharetta, GA

06-2004 – 06-2010

Sr. Software Quality Assurance Analyst—Team Lead

Client Server and Web base Application/Manual Tester

- Successfully managed on-site and off-shore resources and ensured timely completion and accuracy of assigned projects. Allocated daily workload to team members and monitored daily progression of testing effort and provided ongoing testing status to management and project stakeholders.
- Translated requirements into documented and executable test cases. Produced detailed test plans by translating business requirements used to design test cases that met business requirements, ensuring application performed in accordance with business expectations.
- Effectively communicated issues found during testing to developers, business analysts and product managers ensuring everyone involved in the project was kept abreast of daily testing progress.
- Conducted thorough quality assurance and documentation training sessions for twelve off-shore team members using NetMeeting application to ensure same level of on-site testing, resulting in fewer defects and improved defect tracking.

- Oversaw testing in staging to ensure new code functioned as expected in the production, reducing the number of defects released to the production environment.
- Conducted defect resolution and prevention strategy at bi-weekly cross-site root cause analysis meeting. Analyzed root cause of defect and implemented permanent solution to prevent future occurrences.
- Saved testing time by performing smoke test to ensure new code was ready for testing by QA team.
- Verified consistency between desktop and web-rating applications against rates Developed by mainframe when policies were processed, ensuring application rates and mainframe rates matched.
- Conducted functional testing of third party vendor applications Insight and PMW prior to applications being used by product managers. Validated and signed off on functionality and accuracy of each application against new rate specifications.
- Attended requirements review meetings for the implementation POS product and provided important insight as an advocate of the end-user.

Infinity Insurance/ Windsor Insurance Company, Alpharetta, GA 06-1997 - 11-2002

Senior Quality Assurance Analyst

Client Server and Web base Applications/Manual Tester

- Worked closely with programmers and product managers on private passenger and light commercial auto rate revisions
- Monitored and tracked defects for changes regarding code, new functionality and text in a very fast paced environment.
- Instrumental in testing functionality of in-house rating software called messenger 1, messenger 2, messenger 3, one link desktop applications and one link express web based applications for over thirty states
- Prepared test plans and strategies
- Designed analysis documents from user requirements
- Created and maintained defect tracking forms and summary reports
- Constructed rating formulas in excel to test and ensure rating accuracy
- Temporarily assigned to testing a new comparative rater designed in-house for the product managers to use in comparing rate analysis with other companies
- Responsible for creating master CDs for duplication and deployment to field agents - including electronic and physical duplication

Quality Assurance Analyst

- Manual tester/defect tracking.
- Created and executed manual and automated test cases with a comprehensive coverage of testing methodologies resulting in new code adhering to business specifications.
- Perform requirement ambiguity reviews resulting in consistency between requirements, design documents, and applications under development.
- Executed positive and negative manual functional testing mapping the actual results to the expected results required for business sign off.
- Investigated and reported defect escalation issues to management, development and project stakeholders using Quality Center thereby allowing for greater defect tracking and transparency.
- Ran Win-Runner scripts as part of comprehensive functional testing procedure.

Senior Rating Analyst

Converted companies written premium by state to their newly acquired rating engine for the PMS system called Rata-base

- Ensured that rates were tested against the rating software for accuracy
- Manually maintained the rate files and GTAM tables used prior to the implementation of the Rata-base System

Kemper Insurance Company, Atlanta, GA

- Underwriter Assistant

Child Care Business-

2002-2004

- Managed my own child care and provided for children age six weeks to twelve years old.

Technical Summary

Web-based testing; the applications use Java, JavaScript, CSS, jQuery, HTML5, ColdFusion and .NET platforms. ASP.NET Software Development Life Cycle Testing, Agile and Waterfall Methods; IBM Mainframe/CICS/TSO/JCL

Operating System: UNIX, MS-DOS, IBM, Windows OS2/95/98/NT/2K/Me/windows2000XP.

Policy Inquiry;, Silver Light; Data retrieval via Microsoft SQL(basic) ,,XML, Query; VSS(Visual Source) Quality Center 10 and (Introduction to QTP); Insight; SharePoint; Team Foundation; Test Manager, Specialty Insurance, Auto, Motor cycles, RV, Homeowners,. Mobile Testing, WordPress

Education:

- Central City Business Institute General Courses Syracuse NY
- US Army Administrative Support Ft Lee, VA
- US Army Reserve (E-4) Specialist Administration Atlanta, GA 4/1982-11/1991
- Center for Progressive Training Certified Patient Care Technician/Phleb Atlanta, Ga

Major Achievements:

- Matrix Resources provided training for Agile and Scrum
- Conspires Agile Practices -Training class
- Help Implement Real Time Rating to speed up rate Revision process
- Best practice corp. provided training for writing requirements and analysis.
- Solved major quality assurance problems which temporarily halted production.
- Implemented new procedures that are currently in place for a new End to End project.
- Trained and managed a three person team abroad to assist in the implementation of the Motorcycle Projects and Rate Revisions
- Successfully supported a four member teams ongoing requirements while administration re-staffed the department.
- Suggested a number of Process Improvements for the team.
- Worked on several new Project Implementations to very successful completions.
- Demonstrated ability to work in a fast-paced environment and adapt to changes in primary role responsibilities.
- Willingness to take ownership for own work, continuously improve performance and work independently.
- Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems.
- Worked on National Project Converting Multiple Types of Insurance Management Systems to a Single Web base Data Platform

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4.2.8 Quality Assurance Analyst

QUALIFICATION SUMMARY

Results-oriented Software Quality Assurance Analyst with 18 years of experience in all facets of software quality assurance. Demonstrated ability to skillfully perform in distributed, complex environments. In depth experience in the complete project life cycle of large, complex software projects with aggressive schedules. Highly motivated, accomplished organizational leader and team builder with strong customer focus and excellent analytical, communication and interpersonal skills.

Software Quality Assurance:

- Extensive experience in all phases of system, integration, regression, and performance testing including requirements analysis, test development, execution, reporting, escalation, and development support.
- Extensively worked in SDLC Methodologies (Waterfall, Agile Scrum).
- Ability to write Complex **Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Procedures**, Test Data, Test Validation Matrix, **Test Coverage matrix**, Function- Point Analysis, Requirement Analysis and Test Beds.
- Comprehensive knowledge of performing end to end testing of **E Commerce** software, UI, and software testing.
- Specialized in testing of **WEB, Mobile** applications, and **Client-Server** applications.
- Specialized in testing on both **WINDOWS** and **UNIX** environments.
- Expertise in requirements gathering, risk analysis and **writing test cases** by analyzing Software Requirement Specifications (**SRS**) and Functional Requirement documents (**FRD**) and mapping them for tracking the completeness.
- Expertise in Testing **POS** applications on a variety of platforms, e.g., terminals, mobile devices, integrated in-store systems, web-based system interfaces.
- Extensively worked in Windows, MS SQL Server, **Microsoft Dynamics AX**, Java, & .net applications.
- Experienced in writing **SQL** Queries for Backend Database Testing.
- Experience in defect tracking and logging using tools like HP-Quality Center, TFS, MTM and Atlassian Product Suite (Zephyr Scale, Jira, Confluence)
- Experience using tools like **Postman, Swagger, and SoapUI** for sending requests to **APIs**
- Extensively worked on Tagui, Test Complete, Gitlab testing tools and applications.
- **Business Analysis:** Business Requirements Analysis and Documentation, Technical Specifications Documentation, Change Control Methodologies.

Operating Systems/Applications: .Net, Unix, C#, SUN-Solaris, PERL, SQL, HTML, Java Script, Test Management System (defect tracking and reporting), Visio, Windows, Microsoft Office : (Access, Excel, Word, Power Point), Outlook Express, Microsoft Project, Visual Basic.

Testing Methods: Waterfall, Agile/Scrum. **Certified Scrum Master**

Testing Tools: MTM, TFS, Jira, Test complete, GIT Lab, Mercury Win Runner, and Mercury Test Director/Quality center, QTP, Firebug, Fiddler, and Charles web proxy, RTC, SOAP UI, Postman(Json, Xml), FileZilla, Putty Logs, Rational Manager and Clear Case, Agenda tracker.

RELEVANT SKILLS AND ACCOMPLISHMENTS

Sr. Quality Assurance Analyst

Sep21 to Till

Wendy's, OH:

- Working on multiple projects/systems as a project team member and are a subject matter expert for a single project/system. These projects are of moderate to high complexity within one or more development environments.
- Experience on the Client/Client hardware to troubleshoot issues around the Aloha Point of sales systems, iOCD, Delphi OCD, Kiosk, Receipt printer, cash drawer, Kitchen terminals, Kiosk, MWS etc.
- Worked cross-functionally with QA team members, software developers, network engineers, and other project team members.
- Executed Automation testcases using Test Complete, Gitlab, Batch files etc
- Worked on Postman for sending requests to APIs
- Thorough execution and understanding of POS application (NCR, Aloha) and its functionality.
- Executed price testing (CFC Verification) and menu testing on POS for different Functional testing, Online Web testing and Regression testing.
- Performed Functional, Online testing using different terminals and devices for POS for the end-to-end testing.
- Performed monthly Windows Patch testing and regression testing,
- Design test scenarios, scripts, and data, execute the scripts (Practi test, Zephyr and Jira) agile software.
- Supported test activities associated with Product Point of Sales.

- Prepare Test Plan, Test Scenarios and create Test cases with the help of Use Case Documents and Functional documentation for new POS application.
- Demonstrate extreme attention to detail and organization in all aspects of work.
- Identify, research, report, track and verify software defects proactively and comprehensively. Participate in root-cause analysis of defects.

Sr. Quality Assurance Analyst

Sep19 to Jul21

Chipotle, OH:

- Work on multiple projects/systems as a project team member and are considered to be a subject matter expert for a single project/system. These projects are of moderate to high complexity within one or more development environments.
- Worked cross-functionally with QA team members, software developers, network engineers, and other project team members.
- Thorough execution and understanding of POS application (Aloha) and its functionality.
- Executed price testing (CFC Verification) and menu testing on POS for different Functional testing, Online Web testing, Regression testing for Different Chipotle Markets such as France, UK and Canada.
- Perform Functional, Online testing using different terminals and devices for POS for the end-to-end testing.(FOH, BOH, POS, DML, ATO, peripherals)
- Performed monthly Windows 10 Patch testing and regression testing,
- Design test scenarios, scripts, and data, execute the scripts on CA (Rally and Qtest) agile software.
- Created **Automation**, Smoke, and regression test scripts using **Tagui**.
- Execute and maintained **Automation** test scripts by capturing results and log defects.
- Collaborate with the BSA and Development teams in the analysis and review of business objectives and requirements to ensure requirements are testable.
- Collaborated with Quality Control, Project Managers, and technical leads to ensure Business acceptance.
- Supported test activities associated with Product Point of Sales.
- Prepare Test Plan, Test Scenarios and create Test cases with the help of Use Case Documents and Functional documentation for new POS application.
- Perform Functional, Online Web Testing, Regression Testing for **Pizzeria Locale**.
- Demonstrate extreme attention to detail and organization in all aspects of work.
- Identify, research, report, track and verify software defects proactively and comprehensively. Participate in root-cause analysis of defects.

Sr. Quality Assurance Analyst

Jan19 to Sep19

DSW, OH:

- Responsible for the planning, integration, test casing, scripting, and execution of all testing to ensure proper coverage.
- Schedules and leads test deliverables review sessions, as necessary.
- Work on multiple projects/systems as a project team member are a subject matter expert for a single project/system. These projects are of moderate to high complexity within one or more development environments.
- Worked cross-functionally with QA team members, software developers, network engineers, and other project team members.
- Collaborate with the BSA and Development teams in the analysis and review of business objectives and requirements to ensure requirements are testable.
- Perform manual software testing on new project initiatives and other bug/enhancement requests against user stories.
- Develop test cases, test procedures, and create test data sets. Use automation and other testing tools, as appropriate.
- Able to recognize test case deficiencies and propose improvements.
- Estimate, prioritize, plan, and coordinate quality testing activities with project team for Apple Pay application.
- Able to work in fast paced and ever-changing environment and communicates status to the test lead.
- Demonstrate extreme attention to detail and organization in all aspects of work.
- Identify, research, report, track and verify software defects proactively and comprehensively. Participate in root-cause analysis of defects.
- Successfully worked with cross functional leaders and staff as well as third party vendors.

Sr. Quality Assurance Analyst
Express, OH:

June 18 to Jan 19

- Work to support testing efforts for multiple E-commerce solution projects and software releases as a part of Agile / Scrum teams.
- Perform manual software testing on new project initiatives and other bug/enhancement requests against user stories.
- Develop test cases, test procedures, and create test data sets. Use automation and other testing tools, as appropriate.
- Able to recognize test case deficiencies and propose improvements.
- Estimate, prioritize, plan, and coordinate quality testing activities with project team for both Mobile and web QA experience.
- Able to work in fast paced and ever-changing environment and communicates status to the test lead.
- Demonstrate extreme attention to detail and organization in all aspects of work.
- Identify, research, report, track and verify software defects proactively and comprehensively. Participate in root-cause analysis of defects.
- Successfully worked with cross functional leaders and staff as well as third party vendors
- Express ideas for process improvements to increase flexibility, reduce costs, and improve user experience.

Quality Assurance Analyst
OE Connections, OH

Mar 15 to June 18

- Assist in the development of user stories and acceptance criteria (Gherkin) within fast-paced agile environment and tested the application under SCRUM (Agile) methodology.
- Contributed to the detailed sizing of new proposals/projects as requested and Work collaboratively with automation engineers to automate acceptance criteria.
- Conducted testing and Created Test coverage documents for applications and integration systems with Navistar, Michelle1, RO Writers.
- Worked on API testing using Postman(JSON scripts).
- Worked with agile practices on projects, including tools such as VSTS / TFS and Jira.
- Collaborated with all stakeholders and customers to ensure OE developed internal applications designed to meet customer requirements.
- Facilitate of inter-team communication across agile projects within the organization.
- Coordinate and complete the software implementation testing, reporting status and escalations promptly.
- Ensure the scrum development team implement and follow best practices to prevent defects required / Desired Skills.
- Identify opportunities to reduce inefficiencies and presented recommendations on Quality and process improvements.
- Assist in the development of on-going training programs for the QA Team.
- Mentor/train, onboard QA Analysts and other OEC Associates.

Sr. Quality Assurance Analyst
Abercrombie, OH :

Dec 14 to Feb 15

- Involved in testing of P2P encryption project, testing POS systems.
- Extensively utilized Jira **Quality Center, Putty Log's**.
- Involved in Certification testing with Vantiv team. Worked on both MX870 refurbished and MX925 and MX870 Old devices for iPOS testing using agile approach.

- Worked on POS Mobile Application for iPad, POS data encryption / decryption and central storage – System Integration and Regression testing.
- Tested receipted return process to keep card numbers being sent to Point of Sale (POS).
- Highly engaged testing of newly build forms/resize images to support the new and old models for Payment Fast Track.
- Ensure testing process is compliance with Internal Audit/PED management procedures for tracking PED's during shipping, installation, refurbishment, and destruction.
- Involved in certification testing with Vantiv team.
- Involved in testing of E335 Wireless iPad sled that are P2P encrypted utilized Starmount Engage software.
- Attend and engage in daily stand-ups, weekly Core team meeting, and design walk meetings and provide status updates to QA management.

Sr. Quality Assurance Analyst

July 14 to Nov 14

Nationwide Insurance, OH :

- Involved in testing of NW mobile Platform upgrade, NW Mobile Web engine, Java Hosting upgrade projects. Responsible for the definition, implementation, and execution of the functional, regression, and acceptance test strategy on highly iterative and collaborative Agile environment.
- Highly engaged in conducting quality control tests and analysis to all application products and services to meet Nationwide organizational standards and user requirements.
- Worked with Mobile Web engine systems development team in front-end defect resolution, generate test cases and scenario is using Agile approach.
- Conduct Use Case to Test Scenarios and Test Cases decomposition, Test Preparation for Iterations (including review of Use Cases, RSD and DSD, Design High level Test Cases, Test Data preparation).
- Involved in creating System and UAT Test plan and written Gherkin scripts, participated in Amigo sessions.
- Extensively utilized **SOAP UI, Quality Center, Gherkins, RTC, Putty Log's & John's tool.**
- Performed **Ad-hoc testing, Integration testing, End-to-End testing, System testing, Function testing, and User Acceptance testing.**
- Involved and participated IPM, Retro, Scrum Meetings and Go-No-Go and show and tell meetings.
- Maintained and Used Card wall for defect management.
- Participated in formal code and documentation reviews to support the SDLC process.
- Created and maintained test data based on the business needs and maintain test beds.

Sr. Quality Assurance Analyst

Apr-13 to July 14

Ventech Solutions/State of OHIO

Department of Commerce:

- Involved in Develop test plans based on project requirements utilizing Ohio Department of Commerce's Division of Liquor Control's information technology systems standards.
- Worked with Microsoft Dynamics (AX), a "Commercial Off-The-Shelf" (or, COTS) systems development team which is used in both the private and public sectors worldwide, designed specifically for retail and financial applications to generate test cases and scenario's using Agile approach.
- Conduct Use Case to Test Scenarios and Test Cases decomposition, Test Preparation for Iterations (including review of Use Cases, RSD and DSD, Design High level Test Cases, Test Data preparation)
- Audit business process diagrams created by QA team to derive (ongoing) Cross Functional Testing in addition to the functionality of individual components.
- Execute testing plans against iterations and follow process of creating test documentation as defined in the detailed approach.
- Involved in creating System and UAT Test plan and scripts.
- Extensively utilized Visual Studio Test Manager to record the testing processes, record defects into TFS.
- Performed **Ad-hoc testing, Integration testing, End-to-End testing, System testing, Function testing, and User Acceptance testing.**
- Involved in Bug scrub Meetings and Go-No-Go meetings.
- Maintained and Used Card wall for defect management. Updated in TFS/SharePoint.
- Written and Executed **SQL** Queries for Backend Database Testing
- Produce reports from MTM and excel.
- Enhanced existing test case templates to meet the project needs by improving automation, efficiency, and portability.

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- Participated in formal code and documentation reviews to support the SDLC process.
- Generated manual test cases and test result reports using MTM and Excel.
- Trained and Mentored Cross-functional teams and end users to help them better understand on testing functionalities procedures, processes, and best practices.
- Attended weekly Core team, Domain and design walk meetings, and QA staff meeting to be explored with Management updates, decision and progress and continuous improvements.

Sr. Quality Assurance Analyst

Resource Interactive, OH :

July-08 to Jan-13

- Develop test plans based on project requirements utilizing client's web standards.
- Worked very closely with the Development team to analyze the application at the backend level and to describe the defects.
- Attended the Business and Functional Requirement Document (BRD) review meetings conducted by BA team to better understand the application functionality and to gather Functional Requirement Document (FRD) to create the Test Plan and Test Scenarios.
- Implemented QA processes for accessibility testing utilizing Section 508 government standards.
- Extensively involved in weekly/daily Defect Review and Test Execution Status Meetings to discuss/explain the defects with development team.
- Created Requirement Traceability Matrix to verify the test coverage.
- Experienced in using web traffic inspecting tools such as Firebug, Fiddler, and Charles web proxy.
- Gathered and Prepared test data to execute the test cases.
- Participated in Walkthroughs with Team lead, System Analyst, Designer, Project Coordinator, and the Development team to discuss the outstanding defects and scope change requests.
- Collaborate with project teams including project managers, account strategists, DBAs, architects, and developers to mature QA best practices.
- Worked on POS Mobile Application, POS data encryption / decryption and central storage – System Integration and Regression testing.
- Introduced formal QA standards and processes for web portals, applications, pages, security, and forms.
- Set the direction and established the high-quality mark for all facets of the test development phase including requirements analysis, test plan generation with detailed test scenarios and test script development, test execution and reporting.
- Led collaborative efforts across multiple organizations to achieve project objectives on time with quality.
- Developed component test plans in accordance with established processes.
- Enhanced existing test case templates to meet the project needs by improving automation, efficiency, and portability.
- Participated in formal code and documentation reviews to support the SDLC process.
- Generated manual test cases and test result reports using Test Director.
- Executed test cases for a Web-based Ordering System using Test Director.
- During test development, worked with System Engineers to define, clarify requirements that were ambiguous or un-testable, which impact system functionality.
- Developed test scenarios that were used as templates by other QA analysts.
- Developed a web page as a tool to foster efficiency in system test development & execution.
- Managed aggressive schedules through various adversities.
- Worked with GUI front-end test tools and used SQL to verify database pre- and –post conditions.
- Followed all quality processes to maintain ISO 9000 certification.
- Presented high- and low-level network architecture to executive management to obtain funding.
- Attended weekly QA staff meeting to get explored with Management updates, discusses improving test methodologies and Brain Teasers.

Senior. Quality Assurance Analyst

Nationwide , OH :

Apr-06 to Jul-07

- Collection and analyzing the BRD & Functional specs and user requirements.
- Understanding the requirements/functional spec which are developed by using UML Use Cases, scenarios, and class diagrams.
- Wrote Test procedures, Test cases and expected results for Online Account Banking's (OLAB) Support and Administration applications, which are developed using Java.
- Involved in creating Banks, Bank Products, Branches, Branch Products, and Workflows for the Bank Products, Users and Account Numbers.

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- Involved in gathering test cases from the client and there by constructing workflow test cases for OLAB.
- Documented **test cases** in the Test Plan module of **Mercury Quality Center**.
- Documented test requirements, test cases and test scripts using **Mercury Quality Center**.
- Developed **manual test cases** for Positive, Negative, Functional and Performance Testing.
- Executed **test cases** on each build of the application and verified the actual results against requirements using **Mercury Quality Center**.
- Performed Functionality, Boundary and Regression testing for OLAB.
- Involved and performed data translation process from EDI to XML format and import into the relational Database using ODBC.
- Involved in creating accounts using XML Notepad and generate accounts by running the XML files through Post Test.
- Collection or creation and validation of test data.
- Performed **Ad-hoc testing, Integration testing, End-to-End testing, System testing, Function testing, and User Acceptance testing**.
- **Database Validation** to check the updated data in the Database.
- Writing SQL statements.
- Worked with developers, business, and Release mangers to discussed ways to fix the defects.
- Collection and **analyzing** the test results from testing team members.
- **Documentation** of all test results and reviewing the test results.
- Submission of test results to the Development management and User Acceptance Testing management
- **Bug reporting and defect tracking**.
- Preparing the Test Reports and maintaining of test repository.
- Attended daily and weekly meeting meetings for project updates.
- Developed component test plans in accordance with established processes.
- Enhanced existing test case templates to meet the project needs by improving automation, efficiency, and portability.
- Participated in formal code and documentation reviews to support the SDLC process.
- Generated manual test cases and test result reports using Test Director

Quality Assurance Analyst

Sterling Commerce, OH :

Oct -05 to Jan -06

- Participated in Testing Gentran: Server for Windows 5.1, a full-featured EDI translation, partner management, and communication system.
- Execute manual regression tests and wrote steps for new features.
- Tested new features for Gentran Integration Suite, Sterling Commerce's comprehensive B2B product.
- Involved in Requirements, Design and Test Scripts Reviews.
- Involving in the **End-To-End** Testing with other Interfaces. Coordinating with various Interfaces for Validation.
- Involved in **User Acceptance Testing**.
- Involving in the Defect Tracking process. Coordinating with Developers in fixing Defects.
- Prepared various Test Documents in addition to ensure the QA Standards using MS Office Tools.
- Prepared Test Execution Logs and maintained them by updating daily and keeping track of the testing completed for each version.

Zahid A.

4.2.8 Quality Assurance Analyst

Summary:

- **Production support analyst** with **5+ years** of **manual** and **automation** quality assurance engineer with proficiency in test planning, execution, **defect triaging**, and **root cause analysis**
- Expertise in Quality Assurance with strong understanding of **Software Development and Test Life Cycle** who operated in **Agile** and **Waterfall** environments
- **4+ years** of experience in Test automation using Selenium WebDriver with **Java**, experienced in **designing, developing**, and **maintaining** test automation framework
- Exceptional **analytical thinking** and **code debugging**
- Excellent team player with effective **communication, analytical** and **problem-solving skills**
- Excellent at **time management** and **multitasking**
- Great at **learning** new skills which applied to improve the outcome of tasks and responsibilities

Skills:

Java | Selenium | TestNG | Postman | API Testing | Jira | HTML | CSS | Jenkins | Git | SQL | Cucumber | POM

Experience:

Software Development Engineer in Test

Amazon (Tek Systems) – Seattle, WA (April 2022 – February 2023)

- Worked closely with other teams and my team members to **fully test** new features to deliver an ideal stage of **DOD**
- Deployed builds to **Testing Ports** to run **Stress** and **Performance tests** before releasing the new code to production
- Analyzed business requirements, functional requirements, use cases and provided feedback for clear understanding of each requirement
- Involved in creation and constructed numerous documents: **QA Docs, Test Plans, Scenarios, Test Case Design, Test Results**
- Executed **System, Regression, and Functional** testing on **web** and **mobile** applications using actual devices
- Prepared tests scripts using **Selenium Web Driver** with **Java** for **UI** and **Functional test cases**
- Designed **manual** and **automation** tests, created automated test cases, test plans, and executed tests with **0% production defect leakage rate**

Software Quality Assurance Engineer

Purple (Aim Consulting) – Bellevue, WA (October 2021 – April 2022)

- **Studied production issues** and performed root cause analysis to provide corrective and preventive actions
- Worked in test **plan** creation, test case **design**, test case **review**, test case **execution**, writing test scripts, testing tools usage, **defect management**, and prepare test **reports**
- Effectively collaborated with the teams to assess the **cross functional impacts** of business decisions across external applications
- **Documented** software defects using Jira and reported defects involving program functionality, output, screenshots, and screen captures to software developers

Software Quality Assurance Engineer

Kitchen N More – Bellevue, WA (June 2020 – September 2021)

- Involved in various meetings with Product owner, Scrum master/Project Manager, shareholders, and developers
- Utilized **Maven** to manage dependencies for test execution, plug-ins and created profiles of grouped test cases to run **sanity** and **regression testing**
- Performed **cross browser testing** and **parallel testing** on Chrome and Firefox using **TestNG** and **Maven** on **Selenium grid** which saved time and money
- Productively coordinated with different teams on the integration points and brought **resolution** to the problems
- Integrated test automation framework to **Jenkins** for continuous integration (CI/CD)
- Explored **business requirements** and **developed detailed test plans** and the **test strategies**
- Configured **Selenium WebDriver, TestNG, Maven** and **Jenkins** for continuous build cycles
- Wrote and executed test cases for **System Testing** and **User Accepting Testing (UAT)**

Education and Work Authorization:

103 credits towards **Computer Science/AAS**

US citizen

Highline CC/May 2016

4.2.9 Security Analyst

PROFESSIONAL SUMMARY

In depth expertise in the implementation, analysis, optimization, troubleshooting and documentation of data and IT systems. Strong "hands-on" technical knowledge with electronics/computer information. Comfortable working independently or within a team environment.

Completed IT systems and Project management training from BYTEX Systems

Willing to relocate: Anywhere.

Authorized to work in the US for any employer.

Resourceful IAM Analyst with high-level technical skills and extensive IT industry background. Served several businesses and residential customers during past year and resolved 99% of issues without specialty team escalation. Diversified knowledge base and commitment to customer satisfaction leading to optimum outcomes.

SKILLS

- Identity Access Management
- One Identity
- SailPoint IIQ
- Microsoft Azure AD
- AWS IAM
- OKTA IAM
- IBM ISIM/ISAM
- Saviynt
- Active Directory
- ServiceNow
- Bomgar
- PowerShell Scripting
- Splunk
- SIEM Tool
- SAML 2.0
- OIDC
- Single Sign On (SSO)
- Resolving Problems and Incidents

WORK HISTORY

Federal Home Loan Bank of Chicago (FHLBC) - GRC/ IAM Security Analyst
Chicago IL. 01/2022 - Present

- Led provisioning lifecycle processes, user account lifecycle processes, reconciliation, certification, provisioning, and de-provisioning processes.
- Collaborated in requirement gathering and gap analysis sessions.
- Utilized OIM (One Identity Manager), AWS Management Console, and Azure AD.
- Worked closely with HR on onboarding processes.
- Provided user training and documentation on file access procedures and permissions management.
- Ensured proper approvals for LDAP access requests.
- Developed and maintained PowerShell scripts for bulk data retrieval from Active Directory.
- Collaborated with IAM Architects and application business teams to refine requirements for application onboarding.
- Participated in User Acceptance Testing and deployment of user stories.
- Administered Saviynt L100 for access requests and access reviews.
- Cleaned up excessive access at the application level.
- Generated and ran PowerShell scripts for Monthly Consistency Checks Reports.
- Demonstrated expertise in identity and access management.
- Managed access requests and issues through ServiceNow.
- Collaborated with various teams to ensure compliance with security policies.
- Performed system user provisioning and maintenance for new employees, transfers, name changes, authority changes, and terminations.
- Participated in User Acceptance Testing after User stories as been developed and ready to be deployed to Production.

- Documentation Development
- Verbal and Written Communication
- Collaborative Team Player
- Microsoft Windows and Office
- Troubleshooting Network Issues
- Technical Troubleshooting
- Service Desk Team Management
- Remote Technical Support
- Time Management
- Conflict Resolution

EDUCATION

OBAFEMI AWOLOWO UNIVERSITY

Ile-Ife, Osun State • 2009

Bachelor of Science: Economics

CERTIFICATIONS

AWS Solutions Architect

AWS Cloud Practitioner

Microsoft Certified: Azure Fundamentals

CyberArk Trustee

Certified Access Management Specialist

- Implementing access request workflows and approval processes within Saviynt, ensuring compliance with the principle of least privilege.
- Administering the Saviynt Identity Governance and Administration (IGA) platform, including user management, system configuration, and maintenance.
- Defining and enforcing access control policies, role-based access control (RBAC), and entitlement management within the Saviynt platform.
- Managed ticket administration via ServiceNow and adhered to SLAs.
- Monitoring regulatory compliance, ensuring the organization adheres to relevant laws, standards, and industry regulations.
- Developing, reviewing, and updating organizational policies, procedures, and guidelines to align with compliance requirements and risk management goals.
- Participation in internal and external audits, as well as your ability to perform control testing to assess the effectiveness of risk and compliance controls.
- Developing and conducting training programs to educate employees about compliance and security best practices.

Dot House Health Inc - IAM Security Analyst

Frederick, MD 08/2021 - 12/2021

- Collaborated with cross-functional partners to build and maintain an access control roadmap.
- Implemented access management solutions and enterprise authentication.
- Managed contractor and auditor accounts.
- Created and managed distribution list (DL) accounts.
- Granted RBAC/LDAP access.
- Utilized SailPoint for IAM functions such as provisioning and access management.
- Supported SailPoint IIQ and IBM ISIM/ISAM.
- Troubleshot and supported IAM tools.
- Reset user MFA in Microsoft Azure.
- Utilized Active Directory for user role assignment and OU group creation.
- Completed quality assurance reviews.
- Trained end-users on best practices and minimized errors.
- Provided SailPoint reports to Management or System Administrators.
- Resolved HP printer issues.
- Documented all support processes and troubleshooting procedures.
- Migrated systems from Windows 7 to Windows 10.

Loan Depot - Information Security Support Analyst

Remote, AZ • 09/2020 - 08/2021

- Managed Azure Active Directory permissions.
- Troubleshot Identity Access Management issues using SailPoint IQ.
- Provided high-quality technical support.
- Resolved customer queries and requests using diagnostic tools.
- Recorded and fulfilled service requests.
- Managed high-impact incidents affecting technology systems.
- Maintained comprehensive knowledge of Identity Access Management.
- Strived for the highest possible first-time service resolution rate.
- Promoted adherence to ITIL processes.
- Provided on-call support.
- Aided other team members when needed.
- Addressed user operational issues.
- Entered service tickets into an incident tracking system.
- Attended weekly team meetings.
- Responded to user operational issues with various devices.
- Entered service tickets and maintained hardware documentation.
- Communicated with customers to identify and resolve issues.
- Maintained group policy infrastructure.
- Created user authentication based on department and security levels.

Steward Health Care - Security Administrator
Boston, MA • 01/2018 - 09/2020

- Administered user accounts and application access.
- Provided superior customer service.
- Supported Courion MyProfile and other IAM products.
- Processed systems access requests.
- Managed user accounts using SailPoint Identity IQ.
- Troubleshot technical problems and terminated user accounts.
- Managed incident and request tickets.
- Created, updated, and documented GPOs.
- Prioritized and escalated problems within SLAs.
- Set up RSA VPN accounts.
- Completed special projects.
- Resolved issues through Bomgar Remote.
- Maintained group policy infrastructure.
- Created user authentication based on department and security levels.

TSI Systems - Desktop Support / Digital Service Specialist
Newark, NJ. 03/2017 - 12/2017

- Set up Canon systems on servers and workstations.
- Imaged Windows PCs for Canon customer accounts.
- Provided VOIP phone support using 8x8.
- Assembled, installed, and maintained Canon copiers.
- Troubleshot firmware-related issues on Canon systems.
- Set up user applications and provided tech support.
- Addressed HP printer issues.
- Documented support processes and troubleshooting procedures.
- Migrated from Windows 7 to Windows 10.
- Diagnosed and resolved hardware issues.
- Communicated with customers to identify and resolve issues.

Zion Systems | Desktop Support Analyst
Lagos, Nigeria 09/2013 - 01/2017

- Diagnosed and resolved unique problems related to application software and operating systems.
- Configured, deployed, maintained, and troubleshot computer workstations, laptops, printers, and mobile devices.
- Installed and supported hardware and software.
- Created alternative methods to complete tasks.
- Managed hardware and software vendors.
- Ensured seamless interconnectivity of desktop computers with various systems.
- • Documented procedures, standards, and best practices.

DIAMOND L.

4.2.9 Security Analyst

EDUCATION

COLUMBIA SOUTHERN UNIVERSITY

Orange Beach, AL
Bachelor of Science (B.S.)
Information Technology (Sep
2020)

Relevant Coursework

Advanced Information Security
Technical Writing
Database Design & Implementation

Awards & Honors

Magna Cum Laude

Extracurricular Activities

National Society of Leadership and
Success
Omega Nu Lambda National Honor
Society

COMMUNITY COLLEGE OF THE AIR FORCE

GPA: 4.0
Montgomery, AL
Associate of Science (A.S.)
Information Technology Systems
(Oct 2018)

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Manchester, NH
Master of Fine Arts (M.F.A)
English Candidate (Expected
graduation September 2025)

CAREER OBJECTIVE

Meticulous college graduate holding a Bachelor of Science (B.S.) in Information Technology, coupled with 8 years of professional experience and an active Top Secret / Sensitive Compartmented Information (TS/SCI) Clearance. Seeking to apply a combination of academic knowledge and extensive practical experience in management information systems, network security, and advanced technology to excel in an Information Technology Specialist, Risk Management Framework (RMF) Liaison, or other Cybersecurity role. Recognized by peers and leadership alike for unwavering dedication, and commitment to excellence. With a veritable history, I am confident in my ability to contribute to your organization's success and help achieve its goals.

EXPERIENCE

CYBERSECURITY ANALYST

GDIT (APEX SYSTEMS CONTRACTOR), Panama City Beach, FL / May 2022-Present

- Orchestrates the compilation, assessment, and analysis of artifacts and documentation crucial for securing Authorization to Operate (ATO) for Department of Defense (DoD) control systems.
- Served as a direct contributor in the successful acquisition of ATOs for over thirty-five systems.
- Formulates system categorization strategies to ensure the implementation of robust security measures.
- Produces fastidiously crafted network topology diagrams aligned with established standards.
- Develops comprehensive Plans of Action and Milestones (POA&Ms) for control systems, adhering to the DoD RMF directives.
- Collaborates in the education of on-site representatives (OSRs) and stakeholders, guiding them through the creation of RMF packages.
- Assists in conducting periodic and on-demand system audits and vulnerability assessments, contributing to the ongoing security posture of systems.
- Compiles incident reports detailing analysis methodologies and results, enhancing incident response capabilities.
- Creates and maintains required documentation and artifacts essential for ATO processing.

SENIOR ENGINEER

ECS Technology, Warner Robins, GA / July 2021-April 2022

- Enforced strict adherence to DoD management policies, ensuring compliance.
- Conducted assessments, testing, and selection of products and technologies to enhance operational efficiency and efficacy.

ADDITIONAL SKILLS

Systems and Network Configuration
Risk Management and Mitigation
Information Assurance and Threat Assessment
Project Management and Training
Written and Oral Communication
DoD Systems
Microsoft Office Suite
Linux Red Hat
OpenVMS
Medical Terminology

CERTIFICATIONS

CompTIA Security+
Pharmacy Technician
Nursing Assistant

- Implemented and managed inventory management systems and procedures, guaranteeing the secure handling and storage of classified materials.
- Spurred the creation of mission-specific databases for weapons, navigation, communication, and intelligence, along with performing scrupulous post-mission analyses.
- Configured the Joint Surveillance Target Attack Radar System (JSTARS) imagery server for fleet-wide utilization, testing new software before release, and maintaining a secure chain of custody for classified media valued at \$16M.

INFORMATION SYSTEM SECURITY MANAGER

Apex Systems, Warner Robins, GA / Feb 2021-June 2021

- Spearheaded the establishment, documentation, and monitoring of cyber security implementation plans across diverse operating systems.
- Enforced compliance with DoD management policies, fostering a secure and resilient IT environment.
- Formulated and executed extensive strategies aimed at enhancing the reliability and security of various IT projects.
- Conducted rigorous assessments, testing, and selection processes to identify and integrate innovative security products and technologies, contributing to a dynamic and adaptive security posture.

SYSTEM ADMINISTRATOR

Telos Corporation, Warner Robins, GA / Oct 2020-Jan 2021

- Conducted exhaustive evaluations of system status and health, ensuring optimal performance and reliability.
- Orchestrated software and hardware updates to maintain optimal technology and security standards.
- Provided oversight for IT and network operations, encompassing configuration, maintenance, troubleshooting, and repair activities.
- Initiated the implementation of phase changes for the Service Development Lifecycle (SDLC.)
- Directed the installation, configuration, and ongoing maintenance of dedicated servers, ensuring seamless and secure operations.
- Strictly adhered to and enforced national, DoD, and Air Force security policies and directives, fostering a secure and compliant operational environment.

QUALITY ASSURANCE MANAGER

United States Air Force, Robins AFB, GA / Feb 2020-Dec 2020

- Directed and supervised work operations for sixty-five employees
- Conducted quarterly coaching, development, and training sessions on policies, procedures, and control network methods/techniques, resulting in a 15% increase in efficiency over a 6-month period.
- Oversaw IT and network operations including configuration, maintenance, troubleshooting, and repair activities.
- Identified and analyzed risks and vulnerabilities; implementing corrective action to mitigate or eliminate potential threats.
- Managed and maintained records, files, and indices of system installations, contributing to streamlined operations and documentation.
- Adhered to and enforced national, DoD, and Air Force security policies and directives, fostering a compliant operational environment.

EVALUATOR STANDARDS AND EVALUATIONS

United States Air Force, Robins AFB, GA / Nov 2018– Oct 2020

- Evaluated Network Operators on the maintenance and operation of the Transportable Mission Support System (TMSS); identified deficiencies and recommended corrective action.
- Served as Quality Inspector/Evaluator for the E-8C Transportable Mission Support Subsystems (TMSS) valuing \$28M.
- Evaluated and certified JSTARS Network Operators (JNOs) to provide the necessary hardware and software requirements to facilitate command, control, intelligence, surveillance, and reconnaissance missions (C2ISR.)
- Tracked and managed 300+ Management Internal Control Toolset (MICT) items/24 SACs (Self-Assessment Checklists); resulting in 98% compliance rate.
- Performed audits of squadron level SACs bi-weekly to ensure assessment and observation deadlines were adhered to.
- Monitored critical, significant, and minor observations to closure; reports observation statuses to supporting commander/director.

MEDIA CONTROL CENTER TECHNICIAN

United States Air Force, Robins AFB, GA / May 2018– Nov 2018

- Operated inventory management systems and procedures to ensure proper handling and storage of classified materials.
- Built mission-specific weapon, navigation, communication, and intelligence databases and performed post mission analysis.
- Translated National Geospatial-Intelligence Agency (NGA) data into Linux and OpenVMS compatible formats; updated/archived/maintained parent copies of mission software.
- Configured 192 JSTARS imagery server drives for fleet wide use, assessed new software versions before release, maintained chain of custody of classified media valued at \$16M.
- Maintained, serviced, and uploaded 3.9Tb of data to Joint Mission Archive Server (JMAS.)
- Prevented critical overheating of MCC JMAS server, Imagery server, and TMSS Facilitated a fleet-wide software update Specified users and user access levels for each segment of database.

CYBER SYSTEMS NETWORK OPERATOR

United States Air Force, Robins AFB, GA / Jul 2016– Nov 2018

- Functioned as technical subject matter expert for troubleshooting, diagnosing, and resolving hardware operating system issues and application issues.
- Maintained, operated, and deployed with \$2M Transportable Mission Support Subsystem (TMSS) in support of 16 E-8C aircraft worth \$5.9B
- Configured 108 user profiles, constructed daily mission-specific databases for JSTARS system; provided critical navigation, communications, and intel to aircrews.
- Detected, deterred, isolated, contained, and recovered from information system and network security intrusions by performing proactive security functions.
- Used advanced software applications for network navigation, tactical forensic analysis, and collection of valuable intelligence data.
- Ensured data, software, and hardware confidentiality, integrity, and authenticity.

4.2.9 Security Analyst

James A.

Professional Summary

Accomplished, versatile and highly motivated Security Analyst with 15+ years as an Analyst, Specialist, Administrator, Engineer and Developer within Information Technology. Possess extensive experience with system administration, troubleshooting, design, development and utilization of industry standard Network and Information Security solutions.

Professional Skills & Qualifications

- Excellent understanding of Network, Host and Distributed security as it relates to MARS-E, HIPAA, CMS and DoD compliance
 - Excellent verbal and written communication skills with the ability to excel in complex projects that include both technical and non-technical audience
 - Extremely experienced in gathering, defining and identifying business and system requirements; developing, designing and re-engineering technology solutions for both host and non-host environments
 - Very strong analytical skills
 - Strong knowledge and/or experience in the following technologies:
Network Security, AWS, Azure, ArcSight, Trellix (FireEye), QRadar, Ironscales, Archer, Proofpoint, Microsoft Defender Security Suite, Prisma Cloud, Dome9 (CloudGuard), Forescout, Proxmox, Sans Sift, Cisco Umbrella, Snare Central, Identity and Access Management, PKI, IDS/IPS, Windows Server 2003, Windows Server 2008, Windows Server 2012, Microsoft SMS, Various Linux distros, Cisco, Citrix, VTAM, RDBMS, DNS, Active Directory, VMware, Apache, IIS, File Transfer, Microsoft Office, Linux
-

Experience

Cloud Security Specialist at SCDHHS

December 2020 – Present

- My current job duties as a Cloud Security Specialist include monitoring and detection of threats and potential cyberattacks to the agency AWS tenant.
- Identify and coordinate the remediation of misconfigurations and weaknesses for both AWS and on premises infrastructure.
- Identify and recommend solutions to gaps in the agency security posture for both AWS and on premises infrastructure.
- Responsible for the strategic direction and overall capability of the Security Operations Center (SOC) for both AWS and on premises infrastructure.

4.2.9 Security Analyst

Network Security Engineer at SCDHHS

August 2019 – December 2020 (14 months)

- My current job duties as a Network Security Engineer include evaluating the existing Enterprise security posture across the agency and recommending mitigation strategies to help prevent and detect threats and potential cyberattacks.
- My job responsibilities include developing policies and procedures to be implemented in to Forescout in order to ensure that all network connected endpoints are secure prior to gaining access to internal SCDHHS resources.
- My daily task includes evaluating ingress and egress network traffic to determine what is allowed or not allowed to communicate with internal SCDHHS resources.

4.2.9 Security Analyst

L3 Senior Security Engineer at Capgemini

November 2018 - August 2019 (9 months)

- My current job duties as a Team Lead include mentoring and training junior Cybersecurity Analysts on Security best practices, installation, configuration and use of associated tools.
- My job responsibilities include providing advanced threat analysis for potential threats to client systems and handling incident escalation as necessary.
- Respond to RFP and RFS requests to provide professional consultation and costing to meet client requirements and gaps in existing security posture.

CyberSecurity Engineer/Analyst at Blue Cross Blue Shield of South Carolina

October 2012 - November 2018 (6 years 1 months)

- My current job duties include threat detection/prevention and analysis for both host and non-host platforms. Develop correlation content and generate daily reporting metrics to assist with identifying potential threat vectors within ArcSight SIEM. Deploy, administer, and support security solutions such as ArcSight ESM, Logger, ConApp, Software SmartConnectors, and FireEye HX,EX and NX.
- My job responsibilities include developing and assisting with designing an Identity Management solution for implementation at BCBSSC and its subsidiaries. This would include working with System and Design Architecture to ensure access security is provisioned to meet government standards. Assist with documenting and supporting Identity Management throughout the Software Development Life Cycle (SDLC).

Infrastructure Analyst at Blue Cross Blue Shield of South Carolina

February 2007 - September 2012 (5 years 7 months)

Document and diagram Business Unit, SME and vendor provided technical requirements as part of project duties. Design Network, Host and Distributed Infrastructure solutions to meet CMS and DoD enclave security standards. Assist infrastructure Deployment and Operational areas to ensure successful implementation of designed solutions. Provide High Level Estimate and actual costing for network, host and distributed systems. Respond to Technical Inquiries, RFP, RFQ, RFI, RFS requests and provide professional consultation to address network, host and distributed platform needs.

Technology Support Analyst I at BlueCross BlueShield of SC

December 1999 - February 2007 (7 years 3 months)

My main duties include providing 1st and 2nd level Customer service for internal and external customers. I performed functionality testing for new and upgraded application systems. My duties included monitoring host and network systems across multiple platforms. Assisted with identifying and resolving high impact outages while updating Senior Management. Participated and assisted in numerous vendor and Telco LAN/WAN connectivity problems. Cross-trained numerous employees and assisted Management with decision making regarding process improvement. Troubleshooting and problem solving based on customer feedback or self-research.

4.2.9 Security Analyst

Certifications

A+

CompTIA License [REDACTED] May 2007

Network+

CompTIA License [REDACTED] May 2007

Security+

CompTIA License [REDACTED] June 2007

ISACA Member (Columbia Chapter) December 2014

Education

Bellevue University

Bachelor of Science, Systems and Network Administration, 2010 - 2011

Grade: 3.467

Midlands Technical College

Associate in Applied Science, Telecommunications Systems Management, 1999 - 2002

Grade: 3.362

Honors and Awards

Graduated from Entry Level Training Program (ELTP) for Network Operations on 08/10/2007

Attained Certificate of Completion of Apprenticeship on 08/12/2010

Interests

Spending time with my family and keeping up with current news in technology

SUMMARY

Experienced Cybersecurity Compliance Analyst adept at developing compliance strategies, collaborating with stakeholders, and upholding the confidentiality, integrity, and availability of critical systems. Proven success in aligning organizations with industry regulations like SOC 2, HIPAA, NIST, and HITRUST. Skilled in risk assessment, vendor management, and policy development.

SKILLS

Assessments & Compliance: SOC 2 - Type 1 & 2 Reports, PCI-DSS, HIPAA, GRC, CAIQ, SSAE 18, SIG, HITRUST, HIPAA, ISO 27001/2, NIST 800 series, FedRAMP, Vendor/Supplier Security Audit, FIPS 199, FISMA, SOX/404/ITGC.

IT Program Directorship & Management: Cybersecurity Technical Writing (Policies, Standards, and Procedures), Third-Party Risk Management, Business Continuity & Disaster Recovery (BC/DR), SDLC Security Controls, Policies and Procedures, Implementation, Incident Response, Supplier management, Risk Assessment and Risk Mitigation Analysis, Access Control Management, Contingency Plan, Policy Review, Continuous Monitoring, Artifacts gathering, Remediation, SSP, SCRM, SAR, SAP, CMP.

IT Security Tools: RSA Archer, Vanta, OneTrust, Knowbe4, Privacera.

Productivity Tools: Microsoft 365, ServiceNow, Jira /Confluence, SharePoint, Slack, Teams, Google Docs.

Soft Skills: Teamwork, Problem Solving, Interpersonal Communication, Conflict resolution.

TRAINING AND CERTIFICATIONS

- Certified Information Security Manager (CISM)
- Certified Information Security Auditor (CISA)
- CompTIA Security + (Certificate #: [REDACTED])
- Certified in Risk and Information System Control (CRISC)
- HITRUST Certified CSF Practitioner (CCSFP)-In-View

EXPERIENCE

UNITEDHEALTH GROUP, INC., REMOTE

Contract: GRC Analyst – January 2019 – Present

UnitedHealthcare Group, Inc. is one of the largest healthcare providers in the world, with a wide range of services and a significant presence in the United States and around the globe.

- Perform risk and control assessment for all medium and high-risk third-party service providers to evaluate the effectiveness of control systems.
- Maintain and update data in Vanta for accuracy and consistency.
- Collaboratively spearheading the effort to gather customer-facing endpoints 20% faster than initially planned for external Pentest.
- Responsible for compiling and submitting accurate responses to security inquiries from across the organization.
- Developed and implemented a comprehensive Q&A bank to streamline internal security questionnaire responses, boosting efficiency and consistency.
- Collaborate with external assessors in optimizing application onboarding and reviews in Vanta.
- Demonstrate proficiency in utilizing Vanta for managing assessment results and compiling risk data.
- Supervise Jira tickets for stakeholders to ensure prompt completion and efficient data management.
- Manage assigned GRC projects from planning and execution to completion.
- Spearheaded the integration of BC/DR planning into product roadmaps for 2024 assessments, ensuring all product teams included their respective recovery plans.

- Manage audit schedules, meetings, and scoping discussions to ensure efficient progress and clear communication.
- Maintain data integrity through audits and discrepancy resolution.
- Assess compliance with relevant regulations and industry standards (SOC 2, HIPAA, HITRUST, PCI DSS).
- Conduct comprehensive risk assessments for sensitive client data, employing best practices to mitigate threats.
- Oversee third-party security risks through assessments, audits, and vendor risk management.
- Assist in gap analysis of security controls against regulatory compliance standards.
- Utilize Knowbe4 to remind employees about essential security learning resources and foster awareness.
- Collaborate across teams to craft user-friendly security policy guidelines.
- Coordinate evidence requests, offer guidance, and review evidence using Jira for efficient collaboration.
- Collaborate on planning and executing internal audits, adhering to standards and company policies.
- Ensure effective resolution of audit and regulatory issues via thorough testing and clear communication.
- Aid in onboarding new third-party vendors.
- Collect compliance evidence for security controls for auditing purposes.
- Assist in establishing the Trust Portal by collecting necessary documents and streamlining vendor onboarding.

SECURITAS-REMOTE

Contract: Third-Party Risk Analyst – July 2017 – January 2019

Securitas is a global leader in protective services, providing a range of security solutions to clients in various industries and sectors around the world.

- Conducted risk and control assessments for medium and high-risk third-party service providers, ensuring the effectiveness of control systems.
- Collaborated with internal business lines and external groups to proactively mitigate 3rd and 4th party risk exposure.
- Thoroughly review and analyze SOC reports, penetration test reports, vulnerability scan reports, business continuity plans, disaster recovery, and incidence response plans as supporting evidence for information security questionnaires.
- Worked closely with key stakeholders to research, review, and document risks and controls, including those associated with new or modified products, services, distribution channels, regulations, and third-party operations.
- Evaluated, monitored, and reported on the adequacy of artifacts provided to demonstrate the successful remediation of issues, audit findings, and regulatory requirements.

MAXIMUS-REMOTE

Contract: Security Assessor/Risk Assessor – May 2015 – July 2017

Maximus is a global provider of health and human services solutions.

- Led annual NIST 853 assessment evidence collection efforts, ensuring seamless alignment with all control requirements.
- Analyzed system logs, security reports, and configuration data to pinpoint vulnerabilities and compliance gaps.
- Developed and maintained comprehensive evidence tracking systems, streamlining access for internal teams and external assessors.

- Prepared detailed reports and presentations for assessors, effectively communicating findings, remediation efforts, and progress towards compliance.
- Managed Plans of Action & Milestones (POA&Ms) for control deficiencies, coordinating remediation activities and tracking progress for timely completion.
- Partnered with risk owners to align on remediation timelines and expectations for risk treatment plans.
- Collaborated with security engineers, system owners, and management to implement necessary control enhancements.
- Provided training and support to internal stakeholders on NIST 853 requirements and evidence collection procedures.

EDUCATION

WGU UNIVERSITY

B.S. Cybersecurity and Information Assurance -In-View

SETH S.

4.2.9 Security Analyst | Veteran

OBJECTIVE

An astute professional with over 5 years of comprehensive Information Technology (IT) experience that is seeking an opportunity to become a member of your team. Background includes strong customer service skills and hands-on experience with systems administration, development, security, software installation, hardware configuration, equipment maintenance, troubleshooting, and training. Possess and utilize an extensive knowledge of Microsoft Suites to ensure maximum communication and product creation standards to meet organizational needs. A results-driven leader to achieve success for the organization through teamwork, critical thinking, and strategical planning when solving problems.

- Comprehensive knowledge of network technologies, architectures, and platforms, with the aptitude to apply technical skills to benefit the organization.
- Devoted team player with established skills in prioritizing activities to achieve defined objectives; able to effectively decipher operational requirements into technical resolutions.

CERTIFICATIONS

- CompTIA Security+ CE
- DoD Public Key Infrastructure (PKI) PureBred Agent
- LEAN Six Sigma Yellow Belt

SKILLS AND TRAINING

- Access Control Lists (ACL)
- Active Directory (AD) Administrator
- Army Training and Certification Tracking System (ATCTS) Manager
- Defense Information Systems Agency (DISA) Authorized Requesting Official (ARO)
- Firewall/Router/Switch Configuration
- Hardware Maintenance
- Imaging Technician
- Information Assurance (IA)
- Knowledge Management Representative (KMR)
- Lifecycle Replacement Program
- Media Sanitization/Destruction/Repurposing
- Microsoft Endpoint Configuration Manager (MECM)
- Microsoft Power Automate Cloud Flows
- Microsoft Team Site Administrator
- Network Segmentation
- Satellite Terminals
- SharePoint Site Collection Administrator (SCA)
- Software Installation
- Telecommunications Officer (TCO)
- Tunneling/Virtual Private Network (VPN) Configurations
- Warranty Claims
- Wireless Network Bridge Configuration
- Wireless Network Engineer

Information Technology Specialist (CUSTSUP) 2210 Internship

October 2023 – December 2023

SE Region NEC, Fort Stewart, GA ~ Full time

Supervisor: Herbert Major

(40 hrs. /WK)

Contact: Yes

- Provide direct telephonic technical assistance, email solutions, remote desktop assistance to unit Information Management Officers (IMOs) and users concerning various computer software and hardware issues in the Fort Stewart (FSGA) and Hunter Army Airfield (HAAF) military communities.
- Maintain Assured Compliance Assessment Solution (ACAS) compliance on network devices using Windows 10. Troubleshoot and remediate vulnerabilities and non-compliance, as necessary.
- Install new software versions and updates using ACAS reports; adapt, configure, and test computer software/hardware, and/or the user systems for effective integration of software systems with current Windows operating systems.
- Coordinate with network engineers, server administrators, and the local area network (LAN) technicians to accomplish IT tasks; security and patch manager using MECM.
- Add devices to MECM and placing them into collections needed for baseline requirements and client specific uses.
- Create both user and computer objects in AD with configurations and labeling methods that follow accepted organizational policies and procedures.
- Imaging/re-imaging Non-secure Internet Protocol Router Network (NIPRNet) and Secure Internet Protocol Router Network (SIPRNet) machines for use on their respective domains.
- Utilize the Service Now trouble ticket system to track and record all work.

System Administrator/ Microsoft Teams Engineer

May 2019 – Present

U.S. Army, One Organization/Multiple Locations ~ Full Time

Supervisor: CW3 Wilbert Carmona

(40+ hrs. /WK)

Contact: Yes

- Provide technology and advanced customer support of the Army's network Continental/Contiguous United States (CONUS) domain. Provide deskside, direct telephonic, and remote desktop assistance and support to organizational users for resolving questions and problems concerning IT automation systems, software and/or hardware problems, and telecommunication troubles.
- Build, launch, upgrade, and maintain a centralized, privileged-based Microsoft Team from scratch to allow efficient collaboration of 160+ employees that provides information and products to organizational users and stakeholders in higher echelons, allowing for a system of checks and balances. Migrate data from various old Team Sites to the centralized Team Site to prevent data loss and promote ease of use for end users.
- Serve as a Microsoft 365/Teams/SharePoint Online (SPO) SharePoint expert and SCA for the organization. Segment areas of MS Teams/SPO Sites with security groups and design a hierarchal system of group ownership. Manage user privileges through security groups in SharePoint to ensure the confidentiality, integrity, and availability of all information within the system for the organization.
- Automated MS Teams/SPO Lists and electronic filing systems with Power Automate Cloud Flows to significantly reduce end user inputs while maximizing organizational communication and outputs. Automatically provide stakeholders with real-time email updates on status of personnel actions and equipment available when users input those respective data points based on flow configuration and end user/stakeholder requests.
- Configure and employ Federal Information Processing Standards (FIPS) compliant standalone and wired extension network bridges that utilize the 2.4GHz and 5GHz network bands, their respective 802.11 series wireless network protocols, and their firewalls on satellite terminals to support 400+

users. Support users with private networks that are configured to use the Dynamic Host Configuration Protocol (DHCP) on a desired scope to further expand network capability within public networks.

- Responsible for the management of 22 company-owned, business-only (COBO) devices used by essential personnel as a TCO. Act as an ARO for DISA on behalf of the organization to establish reliable lines of communication between users. Configure iOS device and PureBred application for users to support asymmetric email encryption standards. Certify that each device receives vendor updates to remain compliant with DISA mobility standards.
- Created a knowledge base for completing common tasks and troubleshooting methods to improve workflow and time management practices for subordinates. Provide tangible continuity for future employees within logical filing systems.
- Designed a filing system to streamline account creations and reduced time to completion by approximately 70% on average. Ensure users have access to organizational and network resources in a timely manner; allows for the confidential storage of all documentation required for network accessibility while providing quick access to administrators.
- Information Management Officer (IMO)/IA Technical Level II/System Administrator - managing an organization consisting of 160+ users and machines. Oversee employees and verify that completed documentation and prerequisites are valid before allowing network access.
- Possess an extensive knowledge of AD to manage, add/delete user accounts, add/remove computers, and lock/unlock accounts.
- Patch, update, and/or remediate vulnerable systems with vetted software to bring them back into Department of Defense (DoD) compliance based on their Assured Compliance Assessment Solution (ACAS) report requirements.
- Modernize outdated equipment that aids in the overall communication and readiness of the organization. Turn in outdated items to provide organization with credits.
- Imaging technician for Windows 10 systems via Pre-boot Execution Environment (PXE), Universal Serial Bus (USB), and optical disc boot methods. Configure basic input/output system (BIOS) for operating within compliance regarding wireless technologies.
- Provide executive leadership, strategic planning, and personnel management over a staff of IT specialists. Engage with a variety of external stakeholders to derive needs, identify security deficiencies, and resolve issues as they emerge. Lead and facilitate troubleshooting, repairs, and remediations related to a variety of IT assets, tools, and components.
- Experienced in media sanitization, destruction, and/or repurposing methods that comply with NIST SP 800-88 Rev. 1 and National Security Agency (NSA) media destruction guidance.

CLEARANCE LEVEL

- Secret

Adam B.

4.2.10 Software Developer/Engineer

A highly self-motivated full-stack software developer with 14 years' experience in the software industry and 10 years' experience developing C# .NET applications. Proficient in several object-oriented languages with a strong desire to build user-friendly, beautiful applications using modern coding paradigms and organized, readable code. Seeking a new challenge where a love of learning and a desire to create great products can be fully utilized.

EDUCATION

North Carolina State University, Raleigh, NC
Postbaccalaureate Computer Programming Certificate (2006-2007)
B.A., English with concentration in Journalism (2003)

SKILLS

Languages:	C#, C++, Swift, Objective-C, JAVA, VB.NET, JavaScript, jQuery, React, Redux, Vue.js, Node.js, PHP, Perl, HTML 5, SCSS, SASS, LESS, XAML, XML, JSON, Oracle, SQL Server, Oracle PL/SQL, MySQL, Assembly Language
Other Technologies:	.NET Framework, ASP.NET MVC, Webforms, Winforms, MVVM, XCode, Eclipse, MS Visual Studio, Atom, IIS, Apache, Windows 10 and prior, MS Office, Linux, OS X, Google Cloud, GIT, Firebase, Mapbox, WordPress, NPM, Algolia, Heroku, Facebook APIs, Cocoapods, mopub, AdMob, Tortoise SVN, Github
Certificates:	Oracle 11g Certified Associate

WORK EXPERIENCE

NC DIT .NET Developer/TIMS Project Manager

Raleigh, NC

May 2019 - Current

- Work with client to construct bi-monthly releases comprised of TIMS and DriveNC enhancements
- Run development status meetings to ensure optimal delivery for TIMS and DriveNC
- Design and code TIMS enhancements in planned releases
- Meet with client on a weekly basis to discuss release progress and other concerns
- Deliver TIMS enhancements with DevOps and handle Technical Review Board process
- Coordinate client UAT testing
- Help facilitate TIMS user training
- Plan potential TIMS technology upgrades

Fathom 50, Founder/CEO, Full-Stack iOS/Web Developer

Raleigh, NC

October 2014 - May 2019

- Designed and developed an outdoor adventure iOS app from idea to app store release
- Work with Mapbox geospatial coordinates and layers to plot adventures on map
- Use Node.js server code to manage communication with database and third-party tools
- Utilize Google Cloud and Firebase technologies to manage persistent state
- Design and develop Progressive Web App for iOS app using React and Redux

Farragut Systems, Software Developer Team Lead/Backup Database Administrator

Durham, NC

August 2007 - September 2014

- Converted an Oracle Forms app to C# .NET desktop app to manage workers' compensation insurance
- Acted as Workers' Compensation Rating and Inspection Bureau of Massachusetts (WCRIBMA) liaison, deployed production releases, and managed customer relations
- Gathered requirements and developed a WPF app to manage Kidde fire suppression units and generate a bill of materials
- Acted as team lead while building and customizing mobile life insurance website
- Migrated an old ASP/ASP.NET app to a newer version using MVC
- Built Webforms site and web service for iPhone app that manipulated geolocation data
- Serviced an ASP.NET app that managed property taxes for counties in North Carolina
- Acquired Oracle 11g Certified Associate certification and performed database maintenance tasks as the .NET desktop app's backup DBA
- Trained new developers in language learning and company syntax coding standards
- Collaborated with QA analysts to develop detailed test cases and functional design specs

ExxonMobil, Tax File Analyst

Houston, TX

April 2005 - May 2006

- Managed file database program that organized tax documentation for accountants
- QA tested functionality to spot and diagnose errors
- Supervised paper to electronic file conversion process using Adobe Acrobat
- Worked side-by-side with IT professionals to complete database program conversion process
- Recommended UX changes to file database program
- Supervised and engaged in file creation involving database/client interaction
- Delivered updates and reports at monthly department meetings

State Employees Credit Union, Document Review/Post-Closing Technician

Raleigh, NC

May 2002 - December 2004

- Processed and keyed post-closing mortgage loan files
- Mastered complex mainframe loan software to better serve clients
- Interacted with attorneys regarding mortgage loan closing dates, insurance coverage, and loan package locations
- Implemented, organized, and maintained new loan document filing system
- Trained employees on loan processing procedures and loan file completion

Office Max, Electronics/Copy Center Technician

Raleigh, NC

June 2000 - April 2002

- Supported computer systems as required by customer orders
- Installed hardware and software as needed
- Designed and implemented business cards for the copy center department using latest graphics software
- Supported employees by troubleshooting their technical problems
- Managed customer needs in a fast-paced environment that required technical knowledge and quick thinking

Anvesh A.

4.2.10 Software Developer/Engineer

SUMMARY

- **9+** years of overall experience in entire Software Development Life Cycle as well as Microsoft .Net Framework Technologies. Having sound knowledge of developing web based B2B B2C applications in the client/server environment.
- **5 years** of extensive implementation experience in installation, configuration, customization and extension of **Microsoft Dynamics CRM 2016 (On-Premises/ Online)** as well as doing the deployment, trouble shooting and production support for the applications developed.
- Experience in developing application in PowerApps using Data verse, SQL, Flow, Excel and SharePoint.
- Experience in developing **Microsoft Flows**.
- Experience in configuration, customization, and extension of **Dynamics 365**.
- Experience in developing complex applications on Microsoft Dynamics CRM platform with customization of entities, sitemap writing client-side JavaScript.
- Experience in operations like data migrations and updating using LINQ and XRM that help in facilitating data migration within CRM across various entities
- Hands on knowledge of implementing and maintaining access controls in CRM based on roles and access conditions.
- Experience in creating managed and unmanaged solutions in CRM.
- Extensive experience with Ribbon Workbench and Site Map Editor for creating custom buttons and assign JavaScript functions.
- Hands on knowledge on Kingsway tool to run stored procedures for CRM.
- Experience in design and development of web applications using **ASP.NET MVC , JQuery 1.11, JavaScript, Angular JS, WEBAPI, HTML5,CSS3** and used multiple features but not limited to **AngularJS** custom directives, filters, **Razor** custom **HTML** Helpers, Authentication, Authorization, Caching and Diagnostics.
- Extensive database designing and programming skills using SQL Server 2000/2005/2008, MS Access.
- Exceptional organization and time management skills to work under tight deadlines with multiple projects.
- Strong object-oriented design principals and knowledge of design patterns.
- Solid proficiency with distributed version control tools such as SVN, GIT and TFS branching and common deployment methods for collaborating on source code.
- Excellent analytical, logical, and interpersonal skills. Hard working and fast learner with self-motivated personality.

CERTIFICATIONS

Microsoft Certified Technologist (MCTS):

- Exam 511: Microsoft .NET Framework 4, Windows Applications.

EDUCATION

- Bachelor of Technology(CSE), Jawaharlal Nehru Technological University, India

TECHNICAL CAPABILITIES

Programming Languages	: C, C# .NET, T-SQL, VB.Net, WCF
Scripting Languages	: Java Script, Angular JS, JQUERY
Database Systems	: SQL Server 2005/2008
Tools & Packages	: Visual Studio .Net 2008/2010/2013, Office 2007/2010, Sharepoint2010
Operating Systems	: Windows XP/Vista/7/Server 2008
Web Technologies	: ASP.NET 3.5/4.0, MVC, AJAX , ADO.NET, ADO.NET Entity Framework, OOPS, SOAP, XML web services
Web/Application Servers	: IIS 6.0/7.0, SharePoint Server 2010

PROFESSIONAL EXPERIENCE

Client: PharMerica Corporation, KY

April 2019 to Present

Rôle: CRM Developer

Responsibilities:

- Responsible for design, development and unit testing for Microsoft Dynamics CRM (On premise) entities, customization, integration, plugin/workflow/processes, CRM Scripts, Web resources, and Advanced programming using Model View controller, Knockout JS, OData, JQuery and Advanced JavaScript.
- Used Query Expression, Fetch Expression to perform retrieves and updates using organization service from CRM Schema.
- Created various plugins like post create and pre create plugins in Dynamics CRM.
- Integrated Data warehouse Systems with Microsoft Dynamics CRM using SSIS Packages.
- Created Restful services for Dynamics Web client.
- Experience with XRMToolkit, OData Query designer and web ribbon editor to create custom site map.
- Experience with Plugin Registration tool for registering plugins.
- Experience with sitemap editor to edit tile in Dynamic CRM.

Environment: C#.NET, Microsoft Dynamics CRM Product, SQL Server, SSIS, SSRS, Azure DevOps

Client: Wells Fargo, NC

Jun 2017 to April 2019

Role: Dynamics CRM Developer

Responsibilities:

- Responsible for design, development and unit testing for Microsoft Dynamics CRM (On premise) entities, customization, integration, plugin/workflow/processes, CRM Scripts, Web resources, and Advanced programming using Model View controller, Knockout JS, OData, JQuery and Advanced JavaScript.
- Understanding the business requirements and functional specification documents.
- Used Query Expression, Fetch Expression to perform retrieves and updates using organization service from CRM Schema.
- Created various plugins like post create and pre create plugins in Dynamics CRM.
- Created on row created, on row updated workflows to achieve business logic.
- Created Custom pages using ASP.NET MVC forms and integrated with Microsoft Dynamics CRM.
- Used JQuery to load and display data on ASP.NET forms and did validations.
- Integrated PEGA Systems with Microsoft Dynamics CRM.
- Created Restful services for Dynamics Web client.

- Maintained XML files for creating DB Tables and Views and stored procedures.
- Participated in Peer Code Reviews and modifications based on suggested changes.
- Used XRMToolkit, OData Query designer and web ribbon editor to create custom site map.
- Used Plugin Registration tool for registering plugins.
- Used sitemap editor to edit tile in Dynamic CRM.

Environment: C#.NET, Microsoft Dynamics CRM Product, SQL Server, TFS, SSIS, Kingsway

Client: Microsoft, Redmond, WA

Mar 2016 to May 2017

Role: Dynamics CRM Developer

Responsibilities:

- Involved in gathering and analyzing the requirements from end-user. We follow agile methodology to maintain the status of the project with my team.
- Understanding the business requirements and functional specification documents.
- Participating in Daily Scrum meetings, Sprint Planning and Tasking meetings and show and tell meetings.
- Worked on the code refactoring without changing the functionality of the product.
- Migrated the CRM Dynamics application to XRM which is core of the CRM application.
- Created various plugins like post create and pre create plugins in Dynamics CRM to handle workflows.
- Worked on to convert solution Import and export functionality in to XRM Module.
- Worked on the bugs which are raised by the customers in CRM Dynamics Project.
- Created Restful services for Dynamics Web client.
- Maintained XML files for creating DB Tables and Views and stored procedures.
- Participated in Peer Code Reviews and modifications based on suggested changes.
- Used GIT Hub and maintained branches for version control during development.
- Knowledge on Typescript language

Environment: C#.NET, Microsoft Dynamics CRM Product, SQL Server, TFS, GIT

Client: Eye3Data, Cincinnati, OH

July2015 –Feb 2016

Role: Software Engineer

Responsibilities:

- Coordinate with clients BSS team for gathering the requirements during the analyze phase of the project.
- Attend daily status call for project updates and focus on Planned Iteration deliverables to client.
- Design & Develop application interface using C#.NET, ASP.NET, Java Script, Html and CSS.
- Responsible for designing Responsive Single page application with animated user Interface applications using **Angular JS/ Bootstrap** library, **JavaScript, JQuery, CSS, HTML5 and AJAX**.
- Manipulate JSON response data and Render in List View using angular (Grid Paging), Angular directive support (**ng-model, ng-init, ng-view, ng-app, ng-repeat, ng-model** etc.).
- Build the windows based console **C#** program for batch/**scheduler** activity.
- Build the windows application to copy files using back ground process.
- Implemented validations using JQuery. Displaying error messages on web page using **Notify** plugin.
- Created stored procedures, triggers and user defined functions in **SQL Server**.
- Created SQL Jobs for sending reports.
- Used JSON response modulation in rest services to make it more generic for mobile client to consume the services.

- Worked intensively with the testing team during functional testing to reach the deadlines by fixing the bugs with the code review
- Used **iTextSharp DLL** for generating **PDF** reports.
- Created background process to copy the multiple files using multi-threading.
- Created WCF service to enhance the functionality as well as consumed the web services in the application.

Environment: .Net Framework 4.5, Visual Studio .Net 2013, ASP.NET/ C#.NET, Angular JS, JavaScript, JQuery, HTML, CSS, SQL Server 2008, SVN

Client: Legal Aid USA, Louisville, KY

July 2014 to June 2015

Company: V-SOFT Consulting Pvt Ltd, Hyderabad, India

Role: Senior software Developer

Responsibilities:

- Involved in gathering and analyzing the requirements from end-user. We follow agile methodology to maintain the status of the project with my team.
- Worked with senior system administrators, data center teams, and users to plan, coordinate, and implement major system upgrades, fix packs, and patches to the P8 FileNet systems and WebSphere servers.
- Assisted with migrating large volumes of Image Services documents to the new P8 platform and performing reconciliation reporting.
- Proactively monitored these systems, diagnose issues, implement fixes, and provide mission critical support after hours.
- Participate in system failover testing and/or system recovery.
- Performed application and system administration for these platforms that includes document class maintenance, security maintenance, document recovery, taxonomy and repository maintenance.
- Develop Business logic using **C#** and screen design.
- Used Session Objects to maintain sessions across the various web forms
- Created and Consumed **WCF Services**
- Did validations using **JQuery**. Displaying error messages on web page using **Notifit** plugin.
- Involved in the preparation of end-user documents.
- Made use of Grid View, Data List and Repeater Controls to display data in a customized format in the **ASP.NET** web pages
- Doing R & D for getting the best solutions for a specific task.
- Used **iTextSharp DLL** for generating **PDF** reports.
- Unit testing of the application.

Environment: ASP.NET/ C#.NET, JavaScript, JQuery, HTML, CSS, SQL Server, TFS

Client: Trover Inc., Louisville, KY

Jan 2012 to Jun 2014

Company: VS Technologies, Hyderabad, India

Role: .NET Developer.

Responsibilities

- Developed, tested and implemented Portal on Full Life cycle from Business requirements to UAT.
- Developed web parts using Telerik controls like Telerik grid.
- Developed stored procedures and views for complex and fast retrieval of data from database.
- Modified the web pages using share point designer to give good look.
- Used Cascading Style Sheets (CSS) for a unified look and feel of the application.

- Worked on setting up repositories like RMS Documents, RMS Project deliverables, RMS Project Issues and RMS Project Risks.
- Worked on setting up document based custom content types that contains the metadata associated with the various repositories.
- Worked on setting up necessary content types, site columns, JQuery and other SharePoint configuration changes as required in setting up the team collaboration repositories.
- Developed a common template for site pages, master pages, CSS, Themes, navigation framework.
- Created WCF service to enhance the functionality as well as consumed the web services in the application
- Created Stored Procedures and triggers to ensure atomicity and consistency on the database transactions
- Created various Tables, custom views, indexes and relations using SQL Server Enterprise Manager
- Used Team Foundation Server for version control during development
- Involved in unit testing on the application
- Implemented Master pages to add consistency look to the website
- Implemented Security features for Web based tool using forms authentication
- Created datasets in T-SQL, stored procedures for SSRS

Environment: SharePoint 2010, Visual Studio .Net, SQL Server 2008, SSRS reports, Windows 2008 Server, Team Foundation Server(TFS), SharePoint Designer, SharePoint Info path.

Austin C.

4.2.10 Software Developer/Engineer

PROFESSIONAL SUMMARY

Software developer with robust problem-solving and project-management skills looking to contribute to the outcomes and goals of an organization utilizing a wide range of front and backend languages and frameworks to dynamically meet and exceed customer needs.

SKILLS

Software Languages: Java, MongoDB, JavaScript, TypeScript, Node, MySQL, PHP, C#

Frameworks: Java Spring, .Net, React, React Native, Laravel, Express

Other: Git/Github, Agile Development, Scrum, Third-Party APIs, MVC, Object Oriented Programming (OOP), Test Driven Development (TDD), Microsoft Azure

EXPERIENCE

Software Developer, Eliassen Group

March 2022 - Present

Worked on a tech screening app using the MERN stack. This app is used to create tech screen tickets so that the talent solutions team can request a tech screen from members of the development team. The tech screening app started with an expressJS authorization logic. Here are a few of the cards I completed

- Created and connected a MongoDB database to store user information
- Created a React frontend and connected to the express server
- Built a counter component so that an admin user can add or decrease tickets for any other user

With a team utilizing agile development we worked on creating test automation for UI components using Java. This framework is able to open browsers and navigate to pages and interact with UI components. The framework also had the capability to test databases and API functionality. Then using Junit we asserted that the component we wanted to test was correct. I was involved in

- Wrote new step definitions for asserting after a button click that the page was redirected to a specific route
- Worked with a teammate to test a new clients API, we were able to receive a payload and assure that the data was either sorted in ascending or descending order
- Utilized our framework to assure that a success message was given after a correctly filled out form submit

Using the MVC design pattern we created an application using MongoDB, .NET and Angular so that the project managers could easily view employee information. Prior to this application project managers had to keep a spreadsheet of any information and navigate to other applications to view information. On this project I

- Created a new controller so that users could add a new user
- Created an Angular data table so that users were able to view all users and edit users
- Used MQL(Mongo Query Language) to add/edit users to a collection

Software Developer, Mediaura

March 2021 - March 2022

- Collaborate with a team of 15 to achieve profitable, efficient solutions for clients
- Built and tested custom applications and designs in React and PHP
- Practiced clean and organized code to ease collaboration and increase workflow

EDUCATION

Software Development Bootcamp

December 2020

Awesome Inc

Associate In Science

May 2016

Bluegrass Community and Technical College

CERTIFICATIONS

- W3 Schools Java Certification
- MongoDB SI Associate Developer
- Microsoft Azure AZ-900

4.2.10 Software Developer/Engineer

Rachel S.

SUMMARY

- Zend certified engineer
- 14 years professional experience in software design and development
- A results-driven, customer-focused, articulate, and analytical Software Engineer
- I have 14 years' experience working with C++, Java, PHP, Zend, and Drupal (7, 8, 9 and 10)

Synopsis about skills

- 14 years of experience with Software Development Life Cycle.
- 13 years of experience of web development.
- Experience working in a group both as a group member and as a leader.
- Experience with developing optimized algorithm for a given scenario.
- Experience with end users, gathering requirements and creating project plan.
- Experience of programming with different languages: PHP, Pascal, C++, Java, Python, Ruby.
- Knowledge about object-oriented design and programming.
- Knowledge about different design patterns and applying those with the object-oriented programming.
- Experience with different frameworks: Mojavi, Zend, Symfony, Ecommerce, Ruby on Rails, Liferay, Spring etc.
- Experience with different content management systems: Drupal 7, 8, 9 & 10, Joomla, WordPress etc.
- Experience with databases: Oracle 8x/9x/10x/11x, MySQL, SQLite, PostgreSQL, SQL.
- Experience with normalizing, creating, indexing, and maintaining databases and writing complex optimized queries to fetch data.
- Experience with creating Functions, Stored Procedures and Triggers using SQL.
- Experience with front end technologies: HTML, CSS, LESS, SAAS, JavaScript, jQuery, AngularJS, Bootstrap, Node.js etc.
- Experience with UML, DFD diagrams and flowcharts.
- Experience with object relational mapper: Doctrine, Hibernate.
- Experience with SCRUM and Agile methodology.
- Experience with developing different project with different business logic: Ecommerce, Celebrity profile, Auction, Portal etc.
- Experience with versioning and revision control systems: Subversion (SVN), Git etc.
- Experience with continuous integration process: Hudson, Jenkins, Azure Devops pipeline etc.
- Experience working with different open sources.
- Experience working in LAMP (Linux, Apache, MySQL, PHP) environment.
- Experience with maintaining projects and adding new features to those.
- Knowledge about security and how security holes can be resolved in

4.2.10 Software Developer/Engineer

application level, database level and server level.

- Knowledge about how to improve performance of the application such as caching, develop efficient algorithm, writing optimized database query etc.
- Experience with working in different environment: Windows Server 2003/2008, Windows XP/Vista/7/8/10, Linux, Mac.
- Knowledge about writing test cases, quality assurance principals, unit testing, load testing etc.
- Experience with Adobe technologies.

EMPLOYMENT

Senior Software Engineer

HISTORY

Employers:

TEKsystems

December 2022 – to date

Baanyan Software Services Inc.

January 2016 – December 2022

Client:

Department of Administration, Columbia, SC May 2016 – to date

- Working as a Drupal Administrator.
- Performing requirements gathering/documentation and coordinate implementation of requested enhancements for the applications.
- Developing workflows and perform the unit testing for the developed mappings.
- Working on data mappings, sessions, and workflows from development environment to beta and production.
- Working within the full Software Development Life Cycle (SDLC), with emphasis on developing websites.
- Helping to architect complex solutions by participating in meetings as part of proposal and requirements gathering process and thoroughly understanding customer requirements, turning designs and user interface mockups into functional websites.
- Providing supervisor with outlined tasks and dates to successfully complete customer projects on time and within budget.
- Writing software for both back-end and front-end functionality of website.
- Working with a CMS such as Drupal 7, 8, 9 & 10 and use, develop, or modify advanced features and modules.
- Collaborating effectively with creative team during the creative process, provide technical leadership, and assume overall accountability for a successful implementation on all customer projects.
- Delivering effective training to customer personnel of various skill levels and technical capabilities.
- Providing Drupal 9 & 10 based solution for user requirements, write custom module, develop theme, work with core and contributed modules.
- Attending client presentations.
- Creating and maintaining databases and write optimize SQL queries to fetch data from the database.

4.2.10 Software Developer/Engineer

- Developing test plan and scripts, conducting testing, and dealing with end-user acceptance testing.
- Ensuring that all production changes are processed according to release management policies and procedures.
- Ensuring that appropriate levels of quality assurance have been met for all new and existing applications / Change Requests.
- Ensuring that application changes are fully documented, supportable.
- Proactively identifying opportunities for change within the production environment.
- Analysis of existing Systems and Processes.
- Manipulate and handle massive data sets quickly and efficiently in relational, operational, and end-user databases.
- Create application design and high-level design based on requirements.
- Attend regular meetings to give progress report on projects and assignments to management.
- Tweak the logic/queries to meet the changed business logic/requirements.
- Translate business requirements into Drupal based solution.
- Provide closures to all the issues related to the applications that she helps builds for the users.
- Review and gather client requirements from the users of the client.
- Analyze and review problems and give recommendations for remediation.
- Troubleshoot and fix any issues or bugs either ongoing, or any that may arise.
- Work as a team member along with other Developers, Managers, and Administrators assigned to deliver a complete customer solution.
- Integrate websites with existing internal applications or third-party/open-source platforms.
- Working with HTML/CSS and client-side scripting libraries, understanding what it takes to develop websites that are cross-browser and standards compliant, and meet accessibility/disability requirements.
- Delivering effective training to customer personnel of various skill levels and technical capabilities.
- Working with a CMS such as Drupal and use, develop, or modify advanced features and modules.
- Providing supervisor with outlined tasks and dates to successfully complete customer projects on time and within budget.
- Coding/developing/debugging web-based application software in a team development environment.
- Developing software using open-source technologies such as Linux, PHP, and Drupal.
- Working with PHP, Drupal 7, 8, 8 & 10, HTML4/5, CSS2/3, JQuery, Bootstrap, JavaScript, JSON, AJAX, MySQL, Git and Azure devops
- Working with relational databases such as SQL OR MySQL.
- Working with adobe photoshop.
- Version controlling using Git
- Project management using Azure Devops
- Configuring apache web server.
- Working with responsive CSS style sheets.
- Re-mediating security issues within developed application code, Drupal Modules, and core files.
- Applying Drupal or other CMS patches.

4.2.10 Software Developer/Engineer

- Developing fillable forms using Adobe Pro.
- Developing original graphic designs suitable for use in professional-level website deployment.
- Working within LAMP stack from an application architecture and system infrastructure aspect.
- Applying best practices in web design.
- Working with Adobe Captivate.
- Teach, train and transfer knowledge.

Graduate Instructional Assistant August 2014 – December 2015

Computer Science Department - Texas State University

- Taught and tutored students in labs on C++ for the Computer Science Department
- Used python and Django framework to enhance the department website

Webmaster June 2014 – August 2014

The University Star - Texas State University, San Marcos Texas

- Maintained the existing Drupal website and added new features to it

Senior Software Engineer February 2012 – April 2012

Edita, Finland

- Understand the existing project and reverse engineering
- Lead the development team
- Actively took part in designing and planning the software implementation
- Direct discussion with the client and collect user requirements

Senior Software Engineer April 2008 – December 2013

Codemate Limited, Dhaka, Bangladesh

- Team lead for the software development projects.
- Trained other employees and making sure that implementation is done by the guidelines. Visited Thailand office and Myanmar client's office to provide training.
- Development using PHP, Zend, Drupal (CMS), Symfony, Mysql, Ruby on Rails, Java, Liferay, EXT-JS, EXT- GWT, Mysql, Oracle, HTML, Javascript, CSS, AJAX, JQuery, LAMP etc.
- User Stories writing.
- Continuous project integration using Hudson
- Project management using Jira
- Version controlling using Subversion (SVN)
- Design, Code, test and troubleshoot programs utilizing the appropriate

4.2.10 Software Developer/Engineer

hardware, database, and programming technology.

- Refine data and format final product.
- Maintain and modify programs; make approved changes by amending flow charts, developed detailed programming logic and coding changes.
- Test and develop programming modifications.
- Write new program code using prescribed specifications.
- Evaluate simple interrelationships between programs such as whether a contemplated change in one part of a program would cause unwanted results in a related part.
- Analyze performance of programs and take action to correct deficiencies based on consultation with users and approval of supervisor.
- Analyze client/server and micro-computer-based software solutions compatibility with company requirements.
- Confer with users to gain understanding of needed changes or modifications of existing programs. Resolve questions of program intent, data input, output requirements, and inclusion of internal checks and controls.
- Write and maintain programming documentation.
- Document programming problems and resolutions for future reference.
- Assist personnel of other departments as a computer resource.
- Provide on-the-job training to new department staff members.
- Provide computer orientation to new company staff.

Programmer

January 2007-April 2008

ECBB Bangladesh Limited

- Achieved the award of best employee of the month.
- Analysis and Development of different Website using Mojavi, Cake PHP, PHP, Mysql, Inertia, Smarty, HTML, javascript, CSS, AJAX.
- Developing business plans, requirements specifications.
- Analysis of user stories and test cases.
- Architectural systems research.
- Design plan and developing algorithm.
- Database analysis and design.
- Handling projects as a team leader.

Software Engineer

April 2006 – January 2007

Kranti Associates Limited, Bangladesh

4.2.10 Software Developer/Engineer

- Understanding user requirements.
- Developing the algorithm.
- Designing, developing, testing and maintaining different websites and software.
- Developing Web Sites, WAP sites using PHP, HTML, JavaScript, AJAX, CSS, developer 2000/6i, Visual Basic and web services.
- Developing Database systems using Oracle, MySQL.
- Handling clients.
- Visiting client's office or premises whenever necessary.
- Analysis, Design and Development of Employee Attendance Monitoring System for Kranti Associates Ltd. (Visual Basic 6.0 and MS Access, Crystal Report 9.0).
- Jobsite (Under Construction) - Tools Used: PHP, Photoshop, Dreamwaver MX, HTML, Java Script.
- Asset Management System (Under Construction) - Tools Used: PHP, Photoshop, Dreamwaver MX, HTML, Java Script.
- Visited Agrani Bank Limited premises and developed the banking system.
- Visited Department of Environment premises and developed official website.
- Visited Department of Agricultural premises and developed official website.
- Conducted training at the Basic Computer Training Program for the Department of Agricultural Extension (DAE), Government of the Peoples Republic of Bangladesh.
- Conducted training at the Basic Computer Training Program for the Bangladesh Jute Research Institute (BJRI), Government of the Peoples Republic of Bangladesh.
- Prepare Technical & Financial Proposal for different IT Projects.
- Conduct training.

EDUCATION

Master of Science in Computer Science December 2015

Texas State University – San Marcos, Texas

Master of Engineering in Computer Science & Engineering December 2013
Bangladesh University of Engineering & Technology

4.2.10 Software Developer/Engineer

Bachelor of Science in Computer Science & Engineering May 2006

Daffodil International University, Bangladesh

3.85 out of 4 (Summa cum laude)

TECHNICAL COMPETENCIES, CERTIFICATES

Business / Domain Knowledge

Social networking, Bank loan system, Shopping cart (Ubercart and Paypal), Auction, Survey and report generation, Job site	Specialist
Affiliation, University, Video sharing, News	Expert
Blog, Forum	Advanced

Technology Competence/ Skills

Software design and development, Drupal 7, 8, 9 & 10, PHP, Zend, Mysqli, JQuery, (OOP Javascript), Prototype, Java	Specialist
Design Patterns, Linux, SSO, SOAP, XML, Doctrine, Dojo, JavaScript frameworks, C/C++, HTTP, Version control, Visual C++, MVC, JSON Objects, Web Services	Expert
Symphony, REST, Mojavi, Ruby on rails, Oracle, XML, XHTML, Python, LAMP, Hibernate, Spring, Angularjs	Advanced

Courses and Certificates

Zend certified engineer	Zend certified PHP engineer
AJAX Certification	Building powerful web application by AJAX – bdjobs
A+ Certification	A+ core hardware service technician, A+ operating system

HONORS

Awards & Scholarship Received:

- Received awards for outstanding results in undergraduate. (Bachelor of Science). Received 25% scholarship on tuition fee for Bachelor's Degree.
- Achieved graduate assistantship and worked for the Computer Science department. Received scholarship from Student Government of Texas State University for \$1000.

ACTIVITIES

Took part in different national and international programming contest:

- ACM programming contest in South East University - March 2004
- ACM programming contest in Dhaka University - September 2005
- ACM international collegiate programming contest in North South University -

4.2.10 Software Developer/Engineer

September 2005

- ACMSolver coding championship in Daffodil International University (third place)
- July 2005
- Inter university programming contest in American International University
Bangladesh - August 2005
- ACM Asia programming contest in Daffodil International University - September
2005

Todd C.

4.2.10 Software Developer/Engineer

FRAMEWORKS

Angular 2 - 14+	5 years
React	2 years
.NET	20 years
.NET Core 2-7	6 years
RESTful ASP.NET MVC/Web API	12 years
Django	2 years

LANGUAGES

JavaScript/HTML/CSS	20 years
C#	20 years
Python	2 years
WPF/XAML	8 years

TECHNOLOGY

OS X, Windows, Linux
Azure DevOps CI/CD

Work History

WireServers
Denver/Highlands Ranch, CO

CEO/Freelancer
June 2009 - Present

⚙️ *Owner/Architect/Team Lead/Sr. Developer.*

⚙️ Full Stack development.ASP.NET/MVC/Core, Xamarin Forms, C#, WPF, SQL, MySQL, PostgreSQL, DynamoDB, Angular, Knockout, API, RabbitMQ, Python, Django, Flask, AWS

⚙️ *Web API, AWS API Gateway, RESTful services, SOA, and Microservices*

⚙️ *Managing Aws DevOps, including Lambda, CloudFormation, S3, EC2, Incognito, Route53, and many more.*

⚙️ *Application support. Proof of concepts.*

⚙️ *Participate in cross-team collaboration.*

⚙️ *Docker image and container management.*

⚙️ *Security and risk mitigation, OWASP Top 10 Mitigation*

⚙️ *Provide support to junior/mid developers.*

⚙️ *Query and DB Design using LINQ, Entity Framework, Dapper, and Entity Framework*

WireServers is a web development firm owned by me that I use to handle my freelance work and new client development. I have a team of 4 developers that handle front-end and back-end development.

Technology Angular 2 - 14, Ionic, RxJs, NgRx, React, Redux, CSS/SCSS/HTML5, Django, Python, WPF/XAML/XAMARIN, Web API, Entity Framework, Identity Framework, Azure DevOps CI/CD, AWS Lambda, API Gateway, S3, EC2, Incognito, DynamoDB, Route53, CloudFormation, SQL, MySQL, PostgreSQL

WellDyneRX
Centennial, CO

Sr. Software Developer
May 2018 - July 2019

⚙️ Application support for all applications used in the organization.

⚙️ Architecture. Creating proof of concepts.

VS Code, Visual Studio
RxJs, NgRx, Redux
SQL, MongoDB, Firebase, MySQL,
PostgreSQL, Entity Framework
D3.js, Charts.js, Nivo.rocks
Azure VMs, Azure SQL, App Services,
Virtual Networks, Functions, API
Management, Active Directory
AWS Lambda, API Gateway, S3, EC2,
Incognito, DynamoDB, Route53,
CloudFormation
Postman, Charles
OWASP, Pen Testing, Fortify, SOC2,
HIPAA
Stripe, Twilio, AngularFire, Mailchimp,
Klavyo, Exwid, GeoCache
UI/UX Responsive, Accessibility,
Wireframes

- ⚙️ Participate in cross-team collaboration.
- ⚙️ Docker image and container management.
- ⚙️ Security and risk mitigation. HIPAA, SOC2
- ⚙️ Provide support to junior/mid developers.
- ⚙️ Query and DB support using SQL Scripts, LINQ, and Entity Framework
- ⚙️ Develop power shell scripts for use in deployments.

WellDyneRX is one of the nation’s top Pharmacy Benefit Managers (PBMs). They specialize in high-capacity prescription mail order services and retail pharmacy management. The prescription mail ordering services currently process 15 million orders a year.

Technology MVC/C#, ASP.NET Web API (RESTful), Knockout.js, Enterprise Library, jQuery, Twitter Bootstrap 4, SQL, RabbitMQ, Azure DevOps CI/CD pipelines

Federal Reserve Bank of Kansas City Denver, CO	Senior Software Engineer, Lead, Architect July 2014 – April 2018
----------------------------------------------------------	--------------------------------------------------------------------------------

- ⚙️ **Architect**
 - Evaluate and provide direction for Security.
 - Coordinate between districts on getting security, quality, and usability approvals from oversight departments.
 - Created and maintained coding standards for the development team.
 - Evaluated external vendor software.
 - Provide support to the development team when necessary.
- ⚙️ **Lead developer**
 - Team lead of 4 developers, 1 SQA, and 1 DBA.
 - Provide mentoring and support for jr/mid/sr team members.
 - Coordinate with other leads, project managers, and business analysts
 - Manage the development work and performance within the team.
 - Peer-reviews.
 - Run development meetings.
 - Maintain code quality.
 - Collaborate with Dev Ops and other technical teams through the system.
- ⚙️ **Sr. Software Engineer**
 - Full-stack development.
 - Designed tables and stored procs in SQL.

- Created technical documents for knowledge transfer of undocumented legacy products and processes.

FRB is considered the bank of banks. They are responsible for controlling the nation's monetary policy, supervising and regulating banks, and maintaining financial system stability of the United States. The KC branch employs 11,000 people across 4 banks. In 2015, they made \$100,000,000,000 in profit.

Technology MVC/C# 5.0, Angular 2-5, ASP.NET Core Web API (RESTful), Enterprise Library, Entity Framework, Typescript, Knockout.js, jQuery, OO JavaScript, Bootstrap

Pensco Trust
Denver, CO

Web Developer III
February 2013 – December 2013

⚙ Full stack development.

⚙ DB table design, stored procs, and REST services.

⚙ SCRUM facilitator.

⚙ Lead developer. Mentored mid/senior developers.

⚙ Creating proof of concepts.

⚙ Architecture.

Pensco is a trust fund company that targets the alternative asset market. They were one of the pioneers and are now one of the leaders of this type of investment.

Client/Advisor Application – This application is a Single-Page App, RESTful Service application that provides clients and advisors with the ability to manage these accounts. It provides a dashboard for users to view asset allocations, account types, transactions, account activity, and manage alerts.

Technology MVC/C# 4.0, ASP.NET Web API (RESTful), Ninject, Oracle 10g, Enterprise Library, Dapper, jQuery, OO JavaScript, mustache.js, Twitter Bootstrap 3, pubsub.js, require.js, and underscore.js.

EDUCATION AND CERTIFICATIONS

Microsoft® Certified Technology Specialist: .NET Framework 4,
Web Applications
Microsoft Certified Professional
ScrumAlliance Certified ScrumMaster®

Metropolitan State University of Denver, Denver, CO
Bachelor of Science, CIS in progress
Junior. Expected graduation date: 05/2025

DEWAYNE W.

4.2.11 Systems Administrator

Objective

Customer-oriented Senior Systems Engineer with over 12+ Years of IT Experience in leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development. Experience in Establishing network specifications and analyzed workflow, access, information and security requirements. Responsible for effective provisioning, installation/configuration, operation, and maintenance of servers (virtual and physical) hardware, software and related infrastructure. Extensive experience in Configured and Engineered Cisco Unified Computing Systems Infrastructure.

Certifications

COMPTIA CASP, COMPTIA Security+, COMPTIA Server+, COMPTIA A+, MCSA: Windows Server 2012, MCSE: Server Infrastructure, MCSE: Cloud Platform and Infrastructure Charter Member, ITIL V3 Foundation, DISA HBSS Advanced (301) ePO5.1, COMPTIA Project+, VMware Certified Professional, NETAPP Certified DATA Administrator, CISSP (in progress)

Security Clearance

Top Secret

Work Experience

Systems Administrator II, 02/2020 to Present

Comtech – Buford, GA

- Designed proactive preventive maintenance schedules to prevent unnecessary downtime and hardware faults.
- Established network specifications and analyzed workflow, access, information and security requirements.
- Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.
- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.
- Oversaw file system, storage and other digital asset upgrades while safeguarding data integrity and redundancy. Advised internal and external stakeholders regarding best practices, policies, and standards governing the configuration, implementation, and support of classified and unclassified IT infrastructures.
- Provisioned new software and hardware for use according to internal business and security policies. Directed projects to ensure configuration management of all IT systems, services, and processes, aligning enterprise IT resources to established technical and operational specifications

- Solely managed and engineered entire VMware vSphere and ESXI virtualization environment.
- Administered storage infrastructure via Dell EMC Unisphere platform
- Managed windows user and computer policies via Group Policy Management
- Managed computer, user objects, and groups via Active Directory
- Drove continuous improvement of IT governance processes.
- Completed reports detailing network and systems performance and downtime issues.
- Provisioned new software and hardware for use, following established security policies.
- Worked with users to determine areas of technology in need of improved usability.
- Served as subject matter expert on proposed technology purchases.
- Migrated data from legacy system to [Software](#) databases.
- Used Retina and HBSS to secure systems against STIG guidelines.
- Maintained current software licenses for computers and mobile devices.

Senior Systems Administrator/Engineer, 05/2016 to 12/2019

General Dynamics Information Technology – Al Udeid Air Base, Qatar

- Responsible for effective provisioning, installation/configuration, operation, and maintenance of servers (virtual and physical) hardware, software and related infrastructure
- Performed administration, support, and migration Microsoft Exchange Server 2010/2013
- Performed Citrix Administration; XenApp and XenDesktop
- Modified and implemented Group Policies. Assessed potential benefits of organizational change, conducting change management to weigh costs, risks, and outcomes related to adjustments in IT operational processes and system configurations.
- Performed regular audits of user and privilege accounts
- Monitored entire network infrastructure using SolarWinds
- Utilizes BMC Remedy ITSM ticketing tracking system
- Monitored and maintained server backups, restoration, archive using NetApp Snapcenter
- Utilized HBSS suite to detect security posture of all assets within organization
- Configured NETAPP ONTAP storage system; in addition, monitored and configured storage space volumes, aggregates, LUNS, policies. Responsible for working with our sales team to gather requirements from clients, scoping Active Directory 2008 and Exchange 2010 projects with the appropriate resources, time allocation, and budget, and producing statements of work that meet the client's requirements.
- Experience with digital senders and MFPs
- Configured and Engineered Cisco Unified Computing Systems Infrastructure
- Engineered VMware Vsphere Web Client, VMware Realize Operations, VMware Orchestrator, VMWare Esxi
- Implemented Knowledge Management and Disaster Recovery Plans
- Planned, implemented and integrated updated system-oriented projects
- Analyzed systems performance data to identify inefficiencies
- Conducted ACAS scans for vulnerability and risk assessment management

Systems Administrator, 12/2015 to 04/2016

IP Network Solutions – Camp Arifjan, Kuwait

- Performed necessary maintenance and monitoring to provide continuous network availability

security, server performance and availability of file/print, email and Internet services
Managed Active Directory privileges, access right and computer environment by using Group Policy

- Upgraded administrative tools and utilities on server
- Performed file server backups
- Determined and alleviated hardware, software and network issues
- Supported, configured, maintained and upgraded customer networks and in-house servers

Network and Computer Systems Administrator, 11/2014 to 12/2015

22nd Century Technologies – Bagram Air Field , Afghanistan

- Determined network and system requirements
- Maintained integrity of network, server deployment, and security
- Operated and maintained SNAP terminals, VSAT, and Quick Deploy units (auto/manual)
- Maintained network servers such as file servers, print servers
- Issued passwords, modified accounts, objects, and permissions via Active Directory

Systems Administrator, 12/2012 to 11/2014

ITT Exelis Corporation / Vectrus – Kandahar, Afghanistan

- Assigned file permissions, established and maintained user accounts, and established account and password policies; configured, installed, upgraded, tested, and maintained and supported operating system software in production environment
- Maintained and operated all areas of server administrations including Microsoft 200x, DHCP, DNS, WINS, Active Directory, Print Management, Group Policy, Event Viewer
- Administrated daily Outlook Web Access and Exchange Servers
- Reviewed performance logs and monitored system performance
- Troubleshooted and resolved system hardware, software and communications problems; created shell programs and utility scripts; performed configurations and adjustments to enhance database file capacity; performed automated and manual backup and restore processes
- Provided user support and conducted user software and hardware training to formulate technology solutions and ensured effective safeguarding and sharing of enterprise data
- Performed regular file archival and purge as necessary
- Provided user and Microsoft Exchange account maintenance as required
- Delivered reliable support for all server class systems

Information Technology Specialist, 03/2009 to 12/2012

The United States Army – Fort Gordon, GA

- Operated and maintained auxiliary equipment, power generators, Cisco switches, routers, modems, fiber optic ,and Category 5 Ethernet links, and end-user VOIP phones and laptops
- Maintained, configured, and installed security and communications software on military computer systems as well as printers
- Monitored, managed, and maintained Cisco Call Managers, on SIPR, NIPR, Centrix
- Network cabling modifying and installation to meet mission requirements

Education and Training:

Business Administration/Information Technology
Tennessee State University - Nashville, TN

Bachelor of Science: Cyber Security and Information Assurance, 2022
Western Governors University - Salt Lake City, UT

Information Technology Specialist: Information Technology Specialist, 2009
Signal School of Excellence For Information Technology - Fort Gordon, GA
(With Honors)

Skills

Ten years of IT experience: Windows XP/7/10,
Windows Server 2003/2008R2/2012R2/2016/2019
Datacenter,
Configuration Manager
Microsoft SCCM Server 2007/2012, Cisco UCS,
VMware vSphere/ESXI, SQL Management
Studio, NetApp, Quest Active Roles,
HBSS/ePolicyOrchestrator, ACAS, SolarWinds,
Outlook/Microsoft Exchange
2010/2013, PowerShell, Group Policy, IIS,
Registry, Microsoft Office, Active Directory,
VoIP, TCP/IP, DNS, DHCP,
Routing, Project Management, Disaster Recovery,
Knowledge Management, Citrix, Systems
Development,
SOW (Statement of work)
Systems Applications, Networking, Network
Operations. Personal strengths include:
outstanding customer service
skills, resolving technical issues, and educating
end-users, team player making significant
contributions to team
and individual success. In addition, excellent
client relations, and service based on outstanding
communication,
technical efficiency and problem-solving skills.

James W. – 4.2.11 Systems Administrator

Summary

At my core I am a technical expert. I absolutely love working in all realms of information technology and increasing efficiency/automation in every area that I can. Saving companies money follows in the wake of my path as a byproduct of efficiency. I specialize in identifying capability gaps or even building an IT infrastructure from the ground up in an office or field setting as well as information security. I have also gained an ability to translate the foreign language of IT to the business experts that want to know how what we are doing will benefit them.

I have proven experience working at the lowest level up to a Team Lead where I train other associates to achieve the same competencies. The most important thing to me as team lead was having a team where each associate could operate at the same level me. When I left my Army IT team in April 2022 the best award I received from them was no phone calls, no texts or emails asking for help. They didn't need it. That shows to me that I had done a good job teaching my competencies to those I was responsible for.

Qualifications:

- Secret Security Clearance
- CompTIA Security+ certified
- 5 years' experience of DoD information security protocols
- 3 ½ years of experience with RMF

Core Competencies:

- IT Support
- Help Desk Team Lead
- Physical Security
- Information Security
- Risk Mitigation
- Business Continuity Planning
- Network Infrastructure
- Server Administration
- DoD 8570.01 ISSO/M Competencies
- Lead Information Systems Security Officer

If you'd like to have your next expert on your team:

You can reach out to me on any medium

Email: jameswoods105@yahoo.com

Phone: (706) 716-2223

I'm available all day throughout the week as long as the sun is up.

Don't wait until your cyber front becomes an issue. Bring me on today and let's get ahead of the game together.

Experience



Lead Information Systems Security Officer

US Army

Jul 2019 - Present (3 years 1 month +)

- Perform regular audits of Information Systems (IS), including review of system audit logs, verification and maintenance of regular backups of the IS, and inventorying of IS components. Ensure that system recovery processes are monitored and tested. Perform patch management of all ISs.

- Ensured the implementation and maintenance of security controls in accordance with the Security Plan (SP) and DISA RMF policies as well as auditing subordinate unit's ISSOs.



Lead Systems Administrator

US Army

Jul 2020 - Present (2 years 1 month +)

- Performs repairs to computer hardware, software, and firmware, or makes changes to systems management software, to improve performance and eliminate problems.
- Engage in the performance management process such as performance reviews, daily feedback, and mentoring.
- Implements changes to the production environment as specified by user and/or management. Defines and adjusts downtime change management process.
- Evaluate new technology and bring opportunities forward that would improve the future server architecture, performance, and network services.



Information Technology Specialist

US Army

Feb 2017 - Present (5 years 6 months +)

Education



Southern New Hampshire University

Bachelor of Applied Science - BASc, Cybersecurity

Oct 2019 - Ongoing



North Georgia Technical College

Information Technology

2014 - 2015

Licenses & Certifications



CompTIA Security+ - CompTIA

Issued Jun 2019 - Expires Jun 2025

Skills

Security Plus • Information Assurance • Military Operations • Military Training • Cisco Systems Products • Risk Management • Business Continuity Planning • Information Technology Infrastructure • Staff Development

JOE H.



4.2.11 Systems Administrator

SUMMARY

Experienced technology professional, with over 20 years' experience in Linux and Windows Server systems, ITIL Best Practices, VM Systems Administration and Infrastructure Engineering. Skilled in an Agile/Scrum environment and Full SDLC processes and capable of providing quick, on target solutions. Project lead/participant on several deployments, software migrations, Patching, Cloud Platform configuration and enhancing business operations, including Data Migration. Progressive Application Development maintenance with experience using DEV Ops and Agile Methods and creating technical documentation. Solid in problem solving with a great reputation for productivity, integrity and professionalism.

EQUIPMENT AND TECHNOLOGIES SKILLS:

CLOUD, OS AND NETWORKING

MS Azure PaaS, Windows Server, AWS, RHEL 5-8, vSphere, vCenter, VMware-ESXi, SAN, VPN, Linux, CentOS, HP Unix, Windows MS Exchange, Active Directory, MYSQL, IIS, MS SBS, .Net Server, CGI, PHP, MS SQL, SSL, TLS, SMTP, HTTP, XML, TCP/IP, BIND, DNS, PCI, SOX Compliance.

PROFESSIONAL EXPERIENCE

Peraton / TEK Systems/ CDC - Atlanta, GA. 1/2022 – Present

Systems Administrator - DMB Tech – [Contract]

- Systems administration and engineering for CDC ETB systems and cdc.gov server sites and infrastructure. Web server support, search and intranet support and interaction with Infrastructure Services Branch (ISB).
- Maintaining the stability, security, and scalability of installed Windows and Linux systems. Configuring Windows and Linux servers and troubleshooting system and server errors. Reviewing system error logs and user-reported errors.
- Server system maintenance and support of CDC systems including SSL Server Certificate updates, creating Change Request tickets and MS Windows IIS configuration
- Communicating and Collaborating with IT Support organizations around firewall settings, web server configuration, and other tasks.
- Monitoring system uptime using solutions such as PRTG, SCOM and DMB monitoring. Monitoring performance including optimization of edge caching (Akamai).
- Executing cloud setup and migrations. Planning and integration of on-prem systems to MS Azure cloud platform

Stage Ten Technologies - Atlanta, GA. 1/2021 – 1/2022

Technical Manager and Web UI Administrator – [Contract]

- Managing multiple Technical media projects for various clients. Executing Project Plan Initiatives. Oversee production on web development for media projects and web application projects.

- Validation of front end JavaScript, CSS, json, PHP. Continuous Integration (CI) Continuous Delivery (CD) pipeline for web applications. Documentation of project charter updates and deliverables.
- Software provisioning and testing for web development and infrastructure support for client systems and DNS. Verify security protocols and compliance as defined in Project Charter and design documents.

SITA - Atlanta, GA. 8/2012 – 1/2021

Senior Infrastructure Engineer

- Infrastructure Engineer for Joint Application Development projects and infrastructure migration project to public and private cloud with contract developers. Liaise with development teams, engineers, project managers and stake holders to determine effort, feasibility, scheduling, and deliverability of customer facing applications and infrastructure. CI/CD lifecycle and UAT and OAT for Production and QA environments on over 1,800 vm's. Full SDLC. Migration of infrastructure on-prem systems to MS Azure cloud infrastructure.
- Provide management and input to application and build teams for Product lifecycle activities. Ensure communication of architectural designs for progress tracking' to all relevant parties. and provide support to development team (e.g. Security protocols, risk analysis, deployment, data migration, work break down structures etc.);
- Document and deliver formal, business requirements, project management plans and reports detailing project outcome of testing and PCI /ISO Compliance, SOX and security vulnerabilities, and make recommendations for acceptance of Application and Systems environments by operational teams.
- Hands on OS building and Server Monitoring (NGOSS, CA APM) vSphere and vCenter- VM Ware. Provide technical hands-on expertise where needed. Manage scope creep via agreed change request process to ensure Best Practices. Confirm compliance with Product Management procedures and best practices for SLA's.
- Focus on smooth transition of projects from Developmental to Production and complete lifecycle and therefore ensuring acceptance into the Production network for client use.

Visionary Marketing, Inc. - Atlanta, GA. 10/2009 – 8/2012

Systems Engineer - Technical Operations

- Management of multiple technical projects and project plans members for third party clients, relating to Infrastructure, network, cost center and CRM implementation. Creating software solutions for internal and external clients. Managed 4 direct reports over multiple solutions.
- Responsible for Project scope management and scope validation. Manage CRM and ERP applications and processes. Identified resources for each project and requirements for closing controls.
- Monitor network, hardware and software for optimum level functionality. Ensure prompt diagnosis of system issues. Assessment of resources for project and recommend agile methods for scope creep issues. Verify appropriate level of communication, prior to critical business related changes, which result in reduced production downtime.
- Create project and communications plans, Create action plan meeting schedules, Performed risk assessment based on controls established and project stage outcomes.

EDUCATION AND CERTIFICATIONS:

B.S. - Bachelor of Science in **Information Systems** - MCP2003, N+ Certified, MOUS, A+ Certified

ROBERT L.

4.2.11 SYSTEMS ADMINISTRATOR

IT professional and United States Navy Veteran; leveraging 5+ years of proven experience in systems operations and network analysis. Adept at leading teams of 20+ technicians in a dynamic, fast-paced environment. Possess a comprehensive background in installing and upgrading organizational hardware and host configuration protocols. Provided technical support to end-users on various issues and problems related to hardware and software malfunctions. Increased the network security of Chief Information Office units by managing risks and providing quality compliance. Career supported by various awards and training in Information Technology certificates.

- Multi-Site Operations
- Group Policy Management
- SharePoint Administration
- Applications and Systems
- Network Security
- Systems Administration
- Ticketing Systems
- Security Analyst
- Data Management

PROFESSIONAL EXPERIENCE

United States Navy

2021 - Present

Senior System Administrator / Infrastructure Engineer

Managed the planning, purchasing, and implementation of a variety of new IT systems and network upgrades. Assigned projects and plans, effectively communicating technical requirements and concepts to a team of 7 IT professionals and delegating tasks for day-to-day operations. Led a severely undermanned team of several technicians responsible for the cradle-to-grave life cycle including the constant movement, setup, tear down, troubleshooting, and security posture of seven classified mobile networks.

- Organized the logistics during the movement and set up of these networks in support of 8 field training events and 2 overseas deployments providing 98% uptime of secure internet connections to 200+ users at each site.
- Built comprehensive vulnerability remediation plans and system upgrades to keep all devices and programs up to date with the Department of Defense's (DoD) Information Assurance (IA) requirements.
- Completed numerous hotfixes, software patches, and firmware upgrades on the networks composed of Windows/Linux VMs, 20+VLANs, Cisco Routers/Switches, Cisco VoIP's, Printers, Video Teleconference suites, and laptops; implemented weekly briefings and insights to superiors on the status of each network's capability and security status.
- Managed the accreditation, data flow architecture, intelligence structure, and logistics capabilities; led the team through over 10 deployments of networks to enable the organization to operate in austere environments; organized and planned for deployment of over 40 servers and 800 computers; maintained accountability for over \$12M of technology.
- Created standardized reporting measures for breaches in information security; synchronized multiple efforts related to system requirements for operational testing and Science and Technology experimentation objectives.

Information System Security Officer

2020 - Present

Managed information security for Navy and Marine Corps Intranet, outside the Continental United States Navy Enterprise Network as well as seven classified mobile networks. Revamped information security programs and procedures for MSRON 4 as new requirements were established. Provided in-depth training to all junior IAOs and organization-wide training to over 400 users on the security requirements throughout the various classifications of networks to avoid any violations or bad practices.

- Developed vulnerability remediation plans for System Admins using Vulnerability Remediation Asset Manager and ensured information systems can operate within Department of Defense Information Assurance requirements.
- Revitalized standardized account management processes and procedures vetting user and administrative access to our networks more efficiently; established and developed procedures for sanitization and disposition of DoD-sensitive automated information system components and media generated within secure compartmented information facilities.
- Initiated contact with internal and external sites for tracking, managing, and remediating security incidents; prepared MSRON 4 for Navy Expeditionary Combat Command to conduct their Expeditionary Cyber Security Inspection; managed the Security Technical Implementation Guides (STIGs) for both cyber and traditional security before the audit. MSRON 4 received a passing score of 86%, well above the Navy-wide average.
- Coordinated cyber requirements between 3 organizations and delivered reports on the status of 9 different networks; developed a work center training program in collaboration with subject matter experts on technical skills and best practices required to perform day-to-day activities adequately.

SharePoint Web Administrator/ Designer

2020 - Present

Designed 2 MSRON 4 SharePoint sites to increase workflow and data sharing between the 12 departments throughout the organization. Created a trouble ticketing system to organize IT service desk requests, cutting customer service response times by 80%. Curated automatic document routing and email notification processes for the administrative and IT departments to provide better customer service.

- Established groups and set permissions for over 300 users throughout the web pages to allow for confidentiality between departments where necessary; configured site collections, managed user permissions and access, set up security policies, and monitored system performance.
- Designed site layouts, created custom page templates, and implemented branding elements such as logos, color schemes, and fonts; created document libraries, lists, and content types, as well as configured metadata and information architecture to improve searchability and navigation.
- Integrated SharePoint with other systems and applications to streamline workflows and enhance collaboration; involved integrating SharePoint with Microsoft Office applications, email systems, or third-party tools for enhanced functionality.
- Performed regular maintenance tasks to ensure SharePoint sites are functioning optimally; monitored site performance, troubleshooting issues, applying software updates and patches, and backing up data to ensure data integrity and disaster recovery.

System Administrator

2019 - 2021

Implemented and maintained password controls and procedures for user and administrative accounts throughout the domain. Maintained and troubleshooted connectivity of 16 Virtual Machines (10 Windows, 6 Linux) for each mobile network. Configured and ran scans using ACAS, sent them to our ISSOs for upload into VRAM, then remediated any vulnerabilities by DOD IA requirements.

- Briefed users on security policies and procedures before the first use of the networks; mentored junior system administrators on the architecture, software, troubleshooting process, scan remediations, and recurring maintenance.
- Installed and configured various network devices. (e.g. routers, switches, firewalls, VoIP's, printers); performed network maintenance to include firmware upgrades, hotfixes, vulnerability patches, and any other system upgrades necessary.
- Built out a case-by-case network topology for each mobile network before deploying them to a site; set up and configured computer systems, servers, and network infrastructure; installed operating systems, software applications, and necessary drivers, ensuring compatibility and optimal performance.
- Monitored system performance, including server and network performance, to identify and resolve any issues that may affect system availability and responsiveness; optimized system configurations, adjust resource allocations, and implement performance tuning techniques.
- Created and managed user accounts and access permissions for employees or system users; handled user authentication, password management, and ensured proper access controls are in place to protect sensitive data and resources.

EDUCATION | CERTIFICATIONS

Information Systems Technician System Administration | 2018

Active Directory
CISCO Routers & Routing Basics
CompTIA Security+ Course
Exchange Server
Network Administration
Server Administration

Information Systems Technician Class "A" | 2018

CompTIA A+ Course
CISCO Network Fundamentals
Information Technology Essentials
Server Administration

United States Military Apprenticeship Program (Usmap) Certifications

4000hrs Radio Operator/Maintainer | 2023
4000hrs Internetworking Technician | 2022
2000hrs Computer Operator | 2020

NOTABLE AWARDS

Navy & Marine Corps Achievement Medal (4)

TECHNICAL COMPETENCIES

Windows Server 2016/2012, Windows 10/7/XP, Red Hat Enterprise Linux, VMware vSphere (ESXi), Domain Controller, Virtual Controller, Active Directory, DNS, DHCP, GPOs, WSUS, MS SQL Server, Microsoft E-Mail Server (OWA, ESG, Mail), Host Based Security System (HBSS) McAfee ePolicy Orchestrator, Assured Compliance Assessment Solution System (ACAS), Vulnerability Remediation Asset Manager (VRAM), MS SharePoint, MS System Configuration Control Manager (SCCM), Ansible, Tenable, Splunk, WhatsUp Gold, PUMA, Cisco Unified Call Manager (CUCM), VoIP, SVoIP, FortiGate Firewall, Palo Alto Firewall, MS OCE Pro, HP Device Manager, QNAP, NUTANIX, Cisco Switches/Routers, Simple Key Loaders (SKL), Tactical Key Loaders (TKL), KG250x

Reference for Robert L.

U.S. Navy

Reference by: Dane Randall • Master Chief Petty Officer

Position: Master Chief Petty Officer

Relationship: Manager

Rehire: Yes

Duration: 1-3 years

Job Duties & Technologies:

Network security was a big role of his. We have 7 different enclaves. When he left he was our team lead essentially and trained up our junior sailors. He worked with network scans, applied new security patches and did SharePoint on the side. Anything from the network admin side of the house really all the way to systems. We have a mobile network that we bring up from scratch. He touched Microsoft exchange, VTC (video conferencing). He is the most reliable guy I would go to.

Work Load:

He met all deadlines. If he wasn't going to meet it he would communicate his reason why and get a proper extension.

Quality of Work:

Quality of his work was easily a 10/10.

Initiative:

He definitely takes initiative.

Cooperation/Communication:

I would say 10/10 also. I said it before but I leaned on him to train the younger guys coming in.

Attendance/Reliability:

No issues at all.

Non-Technical Skills:

I can't say enough about him. He is a great guy to talk to. I had no problem communicating with him back and forth no matter what the topic might be. He is a respectful guy.

Strengths:

I would say communication. And as a tech, he wouldn't let anything defeat him. If something wasn't working he would research it until it was resolved.

Additional Information & Comments:

I had people more senior to him that held leadership roles and even though he was junior, I gave him the senior responsibilities because I was so confident in him.

Reference for Robert L.

U.S. Navy

Reference by: Jesse Moreno • Information Systems Technician

Position: Information Systems Technician

Relationship: Manager

Rehire: Yes

Duration: 1-3 years

Job Duties & Technologies:

He was essentially a lead admin, and he worked with firewalls, routers, servers, VMware, Windows server 2016 and higher. He also worked with vCenter, RHEL 8, and again definitely some Cisco route and switches.

Work Load:

Again, he served basically as a leading petty officer and he knows how to delegate work and knows who to go to and when.

Quality of Work:

It is good. He is an outstanding worker and he is even good with SharePoint as well. To me his work ethic is really good as well as the work product.

Initiative:

Very much so, yes. If I were to task him with something, he was already tracking it or knew it was coming.

Cooperation/Communication:

I would say they are pretty outstanding. Email or writing, they are great and what I expect someone to be doing at his paygrade. He is also very task oriented and hits his deadlines.

Attendance/Reliability:

Absolutely no issues with him.

Non-Technical Skills:

Interpersonally he is great with customer service or tasking/admin duties. He is well spoken and well versed. He is your average guy who is easy to relate to.

Strengths:

His ability to multitask and handling pressure. We are tasked with a lot of moving parts and he is good at juggling many things at once.

Additional Information & Comments:

He is a solid guy with great character. It was a loss for the Navy when he got out but I wish him the best and hope he excels in civilian life.

TYRIQUE L.

4.2.11 SYSTEMS ADMINISTRATOR

Targeting Information Technology Positions

ECPI University graduate with a Bachelor's degree in Computer and Information Sciences. Consistently recognized for technical troubleshooting skills used to resolve challenging technical issues rapidly and cost-effectively. Quick learner with the ability to master new technology. Equally successful in both team and self-directed settings and proficient in a range of computer systems, languages, tools and testing methodologies.

Certifications

- **CompTIA:** Network +, A+, Windows +
- **New River Community College:** Information Security Certification, Security +

Technology Summary

- **Systems:** Hyper-V (Azure), VMware, Meraki Dashboard, Proofpoint, Ubuntu, SIEM Stack, Linux, UNIX, Windows 11, Windows 10, Windows 8, Windows 9X/NT/2000/XP/2K3, Windows 7, Mac OS, AS400
- **Databases:** Oracle, AS 400, Client Access +, SQL
- **Languages:** Visual Basic, HTML, CSS, Java
- **Software:** MS Project, MS Visio, MS Office, Linux, Proofpoint, IBM database software, Meraki, SQL Server

Work Experience

Desktop Support/Server Administrator

2020 – Present

Fleetmaster Express, Roanoke, VA

- Database super user in the IBM AS400 system and Client Access +
- Responsible for spinning up physical and virtual machines using a Ubuntu operating system
- Hands on experience within Windows 7-10 environments including daily maintenance and oversight of servers

- Assisted in migrating the IBM AS400 system to a cloud-based SaaS environment (Client Access +) which includes emails, network drives, folders, and their entire workstations
- Provide helpdesk tickets which include updates, personal networking issues, hardware issues, permissions assignments, inheritance issues, database issues, and issues with vendors
- Investigate issues, find the root causes and solve solutions to these issues

Education

ECPI University

April 2023

Bachelor of Science in Computer Information Science
Concentration in Cyber Security and Digital Forensics

- GPA: 3.8/4.0

Key Coursework:

- Advanced Cyber Security
- Digital Forensics
- Server Management
- Database Management
- Advanced Networking
- Analysis Recovery

New River Community College

May 2020

Associate in Cybersecurity
Concentration in Computer Information Networking

- GPA: 3.5/4.0
- Employed with College Studies to provide networking and desktop support, and performed mainframe and account maintenance tasks
 - ❖ **Earned commendations for teamwork, flexibility, and work excellence in providing IT support**

Available for Relocation & Travel
References Available Upon Request

Experienced I.T. Project Management Professional (PMP) providing project and program leadership and deliverables from conception to completion. Proven track record of on-time, on-budget work. Core competencies include team leadership, business, technical and marketing communications, research, analysis and risk and change management.

Arrow Electronics, Remote

2021 - 2022

Documentation Project Manager, Advanced Intelligence Services

- Conceptualized, researched, and authored documentation for Arrow’s products and services.
- Translated complex concepts into user friendly, concise instructions using both written and visual aids using MS Word and MS Visio.
- Partnered with management to initiate and lead development of the group's direction, providing input on resource planning, schedules and strategies.

Cisco Systems, Research Triangle Park, NC

2017 - 2020

Business Operations Manager, Transparency and Trust

- Developed and managed the global processes, policies and procedures for handling requests from government agencies for various types of customer data created through Cisco Services.
- Partnered with Cisco Legal and Engineering to develop and manage global processes, policies and procedures for handling Electronic Surveillance and Lawful Interception feature requests and inquiries from law enforcement, government agencies and internal personnel regarding legalities and functionality.
- Authored a suite of international playbooks, operations guides, taxonomies, Visio maps, live presentations, FAQs and other materials for both internal and external use.
- Managed the integration, change management, communications and risk management plans by collaborating with numerous cross-functional partners including Legal, Government Affairs, Data Privacy, Engineering and Marketing.
- Partnered with Data Protection and Privacy group to develop and maintain a cohesive set of standards and procedures across the various functions.
- Developed the format for reporting government data request transparency metrics and created all content related to the Transparency Report section on Cisco’s Trust Center.

2015 - 2017

Program Manager, Video Security Software Solutions

- Researched, analyzed and reported on cybersecurity threats related to Cisco video clients in Pay TV, Over the Top (OTT) video and Amazon Web Services (AWS).
- Developed thought-leadership white papers and other collateral on the current and future state of the Internet of Things (IoT), including connected cars and connected homes.
- Leveraged advanced training in Open Source Intelligence (OSINT) and Social Engineering to develop analysis reports, metrics and presentations on cybersecurity threats including methods and remedies.
- Developed cybersecurity threat profiles to identify the source of hacks and hacker motivations.
- Invited to speak on an IoT security panel at the Connected Security Expo at ISC West with executives from Symantec and Underwriters Labs (UL).

2013-2015

Project Manager, Customer and Partner Assurance

- Established Big Data analysis process related to customer sentiment through social media listening.
- Managed detailed retrieval, analysis, and reporting of social media comments and developed action plans for addressing challenges in areas like Entitlement, Documentation, Certifications, and Digital Content.
- Managed a project with Learning@Cisco resulting in a savings of over \$2M annually by identifying grey market web sites and users that were exposing Cisco certification exam items.
- Developed detailed metrics related to Cisco’s end user documentation used to identify customer pain points resulting in a 3% increase in call deflection metrics and over \$500K of savings to technical support during FY14.
- Invited to speak at the TSIA Best Practices and Service Transformations conferences.

2010 – 2013

Program Manager, Certification Exams

- Managed Cisco professional certification exams related to Security and Service Provider verticals.
- Responsible for the validation, relevance, quality and functionality of certification assessments.
- Managed global cross-functional and virtual working teams through the process of assessment design, development, delivery, and evaluation.
- Facilitated and managed job task analysis (JTA) and job role analysis (JRA) workshops with internal subject matter experts (SMEs) and led external customer engagements for use in exam and course ware design development.
- Improved customer satisfaction from 4.11 to 4.46 in less than two years.
- Increased number of complex performance-based items by 20% in one year.
- Led the Cisco Security Exam ANSI audit project structure and developed the documentation needed to obtain ANSI certification.
- Invited to speak at Cisco Live to present Security exam breakout session.

Skills

- Analytical thinker and innovator
- Complex problem solver
- Persuasive negotiator
- Cross-functional relationship and consensus builder
- Expert content developer
- Microsoft Office
- Microsoft Project
- Microsoft Visio
- Project Management Body of Knowledge (PMBok)

Education

State University of New York College at Buffalo

- BA in Journalism, Broadcasting and Speech

George Washington University

- Master's Certificate, Project Management

Kelly O.

4.2.12 Technical Writer

Technical Experience

Adobe Acrobat, FrameMaker, and RoboHelp	Planview	MS Teams
Atlassian JIRA and Confluence	Rally	Zoom
MadCap Flare and Capture	SnagIt	
Microsoft suite including Excel, PowerPoint, Visio, and Word	Azure DevOps	

Technical Writer with a broad writing background including administrative, user, installation, and reference guides, online help, release notes, product update guides, policy and procedure documents, trade show and corporate presentations, templates and style guides.

Education

B.A., University of Northern Colorado. Journalism/Mass Communications major, Psychology minor.

Professional Experience

Catena Solutions, LLC, Remote • September 2023 – February 2024

Contract Technical Writer

- Updated user workflow guides (SOPs) for a customized mortgage software application to include new features and to ensure a consistent editorial voice across documents. Included heavy coordination with subject matter experts and compliance officers to set up information gathering and review cycles.

Summit Tech Partners, LLC, Remote • February 2023 – May 2023

Contract Technical Writer – Client: BlueCross BlueShield

- Created disaster recovery documentation for a customized PlanView system.

e2open, LLC, Remote • March 2022 – December 2022

Technical Writer - e2open acquired Logistyx in Spring 2022

- Working with subject matter experts and product managers, generated documentation deliverables for three verticals within a large shipping software system.
- Using a combination of Confluence, Microsoft products, and Elementor, produce quarterly documentation deliverables including release notes, help and configuration guides, PowerPoint presentations, and deep-dive videos for each product during the release cycle.

Logistyx Technologies LLC, Rolling Meadows, IL • April 2019 – March 2022

Technical Writer

- Working with the product marketing team, responsible for documentation deliverables associated with the release of parcel shipping software.
- Documentation deliverables includes release notes, API guide, user guides, and documentation template creation.
- Created internal and external support documents, templates, and style guides.

TEKsystems, Inc., Chicago, IL • January 2019 – April 2019

Contract Technical Writer – Client: Logistyx Technologies

- Created documentation deliverables for parcel shipping software. This position became permanent.

American Medical Association, Chicago, IL • January 2018 – July 2018*Technical Documentation Specialist*

- Working on a sprint team, responsible for documentation deliverables associated with the first release of the AMA's Integrated Health Model Initiative (IHMI) Self-measured Blood Pressure Using a Wireless Device deliverable.
- Acted as a judge for an internal product Google Challenge.

LifeWatch Services, Inc., Rosemont, IL • December 2016 – January 2018*Senior Technical Writer*

- Supported several sprint teams documentation deliverables and was responsible for creating release notes, user and administrative guides for remote diagnostic cardiac monitoring devices.
- Coordinated document reviews to comply with FDA quality system regulations and ISO standards.
- Created support documents for internal software and infrastructure team functions.
- Converted FrameMaker documents to MadCap Flare.

Beacon Hill Staffing Group, LLC, Chicago, IL • August 2016 – December 2016*Contract Technical Writer – Client: American Medical Association*

- Created a user guide for a Drupal content management system customization. The intended audience for this document was non-technical users responsible for updating the AMA's website with fresh content.

Prestige Staffing Solutions, Inc., Chicago, IL • January 2016 – July 2016*Contract Technical Writer – Client: HERE Technologies*

- Converted FrameMaker documents to MadCap Flare to support a larger deliverable that allowed internal and external clients to use a custom online interface to access and update product specification information. The online interface replaced quarterly generated PDF-based targets.

Picis Clinical Solutions, Inc., Rosemont, IL • May 2004 – December 2015*Senior Technical Writer*

- Working as part of a sprint team, responsible for creating and maintaining 50+ documents for a web-based Emergency Department software application. Products produced for each release include end user and system administrator guides, product update guide, release notes, interface specifications, and online help.
- Updated and maintained a project plan for each release that details all deliverables and resources necessary for the upcoming release. Worked in tandem with product marketing and project management to keep projects on schedule and to plan resource time for SME interviews and reviews.
- Coordinated document reviews to comply with FDA quality system regulations and ISO standards. Maintained review records for audit.

Community Involvement**Evanston Animal Shelter, Evanston, IL • 2005 – Present***Dog Volunteer/Kennel Captain*

- Volunteer dog walker/care giver for the shelter. Duties include supervising a crew of 10+ volunteers one night a week, walking, feeding, cleaning, training, and medicating dogs, ensuring the safety of fellow volunteers by applying the safety rules, participating in fund raising events, training new volunteers, making friends and having fun with both the volunteers and the animals.

Kimberly W. – 4.2.12 Technical Writer

Information Technology graduate student with undergraduate degrees in Psychology and Political Science, and more than 18 years of research and employment experience focused on Medicaid, Medicare, public assistance programs, home health, and Kentucky emergency care and healthcare facilities.

Qualifications Summary

Interpersonal communication	Outside of the box thinking	Statistical analysis
Resolve complex situations	Project Lifecycle	Team-oriented
Attention to detail	Organizational leadership	System Analysis, design and testing

Education

M.S. – Information Technology – Database Administration Anticipated Graduation 2023
Florida Institute of Technology, Tampa, FL

B.A. – Political Science
Graduated 2017
Eastern Kentucky University, Richmond, KY

B.S. – General Psychology
Graduated 2014
Eastern Kentucky University, Richmond, KY

Work Experience

Maintenance & Operations (M&O) Trainer & Scripts Writer March 2023 – November 2023
TEKsystems – subcontractor to Deloitte Consulting Frankfort, KY

- Created and updated documentation for the kynect Worker Portal/IEES (Integrated Eligibility Enrollment System) Online Help portal for KY Families Accessing Services through Technology (FAST), Medicaid, Transition to Medicare, SNAP, P-EBT, and KTAP.
- Developed training material for monthly IEES system enhancements.
- Supported/performed updates to existing materials such as User Manuals, Quick Reference Guides (QRGs), Fact Sheets, Micro Videos, Online Help, and Communications.
- Presented newly created and/or updated materials to necessary stakeholders.

Technical Writer/Business Analyst January 2021 – December 2022
TEKsystems - Deloitte Frankfort, KY

- Supported the implementation and adoption of the Commonwealth of Kentucky's one-stop public assistance program benefits (ex., Medicaid/Spend down, nutritional, childcare) resource engine that can impact 4 million Kentuckians for a large group of end users and their navigational needs by creating training and communication materials

- Led the research, end-to-end development and delivery of all User Manual material including 1200+ pages of training materials, communications, detailed design document (DDD) review, and web-based training sessions which led to effectively teaching over 1600 end users to use various system functionalities to reduce benefit denial/approval errors and application processing time, increase efficiency, and improve system user friendliness
- Provided ongoing maintenance of client review cycle, and incorporation of client feedback
- Owned and maintained relationships with the account's internal functional technical system developers and client leads to ensure the accuracy of all User Manual system information, training materials and to confirm that client needs are addressed

Trainer/Policy Expert

June 2020 – October 2020

TEKsystems - Deloitte

Frankfort, KY

- Led and supported tasks on engagements related to Medicaid waiver management application (MWMA) user role assignments, learning and development (L&D), and communications for 1300+ state employee staff members
- Spearheaded the creation and delivery of project training work plans, training curriculum, training resource materials, and weekly client reporting detailing project performance
- Injected analytic rigor into the decision-making process by utilizing expertise in case management, home health, and Medicaid, effectively diagnosing and resolving client issues and maintaining the project scope
- Consulted and recommended strategic solutions for marketing training programs to incident management agents statewide
- Developed and edited +20 video files through the Vyond Animation Software Tool, YouTube studio, and SnagIt Editor to ensure accurate run times, synchronization of audio and video, optimized audio quality, and blurring of confidential data to teach Commonwealth of Kentucky public assistance staff members updated navigation and functionality of the MWMA system, and best practices when initiating, processing, and calculating benefits for applicants.
- Developed, evaluated, and maintained efficient and effective incident management (IM) training programs for IM eligibility staff and delivered 6 online training classes for 350+ attendees
- Led 4 teach back sessions for training session participants for them to practice skills and receive meaningful timely feedback through instructor-to-peer video assessment and coaching
- Established cross-functional alignment across Professional Services, Technical, and Development teams to create accurate training manuals, instructional video content, and case scenarios for IM workers

OA Senior Analyst

January 2020 – June 2020

Rawlings Group

LaGrange, KY

- Coordinated between internal and client correspondences to correct overpaid claims and compliance audits
- Owned the end-to-end submission process of overpaid claims, including file submission monitoring, maintaining response files from clients, adjusting rejected claims, and resolving submission issues
- Generated reports of the claim overpayment, rejection, and timely filing process for senior management

- Utilized expert knowledge of audit processes, and rules pertaining to claim processing, monetary recovery, and primacy to successfully reconcile claim inventory between Rawlings and various client systems

Syndromic Surveillance Business Analyst

December 2018 – September 2019

TEKsystems – Kentucky Health Information Exchange

Frankfort, KY

- Managed coordination with +20 targeted hospitals to resolve non-technical barriers, successfully enabling hospitals to share and view critical health information with the Kentucky Health Information Exchange
- Assisted with the implementation of improved data capturing practices
- Spearheaded the development of individual hospital workplans to address facility-level barriers and establish quality data connections to submit critical health data to the syndromic surveillance system
- Coordinated with clinical staff to understand data coding for various electronic health record (EHR) systems
- Developed and delivered training materials and training sessions to teach +35 hospitals on the Electronic Surveillance System for the Early Notification of Community-Based Epidemics (ESSENCE), a health surveillance system that uses advanced analytics and visualization to detect anomalies in traditional and nontraditional public health data to alert public health of outbreaks and monitor consequences of severe weather, local/regional/national virus transmission paths, and other events of concern
- Evaluated and improved the effectiveness of intake processes for Kentucky emergency departments

Public Health Consultant

January 2018 – June 2018

TEKsystems - BerryDunn

Charleston, WV

- Provided subject matter expertise and simultaneously consulted client leadership for multiple projects related to justice-involved recovery housing, programs for individuals involved in the federal criminal justice system with substance abuse problems, and criminal justice cost analysis
- Assessed state SNAP and WIC policies against surrounding states and pitched changes for better service establishment for the general population, immigrants/refugees, students, and the recently incarcerated
- Created and delivered content such as presentations, radio/television/telephonic commercials, surveys, Medicaid member packets, emergency service providers (EMS) frequently asked questions (FAQs), and substance use disorder (SUD) provider FAQs to support a large Health and Human Services (HHS) business process improvement project throughout West Virginia's rural health communities

Home Health Care Manager

July 2017 –

January 2018

Independent Consultant

Louisville, KY

- Developed and delivered training curriculum on Medicaid waiver management application (MWMA) system
- Served as a Medicaid policy Subject Matter Expert to create deliverable content

- Managed and hired 23 home health aides and developed onboarding processes by creating and implementing new hire protocols and rates of pay determinations and delivering classroom policies and procedures training
- Oversaw clinical and clerical staff, coordinated care, reinforced policies and expectations, and ensured a positive patient experience

Trainer/Policy Consultant

January 2017 – July 2017

TEKsystems - Deloitte

Frankfort, KY

- Owned development and delivery of the training curriculum for the Medicaid Waiver Program of the Kentucky Integrated Eligibility System and Medicaid waiver management application (MWMA) system
- Supported software development and systems integration and performed quality assurance testing
- Developed Medicaid payment reform strategies and provided business and systems expertise for various Medicaid Management Information Systems
- Spearheaded research and identified policy and waiver changes in other states to pitch leading industry health reform practices to client leadership
- Supported project management and the development of a streamlined process for new hire onboarding
- Served as a client relations liaison and performed extensive travel to provide site support throughout the state of Kentucky to various case management agencies
- Led 10 trainers to improve performance in the training environment and instructor-led field training sessions

Supplementary Experience

Medicaid Eligibility	Eligibility and Enrollment	Advising
Medicaid Managed Care	Technical Writing	Case Management
Insurance (Licensed Health Agent)	Requirements Gathering	Insurance Claims/Processing

Program Knowledge

• Medicaid Waiver Management Application (MWMA) • Vyond • Microsoft Office Tools (Word, Excel, Project, Visio, Powerpoint, Access, Works) • Caliber • CRM (Oracle, Salesforce) • EMR (EPIC) • Citrix • PassportOneSource • SPSS • Benefind • Skype for Business • SurveyMonkey • Trello • Kronos • ESSENCE • Caliber • Epitomax • Spark • BioSense • Medicaid Management Information System (MMIS) • Beacon • Meditech • KyNect • UAT testing • OneNote • SnagIt • Knowledgelink • ProCite • CareLink • 7Edit • SMART • RUMBA • Slack • PCMS • RQMS • SQL • SRS

Reference for Kimberly W.



Waiver authorization Manager at Almost Family

Reference by: LaTonje Shelton • Case Manager

Date employed: Sep 2015 - Jun 2016

Position: Case Manager

Rehire: Unable to Provide

Email: leshe01@gmail.com

Mobile: (502) 767-4880

Job Duties & Technologies:

Verify authorizations and PAs for waiver clients after they were submitted by the Clinical Managers. She kept track of problems, upload information to Frankfort and talk to them about the problems that occurred. Verified insurance.

Project Description:

Almost Family is a provider for the waiver programs. Caretenders is the sister of Almost Family. Almost Family handled just Medicaid. Worked off Caretenders license to handle that side, while Caretenders worked with Medicare.

Work Load:

Yes because of her efficiency and her capability to get things done by the end of the day.

Performance & Ability:

When Kimberly came in, it was a big backlog. She cleaned it all up and is very efficient at what she does. She worked with Model Waiver 2, HCB, and EPDST.

Attendance/Reliability:

No issues of her attendance. She was always on time and she was always prepared for meetings. She was great.

Cultural Environment:

She had everybody's work. Everyone turned their work in to her. She had the whole case load from Owensboro, Louisville, and NKY so she did a lot of collaboration with people.

Non-Technical Skills:

Very professional. She was great with her communication and had to be good with her organization and keeping on top of things in order to be as efficient as she was.

Strengths:

Her top strengths would be that she is task-oriented, she is efficient with communication to the team, and her time organization is great. No areas of improvement that stand out.

Reference for Kimberly W.



Analyst at Deloitte

Reference by: Eugene Seals

Date employed: Jan 2017 - Jul 2017

Rehire: Unable to Provide

Work: (502) 319-3821

Job Duties & Technologies:

Kimberly's daily duties included working with the Medicaid waiver management application systems and learn different parts of the system to identify any gaps. She had to research different sites on a daily basis and stay update with changes or fixes on the sites. Kimberly would attend meetings and make sure all clients were updated with current information.

Project Description:

The project at Deloitte involved working with the Medicaid waiver management application. Eugene said that had to do a lot of program solving and diagnosis of the systems. Kimberly was responsible for identifying gaps within the systems and documenting the gaps.

Work Load:

Yes, absolutely.

Performance & Ability:

Kimberly's technical knowledge and ability to perform the job is excellent. She was responsible for a lot of the billing and was one of the stronger people on the team to do the billing. She is also very knowledgeable with Medicaid. Eugene said they used excel on a daily basis and did a lot with excel spreadsheets and data collection on the spreadsheet. Kimberly would go in and document the problems they had with different programs. The team was required to meet certain requirements and would have a checklist for the requirements. Eugene said she was excellent with her documentation.

Attendance/Reliability:

Excellent.

Cultural Environment:

Eugene said everyone on the team went through a lot of Medicaid Waiver sites and would do research and case management analysts.

Non-Technical Skills:

Her communication skills were always excellent. She interacted with everyone on the team.

Strengths:

Her biggest strengths are with Medicaid, billing, and problem solving. Eugene also said she is very detailed orientated and excellent with excel.

Additional Information & Comments:

I talked to him about the opportunity and he said it would be perfect for her because this is what she did every single day in excel. She would have to identify gaps that were on the spreadsheet. Kimberly utilized excel very heavily in her role.

Reference for Kimberly W.



Point of Service Representative at Firstsource

Reference by: Stephanie Miller

Date employed: Jun 2011 - Dec 2015

Rehire: Unable to Provide

Mobile: (502) 807-9578

Home: (502) 807-9578

Job Duties & Technologies:

Kimberly worked in the ER and collected copays, billing, etc for insurance. She was one of the trainers for new hires. Her daily job was to collect copays, work on an excel spreadsheet, pull up any verification of insurance at the time of service.

Project Description:

Firstsource does collections, billing for facilities and hospitals. Assist in helping patients obtain medical coverage, financial assistance and social services benefits such as housing and help in paying utilities.

Work Load:

Yes, I would. It was a money issue as to why she left and her hands were tied. She could only get so much of a raise, but if I could give her what she wanted financially, I would take her back in a heartbeat.

Performance & Ability:

She is very knowledgeable of insurance and Medicaid. She worked a lot with the waiver programs. She was an excellent performer. It is hard to do hospital collections because you go up to people in the ER and explain to them why they owe \$900. It is not a fun job.

Attendance/Reliability:

She was always on time, her work was always on time and always correct. She is a mother and has a lot going on outside of work, but she never let that affect her work.

Cultural Environment:

There were 12 people on the team. Everyone was out on their won. There are two employees at each hospital, one day shift and one night shift. Kimberly was one of two people who could work at any hospital they covered. She was one of the primary people and top collectors at all times. She could float to any facility. Not everyone had that ability, but she was very reliable.

Non-Technical Skills:

To be able to explain all of this to someone, that takes a skill very few people have. She is a great team player and she is very dependable. Stephanie has 3 out of 15 people she can say this to and Kimberly is certainly one of them.

Strengths:

Her top strengths would be her communication and dependability. She is one of the best employees I have ever had. I cannot think of any areas of improvement. Most people I can, but not Kimberly.

Additional Information & Comments:

Kimberly is very ambitious and she wants to be somewhere that she can grow and move up. She would be awesome to have in an organization that can provide her that.

Michael W.

4.2.12 Technical Writer

PROFESSIONAL BUSINESS & TECHNICAL WRITER

Over 25 years of experience with business and technical writing projects across various industries, including IT, software development, telecommunications, retail, financial services, non-profit, manufacturing, medical, and many more. Michael is familiar with every part of the writing process, including generating creative content, writing, interviewing Subject Matter Experts (SMEs), translating complex technical information into clear, easy-to-understand documentation, editing and proofreading, establishing documentation standards, content management, and version control, and print and online publishing.

Core Competencies

B2B Copywriting ▪ SEO Keyword Research ▪ Technical Writing ▪ Proposal Writing ▪ Social Media Management ▪
SEO Optimized Copywriting ▪ Documentation Project Management ▪ Content Marketing ▪ Document Layout & Design ▪
Training & Presentation Skills ▪ Business Process Analysis & Improvement ▪ Blog & eNewsletter Content ▪ Case Studies ▪
White Papers ▪ Business Profiles ▪ Training Materials ▪ Software Documentation ▪ Online Help ▪ Standard Operating Procedures ▪
Technical Manuals ▪ Press Releases

Work Experience

TEKsystems – Columbus, OH (*Client: American Electric Power*)

Jul 2021 – October 2023

Technical Writer

Provide organization and documentation support for the Identity and Access Management team in AEP's Security group.

- Create documentation templates for user guides, reference materials, runbooks, business process diagrams, and other assignments as needed.
- Support a high-visibility effort to improve internal certification reviews by creating user guides, process diagrams, and runbooks to improve regulatory compliance within the organization.
- Produce process diagrams for undocumented business processes to identify gaps and possible automation opportunities
- Served as a Temporary Project Manager documenting software requirements for new remote access lifecycle management tool software and coordinated with external vendors and AEP staff.

Agility Partners – Columbus, OH (*Client: Cardinal Health*)

Mar 2021 – Jul 2021

Technical Writer

Temporary assignment to help the IT Infrastructure team re-organize and develop their Confluence site, reviewing, assessing, and determining the next actions for hundreds of documents. Set up documentation templates and standards for the group moving forward.

Search Marketing Resource (*Jenesis Software – Elon, NC [Remote]*)

Nov 2016 – Present

Senior Search Marketing Manager

Manage search marketing programs for over a dozen B2B and B2C clients spanning various industries such as industrial manufacturing, law firms, medical practices, retail sales, construction, landscaping, and many more.

- Write SEO-optimized copy for new and existing websites.
- Managed SEO programs that doubled organic website traffic (on average) for each client.
- Provide keyword research for SEO and optimize client web pages for SEO.
- Research, create, optimize, and post original blog content, press releases, YouTube videos, and more for client websites.
- Create, schedule, and manage content for client social media accounts (Facebook, Twitter, Google My Business, Pinterest & Instagram).

Michael W.

4.2.12 Technical Writer

TEKsystems – Columbus, OH (*Client: American Chemical Society*)

Jun 2017 – Nov 2017

Technical Writer

Provided organization and documentation support for the Publishing Technology group, an IT applications team supporting technology and business processes to support the publication of over 70 scientific journals, generating over 400K pages of content annually.

- Created documentation templates for process documents, reference materials, and technical documents using the Atlassian Confluence Wiki software.
- Reorganized the Publishing Technology Group's wiki site by reviewing, assessing, and revising hundreds of documents for the Publishing Technology group.
- Drafted a high availability (disaster recovery) process guide—a high visibility project impacting the entire ACS organization—based on extensive subject matter expert interviews, reviewing existing documentation, and documenting new processes.

TEKsystems – Columbus, OH (*Client: Ascena Retail Group*)

Jun 2015 – Oct 2016

Technical Writer

Provide documentation support for networking and eCommerce IT projects for the Ascena Shared Services Group, a \$4.8 billion women's retail apparel company with six brands and close to 1000 retail stores. Some accomplishments include:

- Established a Microsoft SharePoint site to serve as a central repository for documentation supporting high-visibility IT networking and eCommerce projects.
- Wrote Standard Operating Procedures for actions supporting SOX compliance audits.
- Provide detailed disaster recovery documentation for the Ascena eCommerce initiative, working with multiple departments within the IT organization, outside vendors, and offshore support resources.
- Created and maintained documentation templates for Standard Operating Procedures, network, and business process diagrams to establish a consistent look and feel for documentation used in the IT SSG.
- Review and analyze existing documentation and business processes to identify possible improvements.
- Provide support for internal proposals and presentations as well as network mapping diagrams.

Advocate Solutions, LLC. – Columbus, OH

Mar 2014 — Apr 2015

Solutions Professional (Staff Writer)

Handled writing needs for a high-end, boutique technical services provider specializing in delivering project management/business analysis on complex, multi-year, multi-million-dollar, high-visibility projects for state government. Some achievements and accomplishments included:

- Wrote over 30 proposal responses for identified RFPs, resulting in over \$2.5 million of new business within the first 12 months.
- Managed rebranding of company documentation from GCR, Ltd. to Advocate Solutions by creating a customized company logo, updating sales collateral and Web site, company correspondence, forms, reports, organizational charts, and operations documentation.
- Wrote and revised comprehensive resumes for senior and executive-level candidates and worked with them to improve their resumes and professional profiles.
- Created sales support collateral such as presentations, proposal response forms, project reference sheets, competitor analysis reports, project/client spreadsheets, and more.
- Developed a flexible, new resume template that increased the efficiency of the resume import, creation, and revision process while maintaining Advocate's unique company identity.
- Managed sales support tasks such as searching for state government requests for proposal (RFP) opportunities, assessing fit with the company's services, and submitting to owners for final go/no go decision.
- Migrated company documents from a hardware server to a cloud-based Google Drive solution.

Michael W.

4.2.12 Technical Writer

- Designed and established company intranet using Google Sites. Intranet included company directory, calendar, announcements, remote access to company documents for professionals out in the field, as well as custom project management sites.

Dedicated Technologies, Inc. (Client: Nationwide) – Columbus, OH

Jun 2013 — Jan 2014

Consultant – Technical Writer

Worked with the Identity and Access Management team (responsible for supporting over 35,000 Nationwide employees and millions of external customers) to assess documentation needs; developed documentation standards, templates, and processes for new and existing documentation; and configured SharePoint to easily present, manage, and find documents.

- Developed two SharePoint sites, one for external customers and an internal site for team-specific information. These sites include multiple libraries, lists, pages, and wiki files.
- Created SharePoint templates, following Nationwide standards, to establish a consistent look and feel of the documents for both the internal and external sites.
- Created documentation templates in MS Word for procedures, meeting minutes, and reference documents.

Telesis Technologies – Circleville, OH

May 2012 — Jun 2013

Technical Writer

- Worked with project managers, engineers, sales, and implementation to develop documentation requirements for each custom project tailored to each customer's specific needs.
- Provided documentation support for industrial PinStamp, ServoScribe, and Laser marker hardware and software.
- Created custom user manuals and online help for over \$12 million in custom hardware and software sales over 13 months.

Comverse Technologies – Columbus, OH

Mar 2002 — Aug 2011

(Result of purchase from Lucent, then CSG Systems, Inc.)

Senior Technical Writer (Team Lead)

- Served as the on-site team lead handling communication issues, project management, and facilitation between the product and documentation groups.
- Handled release notes and user requirement documentation for over ten different customer-specific releases simultaneously for Comverse's flagship product: Comverse ONE, by working with developers, testers, and customers.
- Responsible for updating 15 user and reference guides to support two major modules of the Comverse ONE product: Data Mediation and Roaming. This involves documenting new features, writing materials to support the sales team, and release notes to notify existing customers of product changes and enhancements.
- Led efforts to convert the existing Lucent documentation and online help to the Comverse format and standards.

Lucent Technologies – Columbus, OH

Dec 2000 — Mar 2002

Senior Technical Writer

- Wrote lab instructions, user manuals, product specifications, and online help for RCM, a software solution designed to configure wireless networks and equipment remotely.
- Wrote installation guides, user manuals, and troubleshooting manuals for ACTIVIEW, a telecommunications order management/ trouble management software solution.
- Supported software development teams with documentation issues: including research, best practice proposals, user and task analysis, and documentation project management.

Michael W.

4.2.12 Technical Writer

CenturyLink (formerly Qwest Communications) – Columbus, OH

Jul 1999 — Oct 2000

Manager—Production Communications

- Led a team of 21 writers that support the Provisioning and Operations Organization in Columbus and Washington D.C. through coaching, training, and administrative support.
- Created a process for transitioning new products from Marketing to ensure they were documented and trained before the product reached the market.
- Provided documentation support for process improvements by writing and updating Standard Operating Procedures training documents, production advisories, reference materials, and other documents.
- Created training to support a variety of vendor-based certifications for companies such as CISCO, Alcatel, and Heikemian and technologies such as TCP/IP.
- Assessed hiring needs, interviewed and hired personnel, handled performance evaluations and managed productivity for the writing team.
- Produced and edited a monthly departmental newsletter that grew in readership from 300 to over 4500 in 6 months.

Other Work Experience

Flash Writing Freelance Solutions – Lancaster, OH

Oct 2004 — Present

Owner

- Wrote the book: *Flash Writing: How to Write, Revise and Publish Stories Under 1,000 Words Long*, published by Virtual Bookworm in October 2004.
- Developed and created JumpStart Jars: Jars filled with writing prompts and creative exercises for writers of all ages.
- Created, write content for, and maintain the website: <http://www.flashwriting.com> to support product sales.

Freelance Projects

- **CabinCrewJobs.com** – Researched, wrote, and designed *Landing Your Dream Job as a Flight Attendant in 2016*, a 72-page eBook for sale as an information product on CabinCrewJobs.com.
- **Urbancode, Inc.** – Wrote technical white papers to establish thought leadership for IT release management and support webinars for potential customers.
- **Able Management Inc.** — Wrote proposals for association management business; Provided content (articles, member interviews, content links, marketing content) for the Pennsylvania Society of Health-System Pharmacists (PSHP) newsletter and updates.
- **Eastland Adult Workforce Development** — Created “generic” proposal templates, sales letters, questionnaires, brochures, grant writing, and presentations.
- **Decorative Arts Center of Ohio** — Developed a video script for the history of the DAC property through research and interviews with the donor family to serve as a permanent exhibit in the Center.

Education

Bachelor of Arts, English, Ohio University – with honors

Other Information

Software Skills: Microsoft—Word, Excel, PowerPoint, Visio, Outlook, SharePoint, and Project; Adobe—FrameMaker, InDesign, Acrobat, Dreamweaver, RoboHelp; Corel Draw, Confluence Wiki, WordPress, Google Sites, Google Drive, and more

Online Portfolio with Writing Samples – <http://www.flashwriting.com/about/portfolio/> Additional writing samples on request.

SKILLS

- ☐ **Technical Writing/Documentation Specialist** – Extensive experience writing and editing documentation, including: business requirement documents, functional requirements documents, developer APIs, and standard operating procedure documents. Edited hundreds of SOP documents for Deutsche Bank, including the finance and treasury groups. Documented streaming music APIs at Amazon.
- ☐ **Former software engineer** – A degree in Computer Science. A former software engineer. Over 20 years in the tech industry. Has an in-depth understanding of many technologies including JSON, ASP.NET, Microsoft SQL Server, Javascript, Python, HTML, XML, Markdown, Git, Visual Studio, and many, many more. Comfortable working closely with software engineers on very technical projects.
- ☐ **Writing** – Consistently cited by multiple employers for ability to communicate ideas in a concise, lucid and compelling way. Author of numerous tech explainer articles for WJCT news site and Folio Weekly. Has written for wealth management firms, lawyers, medical practices and international corporate clients.
- ☐ **Managing Projects** – In professional capacity as both a writer, a project managing consultant, and a web developer, has planned, developed, executed, and tested many projects from beginning to end.
- ☐ **White Papers** – Contracted to write white papers and ebooks for clients within the financial planning and insurance industries.
- ☐ **Broadcasting** – Co-hosts a local public radio program and podcast called Deemable Tech (under the radio name Tom Braun) which answers listeners' tech questions and presents technology in a way that is simple, easy and approachable.
- ☐ **MS Office: Word, Excel, Vizio, etc** – Skilled and experienced with the entire professional Microsoft software suite.
- ☐ **Database Development and Analysis** – While working in the IT industry, designed, developed, and wrote queries for complex databases serving thousands and thousands of users.
- ☐ **APIs** – APIs allow developers from different organizations to build software that interacts with each other. For APIs to be useful, they must be

documented. Extensive experience as a software developer working with a variety of APIs. Documented streaming music APIs for Amazon.

CAREER

Technical Writer | Amazon

2022 - 2023

Contracted by Amazon to document APIs for their cloud-based music streaming platform with over 80 million songs. Worked closely with Amazon software engineers to gather accurate information. Created and edited a large quantity of technical documentation which was published to an external web portal for third-party developers. Coordinated with stakeholders to ensure that documentation was accurate, understandable, and complete.

Freelance Writer |

2014 - 2022

Created standard operating procedure (SOP) documents. Wrote web content for small businesses. Wrote mission statements, case studies, and white papers. Managed content creation for web sites and blogs. Ghost-wrote a round-the-world travel memoir. Have also written articles for a monthly print business magazine.

Technical Writer / Project Managing Consultant | Deutsche Bank

2017 - 2018

Contracted by major international banking firm to format and edit a massive tranche of internal operating procedure documents for review by auditors. Worked as an analyst/project managing consultant across multiple facets of the regulatory reporting side of the business. Interfaced with many different teams and departments to create documentation of internal processes.

Radio Host / Writer | Deemable Tech

2012 - 2016

Wrote and recorded a five-minute weekly segment answering listener tech questions in a straightforward, understandable way. Also recorded podcasts and wrote tech articles for the WJCT news site. This was an independent project in addition to full time employment at Beaver Street Fisheries.

Lead Data Analyst | Beaver Street Fisheries

2010 - 2015

Extracted, organized, and maintained data from disparate sources for a company with sophisticated logistical operations and published it on web using a variety of tech, tools & platforms. Documented the processes through which this was achieved. Designed, built, and tested, from start-to-finish, extensive and powerful web-based data reporting tool according to requirements from top level management.

Year Long Volunteer | OZ100, Amsterdam, The Netherlands
2008 - 2009

Seized an opportunity to live and work in Amsterdam for a year as a social worker with Dutch non-profit OZ100. Responsibilities included working at free clinic, caring for half-way house residents, maintaining organization computer systems, conflict moderation, procurement and many more. Gained some familiarity with Dutch language.

Lead Analyst | Citibank
2006 – 2008

Developed web-based applications for HR with a global team. Commended for effective communication skills. Coordinated with off-shore developers in Singapore to develop projects. Extensive experience documenting technical processes for team.

EDUCATION

University of North Florida, 2002, B.S. in Computer Science

TECHNICAL WRITING

What is a technical writer? A technical writer is someone who creates documentation, whether for a product, software, or even internal company processes. Technical writers need to produce writing that is concise, understandable, and engaging while covering topics that are often dry and technical.

But being a technical writer is about more than simply writing. A technical writer must be able to work with various teams and stakeholders to gather information before writing the documentation. Documentation must then be reviewed for accuracy by these same groups, often multiple times. Technical writing is an iterative and collaborative process. Good people skills are as important as good writing skills.

Your company needs a technical writer that can write well, summarize complex information, and communicate it clearly. But you also need someone who is willing

to reach out to teams across the organization and coordinate with them, someone who is good at listening to and learning from subject matter experts.

A product or piece of software is only as good as its documentation. Imagine a company builds a super-app with revolutionary technology that blows the competition away. Now imagine that none of the app's users understand how it works or what it's supposed to do. That ground-breaking tech is essentially useless. That is why good documentation is so critical. And to get good documentation, you need a good technical writer.

For the last several years I've had the opportunity to work as a technical writer on a number of diverse projects. I love to write, am a lifelong learner, and enjoy working with people. I come from a technical background, having been a software developer myself. I would love to use my experience to help your company make sure its products, software, and processes have the great documentation they deserve!

Tom B., February 2023

4.2.1 Business Analyst

Alice G.

Objective

Experienced Professional Business Analyst seeks employment supporting Medicaid for the Commonwealth of Kentucky. Worked extensively with the analysis and maintenance for the Wisconsin Medicaid claims system. Support the Claims subsystem on behalf of the Wisconsin Department of Health Services (DHS). Individual claims troubleshooting and adjudication. Presents a unique perspective of adaptable business analyst skills during the course of my employment as a Professional Business Analyst for Gainwell Technologies. Strong troubleshooting and problem-solving skills that can be applied effectively and efficiently to any work environment.

Professional Skills

- Collaboration with multiple teams on a project
- Writing business and functional requirements
- Application and enforcement of federal and state policies: FERPA, HIPAA, WI Medicaid, veteran's benefits
- Knows how to effectively prioritize and juggle multiple concurrent projects
- Ability to quickly learn and apply new software skills
- Exemplary communication skills, both verbal and written

Technical Skills

- Troubleshooting and data-entry, data analysis experience
- Relational database maintenance
- Microsoft Office Suite of programs: Excel, Word, Visio
- Adobe Acrobat
- 70 WPM typist
- Medicaid claims processing and adjudication
- Proficient with the WI Medicaid InterChange2 system

Professional Business Analyst (BA II) Gainwell Technologies, Madison WI

April 2017 - Present

Business Analyst (BA I) for Hewlett Packard Enterprises (HPE), Madison WI.

Feb 2016 - April 2017

- Gainwell Technologies formerly known as Hewlett Packard Enterprises (HPE), then became DXC Technology
- Processing maintenance directives of the claims processing system from WI DDHS
- Planning, collaboration, and execution of project directives from WI DHS
- Medicaid claims processing system maintenance and upkeep
- Application of HIPAA principles as it pertains to job responsibilities

Edgewood College Senior Academic Records Analyst, Madison WI

August 2011 - Feb 2016

- Primary School Certifying Official for the processing of federal and state veteran's benefits
- Responsible for Data Entry and Student Record analysis
- Office trainer for new employees on Jenzabar EX and data entry
- Responsible for the analysis, application and enforcement of school records retention policies
- Office project lead transitioning Registrar's Office from paper files to electronic imaging software

Education

UW Platteville, Platteville WI

Master of Science in Organizational Change Leadership, 2015

Edgewood College, Madison WI

Bachelor of Arts in Psychology with a minor in French, 2007

Magna cum laude

4.2.1 Business Analyst

DARLINA B.

SOFTWARE STRATEGIES | AGILE METHODOLOGIES | PROGRAMMING IN PYTHON SQL & R | BUSINESS ANALYST

Accomplished Business Analyst eager to leverage valuable experience and expertise providing business solution software. Adept with designing and developing systems and infrastructure for automation that drive rapid development cycles. Designs, builds, tests, and deploys highly scalable and resilient solutions while collaborating across the entire software development lifecycle (SDLC).

Excels in collaborations with technical teams for the design, development, and integration of highly available, and fault-tolerant systems. Utilizes business process combined with analytical skills in assessing business requirements at the enterprise level. Wide ranging success spans Agile methodologies, SDLC, ETL Process, Elicitation, and Programming Languages that include Python, SQL, and R.

EXPERTISE

Software Strategies & Implementations | Project Management | Legacy Conversions | Development Lifecycle | Strategic Planning
Networks & Infrastructure | Testing & Implementation | Automation | Problem Solving | Cloud Strategies | Process Improvement
Project Planning & Development | Reporting Tools | Build Process & Workflows | Client Relations | Technical Collaboration
Financial Reporting | Account Analysis | Requirements Analysis | Analytical Problem Solving | Software Design | Coding

EDUCATION

Master of Science in Data Analytics, Southern New Hampshire University

Bachelors in General Studies / Concentration in Information Technology, Southern New Hampshire University

CAREER PROGRESSION

Government Business Analyst, TEKsystems (Cobb County) | Oct 2023 – Present

Develop information systems project plans: conduct assessments with end-users to determine user needs and system requirements; identify and manage critical path tasks; set and meet interim project goals.

Select Accomplishments:

- Manage project contingency, perform change control and all other associated project management efforts to ensure the project schedule and budget are met.
- Create SQL scripts to retrieve, modify or update records and provide requested data as formatted files for review or reporting purposes. Create apps utilizing PowerApps and host them on SharePoint.
- Manage projects during design and implementation phases, project progress meetings and work with vendors to resolve problems and initiate the appropriate solutions.
- Verify compliance of projects to County policy and provide recommendations concerning improvements, modifications, design strategies, programming, and systems infrastructure.
- Coordinate process for bidding and contracting of services of various project components or other technical services, prepare Requests for Proposal (RFP) and Request for Quote (RFQ) for services.
- Create technical specifications and requirements documentation, standard operating procedures and documentation regarding maintaining system operations; and evaluate and monitor progress against performance and quality measurements.

4.2.1 Business Analyst

- Prepare, review, and process change orders for changes to contracted scope of work; monitors adherence to project schedules; conduct and review testing, provide technical support during programming and implementation.
- Participate in negotiations of scope of services and fees for professional services agreements, provide recommendations regarding selection of vendors, rewarding of contracts, and monitor vendor performance and contract fulfillment.

Informatics Business Analyst II/Automation Developer, Innova Solutions (State of Georgia) | Jan 2021 – March 2023

Lead role managing the research, design, development, and implementation of software programs. Facilitated the ongoing development and refactoring of scripts for increased efficiency levels. Programming Languages utilized include Python, SQL, and R.

Select Accomplishments:

- Researched the functionality and usage of the tools and necessary coding process to create batch files and automate tasks for stakeholders and to perform modifications; created visualizations and documentation of the process.
- Scripted and automated daily reports to reduce manual efforts utilizing Oracle SQL developer – stakeholders were very pleased with deliverables, resulting in additional opportunities.
- Produced excellent technical documents, instructions, and products in accordance with industry standards and best practices.
- Created batch files utilizing batch scripting code for automations, and utilized SQL, Python, and R to modify, extract and manipulate data. Utilized Excel for VLOOKUP, pivot tables and visualizing data.
- Created end user-oriented documentation including web-base, online guidelines, workflows, processes for policy, business and systems, process flow and system diagrams utilizing Excel, Visio, and PowerPoint.
- Provided recommendations from analyses regarding possible impacts to the organization; identified, evaluated, and documented recommendations for process improvement of ETL process loading data into ArcGIS for geocoding process.
- Provided project scope documentation and prioritized deliverables for stakeholders and relevant members.
- Utilization of Mirth Connect REST API to retrieve endpoint operations for refactoring of automation scripts to include channel functions. Utilize VLOOKUP function for specified data from GS Server and Vac Dashboard.
- Utilization of data visualization tools such as Excel, Power BI, and Tableau, to analyze and summarize data to assist others in understanding data characteristics, patterns, trends, and to provide high-level representations of data for informed data-driven decision making.

Business Analyst/Corporate Analyst, S&S Management, Roswell, Georgia | May 2018 – Nov 2019

Key role focused on business data for multiple offices while utilizing Oracle eBusiness Suite Financial modules system to provide billing for multiple locations. Ensured and maintained billing reports, billing, invoicing, and A/R, A/P reports.

Select Accomplishments:

- Expertly performed an elicitation technique to collect pertinent information from branch managers to understand the nature of declining sales.

4.2.1 Business Analyst

- Compiled comparison reports with collected information to highlight the results of successful branches and focus on the actions of the declining branches and competitors, resulting in a significant increase in sales and contracts.
- Led system training with management and staff to bring branches into compliance of the organizational process and reduce organizational deficiency levels.
- Developed revised and published detailed instructions, procedures, and guidelines for the security operation for the SE regional branch locations.
- Provided Excel VLOOKUP's ad hoc per manager requests to confirm data from reports generated and extracted into Excel. Provided financial planning and analysis support to multiple branch locations, overseeing the set of planning, forecasting, budgeting, and analytical activities for business decisions.
- Managed the process of payment posting and provided resolution for identified errors, reviewed pay cycle process, verifications and processed credit/debit memos.
- Compiled data to provide analysis and problem solving for complex issues relating to pricing impacts and reporting.
- Designed expert pivot tables with data extracted into custom Excel design.
- Worked closely with clients to determine solutions; followed up with customers with discrepancies and provided resolutions.

Business Analyst/Data Analyst, RHI (Data RX), Cummings, Georgia | Jan 2018 – March 2018

Maintained database systems and ensured the integrity of the data within each system while resolving database information issues.

Select Accomplishments:

- Utilized SQL to gather data and generate reports.
- Performed complex analyses on information received; researched and provided solutions to targeted areas.
- Gathered and summarized data from multiple sources to complete reports and special projects.

Technical Writer/Business Analyst, Concentrix (Apple) | Nov 2017 – Jan 2018

Successfully provided issue resolution and resolved technical challenges while diagnosing and solving technical issues utilizing an Interactive Voice Response business phone system.

Select Accomplishments:

- Gathered customer and technology data to determine changing technical support levels.
- Analyze, test, deploy Interactive Voice Response (IVR) applications based on specifications.
- Analyze customer interaction performance and make recommendations for improvement.
- Accurately processed and documented call transactions using tracking software as well as procedural documentation.
- Analyzed and applied daily product notes and Apple bulletins to educated customers on support options.

Technical Writer/Business Analyst, HJ Russell, Atlanta, Georgia | Jun 2016 – Nov 2017

Expertly utilized Yardi systems to maintain property accounting and reporting, including posting rents, financial and leasing reports, month end, bank deposits and ensuring a balanced books.

Select Accomplishments:

- Ensured payment and structures were accurately presented on resident ledger.

4.2.1 Business Analyst

- Successfully audited resident files to ensure compliance with HUD regulations.
- Coordinated with units for preparation of state required inspections.

Software Support Analyst, Ambassador Personnel (Qs/1), South Carolina | Aug 2015 – June 2016

Provided ongoing technical software support to gas utility customers, while troubleshooting, diagnosing and resolving customer utility software problems.

Select Accomplishments:

- Documented and utilized customer feedback to raise levels of process improvement.
- Maintained and ensured consistent software support with accuracy and professionalism.
- Reviewed work log, customer feedback periodically with analysts and technicians, to pinpoint opportunities for improvement.

Business Analyst, WMS Gaming, Waukegan, Illinois | Jan 2013 – Feb 2015

Gained valuable experience serving as a liaison between client and technical solutions/support groups to document, analyze and validate business processes, systems, and solution requirements.

Select Accomplishments:

- Identified and translated business requirements into functional and system requirements.
- Delivered end-to-end software test plans to ensure test coverage of functional and technical requirements.
- Expertly defined and documented clear and complete detailed business requirements and functional specifications.

RELEVANT TECHNICAL SKILLS

Linux, R, Mirth, Python, SQL, Microsoft Azure, Visual Studio, WinSCP, AWS, SAP, Oracle eBusiness Suite, Bomgar, GIT, Tableau, Lawson, CLI , Power BI, AS400, SharePoint, PowerApps

EDUCATION

Bachelor of Science

Salisbury University

Salisbury, MD

SKILLS AND SOFTWARE PROFICIENCIES

- Microsoft Office
- Business Requirement Document
- Functional Specifications Document
- Requirement Gathering
- JAD Sessions
- Microsoft Visio
- Requisite Pro
- Use Case Diagram
- Process Flow Diagram
- Agile Scrum
- User Stories
- Software Change Request
- Traceability Matrix Document
- Impact Analysis Document
- Team Collaboration
- Conflict Resolution Skills
- Product Backlog
- User story Acceptance criteria

WORK & LEADERSHIP EXPERIENCE

Anne Arundel County**Business Analyst -Apricot 360****May 19 - Current****Annapolis, MD**

- Participate actively in daily scrum meetings, sprint planning, sprint review, and sprint retrospective.
- Develop Epics and User Stories which include Apricot connect client intake forms, mobile capabilities, and close-loop referral.
- Collaborate with the Product owner, Scrum master, and Team member.
- Collaborated with stakeholders to gather and prioritize business requirements, ensuring alignment with organizational goals.
- Assist the implementation team in conducting the User Acceptance Testing of the developed solution.
- Facilitated JAD user acceptance testing (UAT) sessions, ensuring seamless integration of new systems and processes with stakeholders and team members.
- Create and manage system permission and user account.
- Assist implementation integration, testing document development, and custom training material.
- Led cross-functional teams in analyzing and documenting business processes and implementing new approaches, resulting in a 15% increase in operational efficiency.
- Conducted thorough business process reviews, identifying areas for improvement, and implementing solutions that resulted in a 20% reduction in costs.
- Create and maintain comprehensive documentation, including process flows, business requirements, and test cases.
- Led the implementation of a system integration project, enhancing data exchange between SNAP, TANF, and related systems.

**Partnership for Children Youth and Families
Case Worker**

**April 17- May 19
Annapolis, MD**

- Completed initial assessments to determine and address individual needs.
- Conducted regular re-evaluations to address changes in needs and conditions and introduced revisions.
- Provided information to clients about how to maintain SNAP eligibility.
- Assisted Families clients in completing SNAP applications and ensuring all required documents were submitted.
- Develop an Individualized Action Plan that meets their needs.
- Aided families with more complex issues by meeting them in the community or their homes.
- Addressed and resolved issues or discrepancies related to TANF applications, benefits, or client concerns.
- Interviewed clients for cash benefits and processed numerous food stamps and TANF applications on a daily basis.

**United Health Care Optum
Clinical Coordinator**

**Jan 16- April 17
Columbia, MD**

- Conducted member satisfaction surveys concerning their in-home clinical assessments and service delivery.
- Operated with SharePoint and Hawkeye Databases to coordinate different functions and activities.
- Worked with clients and stakeholders to identify opportunities for value added services.
- Participated with team members to deliver project requirements, develop solutions, and meet deadlines.
- Maintained thorough, accurate and confidential documentation in electronic medical records.
- Built and established strong partnerships with teams and clients

Reference for Gloria S.

business analyst at Anne Arundel County

Reference by: Mercy Obour • Social Worker



Position: Social Worker

Email: mobour@fordham.edu

Mobile: 240-486-7182

Home: 240/486-7182

Job Duties & Technologies:

Mercy and Gloria worked together when they were consulting on a project together. Originally Mercy's stakeholder was working into Gloria's system (Apricot).

Project Description:

During that time Gloria was doing similar work to Mercy. She was doing JAD sessions, doing Demos, meeting and working with stakeholders.

Quality of Work:

Gloria is really good at documenting and reporting any changes that happen in the JAD sessions. She is really good at demonstrating what they've done to the stakeholders and answering their questions.

Attendance/Reliability:

No issues at all. She is extremely reliable.

Cultural Environment:

People liked working with Gloria because she is funny and makes working in stressful environments more enjoyable. She is good at breaking the ice after hard days and meetings. Sometimes we take this work home with us because we interface with caseworkers, she is great about checking in with people on her team and being emotionally available. She is very focused on her work and dedicated to her job. She was great at keeping everyone on the same page and keeping the lines of communication open.

Strengths:

Gloria would be fantastic in the IT analyst role. She is a BA but wears a ton of different hats. She makes sure the case workers have what they need to do their job. She meets with different people, gathers the requirements and implements those requirements. She also has a background in public health and is dedicated to that cause. She would be an excellent addition to any team, but especially a team where she can utilize her background in the public sector and her deep knowledge of Apricot.

Accomplished Senior Business Analyst with over 8 years of experience in the healthcare industry, specializing in business systems analysis, project management, and strategic implementation of SDLC methodologies including Agile and Waterfall. Proven track record in enhancing system functionalities, streamlining operations, and leading cross-functional teams to achieve project milestones within dynamic and complex environments. Expert in requirements gathering, process improvement, and leveraging data analytics to drive decision-making and achieve business objectives. Adept at managing stakeholder relationships, articulating technical and business insights, and delivering solutions that enhance productivity, efficiency, and scalability. Holds an MBA with certifications in Scrum Master and SAFe Product Owner, underscoring a strong foundation in business strategy and agile project management.

Core Competencies

Business Process Analysis & Improvement | SDLC Management (Agile, Waterfall, Scrum) | Requirements Gathering & Specification | Healthcare Industry Expertise | Data Analysis & Reporting | Project Management & Coordination | Stakeholder Engagement & Communication | Test Planning & Execution | Regulatory Compliance (HIPAA, EDI) | Technical Documentation & User Manuals | SQL & Database Management | Problem-Solving & Critical Thinking | Team Leadership & Mentoring | Change Management | Quality Assurance & Control

PROFESSIONAL EXPERIENCE

Commonwealth of Kentucky - Cabinet for Health and Family Services (CHFS) October 2023 – Present **Business Analyst, Medical Cannabis Program**

- Directed comprehensive requirement analysis initiatives and developed detailed business process documentation to support Kentucky's integration of medical cannabis into Medicaid programs.
- Designed and implemented test strategies, cases, and plans, leading to a quantifiable decrease in acceptance errors and enhancement of system reliability.
- Facilitated and led JAD sessions to capture critical stakeholder insights, ensuring that system functionalities aligned with complex business and legal requirements.
- Assisted in the implementation of data governance policies and procedures, ensuring compliance with data privacy regulations and industry standards.
- Managed multiple project deliverables under tight deadlines, effectively prioritizing tasks and resources to maintain high productivity in a dynamic regulatory environment.
- Collaborated with cross-disciplinary teams to develop and maintain traceability metrics, providing key insights into system performance against planned objectives.
- Engaged in continuous learning to keep abreast of the latest IT system functionalities and legislative changes, fostering an adaptable and forward-thinking approach to project management.

Blue Cross of Idaho (Remote) June 2022 – October 2023 **Sr. Business Analyst**

- Orchestrated the documentation and refinement of functional requirements for HIPAA compliance testing and verification, enhancing the accuracy and regulatory adherence of healthcare applications.
- Facilitated productive bug review meetings and dynamically updated requirement documents based on iterative feedback and functional changes, ensuring continuous improvement and stakeholder satisfaction.
- Led agile sprint planning sessions, effectively prioritizing features and functionalities for development, resulting in streamlined project execution and timely delivery of software enhancements.
- Directed and contributed to various projects, including BCM, VMS, and ECM, by conceptualizing and illustrating business process workflows using MS Visio, thereby clarifying and optimizing cross-organizational processes.
- Leveraged Tableau to create insightful visual graphs from complex data analyses, aiding in the decision-making process for the Real-Time Messaging project and enhancing data-driven strategies.
- Created and maintained documentation of ETL processes, data dictionaries, and data lineage to support data governance and compliance requirements.
- Assisted in the development of Technical User Manuals for the Blue Card Modernization project, simplifying technical content for end-users and facilitating smoother system adoption.
- Managed comprehensive SDLC processes from initiation through to deployment, with a focus on rigorous testing phases, including planning, case development, execution, and defect resolution, to uphold the highest quality standards.
- Coordinated with project managers to align project meetings and deliverables, ensuring effective communication and collaboration across teams, and contributed to the successful completion of project milestones.

Regence BCBS, Portland, OR October 2021 – May 2022 **Business Analyst**

- Instrumental in the creation of Business Process Workflow Diagrams alongside stakeholders, employing SDLC methodologies to establish and refine business processes, standards, and procedures for the development of a comprehensive Business Requirement Document (BRD).
- Adopted Agile methodology to efficiently gather Business Requirements and design Functional Specifications, streamlining project delivery and enhancing product functionality.
- Facilitated weekly status meetings with Development and Management Teams, ensuring clear communication and alignment on project progress and deliverables.
- Strong experience in Business and Data Analysis, Data Profiling, Data Migration, Data Conversion, Data Quality, Data Governance, and Data Integration.
- Coordinated sprint backlog grooming sessions with the Product Owner and team members, optimizing backlog management and sprint planning for enhanced project agility.
- Authored and maintained business requirements for HIPAA Business Rules and the EDI gateway, ensuring compliance and seamless integration of healthcare data exchange standards.
- Led end-to-end testing of Facets Billing, Claim Processing, and Subscriber/Member modules, identifying and addressing system vulnerabilities to improve accuracy and user experience.
- Managed the full HIPAA compliance lifecycle for Medicaid Claims processing, from gap analysis through to testing, ensuring adherence to federal regulations and enhancing claim processing efficiency.
- Engaged in rigorous manual and automated testing, including Functional, Smoke, Integration, UAT, Backend, Regression, End-to-End, and System Testing, to guarantee high-quality software delivery.

Fidelis Care, Buffalo, NY May 2020 – September 2021

Business Systems Analyst

- Orchestrated the full HIPAA compliance lifecycle for Medicaid Claims, from gap analysis and mapping to implementation and testing, ensuring stringent adherence to regulatory standards.
- Facilitated Joint Application Development (JAD) sessions, fostering collaboration among user communities, stakeholders, and technical management to drive project success and adherence to schedules.
- Designed and developed comprehensive Test Cases and Test Scripts from Functional Requirement Documents (FRDs) and Business Requirement Documents (BRDs), documented in Quality Center to streamline testing processes.
- Extensively involved with data quality and data governance solutions including platforms and supporting data processes.
- Leveraged Agile and Scrum methodologies to elicit and gather requirements, enhancing the configurability and testing of contracts and benefits within Facets.
- Conducted in-depth analysis of HIPAA EDI transactions in XML and X12 formats, identifying and rectifying defects to ensure the accuracy of medical, dental, and vision claims processing.
- Implemented and validated HIPAA/EDI X12 5010 healthcare file formats, including 834/835, 837, 270/271, 276/277, 278, and 999 for acknowledgements, enhancing data integrity and compliance.
- Led change management initiatives for system projects, providing expert guidance and training to ensure smooth transitions and maintaining effective communication with key user communities.
- Executed Web Services Testing using SoapUI, validating request and response XML, and closely collaborated with the Business Analyst team to conduct UAT and prepare test scenarios and data.

BCBS of Montana, Helena, MT
Business Systems Analyst

October 2018 – April 2020

- Engaged in the full Software Development Life Cycle (SDLC), from initiation to deployment, focusing on rigorous testing methodologies to ensure alignment with business requirements and stakeholder expectations.
- Managed the Requirement Traceability Matrix (RTM), detailing technical specifications across various platforms to enhance system integration and operational efficiency.
- Acted as a critical liaison between business units (Claims, Billing, Membership, etc.) and the project team, facilitating effective communication and project alignment with business goals.
- Directed gap analysis for transitioning to new Medicaid Management Information Systems (MMIS), overseeing testing and ensuring seamless implementation for state health plans.
- Involved data governance, defined data modelling and model maintenance standard (enterprise-wide).
- Led the integration of medical cannabis into Medicaid, working closely with healthcare providers, state agencies, and dispensaries to gather requirements and ensure compliance with legal standards.
- Oversaw Facets Claims processing, conducting data validation and claims verification to uphold high standards of accuracy and compliance.
- Developed and implemented SQL-based reporting mechanisms within the Data Management Organization, enhancing data analysis and decision-making processes.

Molina Healthcare, Troy, MI
Business Systems Analyst

January 2017 – September 2018

- Implemented and managed comprehensive Waterfall and Agile project methodologies, enhancing the lifecycle documentation and ensuring seamless data integration across multiple systems.
- Ensured the alignment of information security initiatives with business strategies, significantly improving the organization's data protection measures and compliance with HIPAA regulations.
- Led collaborative efforts with stakeholders and external business teams to bolster information security, resulting in strengthened data integrity and safeguarding of sensitive information.
- Architected and recommended modifications to system design and procedures, focusing on Medicare/Medicaid claims processing compliance and efficiency in accordance with HIPAA/EDI standards.
- Conducted extensive data analysis and report creation using SQL queries, facilitating actionable insights for continuous improvement in action item management.
- Designed and executed complex SQL queries for rigorous QA testing and data validation, ensuring the accuracy and reliability of data used across the organization.
- Developed detailed use cases from requirements, creating comprehensive UML diagrams (use case diagrams, activity diagrams, sequence diagrams) to guide system development and testing strategies.

ACS Government HealthCare, Atlanta, GA
Business Systems Analyst

June 2015 – December 2016

- Led Joint Application Development (JAD) sessions and Subject Matter Expert (SME) interviews to elicit business requirements, significantly enhancing the development and implementation of healthcare systems.
- Spearheaded the analysis and documentation of business processes, identifying and implementing process improvements that increased system efficiency and user satisfaction.
- Developed comprehensive business process scripts, use cases, and technical specifications, enabling accurate software configuration to meet diverse user community needs.
- Conducted thorough data analysis utilizing T-SQL on SQL Server, providing critical insights for decision-making and system enhancements.
- Collaborated closely with the Quality Assurance team to develop and validate system acceptance, user acceptance test plans, and test scripts, ensuring the delivery of high-quality software solutions.
- Played a key role in the redesign of core processes using information technology, resulting in significant improvements in operational efficiency and service delivery.
- Facilitated cross-functional dialogue and provided consultative direction across business units, promoting a cohesive approach to business strategy and system development.

EDUCATION & CERTIFICATIONS

Master of Business Administration (MBA)

Scrum Master Certification

Certified SAFe Product Owner

TECHNICAL SKILLS

Methodologies: SDLC, Waterfall, Agile
Requirements Management Tools: Rally, Jira/Confluence
Test Reporting Tools: ALM, Quality Center
Programming Languages: SQL, XML
Protocols: HTTP, ANSI X12 (EDI)
Databases: Oracle, SQL Server, MySQL, MS Access



Reference for Jaymin Patel

Business Systems Analyst at Fidelis Care

Reference by: Ashish Pradhan • Project Manager

Date employed: May 2020 - Aug 2021

Position: Project Manager
Relationship: Manager
Rehire: Yes
Duration: 1-3 years
Mobile: 203-580-3620

Job Duties & Technologies:

Jaymin supported us as a Business Systems Analyst. He was responsible for conducting various validations and performing GAP analysis on the systems. He was also involved in some testing initiatives and working with Stakeholders and the Business side for maintaining requirements and change requests.

Project Description:

I was his Project Manager at Fidelis Care. The project involved making enhancements and upgrades to our application for Claims management and processing. The team consisted of 7 resources including Jaymin.

Performance & Ability:

Jaymin did a great job for us. He was a strong performer. He is a very good at staying ahead of his assigned tasks and being productive.

Cooperation/Communication:

He got along well with the team and was good at communicating cross-functionally throughout the team

Attendance/Reliability:

Never any issues.

Cultural Environment:

We use an Agile/Scrum approach for this project. The overall velocity was pretty fast paced due to constant requests for changes from the business and vendors.

Strengths:

He's very hard working, very goal oriented and worked really well within the team

Additional Information & Comments:

REHIRE: Yes, I enjoyed having him on my team.

4.2.1 BUSINESS ANALYST

Mercy O.

SUMMARY

Business Analyst with experience in working in various projects. Experience in analyzing systems, identifying business requirements, use case, user stories, agile and waterfall methodologies. Strong customer service skill. Knowledge in SDLC. Strong written and oral communication skills.

SKILLS

- Microsoft Office
- Requirements Gathering
- JAD Sessions
- Use Case Diagram
- Process Flow Diagram
- Functional Specifications Document
- Software Change Request
- Team Collaboration
- Business Requirement Document
- User Stories
- Traceability Matrix Document
- Agile Methodologies
- Impact Analysis Document
- Waterfall Methodologies
- Conflict Resolution Skills

EXPERIENCE

Business Analyst

09/2019-Current

Alta Healthcare Services

- Facilitate JAD sessions with stakeholders to prioritize user requirements and drive project from inception to completion.
- Developed use cases, process flow diagrams, requirement documentation, shall statements, etc.
- Responsible for analyzing requirements to make sure requirements are clear, concise, complete and testable.
- Developed test cases to ensure all requirements are met for user acceptance criteria.
- Collaborate with developers to answer questions related to requirements.
- Managed changes to requirements, assess impacts of changes and track requirements from business case to implemented solution.
- Collaborated with product owners on creating user stories and grooming the product backlog.
- Maintain and manage any bugs that affect the system.

Youth Service Worker III

11/2017-08/2019

West Virginia Department of Health and Human Services

- Case management and relationship building.
- Handle after-hours crises with the appropriate persons involved with the client.
- Refer clients to community supports and facilities that can provide help for clients who have had any traumatic experiences.
- Able to gain and maintain bonds and boundaries with clients and their families to ensure a healthy work relationship.
- Able to manage a caseload of 50+ while working with the court systems, placement facilities, and healthcare professionals.
- Able to meet clients on a level where understanding and respect is reciprocated on both parts.

EDUCATION

Fordham University 2022

4.2.1 BUSINESS ANALYST

Mercy O.

Business Analyst Training

Complete Business Analysis Training that equips participants with the skills and tools to understand the framework for requirements development process in order to elicit and document clear and concise requirements in Agile/Scrum and Waterfall environments

4.2.1 BUSINESS ANALYST

Mercy O.

Reference for Mercy O.

business analyst at Alta Healthcare Services

Reference by: David Darko • Product Manager



Position: Product Manager

Mobile: (240) 486-3835

Job Duties & Technologies:

David and Mercy currently work together. David is a consultant, but he is the Project Manager. They work on the same project together.

Project Description:

For this project she is responsible for the life cycle phases. David works with the product manager; she gathers the requirements and breaks them down for the team into user stories. She is responsible for refinement and removing impediments they might have. She also does the UAT on the stories as well. She is responsible for answering questions from the developers too. She works very closely with the development teams. The overall goal for this project is to continue to move the legacy system to a new cloud system. They have to take product and functionality from the legacy end to upgrade the client portal-medical billing, scheduling appointments, files. EHR aspects. A large part is client records since that has been the client's pain points.

Quality of Work:

Her quality is very good. She has a unique background coming from Social Work and Welfare. She good at bringing people together. She is very thoughtful and thorough. She thinks through the issues developers face when writing her user stories. She is a joy to work with and drives results.

Cooperation/Communication:

Her communication is excellent. She over communicates which is nice. Everyone is always informed. There are never issues with stories. She stays on track and is good at keeping others on track because she is organized and provides clarity to everyone involved in the projects.

Attendance/Reliability:

No issues here at all. She is a very hard worker and dedicated to her job.

Cultural Environment:

She is very understanding. She knows how to earn developer's trust. They have some folks that the developers don't like and it's not Mercy. She is calm in chaos which they really like. She is very much in control and makes everyone feel valued and heard.

Strengths:

Her biggest strengths are communication skills, writing skills, and something else is her ability to join a project and get up to speed quickly. She is very responsible and organized. She is good at taking directions and running with it to the finish line. She is self-sufficient but collaborative and just a joy to work with. Her unique background will make her an excellent fit for this position.

CHRIS S., MCIS

4.2.2 Data analyst

Skilled data professional with analysis and programming experience across multiple industries. Proficient in data mapping, querying, and visualization. Proven track record of translating complex data into actionable insights for informed business strategies.

CORE COMPETENCIES

Programming Languages: SQL | Visual Basic / VBA / VB Script | Python | Java | C++ | SAS

Databases: Google BigQuery | IBM DB2 Big SQL | Oracle | Teradata | SQL Server | Access

Software: Business Objects | Cognos | Tableau | Toad | DBeaver | Teradata SQL Assistant | Microsoft Office | SQL Server Management Studio | Microsoft Visual Studio | Jira

EXPERIENCE

KEYBANK/TEKSYSTEMS

February 2014 - October 2023

Data Analyst

Performed data mapping, analysis, and development for data warehousing projects.

- Developed source-to-target mappings, extract queries and transform rules for ETL process.
- Refactored data sets and mappings to migrate from Teradata and Hadoop to Google Cloud Platform.
- Optimized and rebuilt database views to improve reporting performance.
- Analyzed code and data defects to determine root causes and solutions.
- Created data supply chain dashboard using Tableau to report on data availability.
- Built Excel tool using SQL queries and VBA to compare test data with production.
- Converted legacy SAS report programs into SQL scripts.
- Worked as member of cross-functional Agile/Scrum development team.

EXCHANGEBASE

March 2013 - October 2013

Business Analyst

Analyzed and researched a wide variety of topics to provide actionable insights to senior management.

- Automated reports using SQL Server, Excel, and VBA, to provide real-time sales data multiple times per day.
- Performed cost/benefit analysis for different classes of surplus assets to determine where the business should focus its sales energy.

KAISER PERMANENTE

July 2007 - March 2013

Data Analyst, June 2008 – March 2013

Produced standard and custom reports for sales, underwriting, claims, and finance metrics.

- Developed and administered automated processes to schedule, run, and distribute reports.
- Consolidated over 100 Access databases into a single reporting application.
- Redesigned existing Oracle SQL queries to reduce runtime and improve code clarity.
- Built query tool applications to allow non-technical users to run routine queries.

Pricing Information Analyst, July 2007 - June 2008

Supported routine and ad hoc data requests related to pricing and underwriting.

- Reduced data entry in monthly renewal process by adding VBA modules to Access database.
- Automated monthly profit and loss reports with Business Objects.

ADDITIONAL EXPERIENCE

AMERICAN GREETINGS INTERACTIVE

Business Intelligence Analyst

Analyzed subscription sales and download purchases for American Greetings' electronic products.

- Measured the effects of promotions and site enhancements on key performance indicators.
- Performed data warehouse queries using Oracle SQL and Business Objects.

Internet Advertising Analyst

Forecasted and reported web site metrics to support advertising sales and operations.

- Built an Access database for managing inventory, tracking sales, and calculating revenue.
- Produced Excel report that saved finance department 40 hours of work per month.

EDUCATION

Master of Computer and Information Science, MCIS

Cleveland State University

Bachelor of Arts, BA, in Economics

Hiram College

Edwin A.

4.2.2 Data Analyst

PROFESSIONAL EXPERTISE:

- ∞ Experience working on an SDLC environment with mostly utilizing the AGILE methodology
- ∞ Worked many different service lines integration and Ancillaries integration. Ex: Cardiology, LAB, PHM, EDIS and RAD.
- ∞ Health Information Technology: Process and Workflow Analysis, HL7, RIS, HIS, Cardio, EMR, EHR, Meaningful Use, HIPAA.
- ∞ Participating in "Go-Live" deployment of integrated application systems and troubleshooting and optimizing any functional issues that may arise.
- ∞ Experienced in developing Sub Flows and Message Flows using different Message Broker Message Flow Nodes.
- ∞ Health Level Seven (HL7): HL7 v2.x, V3.x standard, Mirth Connect
- ∞ Extensive experience in working with UDB-DB2 along with other RDBMS such as Oracle and SQL Server.
- ∞ Strong experience in JavaScript programming.
- ∞ Utilize an interface engine to design, develop, test, and implement HL7 interfaces while conforming to integration specifications and standards.
- ∞ Customize client's interfaces to accept client specific HL7 message event types including ADT, DFT, ORM, ORU and MFN messages that are sent via TCP/IP or FTP.
- ∞ Writing scripts to write/read HL7 data to/from Mirth DB and to different databases such as MySQL and PostgreSQL.
- ∞ Profound experience in working with vendors and various internal customers of clinical, financial and patient care to develop new HL7 interfaces.
- ∞ Expertise in creating LOINC/SNOMED vocabulary mapping based on state reportable conditions.
- ∞ Experience with healthcare interface standards such as HL7 version 2.x, 3.x and HIPAA requirements pertaining to electronic healthcare transactions.
- ∞ Experience in maintaining all the translation tables (e.g.: patient type, class, race, language, ethnicity etc.) and normalizing these tables across all the ancillaries.
- ∞ Profound knowledge of the healthcare IT standards such as HIPAA, LOINC, ICD-9/ICD-10, CCDA, CDA.
- ∞ Working experience in making sure all the clinical work flows have the right identifier and formats (MRN, Account number and EMPI), so it makes current and future integration robust.

EDUCATION

Ivy Tech Community College: Associates of Applied Science (AAS) degree in Biotechnology

TECHNICAL EXPERTISE

HL7	V2.x, V3.0 and FHIR
Languages	JavaScript, JSON, XML, SQL
Integration Engines	Mirth Connect, IBM, CorePoint
Operating Systems	Windows 2000/2003/XP/7/8, Mac OS, Unix
RDBMS	MySQL, PostgreSQL, MS Access, Oracle 11.X, SQL Server, DB2, JAVASCRIPT.
Microsoft Products	Word, Access, Excel, PowerPoint, SharePoint, Project
Tools	Confluence, Jira, Service Now, Slack, YouTrack, Notion.

CarePoint Healthcare
Interface Specialist

Aug 2019 – Current

Project Responsibilities:

- ∞ Configuring databases and created tables for storing data and data translation, established database reader/writer connectors on Mirth Connect source and destination for various interfaces.
- ∞ Performing requirement gathering and analysis including gap analysis and assisted in interface design by providing technical integration expertise.
- ∞ Working with the pharmacy team to implement interfaces for pharmacy orders/treatments (RDE, RDS).
- ∞ Healthcare interface developer and providing interface support as needed, assisted in troubleshooting and fixing errors/bugs/issues.
- ∞ Creating functional specifications, technical specifications and business requirement documents.
- ∞ Implementing real-time and file transfer interfaces for ADTs, Orders, Results, Billing and Insurance Claims.
- ∞ Developing interfaces using Mirth Connect integration engine, maintained and supported existing channels, deployed new channels and configured source and destination connectors as per requirements.
- ∞ Participating in project kick off calls and status meetings.
- ∞ Working on migration project to migrate some interfaces from Cloverleaf integration engine to Mirth Connect.
- ∞ Maintaining existing interfaces using Cloverleaf Integration Services (CIS) and Secure Courier (CSC) and monitored all services using the Global monitor to ensure continued functionality and efficiency.
- ∞ Participating in defining the project scope, planning and setting timelines to ensure we can meet the client needs.
- ∞ Integrating EPIC application with other clinical and financial applications between the Minute Clinic and hospitals/physician practices and insurance companies.
- ∞ Developing innovative software solutions to enhance system performance and customer experience.
- ∞ Maintaining database tables (translation tables) that were being used by various interfaces for message transformation/translation and established/monitored connectivity between the engine and database.

Availity Health Group
HL7 Interface Specialist

July 2017– July 2019

Project Responsibilities:

- ∞ Performed requirement gathering and analysis including gap analysis and assisted in interface design by providing technical integration expertise.
- ∞ Provided 24X7 support of all production interfaces, been part of a rotating on-call schedule.
- ∞ Demonstrated technical description of HL7 messages supported the HL7 segments and fields and how the HL7 messages relate to the front end application and database.
- ∞ Worked on various projects including portfolio projects, migration projects such as ICD-9 to ICD-10 migration, updating existing interfaces, HIE projects.
- ∞ Configured real-time and file transfer message transfer protocols including TCP/IP, FTP, SFTP, JMS, and SOAP etc.
- ∞ Worked on converting HL7 v2.4 messages into XML format and mapping them onto CCD documents such as the continuity of care documents.
- ∞ Monitored interfaces and providing support as needed including troubleshooting production issues.
- ∞ Analyzed customer requirements, formulated solutions, and worked with superiors to successfully drive to closure solutions for customers.
- ∞ Developed interfaces using Mirth Connect integration engine, maintained and supported existing channels, deployed new channels and configured source and destination connectors as per requirements.
- ∞ Creating and managing lookup tables on DB2, establishing database connectivity with the interface engine and creating codes in the interface flows to enable the interfaces to use the lookup tables.

4.2.2 Data analyst

Erin Y.

Telecom Expense Management Analyst with 10+ years of experience in invoice auditing, cost optimization, and client engagement. Expert in managing large-scale billing processes, ensuring accuracy, and securing approval for financial transactions. Seeking a Billing Specialist role to leverage account management, auditing, invoice processing and reporting skills.

Experience

JUNE 2016-OCTOBER 2023

DATA ANALYST | CALERO | REMOTE

- Served as a key point of contact between clients, vendors, and sales teams.
- Administered the processing of 900+ invoices monthly for multiple clients.
- Performed an account analysis to identify billing discrepancies, savings opportunities and the accuracy of cost allocations to ensure charge backs to appropriate business units and account ledger.
- Managed all telecom vendor payments through third party platforms, by approving weekly invoice batch files and invoicing clients for payments.
- Reconciled payments and performed research into any outstanding balances and/or misapplied payments.
- Lead carrier invoice consolidation while working with Finance team and the carriers to consolidate existing and new invoices in preparation to the transition of a TEM tool.
- Prepared monthly and quarterly billing reviews to discuss trends and variances.
- Adhered to MACD process: telecom disconnects, new telecom service orders and billing change orders.
- Maintained telecom inventory database.
- Worked closely with Verizon, AT&T, T-Mobile, Lumen, Frontier and Charter, researching their products and services to better support customers.
- Assisted with the onboarding of a new TEM system to manage the company's wireline, wireless and data expenses.
- Conducted comprehensive audits on telecom services to ensure accuracy and identify optimization opportunities, leading to significant improvements in service delivery.
- Maintained performance tracking dashboards, generating detailed monthly reports via advanced Excel functions, thereby aiding in strategic decision-making.

OCTOBER 2014-JUNE 2016

TELECOM EXPENSE MANAGEMENT ANALYST | LIQUID NETWORKX | REMOTE

- Conducted meticulous audits of up to 50 invoices daily, ensuring precise billing procedures and managing contracts worth up to \$1M, while also managing inventory and resolving billing disputes to maintain client satisfaction.
- Utilized various formats to process monthly invoices assign GL Coding and cost allocations, effectively tracking corporate spending by location and department, contributing to financial transparency and informed decision-making.
- Enhanced client engagement by creating weekly, ad hoc, and missing invoice reports, as well as quarterly business reviews, highlighting spending trends and potential optimizations, while also managing telecom services with major providers and ensuring timely processing of purchase orders.

AUGUST 2014-OCTOBER 2014

CUSTOMER SERVICE REPRESENTATIVE | RANDSTAD | LYNCHBURG, VA

- Diligently processed contract modifications including address updates, beneficiary alterations, IRA type adjustments, and fund allocation changes, ensuring accuracy and compliance.
- Skillfully managed retirement fund withdrawals, documented account transactions, and facilitated payments, while providing exceptional customer service by addressing broker inquiries about annuity contracts and educating policyholders about withdrawal procedures, surrender processes, and associated penalties.

AUGUST 2013-AUGUST 2014

CUSTOMER SERVICE REPRESENTATIVE | STARTEK, INC | LYNCHBURG, VA

- Demonstrated strong customer service capabilities by addressing and resolving customer inquiries related to billing, products, and services; expedited critical issues to supervisors and ensured customer satisfaction through active listening and prompt troubleshooting of cellular and broadband services.
- Collaborated with sales team to establish and manage new accounts for commercial, government, and individual sectors; supported the sales team by overseeing customer credit statuses, invoice charges, and promotions, and efficiently processed orders to boost customer satisfaction while maintaining accurate records.

JUNE 2004-AUGUST 2013

CUSTOMER SERVICE REPRESENTATIVE II | STARTEK, INC | LYNCHBURG, VA

- Provided comprehensive customer service via phone and email, resolving inquiries related to billing, products, and services while escalating significant concerns as necessary.
- Collaborated with the sales team to ensure customer needs were met, offering support on matters such as credit status, invoice charges, and ongoing promotions.
- Managed the setup of new accounts and services for a diverse range of customers, from commercial entities to government and individual accounts, ensuring prompt fulfillment of orders to enhance customer satisfaction.
- Maintained consistent communication with customers post-issue resolution and actively participated in team meetings and training sessions to stay updated on product changes and updates.

Skills

NetSuite • Order Fulfillment • Conflict Resolution • Attention to Detail • Documentation and Reporting •

Audit Support • Customer Service • Expense Reporting • Auditing Proficiency • Account

Management • Accounts Payable • Excel Pivot Tables • Excel V-Lookup • Inventory Management

Education

SOME COLLEGE, NO DEGREE

2014-2016

Accounting and Business Management | Liberty University | Lynchburg, VA

Certifications

Notary Public, 2026

KENNETH B.

4.2.2 Data analyst

Professional Summary:

A Technology Solutions & Process Improvement Professional with over 15 years' experience. Experienced with data management, data quality, data governance, ETL, integration, data controls, UI, data warehousing, business intelligence, reporting and analytics across multiple sectors at strategic, management and operational levels.

Skills:

- **Data Management:**
 - Data Governance | Data Modeling | Data Analysis | Data Quality Techniques | Data Profiling | Data Tracing | Data Lineage
- **Technical Proficiency:**
 - SQL | Python Programming | Tableau | PowerBI | Snowflake | ETL Tools (Informatica, Ab Initio, Talend) | Alteryx | PowerShell Scripting | Linux | Cloud Platforms (AWS, Azure, Google)
- **Business Intelligence:**
 - Dashboard Design | Data Storytelling | Advanced proficiency in data visualization tools (Tableau) | Reporting and Analytics | Stakeholder Engagement
- **Agile and Project Management:**
 - Agile Scrum | JIRA and Confluence | Software Development Lifecycle (SDLC) | Application Lifecycle Management (ALM)
- **Security and Compliance:**
 - Cybersecurity (Identity and Access Management) | Governance, Regulation, and Compliance (GRC)
- **Collaboration and Communication:**
 - Cross-functional Collaboration | Stakeholder Engagement | Effective Communication
- **Risk Management:**
 - Risk Analysis
- **Miscellaneous:**
 - User Story and Use Cases | Cloud Infrastructure Services | Collibra | Advanced Excel
 - Business Process Analysis | Problem Solving | Decision Making

Professional Experience:

OCT. 2023 – PRESENT

SENIOR DATA ANALYST, TEKSYSTEMS/USAA, CONSULTANT

- Spearheaded the development and implementation of business intelligence solutions for USAA's payment systems, utilizing SQL, Python, and Snowflake to optimize data extraction, transformation, and loading (ETL) processes.
- Gathered and documented business requirements, user stories with acceptance criteria, and functional and non-functional requirements, to aid in the development of new solutions and products.
- Defined and negotiated objectives based on user needs, and an understanding of business rules.
- Designed and created interactive and insightful Tableau dashboards for key stakeholders, providing real-time visibility into payment system performance, trends, and anomalies.
- Conducted comprehensive data analysis to identify areas for process improvement, resulting in a 15% increase in operational efficiency within the payment system.
- Collaborated with cross-functional teams to gather business requirements, ensuring that analytics solutions align with strategic goals and regulatory compliance.
- Played a key role in data governance initiatives, ensuring data quality, accuracy, and security for payment system datasets.
- Utilized advanced SQL queries and Python scripts to extract, transform, and load data into Snowflake, facilitating a scalable and efficient data warehouse environment.
- Implemented agile methodologies to deliver timely and iterative solutions, fostering collaboration between business and IT teams.

JANUARY 2023 – JULY 2023

SENIOR DATA ANALYST, TEKSYSTEMS/JP MORGAN CHASE, CONSULTANT

- Ensure technology risk impacting the business is effectively identified, quantified, communicated, and managed, including recommendations for resolution, and identifying the root cause/key themes.
- Interfaced with technology and other supporting corporate functions on an on-going basis for business-as-usual risk activities, reporting, and project initiatives.
- Served as subject matter expert for IT Risk and Cyber domains, including vulnerability management, data protection, outsourcing (IT and Cloud) and application security.
- Evaluated regulatory and policy changes relating to cybersecurity and technology impacting the identity and Access Management System.
- Created and presented management packs in steering committees and governance forums.
- Provided expertise in information security domains, including policies and standards, risk and control assessments, access controls, regulatory compliance, technology resiliency, risk and control governance and metrics, incident management, secure systems development lifecycle, vulnerability management, third party risk management and data protection.
- Provided analytical skills including solving and communicating complex problems, data analytics, measurement and reporting needed to drive continuous improvement.
- Expertise in application and infrastructure high-availability and resiliency architectures
- Acted as an SME for Findings and Response Management (FARM). FARM is the strategic platform for how new control findings of an asset are created, managed, evidenced, and closed.
- Developed dashboard for Application owners to assess their application and account controls compliance to security policies.
- Developed Power BI dashboard for managers and executive. Collected business requirements and data needs to develop scorecards and KPI in tableau dashboard for the IAM systems and Line of Business.
- Supported team in understanding of risk and change management, security policies and controls, user account life-cycle management, roles-based access, access management, and directory.
- Supported team in understanding of risk and change management, security policies and controls, user account life-cycle management, roles-based access, access management, and directory.
- Provided support for the Global Infrastructure IAM team in managing end user access (user and application-level accounts) and privileged access (system/admin/elevated-level accounts).
- Identified and addressed identity and access management issues discovered with technology team.
- Defined and executed processes to monitor data governance policies and procedures to ensure data integrity and privacy, establish consistent data definitions, and monitor overall data quality.
- Developed and maintained formal process documentation including procedures, process flow diagrams, and data flow diagrams.
- Evaluated data management, data quality, and data access processes for gaps, inefficiencies, and opportunities then provided recommendations for improvement and implementation.
- Performed data modeling and used SQL to manipulate large, complex, and disparate data sets.
- Responsible for generating Status Reports, Dashboards and Quality Metrics using excel, Power BI
- Used Alteryx to automate manual data processing.
- Built and published dashboards for senior executives using Power BI and Tableau

SEPTEMBER 2021 – DECEMBER 2022

SENIOR DATA MANAGEMENT ANALYST, TEKSYSTEMS/WELLS FARGO, CONSULTANT

- Supported the Continuous development and continuous integration of the Address Validation Service.
- Worked with Product Owner and the business to develop User Stories in Jira for data warehouse project
- Gathered requirements, developed user stories, and performed database and API testing.
- Designed and monitored data governance, data quality and metadata policies, standards, tools, processes, or procedures to ensure data control and remediation for companywide data management functions.
- Performed system integration testing (SIT), User Acceptance test (UAT), unit testing, defect resolution, and analysis of test results to ensure all systems were performing properly prior to being incorporated into the production environment.
- Supported issue remediation by performing basic to mildly complex data profiling, data or business analysis, and data mapping as part of root cause or impact analysis.
- Work with business and technology partners or subject matter professionals to document or maintain business or technical metadata about systems, business or data elements, or data-related controls and data lineage.
- Maintained necessary processes, controls, and procedures to ensure data accuracy and integrity.
- Performs complex analysis of master and reference datasets and conducted data validation.
- Performed data analysis and reporting using tools such as excel and tableau.
- Developed SQL scripts to perform Data validation and management on Enterprise Data Lake.
- Performed UAT execution to ensure data is conformed correctly in alignment to Business requirements.
- Developed and maintained master data record. Maintained data quality requirements by using Alteryx to auto transform data as required and eliminating manual processes.
- Developed analytics reports in Tableau and Power BI for descriptive analysis and monitoring

APRIL, 2021 – JUN, 2021

SENIOR IT SECURITY ANALYST, TEKSYSTEMS/BANK OF AMERICA, CONSULTANT

- My team focused on digital banking, payments, infrastructure, data management and technology that enhances cyber security, and risk and capital management.
- Served as a subject matter expert (SME) for an application(s) within my portfolio. Responsible for applying extensive knowledge of application functionalities and application flows to backend systems.
- Identify possible production failure scenarios, vulnerabilities and opportunities for improvement and take ownership of restoral or escalation to appropriate development teams.
- Communicated clearly with all levels of management, line of business contacts, vendors and so on
- Executed Quality Assurance activities including control execution, case assignment, and results reporting in a timely manner.
- Captured data and information relevant to inspection metrics to support governance activities for dashboard reporting.
- Generated reports and visualizations used by management for informed decision making and performance tracking, using Power BI, Tableau and Excel applications.
- Worked closely with business units and key stakeholders to understand and document existing business processes, business rules, compliance implications, and SLAs.
- Facilitated information gathering, requirements analysis and design activities that support actionable roadmaps and strategies for functional requirements for IAM solution implementation.
- Worked with business and IT stakeholders for alignment and approval of policy/standard/framework.

- Worked with Change Management team to socialize and educate on policy/standard/procedure updates.
- Documented and assessed information for implementing information security controls.
- Performed security risk assessments to identify gaps and driving the gaps to completion.
- Developed metrics to track security program effectiveness and to report risk.
- Coordinated end-to-end Issue Management process identified through the security risk assessments. Identify, implement Remediation Action Plans.

APRIL 2020- MAY 2021

SENIOR DATA ANALYST, INTER-LINK EXPRESS, CONSULTANT

- Project on system infrastructure automation for application-server patch management
- Perform defect remediation activities for data in system of record and authoritative source containers collaborating with business users and data owners providing commentary for monthly deck & senior management dashboards.
- Provided strategic analysis including creating process improvement recommendations, creating a target state operational model, and providing best fit tool recommendations in the wholesale banking space.
- Created business requirements, test cases, and training plan documents.
- Worked on creating and maintaining data mapping documents, transformation, business rules, and data dictionary for source to target data based on business and technical requirements for Enterprise database Warehouse (EDW)
- Used Informatica Analyst to conduct data profiling to validate business rules and to identify low quality missing data in the enterprise data warehouse (EDW)
- Performed system integration testing (SIT), User Acceptance test (UAT), unit testing, defect resolution, and analysis of test results to ensure all systems were performing properly prior to being incorporated into the production environment.

JUNE 2019 – APRIL 2020

SENIOR DATA ANALYST, TEKSYSTEMS/BUECROSS AND BUESHIELD, CONSULTANT

- Project on system infrastructure automation for application-server patch management
- Responsible for gathering business and data requirement for ETL process, data analysis, data architecture, data storage, application APIs specifications.
- Responsible for discovery and documenting the current process, identifying data sources.
- Responsible for mapping and defining data transformations required for target location.
- Developed data models and logical dependency information for the enterprise applications and servers
- Wrote-up Use cases, user stories for the scrum team, groomed and prioritized backlogs and created issue log for SharePoint application
- Worked with data management team to develop KPIs
- Developed analytical reports with Tableau and Excel to show various status and metrics
- Developed and managed Master data and ensured the accuracy of information

JANUARY 2019 – JUNE 2019

DATABASE ANALYST VI, WELLS FARGO, CONTRACTOR

- Metadata management project. My team developed applications data dictionaries and assessed the controls in place for these applications.
- Responsible for ensuring data governance and compliance are met within various data driven processes by implementing data governance, data quality check and data integrity checks for applications data.
- Identified business-critical fields for applications data and documenting it
- Improved requirements documentation from leveraging data governance tools and techniques including technical and business metadata, data quality, data profiling, data lineage, etc using tableau and Informatica
- Responsible for reviewing the work of data modelers, systems analysts, data warehouse developers, ETL developers, etc. for consistency, completeness, accuracy, and productivity.

JUNE 2017 – NOV. 2018

IT SECURITY SPECIALIST, TEKSYSTEMS/BANK OF AMERICA, CONTRACTOR

- Working as a cyber security business analyst the Business Information Security Office (BISO) team at Bank of America.
- Worked closely with business units and key stakeholders to understand and document existing business processes, business rules, compliance implications, and SLAs
- Facilitated information gathering, requirements analysis and design activities that support actionable roadmaps and strategies for functional requirements for IAM solution implementation.
- Worked with business and IT stakeholders for alignment and approval of policy/standard/framework
- Worked with Change Management team to socialize and educate on policy/standard/procedure updates
- Documented and assessed information for implementing information security controls
- Performed security risk assessments to identify gaps, and driving the gaps to completion
- Developed metrics to track security program effectiveness and to report risk.
- Coordinated end-to-end Issue Management process identified through the security risk assessments. Identify, implement Remediation Action Plans.
- Responsible for analytics and reporting of data security policy exceptions
- Develop, implement, and perform data quality check. Perform root cause analysis for exceptions identified through data quality processes and by users using excel and tableau
- Facilitate management and where applicable maintain master data records.
- Worked with cross-functional team to define and deliver data artifacts such data elements, data models, data lineage, data security, data privacy, data dictionary, data quality metrics, business glossary, metadata and master/reference data rules.
- Created detailed documentation of functional, system, user and reporting requirements, including Logical Models, Process Flow Diagrams, Report Specifications and Data Mapping & Flow Diagrams.
- Managed and delivered solutions for a backlog of user requests.
- Utilized data quality tools to conduct data profiling, built scorecards and dashboards.
- Interpreted data, analyzed results using statistical techniques and provided ongoing reports.
- Identified, analyzed, and interpreted trends and patterns in complex data sets
- Performed routine data quality checks and worked with data owners to resolve issues.
- Work with management to prioritize business and information needs
- Utilize various modeling techniques such as process modeling, data modeling, system modeling.
- Analyzed data sources, design consolidation rules, develop data quality processes, merge/de-duplicate, create metrics and monitor in a dashboard/scorecard view

- Assisted in software testing automation and continuous integration
- Utilized advance excel, python, SQL, BI tools such as Informatica, Ab initio and Power BI in various project.

OCT. 2015 – NOV. 2017

SYSTEM ANALYST, ONE-CALL HEALTH CARE MANAGEMENT

- Engage client to gather software requirements/business rules, and ensure alignment with development teams
- Source system analysis, Source2Target mappings for the development teams to implement on the ETL project
- Assisted with data migrations across the enterprise as well as with optimization and scalability efforts.
- Performed Data Analysis, Data Profiling, and SQL Tuning using Microsoft SSIS, SSAS and SSRS
- Performed GAP analysis for business processes and aligned them with the strategic plan and roadmap
- Designed and developed reporting requirements to monitor activity on critical issues to ensure they are resolved within the established SLA requirements

OCT 2010 – JUNE 2015

TECHNICAL BUSINESS ANALYST, STERICYCLE

- Design and Documented Data Architecture, Data Integration, Business Intelligence, and Data Quality in a data requirement for system reengineering project.
- Monitored data warehouse design needs and data models that met the needs.
- Translated user case, user story and business requirements to technical specifications
- Liaison to IT and business units for issues, questions, and recommendations
- Authored as-is and to-be process workflows. Communicated milestones and delays.
- Provide business rules and process interpretation and documentation
- Assisted project planning, coordination and management.
- Quality Assurance and system testing and systems implementations
- Created and executed SQL Server Integration Service (SSIS) packages to populate repository with data from various data sources
- Developed and maintained enterprise reporting (SSRS Reporting Services) based on specifications and business requirement of client.
- Performed SQL queries on tables to assure data integrity
- Design, deployment, and maintenance of various SSRS Reports

EDUCATION

AUGUST 2007

BSC OF SCIENCE, NEWMAN UNIVERSITY

Manivannan B.

4.2.3 Database administrator

Senior SQL Server Database Administrator

Accomplished, versatile, dynamic, collaborative, and well-qualified professional with 10+ years of experience as a Senior SQL Server Database Administrator. Experience in Database Administration, Performance Tuning, Database Design and Development, and 24/7 support for SQL 2019, 2016, 2014, 2012, 2008 R2 in Production, QA, and Development environments. Proficient and proactive professional who has always proven task-prioritization and time-management skills, and has delivered more than expected. A proven team-member who's known to build and maintain relationships with the company's critical account holders and clients by resolving their queries and delivering on time. Exceptional communication, presentation & interpersonal skills with proficiency at grasping new concepts quickly and productively utilizing the same for the benefit and the growth of the organization. Articulate communicator with exceptional mentoring skills in transforming a low performing team to a high caliber workforce coupled with proven abilities to understand people psychology backed by confidence to interact with individuals at all levels. Ensures on-time delivery of the products and deployments, maintaining the functioning of the teams.

Skill Areas: ♦ Database Management ♦ Cross-Functional Leadership ♦ Performance Management ♦ Customer satisfaction ♦ Time Management ♦ Process Management ♦ Strong Interpersonal Skills ♦ Analytical Skills ♦ Problem-Solving ♦ Disaster Recovery ♦ Query Optimization ♦ Sales reporting ♦ Server Administration ♦ Support Dev and QA teams.

PROFESSIONAL EXPERIENCE

Sr. Database Administrator

Orion Innovation, Edison, New Jersey

Client: AssetMark Inc, California (Remote)

November 2020 – Till date

- Provide support to DEV and QA teams in data migration efforts. (SQL 2017, SQL 2019 and AZURE SQL)
- Create partitioning on large tables.
- Provide support and create SSIS packages to load data.
- Optimize stored procedures and Tune slow running queries.
- Track issues and provide solutions using JIRA

Sr. Database Administrator

Visionweb Inc, Austin, Texas

October 2007 – April 2020

- Manage SQL Server databases in production, QA, development, and reporting environments.
- Manage 12 Prod servers and 30 servers in QA, Regression, and Dev Environments. (SQL 2005, SQL 2008, SQL 2008R2, SQL 2012, SQL 2014, SQL 2016, SQL 2019).
- Play a vital role in the development of VisionWeb cloud-based PM system Uprise.
- Experience in managing production SQL servers in AWS, monitoring tools such as SQL Diagnostic Manager and Data Dog.
- Configure with data storage and performance monitoring on SQL Server.
- Experience in Database Optimization, Database design, and development in SQL, Stored Procedures Creation, Triggers, Linked Servers, and SSIS package and SSRS Creation.
- Manage database changes and responsible for implementing a production database.
- Support in QA and DEV teams environment upgrade and assist throughout the project life cycle.
- Set up Transactional replication for Reporting, and perform new SQL server installations and apply appropriate patches.

Manivannan B.

- Create TSQL scripts and skilled in upgrading the SQL server from 2005 to 2008 to 2012 and 2014.
- Experience in configuring database alerts, managing daily database requests, and providing effective solutions for end-users.
- Rewrote many SQL Server process to help increase the company's revenue.

Database Administrator

DHI Financial Services, Austin, Texas

July 2005 – October 2007

- Establish 24x7 database management of SQL Server databases in Production, QA, Dev, Test, and Reporting environments.
- Administer servers, database instances with many databases, with 0% production downtime.
- Perform database design and development in SQL, stored procedures development, Triggers, Linked Servers, and DTS package designs.
- Handle database change management, policy, and process management.
- Discuss with clients and team members, documents, diagrams, and solutions associated with the development, test, and production phases of these applications.
- Develop and manage system and hardware updates, platforms, disaster recovery, transaction replication, environments, and help development teams to meet objectives
- Implement Transactional replication to move data from production to reports.
- Develop a process to add or remove articles for replication without harming the articles.

Database Administrator

Cardinal Health, Houston, TX

July 2004 – July 2005

- Configure and maintain the DBMS according to the Cardinal's database server standard, manage the Database objects.
- Manage all DBMS configuration, log, and trace files associated with the database.
- Create and maintain the physical database structures requested by the application development team.
- Promote database structure to other DBMS stages.
- Determine and manage the storage properties of physical databases.
- Restore database backups on MySQL Server and delete user access according to product requirements.
- Establish 24x7 database management of SQL Server databases in Production, QA, and Reporting environments. Administer servers, database instances with many databases.
- Utilize Embarcadero Change Manager to move/synchronize all schematic objects between stage and production.
- Responsible for converting/replicating data from one database to another based on business rules used by DTS.

Database Administrator

MCI Worldcom, Colorado Springs, CO

May 1999 – June 2004

- Provide 24/7 system and database support for production SQL Server databases and applications, and manage database environment of 10 SQL server databases, 4 DB environments, and 24 servers, migration of SQL 6.5 to SQL 7.0
- Continuously optimize systems and improve integration between systems and databases.
- Help the Production Database Backup and Restore.
- Develop a lot of procedures for Daily maintenance of indexes, space usages in databases, backups, CHECKTABLES, CHECKIDENTITY, UPDATE STATS, DBCC's, etc.
- Engage in size manipulation of Devices, Databases, Transaction logs, and gain experience with Managing user accounts and security.
- Participate in scheduling tasks and Setting Alerts, Managing Task Scheduling, monitoring and tuning SQL Server, SQL Performance monitoring, and Troubleshooting.

Manivannan B.

Database Developer

Delco Delphi Automotive Systems, Singapore

September 1997 – January 1999

- Play a major role as SQL Developer in BUSINESS APPLICATION SYSTEM for Delco Delphi automotive systems, which is a part of GM Inc., USA.
- The support team analyzes existing business application systems to improve, test, and develop client-server applications.
- Participate in the development of server applications for different user requirements.
- Create lots of stored procedures, tables, and triggers that help inefficient data transfer.
- Provide a query optimization solution for an existing application.
- Provide support and fixing trouble tickets.
- Experience in working with environment Windows, UNIX, SQL Server, Sybase 10.0, and PowerBuilder 4.0.

Programmer

CISTECH Systems Consultants, INDIA

June 1994 – May 1997

- Develop various custom applications for individual clients, including Accounting, Inventory management, Sales, Billing, Reporting, and Payroll.
- Support existing clients and work on enhancement projects, and also provide documentation for applications.
- Expertise in Environment Windows, FoxBASE, FoxPro, COBOL.

Programmer

Fenner Cockil India Limited, India

January 1993 – May 1994

- Provide support, custom development, upgrade the EDP department, and develop sales reports.
- Identify user requirements and convert them into software solutions.
- Expertise in Environment Windows, FoxPro, COBOL.

PROFESSIONAL DEVELOPMENT & CREDENTIALS

→ ~~Master of Science in Computer Science (M. Sc.)~~

Bharathidasan University, Tamil Nadu, India

→ Bachelor of Science in Computer Science (B. Sc.)

Madurai Kamaraj University, Tamil Nadu, India

Technical Skills:

- Windows 2003, 2008, 2008R2, 2012, 2016 server.
- MS SQL Server: SQL 6.5, SQL 7.0 SQL 2000, SQL 2005, SQL 2008R2, SQL 2012, SQL 2014, SQL 2016 and SQL 2019.
- Microsoft .NET, VB, TSQL.
- MSBI: SSRS, SSIS, SSAS, ETL
- MSSQL: Import-Export data and BCP, SQL Profiler, SSMS, DTS, BACKUP, RESTORE, DBCC, SQL Server Performance Tuning.
- HIGH AVAILABILITY and DISASTER RECOVERY: REPLICATION, SQL CLUSTERING ALWAYS ON AG.

Manivannan B.

- SQL TOOLS: Embarcadero Change Manager, VERITAS NetBackup, REDGATE: SQL Bundle Pro, IDERA SQL Diagnostic Manager, IDERA SQL Safe backup
- SQL UPGRADE and SQL MIGRATION, DTS UPGRADE TO SSIS, Visual Studio, VISIO, MS Office.
- DATADOG, STACKIFY, PRTG, SalesForce, QuickBooks, Task Factory SFTP, COZYROC SSIS+, MySQL, DBAMP Configuration Manager.
- Crystal Enterprise/Reports, Empower, SOFTPRO, Citrix, Delphi, Business Objects XI.
- AWS: VPC, EC2, EBS, RDS, ELB
- PowerShell and Basic UNIX command, Microsoft Azure.(IaaS, PaaS), HIPAA data privacy practices and laws, MySQL.
- NetSuite, Azure GIT, JIRA.

Professional/Business Memberships:

- PASS HQ, SQLServerCentral, SQL Authority, Brent Ozar, Mysqltips

Certifications:

- Microsoft Certified: Azure Fundamentals.

MARCEL D.

4.2.3 Database administrator

Education

Bachelor of Technology, Communications Design - New York City College of Technology

Certifications

CTO Academy Digital MBA 2023 | Microsoft Azure Fundamentals | Microsoft Data Fundamentals

Technical Skills

Programming Languages: SQL, PL/SQL, T-SQL, PL/PgSQL, XML, VB, VBA, jQuery, jQuery mobile, JavaScript, HTML and CSS

Databases: Oracle [9i, 10g, 11g, 12g], MS SQL Server [2008, 2012, 2014, 2016, Azure], MySQL, PostgreSQL 9.5.

Software: Adobe Creative Suite [Photoshop, Illustrator, InDesign, Acrobat], MS Office [Word, PowerPoint, Access and Excel], Windows PowerShell. Atlassian Suite [Jira, Confluence, Bitbucket], Microsoft Power BI, Snowflake, ArcGIS, Azure data tools

Operating Systems: Windows, Linux, Mac OS

Additional Skills: Agile Methodology, .NET, Visual Studio, C#, MS SQL Server [SSIS, SSRS, SSAS], DAX, Project Management

PROFESSIONAL OVERVIEW

Solano County, Department of Information Technology, Fairfield, CA

05/2023 – Present

Enterprise Data Manager

Lead the Data Warehouse development of the Health and Social Services data sources using the Azure Data toolset. Participate in the development of implementation of goals, objectives, policies and priorities related to information technology. Oversee, coordinate and participate in the organizational, operational, and procedural analysis to determine information output, work processes and desired output for potential and/or updated computerization for a large number of users in support of multi-departmental or county-wide applications.

- Create and enforce data governance models, processes, workflow and change management roles; collaborate with business stakeholders to enable data sharing capabilities and ensure data retention standardization.
- Oversee IT analysts and Risk compliance analysts to optimize data exploitation and maintain compliance with regulatory requirements.
- Partner with business stakeholders to update data governance programs to maintain business value of data in terms of efficiency, quality and usability. Develop and build POC applications to collect, analyze and categorize data.
- Develop repeatable automated data processes to minimize and prevent the occurrence of data debt. Oversee the development of County cloud data architecture to eliminate data redundancy.
- Collaborate with the Data Visualization and GIS managers to define business intelligence analytics, assess the current state of County data and analytics capability to develop and execute a product roadmap.
- Participate in weekly HIPAA Risk Assessment meetings to coordinate yearly risk assessments.
- Communicate with data stewards and key stakeholders to ensure enterprise operational data models are aligned with departmental and organizational goals; establish key performance indicators to reflect the health and responsiveness of services provided.

City of Roseville, Roseville, CA

01/2022 – 01/2023

Data Management Specialist

Performed daily data analysis to maintain data integrity and accuracy. Coordinates the implementation of new systems and applications, and train employees on new processes. Works with division stakeholders to develop programs which meet business needs.

- Reviewed recent project plans to identify and recommend improvements, cost and time saving initiatives and substitutions to positive impact current and future project schedule.
- Analyzed, planned and defined data architecture framework, including security, reference data, metadata and master data.
- Collaborates with other team members within the organization to devise and implement data strategies, build models, and assess shareholder needs and goals.
- Built and maintained positive working relationships with co-workers, other City employees and the public using principles of good customer service; coaches and supports team members to help them meet departmental goals.
- Acted as the first line of contact for the Environmental Utilities division concerning issue escalation related to the Automatic Metering Integration implementation.
- Prepared periodically-required internal and external regulatory reports related to department operations.
- Fostered a culture of continuous learning and skill development by investing in data management best practices.

Superior Court of California, Sacramento, CA

11/2016 – 01/2022

Senior IT Analyst / Database Administrator

Maintained the integrity of court application development and production databases, reviewed and implemented designs/data models, resolved performance issues and establishing best practices. Interfaced with operations and technical teams to develop and achieve reporting objectives and resolve issues.

- Performed SQL Server 2016 database administrative tasks including back-up and recovery, created and modified stored procedures, managed database linked servers, replication components and assigned user accounts; provided effective strategies for using database indexing to aid performance and tuning. Created and published Microsoft Power BI Dashboards.
- Reviewed data migration requirements with project managers and created complex data reports to validate migrated data. Coordinated strategic planning with enterprise architects for systems and applications development and modifications.
- Researched and identified database environment requirements and specifications; determined integration requirements to ensure cross platform inter-operability. Provided solutions for strategic removal and replacement of technical debt.
- Liaised with operations analysts concerning various reports including the submission of criminal court JBSIS report amendments, gathered and implemented data requirements and trouble-shot submission errors for the Department of Motor Vehicles data extract, developed complex T-SQL logic for Juvenile Court calendar configurations.
- Participated in high profile meetings with project managers, business analysts, and operation managers in order to provide strategic advice to specific projects. Collaborated with external justice partners on strategic data exchange methods to ensure data consistency.
- Compared proposals and pricing specifications for the purchasing and implementation of database software; built and maintained relationships with software vendors.
- Established a centralized analytics and business intelligence platform that incorporated standardized data practices, offering reliable analytics and BI functionalities to support data-driven decision-making.

SBM Property Management, L.P, Sacramento, CA

2/2016 - 11/2016

Database Administrator / SQL Developer

Maintained the integrity of company databases, reviewed and implemented designs/data models, resolved performance issues. Established best practices for database point-in-time recovery. Reviewed and recommended all purchases of company database software.

- Implemented effective methods for data migration and synchronization for various databases on Windows and Linux operating systems; configured linked servers and foreign data wrappers for data import/export between SQL Server 2014 and Postgres relational database platforms.
- Performed maintenance operations daily, weekly and monthly on SQL Server 2014 databases, and information systems for the purpose of ensuring efficient program operations.
- Optimized queries, stored procedures for database and application design. Performed database disk space reorganization to improve application performance.
- Prepared and distributed weekly and monthly reports for the business intelligence director.
- Developed and automated PowerShell scripts for database maintenance and to capture database metrics.

California Urban Water Conservation Council, Sacramento, CA

10/2015 - 2/2016

Database Administrator

Developed, implemented database policies and procedures to ensure the integrity and availability of CUWCC SQL Server 2008 databases and accompanying software, including reporting applications. Liaison with application development, CUWCC staff to develop database architectures, data models, coding standards, and quality assurance policies and procedures.

- Identified database requirements; analyzed department applications; recommended solutions by defining database physical structure and functional capabilities.
- Provided coverage, annul and water savings reports for water resource specialists; provided analytical and statistical reports for the executive director.
- Implemented water savings formulas for database applications; developed database utilities and automated reporting.
- Reviewed and deployed database change scripts provided by third party vendors. Ensured performance, availability and security of MySQL database instances.

HazelTree Fund Services, New York, NY

5/2014-7/2015

Product Specialist

Managed leading-edge software implementation for market leader in treasury management. Provided domain clarity in real time with fully-integrated systems utilized by top-tier hedge fund managers. Introduced next-generation software solutions for aggregating rates across all counterparties on a single-user interface.

- Presented, implemented and installed software enabling cash management, margin, security/position/cash reconciliation and securities financing modules.
- Assisted in the definition of project scope and objectives, involving relevant stakeholders and ensuring technical feasibility; developed a detailed project plan to monitor and track progress.
- Configured Society of Worldwide Interbank Financial Telecommunication [SWIFT] coding for the transmission of international money transfers.

MICHAEL D.

4.2.3 DATABASE ADMINISTRATOR

Michael is a SQL Server Database Administrator with over 8 years' experience working in global and domestic companies. Michael has consulted with Fortune 500 companies, federal, and local governments: managing complex challenges, advanced solutions, and implementation of best practices.

Technical Skills

<i>Database:</i>	<i>Microsoft SQL Server, MySQL, PostgreSQL</i>
<i>Cloud Computing:</i>	<i>MS Azure, Azure Data Factory, AWS EC2, AWS RDS, Azure SQL</i>
<i>Scripting:</i>	<i>SQL, Python, R, SAS, VBA Macros, T-SQL, Powershell, DBATools</i>
<i>Performance Monitoring:</i>	<i>Redgate, SQL Profile, Query Store, Idera, Activity Monitor, SQL Sentry</i>
<i>Data Visualization:</i>	<i>Tableau, MS Excel, PowerBI, Qlikview, Azure Synapse</i>

Professional Experience

SQL DBA Consultant

July 2022 – Present

Insurance Auto Auctions

- ❖ Migration of Mission of over 52 critical servers from SQL Server 2016 to 2019, including all environments (Dev, Stage, Test, QA, UAT, Non-Prod and Production)
- ❖ Managed and monitored backup jobs through Rubrik backup software
- ❖ Monitored production databases and data processing jobs in a 24 x 7 production environment
- ❖ Provided support to Application Development Groups by providing logical database structures alternatives, creating a physical database design, helping with construction, testing and installation, ensuring application performance, integrity, and availability
- ❖ Implementing and administering database replication for on-prem servers and from On-prem to Azure Synapse using Qlik Replicate
- ❖ SQL Server software maintenance by installing, configuring, securing SQL Production servers, upgrading databases from earlier versions to the latest versions, applying MS maintenance fixes, providing technical support to the application developers, reviewing new databases that come with purchased packages

Skills: Azure VM, Qlik replicate; Azure SQL; ticket resolution; Rubrik Backup, Azure Synapse, Azure DevOps, Automation

SQL Server Consultant

April 2021 – July 2022

Ankura Consulting Group, LLC

- ❖ Design database objects and queries as required to optimize performance and scalability
- ❖ Experience working with ServiceNow, SQL Sentry to resolve tickets/cases.
- ❖ Monitor maintenance jobs such as automated backups, index maintenance, statistics update, database integrity check in SQL Server 2008 R2, 2012, 2014, 2016, 2017 and 2019
- ❖ Carrying out performance tuning task on a regular basis on issues ranging from query tuning to index optimization, Temp DB issues, to IO, High CPU usage, severe blocking, long running query, always on out of sync, mirroring out of sync, log shipping out of sync.
- ❖ Optimize ETL and reporting performance in SSIS and SSRS as well as tuning SQL statements utilizing CTEs, execution plans, indexes, and SQL profilers
- ❖ Involve in Technical decisions for Business requirement, Interaction with Business Analysts, Client team, Development team, Capacity planning and upgrading of SQL Servers

- ❖ Resolve SQL Server problems in conformance with SLAs, which involves in-depth knowledge of SQL Server architecture, connectivity, replication, backup/restore, security and continuous improvement.
- ❖ Maintain database space issue, resolving excessive log growth issue, and normalization of database
- ❖ Monitor daily, weekly, Monthly, and quarterly Maintenance Task, ensuring that its successful and jumping into resolve issues when it fails.
- ❖ Create and manage schema objects such as tables, views, indexes, and referential integrity depending on user requirements and converting them into technical specifications.

Skills: AWS EC2, database design; performance and query tuning; ticket resolution; MS Azure, Azure Managed Instance

SQL Server Database Administrator Consultant

August 2019 – April 2021

Nanosoft Consulting, LLC

- ❖ Ensure high available and disaster recovery (HA/DR) strategies for Databases based on Recovery Time Objective(RTO) and Recovery Point Objective (RPO)
- ❖ Resolve bottlenecks via performance tuning and query optimization using stored procedures, Redgate and Idera
- ❖ Migrate SQL Data from on premises to Azure SQL Database.
- ❖ Maintain high level data security (server hardening and login audit) to ensure SOX and HIPAA compliance
- ❖ Set up and troubleshoot AlwaysOn, Clustering, Database Mirroring, Log Shipping, including Replication models (Snapshot, Transactional/Merge)
- ❖ Work in the configuration of Transparent Data Encryption (TDE) using Advanced Encryption Standard (AES) 256 to secure databases and backup files.
- ❖ Resolve SQL Server problems in conformance with SLAs, which involves in-depth knowledge of SQL Server architecture, connectivity, replication, backup/restore, security and continuous improvement
- ❖ Deploy changes and rolling back changes from production.
- ❖ Maintain high level data security (server hardening and login audit) to ensure SOX and HIPAA compliance
- ❖ Migration/Upgrade, applying service packs and routine DBA operations like database health check, index optimization, updating statistics, client/server connectivity and capacity planning.
- ❖ Use Optimization tools such as SQL Profiler, Dynamic Management Views (DMVs) and Windows Performance Monitor for monitoring and tuning SQL Server performance.
- ❖ Reporting Analytics – Manage PowerBI reports to support business operations at over 14 sites nationwide providing status updates of key performance indicators for over 12,000 employees.
- ❖ Create and maintain SQL objects like Tables, Views, Stored Procedure, Constraints and User defined functions
- ❖ Provide On-Call support to Mission critical Environments and expertise with Disaster Recovery mechanisms.

Skills: database design; Datawarehouse modeling; data visualization; performance and query tuning; patching, MS Azure, AWS EC2

SQL Server Database Administrator

August 2017 – August 2019

Dakach Industries Inc.

- ❖ Configure HA/DR strategies (AlwaysOn failover clustering, mirroring, log shipping, replication)
- ❖ Perform migration of databases from on-prem SQL Server to Snowflake via Azure Data Factory
- ❖ Migrate physical servers, VMs and databases from on-prem to Azure using Azure Migrate/DMA
- ❖ Tune performance and optimize query optimization using dedicated stored procedures
- ❖ Monitor maintenance jobs such as automated backups, index maintenance, statistics update, database integrity check
- ❖ Use T-SQL, SSRS, SSIS and SSAS to perform dimensional modeling during the extract, transform, and load processes
- ❖ Create and manage visualizations/dashboards Use Tableau and Power BI to create and manage data visualizations and dashboards with source being to Snowflake
- ❖ Automate operational tasks through Powershell and Python for managing database infrastructure
- ❖ Collaborate with the Application and System Administrator teams during DevOps/Machine Learning pipelines deployment
- ❖ Install, configure, upgrade and patch SQL Servers
- ❖ Provide 24 x 7 support

Skills: Azure Data Factory; Snowflake; HA/DR; quality assurance; communication; teamwork; patching; ETL; dashboards/reports

Analytics/Database Administrator Consultant

May 2015 – August 2017

Deloitte & Touché LLC

- ❖ Migration/Upgrade, applying service packs and routine DBA operations like database health check, index optimization, updating statistics, client/server connectivity and capacity planning.
- ❖ Create (with respect to standards) Logins, Users, groups, Roles, Jobs, Alerts, Mails confirmation upon tasks.
- ❖ Perform Database consistency checks with DBCC, Defrag, Index tuning and monitored error logs
- ❖ Use Optimization tools such as SQL Profiler, Dynamic Management Views (DMVs) and Windows Performance Monitor for monitoring and tuning SQL Server performance.

Skills: Tableau, Analytics; HA/DR; performance tuning; security; ETL; dashboards/reports

Education

Data Analytics, Master of Business Administration (MBA), <i>Radford University</i>	Radford, VA
Marketing (Branding), Bachelor of Business Administration (BBA), <i>James Madison University</i>	Harrisonburg, VA

4.2.3 DATABASE ADMINISTRATOR

DATABASE ADMINISTRATION | DATABASE ENGINEERING | DATA ANALYTICS / VISUALIZATION / REPORTING

Senior Database Administrator (DBA) with more than 20 years of experience leading the development, implementation, and support of large-scale database architectures, specializing in managing the delivery of innovative database technologies that improve business and technology performance.

PROFESSIONAL ACHIEVEMENTS

- Directed the engineering, implementation, and administration of large-scale, on-premises and cloud-based database architectures, leading the delivery, improvement, and support of high-availability database solutions, with experience engineering database query processes, database modeling, backup and recovery, and storage.
- Led the evaluation of existing and proposed database platforms to strategically identify and capitalize on opportunities to improve database design, performance, and security, resulting in stronger database security, improved processing efficiencies, and total compliance with regulations.
- Managed many database engineering and administration projects for employers and customers in multiple industries, deploying innovative database architectures, processes, and standards across banking, insurance, healthcare, and technology businesses.

PROFESSIONAL EXPERIENCE

CRI | **CLIENT: ARVEST BANK - Database Administrator (DBA) Consultant (2023 - 2023)**

- Partnered with multiple business units to define operational and technical requirements governing database administration, performance improvement, compliance management, and access management.
- Improved database system performance and reduced database administration overheads by 20%, achieved through the decommissioning of more than 50 outdated databases.
- Maximized data quality by rearchitecting a metadata repository, which also resulted in 100% compliance with data governance standards.
- Provisioned database access rights for more than 1,000 roles, producing improved database compliance with corporate and regulatory compliance guidelines.
- Strengthened the availability and security of database environments by managing the configuration and deployment of more than 20 always-on SQL server instances.
- Validated and fine-tuned an existing disaster recovery solution, which reduced database recovery times by 50%.

ASSOCIATED WHOLESALE GROCERS - **DBA Analyst II (2021 - 2023)**

- Modified DB2 objects in Linux, Unix, and Windows environments, deploying databases according to business requirements, including optimizing database structures and functionality, managing access permissions to maintain security and compliance of database architectures, and conducting database performance tuning.
- Validated DB2 objects within Oracle to ensure database uniformity and reliability across multiple enterprise database environments.
- Reviewed proposed SQL changes related to future upcoming releases, refining databases in alignment with technical specifications while minimizing post-deployment issues.
- Administered cloud-hosted databases running in Azure, creating and maintaining scalable, highly available cloud-based database solutions.

BLUE CROSS BLUE SHIELD OF NEBRASKA - **Test Engineer (2020 - 2021)**

- Managed the validation of claims files to ensure complete data accuracy and adherence to established data processing and transmission standards.
- Led the creation of test cases for unit and integration testing phases, improving software quality and reliability through early detection of potential issues; directed testing lifecycles focused on achieving seamless user experiences, ensuring compliance with specifications and optimal functionality prior to market launch.
- Conducted server testing following the installation of new software patches, verifying system stability and security, increasing server uptime and reduced security vulnerabilities.
- Developed automated test scripts that increased testing coverage by 50% and reduced manual testing by 30%.

TEKSYSTEMS | **CLIENT: BLUE CROSS BLUE SHIELD OF NEBRASKA - DBA Consultant (2019 - 2020)**

- Oversaw the implementation, configuration, and support of SQL servers and databases, delivering highly secure database architectures that aligned with business and technology needs.

TEKSYSTEMS | **CLIENT: BLUE CROSS BLUE SHIELD OF NEBRASKA - DBA Consultant (Continued)**

- Coordinated all database engineering and administration activities required to maximize database performance and security, including improving SQL queries, monitoring system logs, and configuring storage capacity.
- Led successful database migration projects focused on transferring critical data between environments, completing all projects with zero data loss and minimal system downtime.
- Leveraged Git to manage database version control, ensuring complete oversight of software changes to facilitate seamless deployment of database updates.

LUTHERAN FAMILY SERVICES - **SQL Server DBA (2014 - 2019)**

- Conducted all aspects of SQL server administration and monitoring, including validating daily server jobs, monitoring server storage, scheduling server backups, setting up and modifying server instances, and deploying disaster recovery solutions.
- Collaborated with multiple business teams to handle database support issues, establish database requirements for enterprise applications, and delivered data-driven reports.
- Designed and scheduled backups of SQL servers according to disaster recovery plans, optimizing data protection by ensuring the ability to completely recover data resources.
- Established dedicated, on-demand testing and training databases in support of ongoing application development and knowledge transfer activities.

MUTUAL OF OMAHA - **DBA (2018 - 2019) / DBA Consultant via Diversified Solutions (2017 - 2018)**

- Administered a DB2 and IMS environment running on a Z/OS mainframe, including implementing changes to DB2 objects according to technical specifications while maintaining system integrity and performance.
- Managed access to DB2 objects in alignment with established security protocols and organizational policies.
- Improved database performance by refining DB2 queries to reduce processing times, enhance database responsiveness, and improve resource utilization.
- Performed rebinds for DB2 objects, configuring consistent access paths that improved package stability and mitigated the degradation of database performance.

BANK OF AMERICA MERCHANT SERVICES - **Assistant Vice President, Business Information (2015 - 2017)**

- Optimized the security of highly sensitive, business-critical data by managing the configuration and access to SQL servers according to established organization policies and security best practices.
- Partnered with the reporting team to administer and test Tableau environments, elevating the quality of data visualization and reporting capabilities.
- Worked as the lead coordinator for disaster recovery testing, managing the planning and execution of disaster recovery simulations to measure organizational preparedness and ability to reestablish data integrity.

FIRST DATA - **Sr. SQL Server DBA (2015 - 2015)**

- Oversaw the setup, implementation, and administration of enterprise SQL server instances, ensuring optimal database performance throughout all monitoring, maintenance, and support activities.
- Collaborated with application development teams to establish backend database requirements and determine best courses of action to ensure maximum scalability and performance of enterprise applications.

EARLY CAREER

ACI WORLDWIDE - **Sr. SQL DBA / Avamar Administrator (2013 - 2015)**

ALEGENT-CREIGHTON HEALTH - **DBA (2012 - 2013)**

PITNEY BOWES PRESORT SERVICES - **DBA (2006 - 2012)**

TECHNICAL SKILLS

Unix, Linux, Windows, Oracle, DB2, Microsoft Azure DevOps, Microsoft SQL Server 2019 / 2016 / 2014 / 2012, SQL Server Management Studio, SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS), SQL Query Analyzer, Microsoft Terminal Services, Platinum DB2 Tools Suite for Z/OS, BMC Catalog/Change Manager for DB2 Z/OS, DB2 Mainframe V12, DB2 Control Center, BMC Mainframe Tools V12, IBM Control Center, IBM Ascential DataStage Server Edition 7.5.1A, IBM AIX, Business Objects XI R2, Intersystems Cache, COBOL, REXX, Microsoft Visual Studio, Jira, Tableau, Microsoft Office Suite

EDUCATION & CERTIFICATIONS

Bachelor of Science, Industrial and Management Systems Engineering UNIVERSITY OF NEBRASKA

ITIL Foundations Certification

<h1>Bao N.</h1>	<h2>4.2.4 Help Desk Support</h2>
<p>Skills</p> <ul style="list-style-type: none"> • Basic Bootstrap (HTML, Java, CSS) • Customer Service / Client Facing • Power user in MacOS, IOS, WindowsOS, Linux and Android • Active Directory LAN • Desktop Support • Software and Hardware Troubleshooting 	<p>I am a self-starter in the I.T world. Due to financial reasons I couldn't gain a college education in computer science. That didn't stop me, I went to find resources that would be financially sound and gave me the proper foothold to further my love and knowledge for computers. What you get out of me is an eagerness to learn new systems, the ability to be flexible and the willingness to share that information within the department and proper channels.</p> <p>Dairy Farmers of America / Help Desk Tier 1, Support Services August 2023 - Current, Kansas City, Kansas</p> <p>Working remotely, troubleshooting, repairs, and deployment of Windows and Apple products for 100+ plant and office locations. Accurately record all work and troubleshooting in tickets</p> <p>Safe Haven Security / Help Desk Tier 2, Device Enrollment Manager, Administrator for Apple Products October 2022 - August 2023, North Kansas City</p> <p>Provided Tier 2 support while migrating 1000+ devices to a new MDM system call Meraki SM ranging from MacOS, IOS, WindowsOS and Android.</p> <p>Writing KBAs for the I.T department.</p> <p>SSNC (Formerly D.S.T) / Help Desk Tier 1 October 2020 - October 2022, Downtown Kansas City</p> <p>Onboarded and shipped devices with the necessary software / specs within different departments (Pharmacy, Banking and Financial)</p> <p>Used the ticketing system ServiceNow to organize and solve tickets.</p> <p>Conduent/ Tech Support / Customer Support August 2019 - October 2022, WFH</p> <p>Provided technical, billing and customer support to Apple Products.</p> <p style="text-align: center;">Education</p> <p>University Of Missouri - Kansas City (UMKC) August 2012 - May 2014, 5000 Holmes St, Kansas City, MO 64110</p> <p>North Kansas City High School / Honors August 2008 - May 2012, North Kansas City</p> <p>Google I.T Support Certificate - Click here for link</p>

	<ul style="list-style-type: none"> • Credential I.D : [REDACTED] <p>Experience</p> <ul style="list-style-type: none"> • Cisco Meraki <ul style="list-style-type: none"> -Managing the Dashboard and seeing what was connecting to our servers -Being a point of contact for SafeHaven and Meraki -Managing the VLANS and making sure settings are applied correctly • ServiceNow <ul style="list-style-type: none"> -Using this ticketing system to monitor, resolve and reference I.T problems • AZURE AD <ul style="list-style-type: none"> -Making sure API's were connected to Meraki SM -Adding people to groups, assigning licenses and policies • Local AD <ul style="list-style-type: none"> -Creating users locally -Password reset, group policies, signatures -Pathing folders from the local drive
	<p style="text-align: center;">Additional Experience</p> <p>Network Printers</p> <ul style="list-style-type: none"> -Adding a printer on the printing server and drivers -Pathing the printers on user's computer and drivers -Config settings in network settings to match static I.P Or DHCP depending on printer <p>JAMF</p> <ul style="list-style-type: none"> -Admin of this MDM system -Setting up blueprints, app licenses and enrollment <p>Meraki SM (Project)</p> <ul style="list-style-type: none"> -Helped mass migrate from JAMF to Meraki SM -Admin of Meraki SM -Setting up policies and the enrollment process (OS) <p>Networking</p> <ul style="list-style-type: none"> -Terminating / Punching down RJ-45 Cables and making sure it's the right pin out -Configuring gateway and IP address to the corresponding device. <p>Wire management</p>

	<p>Windows Office: The knowledge of how Excel, Word, Outlook, Teams and other window products work</p> <p>Hardware management</p> <p>-Repairing devices and ordering the correct parts for damage device</p>
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Elijah N.

4.2.4 Help desk support

Summary:

A COMPTIA certified technician with the necessary skills to problem solve and exhaust all possible solutions before escalating issues to a higher tier professional. I possess complete confidence in my ability to take a leadership role when it is necessary and will step in to engineer a solution while providing technical help desk support. I am also knowledgeable in network support, fixing hardware to software connections, configuring firewalls, backup systems, switches, routers, utilizing command prompt, and booting operating systems from removable hardware. In addition to the IT skills that I have acquired, my various years of experience with clerical work taught me valuable lessons in customer service, miscellaneous troubleshooting, and intangible work ethic.

Skills

Networking

- Configure LAN/WLAN /WAN/PAN (all copper 802.11 and 802.3) routers.
- Install workgroups and provide remote desktop assistance.
- Network and local printer mapping and maintenance, cabling and patch panels.
- Configure and troubleshoot TCP/IP, IPv4 and IPv6, DHCP, DNS, Firewalls, VPN, NAT.

Software

- Proficient in Windows XP/7/8/8.1/10, Vista, XP; Mac OS X; Server 2012/2008.
- Linux; Windows Firewall, Windows Administrative tools; remote desktop and helpdesk management software, virtualization, virtual machine software, Sharepoint, Microsoft Admin Exchange Center, Okta, Service Now, Jira Ticketing System, Slack, Microsoft Teams.
- Knowledgeable in the utilization of command prompt to create partition drives without using the GUI.
- Capable of using the BIOS\UEFI settings to properly configure and initialize hardware for Windows 10.

Hardware

- Troubleshoot desktops, laptops, mobile devices, printers, scanners; format and partition EIDE, SATA, SCSI, and SSD; perform data recovery.
- Virtually putting together and taking apart a personal computer, with a firm understanding of the capabilities of the individual components.

Education

- Graduated from High School of Computers & Technology in 2012 with a Regents Diploma
 - Per Scholas, IT Support Training
 - *A+ and Google IT Certifications*
 - Received A+ certification in August 2021
 - Received Google IT Certification in July 2021
-

Course Projects

Per Scholas, A+ Training Course

- Disassembled and reassembled a PC, verified its successful boot
- Created a bootable thumb drive using various platforms such as PowerISO and Rufus and VMware

Workstation Pro

- Tested wall outlets using a multimeter and ensuring the outlet output the correct voltages
 - Configured a Linksys router adjusting SSID and enabling the WPA2 security protocol
-

Experience

The Barnes Foundation, 2025 Benjamin Franklin Parkway, Philadelphia, PA, 19130 — Remote IT Help Desk Technician

February 21st 2023- Present

- Provide Tier 1 server-side support for help desk tickets in Jira service management ticketing system and escalate when needed.
- Create, manage, and monitor system integration flows for interconnected systems and processes including internal and customer based systems.
- Contribute to business process automation tasks utilizing Azure, AD, Powershell, Power Automate, Sharepoint, Admin Exchange Center and Microsoft Teams Admin.
- Provide Adult Education support for all online classes using the Microsoft Teams platform for the live art classes.
- Maintain accounts, access and security groups, along with managing the deletion and addition of user accounts across the Admin Exchange Center, as well as the Microsoft Outlook Student Processing database.
- Switched to a proprietary web based platform called Moodle as of September 2023. Continued to assist with account creation and access for students without the use of Azure, Sharepoint, and Admin Exchange Center.

Paramount, 1515 Broadway, New York, NY, 10036 — Desktop Support Technician

May 17th 2022 - December 31st 2022

- Deploying newly arrived monitors, installing them on mounting arms and disposing of outdated equipment.
- Imaging laptops with a company based version of the Windows 10 OS and shipping them out to designated users upon request.
- Scheduling meetings with users using zoom to troubleshoot technical issues with their equipment, whether it be a laptop, desktop, or printer.
- Troubleshooting help desk tickets through Pitstop and assisting users with their desktop and monitor issues.
- Providing live desktop support for new users moving into the building on a set time schedule.
- Working within a team setting using Slack to relegate specific tasks to specific team members.

CBS, 1633 Broadway, New York, NY, 10019 — Desktop Support Technician

November 23rd 2021 - January 31st 2022

- Deploying newly arrived monitors and disposing of old equipment.
- Wiping selected hard drives of all data, and shipping out monitors and other types of equipment.
- Logging the deployment of new monitors, the disposing of old equipment, the shipping of equipment leaving the building, and the status of hard drives being wiped on various spreadsheets.
- Tidying and organizing storage rooms filled with tech equipment.

Michael L.

4.2.4 Help desk support

Skills

Windows • Computer Hardware • Networking • Windows Server • Active Directory • Computer Diagnostics • iOS • IT Service Management • Telecommunications • Vendor Management • ServiceNow • VMWare • Cabling

Professional Experience

Self Employed 2009 - Present
IT Consultant

- Assist various clients with a wide variety of IT needs from data recovery to small business support.

Philips Royal August 2017 – August 2021
IT Support Officer

- Sole "boots-on-the-ground" for Philips "Image Guided Therapy - Devices" (IGT-D) in Minnesota.
- Used ServiceNow and SCCM to manage day-to-day needs of around 250-300 engineers, project managers, clinical representatives, physicians, and executives across 2 facilities and roughly 10,000-12,000 remotely.
- Advanced Diagnostics of end user terminals, laptops, and desktops.
- management of network infrastructure, server and user equipment, telecom, and all building technical equipment.
- Migrated end users onto Windows 10 for the global company refresh.
- Managed vendors and building IT services
- Oversaw local integration efforts for transition of former Spectranetics teammates.

Spectranetics LLC August 2015 - August 2021
IT Servicedesk Technician

- Sole "boots-on-the-ground" for Philips "Image Guided Therapy - Devices" (IGT-D) in Minnesota.
- Used a variety of homebrew solutions to manage day-to-day needs of around 100 engineers, project managers, clinical representatives, physicians, and executives and roughly 800-1000 remotely.
- Advanced Diagnostics of end user terminals, laptops, and desktops.
- management of network infrastructure, server and user equipment, telecom, and all building technical equipment.
- Migrated end users onto Windows 10 for the global company refresh.
- Managed vendors and building IT services
- Oversaw local integration efforts for transition into new environment after acquisition.

Teksystems - AT&T

June 2015 - June 2015

Technical Lead

- Lead small teams in refreshing AT&T store displays.
- Documented before and after images to coordinate with Teksystems contract rep and client project management.
- Installed new displays and computers in AT&T stores, kiosks and stands.

Sleep Number Corporation

May 2014 - July 2014

Senior Systems Administrator

- Assisted local IT Personnel with management and rollout of image for new computers being rolled out as part of company wide refresh.
- Imaged Large numbers of new computers for rollout.
- Educated new technicians and assisted in coordinating efforts.

Cargill

April 2013 – March 2014

ITSB Systems Engineer

- Used active directory to manage users and computers.
- Lead technical efforts of 3 engineers in a year long project to update data encryption on local and remote devices across roughly 22,000 devices..
- Terminated old accounts and granted temporary access for onsite end users.
- Built, imaged and modified new devices for new hires and upgrades for employees.
- Assisted remote users with citrix hardware located onsite.
- Utilized a variety of advanced skills to locate hidden company assets.
- Deployed software for employees and shipped them to home or office.

United Health Group

August 2012 - March 2013

Systems Analyst

- Managed user credentials across several thousand applications, active directory, and citrix solutions.
- Assisted users with VPN issues, credentialing, and token support.
- Reviewed and updated company knowledge base.
- Tracked and escalated issues to advanced support teams.
- Identified new issues and developed solutions to be deployed to analyst issue tracker.

IBM

December 2011 – July 2012

Breakfix Lead - Ameriprise Evergreen Project

- Investigated and resolved escalated issues from deployment and support teams.
- Provided weekly briefings to deployment team on developing issues.
- Worked with external vendors to identify issues between vendor's software and hardware, and our own environment.
- Deployed new devices to Ameriprise agents in the field using phone support and various remote solutions

Netview inc - Compucom - US Bank

August 2010 – May 2011

Deployment Lead Technician

- Hired as a temporary local 'Assist Tech' and promoted to 'Deployment Lead' 3 weeks after starting.
- Lead teams ranging from 1 to 23 people across 11 states as part of the 2010 US Bank technology refresh.
- Replaced all user workstations, servers, printers, switches, routers and peripherals at each location in 1 night per location.
- Downloaded and restored user data from old devices to new.
- Oversaw decommissioning agent's efforts of shipping old equipment out next day.

Education

Brown College

May 2009

Associates in Computer Networking

RICHARD T.

4.2.4 HELP DESK SUPPORT

Dedicated and accomplished **Desktop Support Engineer** offering over 15 years of experience in technical support, help desk management, and IT security. Solutions-oriented leader with the ability to manage projects and motivate teams. Strong breadth and depth of IT knowledge, with advanced troubleshooting and complex problem-solving skills. Additional core competencies include:

Active Directory • Networking • Hardware/Software • Laptops/Desktops • Servers
Cloud Computing • Encryption • Technical Documentation • Enterprise-wide Solutions
Virtualization • Network Administration • Mac/iPhone Support • Systems Imaging
Parallels/VMWare • Virtual Machines • Technical Leadership • Customer Support

CAREER HISTORY

TEKSYSTEMS..... 2020 TO 2022

IT Business Analyst IV (2023 - Present) Outsourced to Bank of America as an IT Business Analyst IV. Supporting the VPN Improvement Project updating systems globally using Splunk and internal tools.

Desktop Support Engineer (2022-2023): Outsourced to Intrado as a Desktop Support Engineer assisting users with Domain and M365 migrations.

Desktop Support Engineer (2022): Outsourced to MVTransit as Desktop Support Engineer assisting users with hardware/software issues, imaging systems, deploying hardware and Asset Management.

Virtual Desktop Engineer (2022): Outsourced to Texas Health Resources as an End User Virtualization Engineer. Assist both internal and external users with VMWare Horizon connectivity to Portal and access to apps via RDSH. Remote Assistance via LMI, Dell Management Portal and MECM. Troubleshoot issues in both Non-Persistent and Persistent VDI's. Grant and Remove access to applications via Active Directory Memberships in Active Directory and Non-Persistent VDI's. Deploy packages via AppV5. Setup and troubleshoot access with MFA and Symantec VIP Access.

Network/Systems Engineer IV (2020-2021): Outsourced to Bank of America supporting end users for a very large global virtual desktop infrastructure in the Americas and India regions utilizing the Horizon Console, VROPS, V4H, R2 Provisioning and Splunk. Assist end users with corporate mobile devices (Apple and Android) using the Blackberry Apps Suite while utilizing Blackberry UEM and various internal tools.

PAYCOR, INC..... 2016 TO 2020

Desktop Support Analyst II (2016-2020): Supported managed systems, replacing hardware, and troubleshooting. Provided software, hardware, and network support. Supported HP/Mac laptops, VPN, Sophos Security Suite, BitLocker, Skype, Zoom and cloud printing. Provide device support to optimize device functionality and enable enterprise email delivery. Manage Macs using JAMF Casper Suite and Support Windows 7/10 VMWare VDI's in Horizon client and with vSphere.

PRESIDIO NETWORKED SOLUTIONS, INC..... 2016

Site Support Technician (2016): Supported employees by imaging managed systems, replacing hardware, and troubleshooting. Provided software, hardware, and network support for over 700 employees. Support Lenovo/Mac laptops, VPN, Jabber, WebEx, and Cisco phone products. Provided device support to optimize device functionality and enable enterprise email delivery. Imaged Macs using JAMF Casper and VMWare.

INTEL CORPORATION/MCAFEE 2004 to 2016

Desktop Support Engineer (2007-2016): Supported the McAfee to Intel transition, re-imaging managed systems, replacing hardware, changing domains, supporting enterprise applications, and troubleshooting. Provided software, hardware, and network support for over 1,000 employees, providing first and second level contact for both employee and executive-level support. Supported IBM/Dell/HP/Mac laptops and desktops, IDF cable patching, telnet access to Cisco switches, VPN, Lync, GoToAssist, and Avaya software phone products/processes. Provided device support to optimize device functionality and enable enterprise email delivery. Created virtual machines with VMWare and Parallels.

Key accomplishments:

- Created and maintained a SharePoint site for the global desktop engineering team, enabling higher productivity and quicker access to current documentation and support.
- Utilized vast experience to provide the highest levels of customer support and user satisfaction.

Help Desk Lead (2006-2007): Managed a team of 25 help desk coordinators responsible for supporting users and McAfee divestitures or acquisitions. Created a SharePoint site to maximize support services globally. Administered Microsoft Active Directory, Exchange, Windows, Office, Cisco Meeting Time, Siebel, Nortel Audix Telecom, McAfee ePO/Firewall/Antivirus, SAP, NetBuyer, MCI Access Manager, Nortel Contivity, and RSA Secure ID. Served as **Help Desk Coordinator** and **Help Desk Analyst** (2004-2006) prior to promotion.

Key accomplishments:

- Created the first documentation and support site for the global help desk team, maximizing support services.
- Utilized local tools and resources to complete this support site with zero budget, allowing higher-tiered support specialists to be assigned to more important tasks.

EDUCATION & PROFESSIONAL DEVELOPMENT

Additional Training: A+, Network+, CCNA/CCDA/CCNP

Certifications: CompTIA A+, ITIL V3 Foundation, FAA Airframe & Powerplant

Technical Proficiency: Windows 7/8.1/XP/10, Microsoft Office 2010/2011/2013/O365, Microsoft SharePoint/Exchange/Lync, McAfee Antivirus, VMWare, Macintosh, OSX, SaaS, Antivirus, Network Security, ePO, HIPS, Avaya IP Telephony, BMC Remedy, Cisco, ITIL, Citrix

ANTHONY L., MBA

4.2.5 IT SERVICE CONTINUITY ANALYST

MOTIVATED, DRIVEN PROFESSIONAL WITH 10 YEARS OF BUSINESS ANALYST, FINANCIAL, AND MARKETING EXPERIENCE SEEKING TO ADD VALUE IN A CORPORATE FINANCE ARE MARKETING DEPARTMENT. STRONG TEAM PLAYER WITH AN ENTREPRENEURIAL SPIRIT AND EXCELLENT CUSTOMER SERVICE SKILLS. EFFECTIVE AT COLLABORATING WITH CUSTOMERS, TEAM MEMBERS, AND ALL LEVELS OF MANAGEMENT TO GET THE JOB DONE. EXTREMELY ORGANIZED, DETAIL ORIENTED AND GOAL ORIENTED WITH THE ABILITY TO MANAGE MULTIPLE PROJECTS/TASKS, EFFECTIVELY PRIORITIZE WORK AND MEET DEADLINES UNDER PRESSURE. POSITIVE ATTITUDE INDIVIDUAL WHO TAKES OWNERSHIP OF WORK AND SEEKS CONTINUOUS IMPROVEMENT IN PROCESSES AND PERSONAL SKILL LEVEL. DEMONSTRATED COMMUNICATION, INTERPERSONAL, AND NEGOTIATION SKILLS AND THE ABILITY TO BUILD RELATIONSHIPS WITH CUSTOMERS AT ALL LEVELS WITHIN THE ORGANIZATION.

KEY SKILLS

- Financial/ Marketing Research Experience
- Strong processing skills
- Entrepreneur – started my own consultant company in 2007
- Proficient with Microsoft Office Products
- Sales & Customer Service Experience
- Strong analytical & Pattern Detection Skills
- Production & Analysis Reporting (Marketing)
- Strong organizational, time management & goal setting skills
- Collaborative and effective with cross-functional teams
- Strong BCP skills

PROFESSIONAL EXPERIENCE

IT Project Manager V/Business Continuity And Resiliency BCRM (Bank of America/TEKsystems), Charlotte, NC

2021- Present

- Serves as the secondary contact to their department's resources managers and is responsible for tracking compliance and remediation strategies for any applications that are not ready to certify.
- Drive annual effort to improve recoverability and resiliency across the region's portfolio of applications.
- Coordinates critical software/technical skills and deliverables for CTI Including but not limited to daily, monthly, trending, historical reporting using variance data sources, which will be used for performance results, process improvements, and issue identification.
- Translates business and design requirements into technical requirements.
- Provides innovative ideas and insights to redesign business processes that will optimize business results.

Sr. Compliance/Risk Analyst

2020- 2021

Strategic Solutions (Wells Fargo), Charlotte, NC

- Understanding of SharePoint Administration, and high level of organization, attention to detail, communications, and conducting gap assessments to improve the monthly reporting process.
- Provided project management type support for the Tech change and 3rd party Compliance programs, and current processes for reporting, collecting responses for other Compliance team and documenting notes, and feedback.
- Coordinates critical software/technical skills and periodic working knowledge of continuous process improvement of reporting with Access, Excel, and QC Tracker.

Sr. Data Analytics Coordinator Consumer Marketing LPL (Vitamin T), Fort Mill, SC

2019- 2020

- Understanding of Agile methodology, and visual design to improve the monthly reporting process, and improve dashboard using business intelligence to gather new data and publish reports.

- Conduct final monthly reports for Digital Marketing reporting related to Marketing Consultant's Performance and summarize the program overall.
- Coordinates critical software/technical skills and periodic working knowledge of continuous process improvement of reporting with Tableau server, desktop, and Excel.

Business Enterprise Internal Investigator Financial Crimes
Robert Half (Wells Fargo), Charlotte, NC

2018- 2019

- Monitoring risk- based compliance program to assure compliance program to assure compliance with federal, state, agency, legal and regulatory
- Conduct Investigative compliance reviews related to employee misconduct and internal employee risk.
- Coordinates production of periodic compliance performance reports for senior management including trend analysis and recommended strategies.
- Provided compliance risk expertise and consulting for project and initiatives with moderate to high risk to identify, assess and mitigate regulatory risk in all business activities.
- Leverage thorough understanding of business and system processes to make recommendations and propose technical/non-technical solutions to meet business requirements. Which helped solutions to map internal compliance

Sr. Financial & Marketing
Wal- Mart GSS, Charlotte, NC

2016- 2018

- Research complex business systems problems and provide clear documentation of issues.
- Cultivated vendor relations and coordinated vendors and internal operations group to ensure accurate and on-time data transmission and product testing.
- Negotiated with fee-based product vendors to improve quality of service and resolve complaints, resulting in a 95% customer retention rate.
- Maintained daily contact of communicate goals, measures progress, and maximize performance.
- Analyzed results and recommended strategies to generate additional business and increase revenue.
- Provide subject matter expertise to support outsourced service provider as needed. Ensure that business practices are represented in support scripts and incident management activates.
- Facilitate requirements gathering sessions with business stakeholders and key technical resources.
- Responsible for establishing and overseeing annual testing of BCP strategies and plans including documenting reporting and tracking test results.
- Responsible for reporting and metrics to measure the state and effectiveness of the BCP program
- Responsible for the development documentation implementation and maintenance of the BCP program including governance policies processes and standards.
- Coordinates BCP disaster recovery (DR) testing and test issues follow-up, as lifecycle activities.
- Participates in and manages business continuity planning projects and activities.

Sr. Business Analyst
Duke Energy, Charlotte, N.C

2012 – 2015

- Coordinate and resolve all financial system feeder error issues on a daily/monthly basis (Labor Suspense, Passport Accounts Payable & Inventory transactions).
- Create financial schedules and ad hoc reports in Excel to support the monthly O&M and Capital actual vs. budget variance analysis.
- Serve as the Nuclear Fleet forecast administrator overseeing the monthly coordination of the department's forecasting tool in Microsoft Access.
- Provide support to other analysts in the group in developing annual O&M and Capital Budgets for Finance General Office Vice Presidents' organizations.

- Set up crosscharging to facilitate charging between PeopleSoft and Oracle, why the department operated in two financial systems. Managed 100 million dollar budgets in the financial marketing improvements areas within various corporations.
- Leverage thorough understanding of business and system processes to make recommendations and propose technical/non-technical solutions to meet business requirements.
- Ensure QA, downstream teams, vendors, and business users create and finalize test plan based upon finalized requirements.
- Ensure cross-team impacts and dependencies of production activities have been addressed by outsourced service provider
- Created Work Place Change order tool (WPCO) to track complete budget analysis quarter by quarter.
- Supported outsourced financial Services of Duke Energy and Progress Energy from a Cost Accounting standpoint for the merger between both companies using a new financial called WPCO that was developed and tested by me and a team of other experts.
- Responsible for the development documentation implementation and maintenance of the BCP program including governance policies processes and standards
- Coordinates BCP disaster recovery (DR) testing and test issues follow-up, as lifecycle activities
- Participates in and manages business continuity planning projects and activities

Lead Management / Marketing Consultant
Capton LLC, Charlotte, NC

2007 - 2012

- Worked with Finance, and Marketing client focused teams leading the implementation of small businesses/services deployment and installation projects for large corporate clients. Coordinated \$500,000 dollar projects, provided Vendor Management, with Profit & Loss/budget responsibility.
- Helped to ensure project milestones, deliverables, scope management, customer satisfaction, and timelines were met. Key interface between several parties such as: project team, various operations personnel, corporate clients, suppliers & vendors including, logistics carriers, asset management & leasing firms. Coordinated with Legal Departments to resolve contract management issues, chaired conference calls with clients, Customer Focused Team (CFT), supply chain, logistics firms, distribution centers/warehouses, and installation suppliers.
- Prepared and presented quarterly equipment, inventory, acceptance, billing, invoicing, and revenue forecasts to executive management and provided oversight to team members to ensure that all targets were met. Worked directly under Executive VP/Director of Marketing and VP/Finance Managers. Project Lead for Employee Pictorial Database System, which was implemented through the entire bank and all business units. Conducted internal interviews and Assisted with sales reports, research analysis, and bonus incentive analysis.

Sales / Marketing Manager
Rent-A-Center, High Point, NC

2006 - 2007

- Directed and managed over 600 (BOR) accounts while securing 75% a week in sales.
- Prepared cash disbursements, applied cash receipts, researched bills, checked batches and day reports for accuracy, dealing with accounts ranging from \$50,000 to \$100,000.
- Developed store advertisements to attract customers and increase sales.
- Managed the business relationships for 500 sales accounts. Responsible for total customer satisfaction for services delivered.

EDUCATION

M.B.A., Master of Business Administration, Ashford University, Clinton, IA, August, 2009
B.S., Business Administration Concentration In Marketing, High Point University, High Point, NC, May, 2005

TECHNOLOGY SUMMARY

SPSS ● Microsoft Office Products ● Adobe Photoshop & Illustrator ● PeopleSoft Financials ● Passport ● CAPS
Online ● Power Plan ● Oracle ● Business Objects ● Hyperion ● JDE ● EAP ● Tableau ● SQL ● SAS

DEXTER R.

4.2.5 IT Service Continuity Analyst

MANAGEMENT LEADER

RISKS - OPERATIONAL CONTROLS - BUSINESS & TECHNOLOGY RESILIENCY

A seasoned financial services and results-oriented professional with over 15 years^{€™} experience. Strong interpersonal skills with proven success in establishing solid customer relationships. Ability to work under pressure and ever changing environments. Strong Team Leader and player. Ability to get things done through others resulting from excellent influencing and negotiation skills. Outstanding time management and prioritization skills. Highly-developed leadership, analytical and communication skills. Thrive in roles requiring strategic planning and execution, operations and business acumen. Passionate about the diversity agenda as a whole.

Key Areas of Strength

Business and Technology Resiliency

Project Planning & Deliverable Management

Compliance, Internal Controls Testing and Audit

Risk Management and Financial Management

Sales Excellence

Operational Excellence

Problem Analysis & Resolution

Communications and relationship building

PROFESSIONAL EXPERIENCE

CITI BANK Rutherford, New Jersey

SENIOR BUSINESS ANALYST (CONSULTANT) December, 2016- Current

Developed and managed all aspects of Resolution Planning (FFIEC Appendix J) relative to Continuity of Business (COB) as well as played an instrumental role in driving change and process re-engineering within the COB Environment:

Provided in-depth and sophisticated analysis of current processes and metrics to suggest areas for improvements inclusive of Resolution Planning.

Monitored changes to Business Recovery Plans (BRP) that may impact Resolution Planning, developed metrics and worked with Shared Services Resolution Planning Team to highlight potential issues including tracking these issues to resolution once dispositioned.

Facilitated the process to ensure that business continuity plans are viable, executable, implemented and tested.

Worked closely with the Continuity of Business (COB) Tools Team on enhancements to align the Continuity of Business tool with the re-engineered processes.

Worked closely with the Continuity of Business (COB) Metrics & Reporting Team to enhance and define new operating performance and risk metrics.

Assisted in the development of Continuity of Business (COB) Policy and Standards.

Promoted business continuity awareness and education.

Participated on special projects as assigned.

JPMorgan Chase New York, New York

AVP, SENIOR BUSINESS RESILIENCY ANALYST, 2013 NOVEMBER 16, 2015

Developed the Application Resiliency Program in Mortgage Banking in response to the October 2012 OCC MRA relative to control deficiencies of the legacy INFO1 database, including loss of business critical applications inclusive of vendor hosted applications and potential loss of internet. Additional responsibilities included managing the book of work for Capital Markets and Technology Operating Divisions for Business Resiliency Planning and Crisis Management for Mortgage Banking sites in New York, New Jersey, Columbus, Ohio, Jacksonville, Florida and Delaware:

Developed and documented procedures for the Application Resiliency Program to ensure viability and sustainability of documented INFO1 React and Recovery Procedures in the event of an INFO1 outage.

Served as a subject matter expert (SME) on all regulatory compliance, resiliency, recovery and controls testing, reporting and quality assurance related matters.

Generated periodic Scorecards for Senior Management's review to show past due and coming due INFO1 React and Recovery Procedures, as well as visuals aid and pivot table to track progress and quality assurance metrics.

Developed and maintained the MB SharePoint site for Business Resiliency Planning.

Provided training to key stakeholders, which included Resiliency Managers, Resiliency Coordinators, Resiliency Owners and Schema Owners to develop INFO1 React and Recovery Procedures which will ensure continuity of operations in the event of an INFO1 outage.

Partnered with IT to develop an IT incident management plan. Participated in an IT disaster recovery task force to assess and mitigate risk due to lack of an effective disaster recovery strategy

Responded to business disruption via the Crisis Management Process and provided CCB PAC Incident Management with business impacts as well as report to Senior Management

Supported team of sixty (60) business continuity coordinators within key business units to implement a business continuity methodology consisting of business impact analysis, plan development, exercises and ongoing plan maintenance

Facilitated meetings and walkthroughs with key stakeholders to provide guidance and oversight on how to create a step-by-step documented Business Continuity Plans (BCP), Business Impact Analysis (BIA) and React and Recovery Procedures,

Reviewed and performed Quality Assurance (QA) on all uuity Planning (BCP) and React and Recovery Procedures to ensure their viability.

Worked with Stakeholders in the Lines of Business to assist and guide them in creating or updating their Business Impact Analysis (BIAs) and Business Continuity Plans (BCPs) in compliance with the Firm's Resiliency Planning Standards.

Conducted recovery, controls testing and root cause analysis on all incidents, identified risk and provide recommendations.

Created testing scripts, performed periodic and ad-hoc business recovery testing for multiple lines of business.

Performed site risk assessment by interviewing site executives and key business unit management to identify internal and external risks that could have a significant impact to revenue generation, customer satisfaction, brand and reputation.

Participated in internal risk analysis and assessment meetings and developed methodologies for managing risk

Analyzed progress reports and prepared power point presentation for Senior Management.

Evaluated content of risk and performed self-assessment on various businesses to ensure the correct internal controls are in place.

Proactively managed the RCSA by business process to ensure all business processes as well as Operation risk & controls (ORC) and Operations Risk Management are in place.

Played an instrumental role in the identification of risk across cross functional business lines with primary emphasis on accessing inherent risk and ensuring risk acceptance is documented for any residual risk identified.

Managed multiple projects with aggressive timelines, generated data from multiple sources and prepared daily, weekly, monthly, and ad-hoc reports.

QUALITY CONTROL MANAGER, OCC IFR ARTICLE VII PROJECT, 2011-2013

Managed a team of ten (10) Quality Control Analysts as part of the OCC Independent Foreclosure Review (IFR) Article VII project, relative to eligible borrowers of primary residence who may have suffered financial injury due to mortgage servicing error at any time during 2009-2010.

Managed multiple assignments with key Stakeholders to achieve business objective.

Recruited, trained, developed and supervised a team of Foreclosure Look-back Quality Control Analyst.

Developed, communicated and tracked clear, aggressive business goals and objectives.

Coordinated all controls testing to ensure regulatory compliance.

Monitored Key Performance Measures (KPMs) for each staff member utilizing the Chase performance review process.

Reviewed, evaluated and recommended staff compensation as necessary.

Assisted staff with more complex and/or aged escalated issues, thus ensuring timely resolution.

Escalated customer issues and streamlined internal processes to ensure issues were handled in a timely manner.

Tracked and generated reports, scorecard and visual aids to monitor multiple departments and Ad-hoc project performance.

Identified opportunities for process improvement and root causes.

Ensured compliance with all related regulatory statutes.

Formally trained and knowledgeable in mortgage work stream areas such as Modification, Short Sale, Loss Mitigation, Bankruptcy, Fees and SCRA.

Capital One Bank New York, New York

ASSISTANT BRANCH MANAGER, 2009 - 2011

Led a team of sixteen (16) employees to create an environment that delivers exceptional experience for both customers and employees. Hired top talent, developed employees and set clear direction for branch, thus creating great partnerships within Capital One Bank and the community at large, all while maintaining a focus on our customers.

Reviewed and monitored Suspicious Activity Reports (SAR) daily.

Investigated and flagged suspicious accounts.

Liaised with AML compliance team and other lines of business to escalate and investigate (SAR).

Facilitated in-house AML compliance training and practice exercise with branch staff.

Integrated support systems to ensure adherence to KYC policy.

Assisted in overall management of branch including operations, sales, service, audit, and staffing with a primary focus on operations.

Displayed excellence while supporting branch-based change management.

Managed day-to-day branch operations and service delivery.

Performed periodic control testing to validate compliance and mitigate potential risk

Led Teller staff, including career development, performance management and recognition.

Owled the development needs of Teller staff, including growth coaching.

Encouraged staff to promote self-service and remote-service options for relevant customer transactions.

Championed a customer-centric culture.

Delivered service levels and operational excellence in branch as agreed with branch manager.

Managed risk and compliance for the branch.

Collaborated with key stakeholder on multiple projects to achieve business goals.

Generated scorecards to monitor performance of each stakeholder.

Participated in the annual Business Continuity Planning and Testing.

RELATIONSHIP OFFICER, 2007 - 2009

Led the Bank's service delivery standards by delivering outstanding experience to high-valued clients (Deposit balances of \$1MM and above). Acquired, managed, retained meaningful relationship with clients and used financial knowledge to offer thoughtful solutions to help address their financial needs.

Promoted and sold all bank products and services.

Increased deposit and fee income.

Maintained and expanded superior client relationship.

Participated in sales call and leadership meeting.

Conducted training on new procedure and product enhancement.

The Bank of Nova Scotia/Scotiabank Georgetown, Guyana

SENIOR OPERATIONS OFFICER, 2006 - 2007

Led a team of twenty-five (25) employees consisting of three (3) supervisors and twenty-two (22) Tellers to ensure exceptional delivery of the Sales and Service Delivery module, while ensuring compliance to existing procedures.

Managed the quality and efficiency of branch operations by assisting with the initiation and monitoring of daily accounting cycle in the branch and maintained a sound knowledge of all approved operating procedures including Central Bank Reporting, Foreign Exchange Regulations and Multi-Currency General Ledgers.

Led the Teller Team in alignment with Service Management Performance Standards and contributed to monitoring the efficiency of Customer Service.

Supported the promotion of bank products, services and alternate delivery channels at Teller counters.

Developed subordinate staff by documenting observed customer/branch team interactions by each Teller, highlighting both positive aspects and improvement opportunities.

Contributed to the overall business objectives of branch team by being aware of and demonstrating ownership of the branch overall sales objectives and adhering to custody and security procedures at all times.

Complied with bank and branch security procedures with respect to assigned authorities and responsibilities.

OPERATIONS OFFICER TELLER, 2002 - 2006

Managed a team of thirteen (13) Tellers to ensure customer financial transactions are completed accurately and efficiently, while ensuring cash & custody procedures and all regulatory banking policies are adhered to.

Managed all Teller, Reporting and Customer Service operations.

Developed subordinate staff by negotiating personal development goals.

Reviewed and monitored Suspicious Activity Reports (SAR) daily.

Flagged suspicious accounts and escalated to the AML Compliance Team for further investigations.

Monitored daily compliance to ensure adherence.

Performed control testing to ensure compliance to regulatory agencies.

Reinforced KYC policy and confirmed adherence.

Recruited and trained employees.

Participated in profit planning forums.

CUSTOMER SUPPORT OFFICER, 2002

Led the development of the Customer Support Department as part of bank's transition to the International Banking Platform.

Streamlined key customer and support processes to increase sales capacity and effectiveness.

Provided administrative and service support to corporate and commercial clients.

Coached and developed employees to consistently champion service excellence.

Prepared Letters of Credit and Guarantees for commercial client engaged in international trade.

CUSTOMER SUPPORT REPRESENTATIVE, 2001 - 2002

Assisted in the growth of the bank's commercial portfolio by providing every commercial client with service that demonstrates respect and knowledge in a manner that makes the customer feel welcomed and show that their business is appreciated.

Investigated and responded to commercial customers' inquiries.

Prepared and processed letters of credit, guarantees and foreign exchange transactions.

Supported colleagues' operations by verifying accuracy of their processed transactions.

TELLER, 1998 - 2001

Ensured the delivery of customer service, which fostered overall customer satisfaction consistent with established and prescribed standards.

Processed deposits, withdrawal, checks, telegraphic transfers and negotiable instruments.

Provided pleasant and confidential service while meeting all timeframes and commitments.

EDUCATION

MBA Specialization in Organizational Leadership (2015)

ASHFORD UNIVERSITY - New York, New York

BSC in Business Administration Minor in Finance (2012)

Kaplan University New York, New York

Diploma in Information Technology (2006)

Global Technology Georgetown, Guyana

Associates in Business Administration (2002)

Association of Business Executives College Georgetown, Guyana.

Certificate from Caribbean Examination Council (1997)

Central High School Georgetown, Guyana

Skills:

Advanced proficiency in Microsoft Excel, Word and PowerPoint.

ROBERT D.

4.2.5 IT Service Continuity Analyst

SUMMARY OF QUALIFICATIONS

Results oriented I.T. Professional with over 20 years experiences coupled with strong technical, management, and business skills, business integration & turn-around success. Proven ability to quickly analyze key business drivers and develop effective strategies & processes to drive growth and financial performance. An inclusive global leader and team player with highly effective change management and relationship-building skills. Experience across multiple industries and business functions.

PROFESSIONAL EXPERIENCE

ANTHEM, INC., RICHMOND, VA

July 2018 – July 2019 (contractor)

Data Center Asset Management Analyst, Enterprise Technology Organization

Perform data analysis of ServiceNOW Data Center Hardware asset data in order to identify gaps and process failures

- Extract data from ServiceNOW to identify incorrectly entered or unlinked data center assets
- Compare data extracted from other enterprise level system management and config management tools to ServiceNOW data to identify data gaps and inaccuracies
- Build and utilize reports in Flexera Software Asset Management tools (FNMS) to compare to ServiceNOW and identify data gaps & inaccuracies
- Develop and implement process to create new data center assets from vendor shipping reports rather than wait for assets to arrive onsite
- Collaborate with IBM Asset Management team in addition to internal Anthem team
- Lead analyst in project to remediate unlinked assets & CIs in ServiceNOW. Identify process breakdowns leading to unlinked assets and CIs
- Create new devices in NLyte data center management tool
- Import new or missing assets into ServiceNOW
- Use internally developed SQL extract tool to perform in depth extracts from ServiceNOW database

BANK OF AMERICA, RICHMOND, VA

May 2016 – March 2018

(contractor from May 2016 to August 2016)

Software License Analyst, Global Technology Third Party Management

Provide primary application support for Flexera FNMS Software Asset Management Compliance platform. Maintain Oracle License Position.

- Provide primary application support for Flexera software asset management platform (FNMS)
- Led project to identify MS SQL Servers that could be exempted from licensing requirements, resulting in a 25% reduction in the number of MS SQL licenses needed by the bank to remain compliant
- Led project to improve identification of Oracle Coherence grid installs that were part of Enterprise agreement, Improving compliance status of Oracle Coherence from In breach to Compliant
- perform weekly data validation to ensure data quality of FNMS platform
- identify bugs in FNMS and work with engineering team and Flexera as needed to resolve
- Manage open cases with Flexera and engineering team
- Work with engineering team to develop, implement, test, and validate improvements to FNMS data collection processes
- research and analyze Oracle license purchases and usage and develop a comprehensive License Position for the bank's Oracle software licenses for 140+ Oracle products
- work with internal product managers of Oracle products to ensure license compliance

HILLPHOENIX, Colonial Heights, VA

September 2013 – February 2016

I.T Service Desk Manager, Enterprise Information Technology Group

Managed service desk / desktop support organization across 5 divisions with facilities in 15 locations (5 manufacturing locations) across the United States.

- Improved and streamlined IT hardware procurement and asset management processes.
- Managed Epicor ITSM environment, made modifications to environment to align with internal process changes.
- Created dashboards in ITSM to improve asset inventory management.
- Oversaw product ordering, order tracking, receiving, deployment, and all asset management tasks.
- Audited and reviewed hardware asset inventory to ensure completeness and accuracy.
- Performed queries of ITSM data to assist in product use analysis, expenditure analysis
- Analyze hardware and software buying patterns to identify cost saving opportunities.
- Acted as primary IT liaison to executives and department heads for all IT related issues including hardware / software procurement and asset management, IT support issues, and new project requests.
- Perform vendor management tasks for all IT related vendors
- Prepared and Co-managed a \$6 million dollar annual departmental budget (not including salaries or capital expenditures) with Network Support Manager
- Refined internal processes to achieve a 50% reduction in stale help desk tickets
- Manage all aspects of Hillphoenix's part of the Dover Microsoft Enterprise Agreement including annual TrueUp, License procurement, license allocation, licensing compliance.
- Manage software licensing for all non- Microsoft licensing including Adobe, Autodesk, Bluebeam, and other additional licenses. Responsibilities included procurement, license allocation, compliance, renewals, auditing and license pool management.
- Refined departmental procurement processes to improve efficiency in completing end-user service requests
- Collected monthly support metrics and compiled monthly IT Service Desk report for corporate executives
- Analyzed metrics and service desk tickets to identify issue prone technologies
- Key member of IT Project Management team
- Key member of Acquisition project team

HILLPHOENIX, Colonial Heights, VA

October 2010 – September 2013

I.T Procurement Administrator, Enterprise Information Technology Group

Provided technical oversight and management of all information technology related purchases for 5 divisions across 12 United States locations

- Prepared and managed a \$4 million dollar annual departmental budget (not including salaries or capital expenditures)
- Developed IT hardware procurement and asset management processes
- Perform vendor management tasks for all IT related vendors
- Managed Epicor ITSM environment, made modifications to align with internal processes.
- Placed orders for, received, and entered asset management information for hardware purchases.
- Managed all aspects of Hillphoenix's part of the Dover Microsoft Enterprise Agreement including annual TrueUp, License procurement, license allocation, licensing compliance and auditing.
- Managed software licensing for all non- Microsoft licensing including Adobe, Autodesk, Bluebeam, and other additional licenses. Responsibilities included procurement, license allocation, compliance, renewals, auditing and license pool management.
- Managed vendor relationships
- Identified vendors for new technologies while maintaining compliance with corporate and parent company standards.
- Re-vamped procurement processes to improve efficiency and take advantage of vendor automation capabilities
- Key member of IT Project Management Team

NORTHROP GRUMMAN (CONTRACTOR), Richmond, VA

October 2009 – June 2010

Windows System Administrator

- Deploy monitoring and management toolsets to State Agency Windows NT, 2000, 2003, & 2008 servers.

- Troubleshoot agent performance and functional issues.
- Troubleshoot DNS and connectivity issues.
- Document onboarding of Agency servers

PHILIP MORRIS USA (CONTRACTOR), Richmond, VA

January 2007 – September 2009

Windows System Administrator

- Build, deploy, and administer VMWare virtual servers.
- Manage and deploy system patches using Shavlik.
- Administer, monitor, and troubleshoot backups using EMC Networker.
- Plan, implement and troubleshoot upgrade of six Networker servers and over 200 clients.
- Design and deploy new server farm to newly reopened York plant.
- Monitor System Performance for newly built York servers and tune systems for optimal production.
- Perform system hardware and software inventories of production servers
- Administer Windows NT/2000/2003 servers in a distributed enterprise environment using standard Microsoft tools and Hyena.
- Monitor server hardware, performance, and uptime using IBM Director, Insight Manager, and IP Monitor and respond to outages promptly.
- Document server builds, server outages, and backup failures under PMUSA guidelines.

FEDERAL RESERVE BANK (CONTRACTOR), Richmond, VA October 2006 – December 2006

MicroComputer Analyst

- Configure and deploy new PCs and laptops using Microsoft RIS technology. Troubleshoot PC issues for end users.
- Install applications and migrate user data while maintaining high levels of customer service and meeting SLAs.
- Resolve tickets in Desktop Support queue in a timely and effective manner

WEIDMULLER, INC (CONTRACTOR), Chesterfield, VA

June 2006 – September 2006

Network Analyst

- Perform Network Administration duties for corporate office with 2 additional WAN sites.
- Administer Windows NT, 2000, 2003 servers using standard Microsoft tools. Administer Active Directory on Windows 2003 domain.
- Administer Exchange 2003 servers.
- Configure, install, deploy, and troubleshoot Cisco Layer2 and Layer 3 switches, Internet and WAN routers.

CHESTERFIELD COUNTY GOVERNMENT, Chesterfield, VA

March 2004 – June 2006

Network Analyst

- Perform Network Administration duties for large campus LAN with over 150 additional WAN sites.
- Administer Windows NT, 2000, 2003 servers using standard Microsoft tools, Hyena, and Microsoft Operations Manager.
- Troubleshoot and correct server issues.
- Monitor system performance and develop plans to improve performance.
- Configure, install, and deploy new servers as well as migrate servers to VMWare or IBM BladeServers as part of County's Server Consolidation initiative.
- Perform SMS administration; deploy updates to servers using SMS 2003.
- Administer Active Directory on Windows 2000 domain and then migrate domain to a native Windows 2003 domain while also migrating from Exchange 2000 to Exchange 2003.
- Administer Exchange 2000 and 2003 servers.
- Administer Symantec AntiVirus servers.
- Configure, install, deploy, and troubleshoot Cisco Layer2 and Layer 3 switches, wireless access points, and routers. Use HelpDesk Magic to respond to, update, and close help desk tickets.
- Act as primary network analyst on call for all 24/7 operations including Public Safety and 911 center.
- Key member of county's Emergency Operation Center staff.

WACHOVIA SECURITIES (CONTRACTOR), Richmond, VA September 2003 – March 2004

Network Administration Consultant

- Act as NetAdmin / Corporate Information Security team lead for Windows XP rollout and Desktop Refresh project. Troubleshoot all access and permission related problems during migration.
- Work with Migration Command Center on daily conference calls to ensure smooth migration.
- Act as primary NetAdmin On-Call contact for Migration Command Center and corporate Help Desk
- Perform data pulls from primary accounts domain using Hyena and BindView in order to rename and modify user accounts as part of migration.
- Write batch files and scripts to automate user ID creation, group adds, and account renames
- Create and Administer login scripts for the primary account domain. Administer remote access using RSA Ace Server and SecureIDs.
- Manage user accounts on Active Directory domain.
- Administer Microsoft Exchange 5.5 and 2000 accounts as well as Lotus Notes accounts.
- Respond to Access and permission related issues assigned by the help desk.
- Manage and administer Windows NT 4.0 and Windows2000 servers in both NT and Active Directory domains.

CAPITAL ONE (CONTRACTOR), Richmond, VA

March 2003 – September 2003

XP Migration Lead

- Lead a team of between five and fifteen Migration Technicians for Capital One's initiative to migrate 20,000 PCs with full system backup and recovery capability from Windows 95 to Windows XP using Power Quest tools, IConfig, Ghost, and other network management tools.
- Determine migration strategy for each night's assigned site, assign systems to Technicians, manage, troubleshoot, and administer Network Multicast sessions to image PCs with the new system image.
- Provide first and second tier support for Migrations Technicians on all PC, hardware, network and O/S issues.
- Open tickets with End-User Support to resolve any system issues that could not be addressed prior to migration.
- Act as liaison between project "War Room", Project Management and Technicians.

SERVICE PARTNERS, LLC, Richmond, VA

September 2000 – January 2003

Network Support Analyst

- Provide LAN, WAN, PC and Server support (direct and telephone based) for a nationwide insulation distribution and contracting company using VNC for remote administration of all PCs and Servers.
- Administer, install, configure, deploy and troubleshoot Windows NT and Windows 2000 Domain controllers, file/print servers, SQL Database servers in corporate headquarters and corporate sites nationwide.
- Support, configure, troubleshoot, and deploy Windows 95/98/2000/XP based PCs.
- Support Citrix MetaFrame clients.
- Administer corporate AntiVirus solution using Norton AntiVirus corporate edition.
- Administer Corporate and remote backups of servers using Veritas Backup Exec 8.0, 8.5, and 8.6.
- Troubleshoot and correct RAS, DSL, and Frame Relay connectivity issues.
- Configure NetGear DSL routers and some Cisco routers.
- Supervise field engineers as they troubleshoot and deploy software and systems nationwide.
- Extensive experience using TrackIt to manage support tickets and system inventory as well as administration of tables in TrackIt's HelpDesk module.

UPSHOT DIRECT, INC. (CONTRACTOR), Richmond, VA

June 2000 – September 2000

Sr. Server Engineer

- Administer all NT servers and workstations for Upshot, Inc.'s Direct division.
- Administer and configure backup jobs using Veritas Backup Exec 8 on multi-server trusted domain.
- Plan and execute phased Windows 2000 migration on all workstations and servers.
- Administer IIS web server.

- Administer all AntiVirus protection using Norton AntiVirus Enterprise Solution tools.
- Provide all needed desktop support in a timely and efficient manner.
- Troubleshoot and resolve all server related problems in manner that minimizes downtime and impact on end users.
- Act as liaison between Upshot's Richmond office and Upshot's Chicago IT division.
- Act as liaison between vendors and Upshot.
- Monitor network for any connectivity or throughput issues

COMPUTER RESOURCE TEAM, INC., Richmond, VA

May 1999 – June 2000

Network Integration Engineer

- Design, specify, and implement Local and Wide Area Networks for clients.
- Configure, install, and administer Windows NT servers both in-house and for clients.
- Plan and perform Windows 95/98 to Windows NT Workstation migration.
- Plan and perform Windows 95/98 & NT to Windows 2000 Professional migrations.
- Plan and perform Windows NT Server to Windows 2000 Server migration.
- Design networks primarily based on TCP/IP connectivity both in-house and for clients.
- Install, configure, and troubleshoot Cisco routers.
- Supervise other Network Engineers on Server migration and rollout projects.
- Specify, design, configure, host, and deploy NT based network for Upshot, Inc.'s Direct division using Dell servers, laptops, and workstations.
- Plan, specify, design, configure, and deploy NT based networks and Exchange Servers for clients.
- Perform Year 2000 assessments and remediation both in-house and for clients (primarily the Virginia School for the Deaf and the Blind) including a major PC and server rollout.

FORT JAMES CORP. (CONTRACTOR), Richmond, VA

July 1998 – May 1999

Sr. LAN/WAN Engineer

- Support, Configure, Troubleshoot, and Administer more than sixty NT Servers in a distributed, nationwide, multi-domain corporate WAN for the Fort James Corporation including transition of support duties from CSC Corp to Fort James Corp.
- Key team member on SAM Database Corruption/Domain Migration project.
- Migrate user accounts, rights, permissions from existing master accounts domain to new master accounts domain using Phoenix Software.
- Build, configure, install NT servers on new master accounts domain at corporate offices nationwide as part of SAM Database Corruption project.
- Supervise Junior LAN engineers in configuration and deployment of servers and PCs.
- Administer, configure and Troubleshoot domain controllers on corporate master accounts domain.
- Administer and troubleshoot DHCP, WINS, file and print servers on resource domains at corporate offices nationwide.
- Respond to server related trouble tickets as submitted by corporate help desk.
- Administer MS Exchange accounts as part of domain administration.
- Administer MS Mail servers and mailboxes.

TRIGON BLUE CROSS/BLUE SHIELD (CONTRACTOR), Richmond, VA

March 1998 – July 1998

LAN Consultant

- Provide NT Server and upper tier desktop support in a distributed token ring environment at Trigon Blue Cross Blue Shield headquarters with a strong emphasis on customer service.
- Configure, troubleshoot, administer, and maintain Windows NT 4.0 servers.
- Diagnose and troubleshoot Ethernet and token ring LAN and TCP/IP problems on workstations and servers.
- Provide upper tier workstation support of DOS, Windows 3.X, Windows 95, and Windows NT workstations.
- Configure and install new workstations.
- Use Microsoft SMS to diagnose and correct problems.
- Use GHOST to clone workstations. Install and troubleshoot various software applications including MS Office 4.3, 95, and 97, Extra Personal Client, SMS Client components.
- Support mainframe emulation software using both TCP/IP and SNA.
- Receive and update support calls using NetMan help desk system.

- Support various e-mail applications including MS Mail and MS Outlook.

VIRGINIA DEPT OF HEALTH (CONTRACTOR), Richmond, VA

January 1996 – March 1998

Computer Systems Engineer

- Provide Network and PC support of a user base of over 7000 PCs at Virginia Department of Health (headquarters and remote locations statewide).
- Install and support Windows NT servers
- Troubleshoot PCs and network connectivity
- Setup and configure PCs
- Test and administer new software
- Test and coordinate major Windows for Workgroups to Windows 95 migration.
- Support various Operating Systems including Windows 3.1, Windows for Workgroups, Windows95, and Windows NT (workstation and server).
- Project Manager for several software upgrade and migration projects.
- Project Manager for Children's Specialty Services Clinic network and PC installation project.
- Development of Access Databases (Help Desk Database and Time & Effort Database).
- Development of some minor VisualBasic 5 applications.
- Administration of Windows NT servers.
- Coordinate development of Information Management Technical Manual.
- Act as agency's Lead Engineer on IHRIS Project (State's new Payroll and Human Resources System).
- Function as WAN team member during major Wide Area Network implementation project.
- Setup new sites on Agency's Wide Area Network.
- Use Install Shield to build in house software distribution packages for agency's Oracle applications.
- Configure, install, and test Cisco routers and DSU/CSU.

VILLAGE COMPUTER SERVICES, Gloucester, Virginia

February 1990 - May 1995

PC Support Engineer

- Network and PC support of installed customer base of over 100 users.
- Provide telephone based troubleshooting and support
- Install software as well as configure, install and provide instruction for Point of Sale PC systems
- Perform network installation and troubleshooting

EDUCATION

OLD DOMINION UNIVERSITY, Norfolk, VA – August 1987 – May 1989

Computer Science Major

GLOUCESTER HIGH SCHOOL, Gloucester, VA – September 1983 – June 1987

College Preparatory Diploma, Advanced Placement Computer Science

ADDITIONAL INFORMATION

- Experience with HP, IBM, & Dell PCs, Laptops, & Servers
- Experience with Cisco switches and routers including installation and level 1 & 2 troubleshooting
- Current U.S Passport; available to travel up to 30%

MICHAEL C.

4.2.5 IT SERVICE CONTINUITY ANALYST

Accomplished and resourceful IT Asset Manager with experience in a team-oriented environment, utilizing quantitative and qualitative analytical skills while providing excellent customer service and strong relationships with other business units and vendors. Adept at authoring IT policies, processes, and procedures for IT best practices. Core competencies include:

- Hardware Asset Management
- Software Asset Management
- Software Licensing
- Process documentation
- Business Analysis
- Strategic Planning
- IT Asset Lifecycle Management
- Vendor Management

EXPERIENCE

Unisys Corp., Richmond, VA

December 2018 – Present

Business Analyst, IT Asset Management

- Managed and reported on Hardware and Software Asset Management using two tools – HAM using ServiceNow and SAM using Snow maintaining better than 95% data accuracy.
- Updated the process and procedure documentation emphasizing industry best practices for IT Asset Management
- Worked collaboratively with team members and other workgroups to provide accurate IT Asset Management information in a timely manner.
- Maintained excellent customer service by responding to all inquiries promptly
- Created and implemented an IT Asset Management plan to promote continuous improvement of asset data accuracy
- Participated in procurement strategies to optimize IT asset spending and reduce the risk of IT asset licensing issues
- Provided reporting to managers and users on various hardware and software asset management aspects, including licensing and compliance
- Reported on the management of compliance, maintenance renewals, life cycle planning
- Created a SharePoint library for the team to have a knowledge repository for IT asset management, vendors, and product information

IBM, Richmond, VA

August 2004 – July 2018

Client Focal

- Manage and maintain IT asset lifecycle licensing, compliance, documentation, and IT asset metrics analysis
- Oversee IT asset refresh for enterprise class IT assets
- Collected licensing information for budgeting, software compliance and inventory, and cost comparisons
- Created and implemented an IT Asset Management plan to promote continuous improvement of asset data accuracy
- Respond to requests from end users, managers, developers, and team members for specific IT asset Management data information
- Created policies, processes, workflows, and procedures for IT Asset Management

- Conduct regular customer meetings to promote customer satisfaction and trust
- Conduct book-to-floor / floor-to-book audits utilizing MS Excel to produce a 10% random, non-repeating sample

EDUCATION

AA in Business, GPA: 3.9

Germanna Community College - Fredericksburg, VA

TECHNICAL SKILLS

Agile, Microsoft Office, Excel, PowerPoint, Outlook, Word, Macros, Visual Basic, Cobol74, ANSI C, ALGOL, Open Office Calc, Open Office Impress, Open Office Writer, TCP/IP, SNMP, SMTP, Telnet, SSH, SFTP, FTP, Putty, VI, SAS, SAN, NAS, SCSI

THOMAS A.

4.2.5 IT Service Continuity Analyst

Information Systems Risk Management | Governance & Risk Compliance | Cybersecurity Audit

PROFESSIONAL SUMMARY

Certified CISM, CISA, and CRISC with 11+ years of distinguished career history in IT leadership, including oversight of security risk assessments, IT audits, and compliance programs. Proficient in developing IT solutions, deploying security and compliance requirements, and leading proactive and well-integrated teams across IT governance environments. Equipped with strong technical expertise and broad knowledge of IT risk assessment, core security monitoring, and incident response management. Adept at analyzing complex information and technical issues, translating business/user requirements into actionable IT cases, adopting adequate framework and security controls, and driving continuous improvements.

IT Compliance Program | Information Systems Risk Management | IT General Controls | IT SOX Audits | Governance & Risk Compliance | Identity & Access Management | Cyber Security Audit | Incident Management & Response | Vulnerability Assessment | Network Security | Technical Support | Software Installation | Wireless Networking | Process Improvement | Negotiation | Team Management | Corporate Communication | Organization | Problem Solving

WORK EXPERIENCE

CAPIO – Sherman, TX

Security Compliance Manager • Jul 2020 – Present

- Manage organization-wide implementation of IT risk strategies with changes to environmental practices, ensuring adherence to standards and regulations for complex portfolio IT systems and core infrastructure.
- Oversee onsite risk assessment efforts over PCI environment to standardize and rationalize current Capio PCI and HITRUST processes.
- Formulate information security policy standards, procedures, and guidelines, conceptualize strategic roadmap, and support the IS program initiatives.
- Establish internal audit and legal framework to investigate emerging threats, identify vulnerabilities within the Capio environment, evaluate the likelihood of occurrences, and develop sustainable strategies for effective mitigation.
- Spearhead successful execution of information security projects by installing new technologies and upgrading existing tools, ensuring business continuity in case of a system breach or attack.
- Organize training for employees on best practices regarding email attachments, phishing attacks, social media usage at work, and potential business threats, such as ransomware & cryptojacking malware campaigns.
- Enhance Capio's security culture by organizing security awareness campaigns and developing comprehensive cybersecurity training manuals.
- Develop, implement, and maintain Incident Response Plan (IRP) by performing tabletop exercises and mock incidents while leading Security Incident Response team.
- Augment data protection by answering all customer questions on cybersecurity and advising them on better ways of protecting Capio health information.

FRONTIER COMMUNICATIONS – Allen, TX

SR. IT Security Analyst • Jul 2019 – Jul 2020

- Conducted regular risk assessments to identify potential threats and vulnerabilities in company systems and infrastructure and engineered mitigation strategies, optimizing IT efficiency within the organization.
- Leveraged third-party risk management methodologies such as NIST, COSO, and ISO to manage and lead technical risk assessments for new and existing vendors and suppliers.
- Prepared ad-hoc security risk dashboards, reports, business cases, and presentations on security risk, controls, and compliance status.
- Kept the company abreast of the latest trends in the cybersecurity industry and ensured effective enforcement of risk management strategies.
- Participated in business continuity planning (BCP) activities required by senior leadership. Enforced information security controls and investigated/responded to security incidents.

- Directed and oversaw assessment, selection, implementation, and maintenance of information security tools & technologies and frameworks such as ITIL, HITRUST, COBIT, NIST, and ISO/27002.

HKS ARCHITECTS – Dallas, TX
Security Analyst • Apr 2016 – Jul 2019

- Resolved associated IT compliance gaps by applying effective information assurance procedures and policies, including change management security policies, disaster recovery, release management, and systems maintenance.
- Acted as an end-to-end expert in managing IT-related initiatives, effectively achieving and sustaining compliance with regulatory, industry, and contractual terms.
- Served as a tier 2 engineer, resolving IT compliance issues and performing root cause analyses on all escalated risks, thus optimizing all organizational software and computer programs.
- Enforced security protocols to protect company information from unauthorized access, modification, and destruction.
- Implemented cybersecurity best practices by creating SOPs and DLP and training all staff members on mitigating evolving security risks, increasing security awareness within the company.

CAPITAL ONE CORPORATE OFFICE – Plano, TX
Field Service Engineer • Nov 2013 – Apr 2016

- Steered successful migration of over 800 users from Windows XP to Windows 7 while ensuring business continuity throughout the organization.
- Troubleshoot all software and hardware-related issues and deployed over 2000 equipment to laptop users.
- Developed Good Mobile Enterprise and Air Watch for Android, iPhone, and Blackberry users.
- Delivered top-tier customer service by promptly resolving tickets and work orders within SLA using the HP Service Manager ticketing system as per the support desk SOPs.
- Installed, repaired, and sourced network equipment, ensuring seamless network connectivity within the company and business continuity.

GWA INNOVATIVE TECHNOLOGY, INC. – Richardson, TX
Jr. Network Administrator • Nov 2010 – Nov 2013

- Maintained uninterrupted network security and flow by designing telecommunication networks and systems and optimizing all hardware, software, and communication tools.
- Implemented and tested disaster recovery solutions by upgrading firewall, antivirus, and intrusion detection systems, improving security resilience.
- Configured and deployed computer gadgets after company-wide upgrade to ensure seamless network connectivity.
- Addressed network security issues and prevented unauthorized access to the systems. Analyzed end-user problems and resolved them amicably.

EDUCATION

Bachelor of Science: Information Systems and Cyber Security (ISC)
ITT Technical Institute – Richardson, TX
2012 – 2014

Associates Degree: Information Technology & Computer Network Systems (CNS)
ITT Technical Institute – Richardson, TX
2010 – 2012

CERTIFICATIONS

Certified Governance of Enterprise IT (CGEIT) | ISACA, Ongoing
Certified in Risk and Information Systems Control (CRISC) | ISACA, Jun 2021
Certified Information Systems Auditor (CISA) | ISACA, Mar 2021
Certified Information Security Manager (CISM) | ISACA, Feb 2021

George B.
4.2.6 Network Engineer

PROFESSIONAL EXPERIENCE

2015 – Present Senior Network Engineer for NC Department of Transportation

Responsible for evaluating, recommending, installing, administrating, and Operating IPAM Solutions. Deploys and supports data networking in a large and complex environment. Provides senior support on WAN and Access and distribution LAN switching products. Supports data and VOIP as well as data center Class products.

2011 – 2014 Supervisor Lifecycle A&E for UCCaaS/VoIP Repair/IP-ADMIN Teams

Responsible for driving results by building and developing strong diverse teams and maximizing team performance by setting and communicating objectives and priorities, providing ongoing direction, completing all required performance documents and conducting associated performance discussions, provides on going performance feedback, coaching, training and development, takes appropriate performance improvement action or administers appropriate discipline when employees do not meet performance standards or expectations, and ensures a safe and ethical work environment by complying with the Code of Conduct and all Company policies.

2007 - 2011 Spec-Network Operations – DNS/DHCP/IPAM Support Managed Services

Provided DNS/IPAM/DHCP support to managed Services on the RBS, Vangent, Washington Mutual, and Capital One accounts. Responsible for IMACS, Change Management, Incident Management, and problem resolution in regards to DNS/DHCP/IPAM. Perform other duties as required by management.

2005 - 2007 Sr Engineer-Network Operations – FAA Network Management Center

Provided Second Level Support and Chronic resolution on the FAA network. Responsible for the Eastern, Southern, and Southwestern regions. Provided guidance and training to First Level Support. Reviewed history, developed action plans, and saw the action plans through to resolution on chronic troubles. Coordinated repairs with LECS and internal resources to resolve complex issues. Reviewed processes and procedures to ensure they are up to date, accurate, and efficient. Provided technical advice to management. Worked on projects and other duties as required and assigned by management.

2000 - 2005 SR Network Engineer I – FAA Network Management Center

Provided guidance and training to First Level Support. Reviewed and developed processes and procedures for the FAANMC. Provided technical advice to management. Worked on projects and other duties as required and assigned by management.

1997 - 2000 Network Engineer – FAANMC

Provided first level support on the FAA voice and Data Network. Maintained the network up to 99.9999% uptime. Coordinated repair efforts with internal and external agencies. Worked with Vendors and suppliers to resolve issues.

1983 - 1997 Communications Sergeant - Equipment US ARMY

Managed and supervised 14 soldiers. Was responsible for supervising the daily operations of the Communications section. Ensured the Soldiers were trained and maintained readiness for deployment. Performed Quarterly, Semi-Annual, and Annual Reviews of the soldiers performance.

Managed and maintained the operations of a wide variety of communications equipment for the 1st Corps Support Command, the General Staff, and subordinate Units ranging from PCs to tactical radio equipment. Ensured the readiness of communications for the Command, Staff, and subordinate units. Performed Audits on the subordinate units to ensure Army Regulations, Command regulations, policies, and procedures were being adhered to. Advised the General Staff on communications capabilities, readiness, and newer technologies. Operated and maintained the communications in the Command Emergency Operations Center. Coordinated and obtained the logistics and communications needed for deployments.

EDUCATION

Benettsville High School, Bennettsville, South Carolina: Graduate with Honors 1983

PROFESSIONAL DEVELOPMENT

Web Based Training CEU, Cary, Certificate Conflict Management

Web Based Training CEU, Cary, Certificate Managing Corrective

Web Based Training CEU, Cary, Certificate Role of the Manager

U.S. Army, Fort Gordon, Georgia Certificate Mid level Management

U.S. Army, Schofield Barracks, HI Certificate Entry Level Management

REFERENCES

Gary Florence (919) 378-3866 gary.florence@verizon.com

Tom Sibrizzi (919) 378-6479 tom.sibrizzi@verizon.com

Bill Campbell (919) 378-7236 william.campbell@verizon.com

Leonard S.

4.2.6 Network Engineer

SUMMARY

- IT Network Engineer with 10 years network engineering experience
- Experience supporting Department of Defense and Corporate networks at numerous United States and International locations
- Successfully completes network projects ahead of schedule and under budget
- Enthusiastic team player with the ability to supervise, trains, and mentor others in fast paced and difficult environments.
- Continually updates technical expertise to increase networking knowledge
- Active Secret Clearance
- Extensive leader and managerial experience in austere working conditions

EDUCATION

Atlantic Technical College/Cisco Academy, Coconut Creek, Florida - 2013
Network Support Services Certificate

Site 2Bravo, Afghanistan – 2005
Frontline Supervisor Course

ACTIVE CERTIFICATIONS

- Cisco Certified Network Associate
- CompTIA Security+ CE
- CompTIA Network+ CE

EXPERIENCE

April 2023 – Aug 2023

TEKsystems

Network Engineer, Huntsville Alabama

- Supporting WAN for network Enterprise Center at Redstone Arsenal (NEC-R).

Provide network analysis and support for the Redstone CAN, SIPRNET, LAN, and WAN interfacing to include user interface assistance, peripheral interface, network connection interface, problem analysis, network security and LAN infrastructure design.

- Provide technical support for network protocols to include Multiprotocol Label Switching (MPLS), Transmission Control Protocol/Internet Protocol (TCP/IP), IP version 6 (IPv6), Asynchronous Transfer Mode (ATM), FTP, RS232, and fiber, network physical layers, which includes Voice over Internet Protocol (VoIP), Ethernet, Fast Ethernet, Fiber Distributed Data Interface (FDDI), Integrated Services Digital Network (ISDN), and other routing protocols.

January 2016 –
March 2023

Amentum (formerly **PAE**), Andros Island, Bahamas
Sr. Network Engineer 2021-2023, Network Engineer 2018-2021 and Network Technician 2016-2018

- Provide sole support for all U.S Navy network activities previously supported by two network engineers and a senior network engineer.
- Provide support for all Classified, Unclassified and Residential networks at the Navy's Atlantic Undersea Test and Evaluation Center and four CONUS locations, including support of the Navy NMCI network assets.
- Responsible for network installation, configuration, maintenance, and optimization of all network devices including Cisco routers, switches, firewalls, and wireless equipment including Cisco wireless LAN controllers, bridges and access points.
- Administer fully redundant Cisco Identity Services Engines (ISE) servers.
- Design Cisco LAN/WAN network architectures using industry best practices.
- Ensure all network devices are configured to meet RMF and IAVA STIG security requirements.
- Respond to emergency network outages in accordance with business continuity and disaster recovery plans.

Leonard S.

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- Prepare and ensure accuracy of network diagrams, procedures manuals, and network device configuration templates.
 - Manage assets and device inventory.
 - Provide Recreational Internet access for 300+ installation residents and visitors. This network service is maintained during non-business hours, i.e. lunch hours, week-day evenings and weekends.
 - Configured, deployed Cisco ASA's and Palo Alto FW's on then non-DOD network.
 - Prepare site networks in advance of hurricane evacuations and recover networks upon return.
 - Designed and deployed new Cisco WiFi Mesh network in residential housing areas using Cisco 2500 WLC, Cisco 1500 Mesh access points.
 - Designed and deployed new Broadband over Power Line network (BPL) networks in transient housing building that enabled Internet access to visiting servicemembers and contractors.
 - Implemented new network monitoring solution that significantly reduced outages and decreased troubleshooting time.
 - Updated and created new network documentation and standard operating procedures.
 - Deployed new IP audio system that extended intercom communications to remote sites.
 - Reduced equipment inventory count which resulted in significant cost savings.

July 2015 -
January 2016

Global Response, Margate, Florida
Tier 2 Technical Support

- Troubleshoot and quickly resolved software, hardware, printer, and dial up/DSL/cable-modem/network issues over the telephone.
- Acted as liaison for web-based application problems between users and developers.
- Provided end user support for Windows operating systems, Windows Office Applications, Apple MAC operating systems, etc.
- Demonstrated ability to organize, prioritize and multitask while managing user's expectations.

January 2015 -
July 2015

Plum Choice, Deerfield, Florida
Technical Support Representative

- Provided professional technical support to all customers including sometimes difficult or unhappy individuals.
- Engaged in simultaneous remote computer system administration and repair sessions.
- Displayed courtesy and strong interpersonal skills with all customer interactions.
- Referred difficult issues to upper management while maintaining positive rapport with customers.

Leonard S.

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February 2014 -
December 2014

Inbound Call Experts, Boca Raton, Florida
Tier 1 Technical Support

November 2013 –
January 2014

Independent IT Computer Consultant – South Florida

August 2012 –
October 2013

Elite Show Service, Miami Gardens, Florida
Premium Event Staff Member

- Provided guest assistance in the VIP seating areas of the Hard Rock Stadium sporting venue.
- Provided access control and crowd management to ensure a safe environment
- Developed a thorough knowledge of building policies, procedures and event requirements.
- Responded to all customer comments and concerns in a prompt and friendly manner.

August 2010 –
July 2012

Independent Moving Consultant/Limousine Driver/Landscaper, South Florida

May 2010 –
July 2010

Unemployed – Traveled in Asia before relocating back to the United States

November 2008 –

Supreme Food Service – Afghanistan

April 2010

Operations Manager

- District Manager responsible for overall operations of multiple dining facilities at overseas U.S. military bases located in hostile and austere locations.
- Liaison between prime contractors, sub-contractors and U.S. Military.
- Responsible for billeting for 300 plus personnel along with facilitating more than 150 immediate staff.
- Directly responsible for managing 24/7 operations to meet the requirements of the contract and surpass expected levels of service.
- Traveled to poor-performing sites to correct deficiencies and improve business practices.
- Decreased government expenditure by lowering food and associated costs.



Nath K.
4.2.6 Network Engineer

Professional Summary:

- Cisco and Juniper Certified Network Engineer with over 14+ years of experience in the industry, which includes expertise in the areas of Routing and Switching.
- Experience in configuring BGP, OSPF and ISIS on Juniper MX-960 and MX-480 routers.
- Understanding of 4G-LTE infrastructure and its elements such as MRFP, SGW, PGW as a part of the Branch Network Resiliency Project.
- Experience in configuring spanning-tree on EX4200 and EX8200.
- Experience in configuring Juniper Switches such as EX4200, EX8200 in virtual-chassis mode.
- Experience in migration from Cisco infrastructure to Juniper MX routers and Switches such as EX and QFX devices.
- Experience in preparing MOP and corresponding scripts for Maintenance window.
- Expert level knowledge of troubleshooting, implementing, optimizing and testing of static and dynamic routing protocols such as EIGRP, OSPF, BGP with ability to interpret and resolve complex route table problems.
- Knowledge of implementing and troubleshooting complex layer 2 technologies such as VLAN Trunks, VTP Ether channel, STP, RSTP and MST.
- Worked on Cisco 7200, 3800, 3600, 2800, 2600, 1800 series Routers and Cisco 2900, 3500, 4500, 5500, 6500 and Nexus 5K series switches.
- Worked on Juniper SRX-100,110,210,550, MX-80, MX-480 series routers and EX-2200, 4200 series switches.
- Implementation of HSRP, VRRP and GLBP for Default Gateway Redundancy.
- Cisco ASA/Palo alto Firewall troubleshooting and policy change requests for new IP segments that are either present in the network or that may have been altered during various planned network changes on the network.
- Experience working with Nexus 7010, 5020, 2148, 2248 devices
- Deploying and decommissioning the VLANs on core Nexus 7K, 5K and its downstream devices
- Worked on Cisco Nexus switches, 7000's, 5000's 2000's with VDC's /VRF's configurations.
- Experience in working with Cisco Nexus Switches and Virtual Port Channel configuration.
- Experience in F5, Cisco ACE 4710 Load balancers and Cisco WAAS, WAVE accelerators.
- Experience in configuring HSRP and redistribution between routing protocols troubleshooting them.



- Extensive knowledge in different networking protocols DHCP, DNS, FTP, VOIP (SIP, H.323, MGCP), Quality of Service (QOS).
- Experience in configuration and troubleshooting MPLS, L2VPN, L3VPN tunnels.
- In-depth knowledge and hands-on experience on IP Addressing, Sub netting, VLSM and ARP, reverse & proxy ARP, Ping Concepts.
- Expert Level Knowledge about TCP/IP and OSI models.
- Extensive experience with Cisco IOS, Windows client/server operating systems and Linux
- Enhanced level of knowledge with PPP, ATM, T1/T3 Frame-Relay.
- Experience in working with tools like Putty, Exceed and Secure CRT.
- Experience in using network performance monitoring tools like Solarwinds Orion, Plixer Scrutinizer, VPM, Cisco works, Junos Space.
- Experience in migration of networking devices in a multivendor network with devices like Cisco, Juniper, Palo Alto Networks.
- Expert knowledge of cable connectors and replacement as RJ-11, RJ-45, V.35, RS-449.
- Knowledgeable in understanding of the ITIL framework
- Excellent communication skills to interact with team members and support personnel, acting as a mentor to less experienced personnel.
- Demonstrated success record in: Managing multiple tasks with proven ability to meet deadlines and proactively identifying the problem to solve complex technical issues.
- Highly enthusiastic, creative team player, project implementation, analytical, interpersonal and communication skills

CERTIFICATIONS:

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP)
- Juniper Networks Certified Associate (JNCIA)
- Juniper Networks Certified Associate-Cloud (JNCIA-Cloud)
- Juniper Apstra Automation Accreditation Exam



TECHNICAL SKILLS:

- **Cisco Platforms:** Nexus 7K, 5K, 2K & 1K, Cisco routers (7600, 7200, 3900, 3600, 2800, 2600, 2500, 1900, 1800 series) & Cisco Catalyst switches (6500, 4900, 3850, 3750, 3500, 4500, 2900 series), CSR/ASR, IOS-XR.
- **Juniper Platforms:**
MX10003, MX960, MX480, MX240, MX104, MX80 routers.
QFX5110, QFX5100, QFX3500, EX4300, EX4200, EX2200 Switches.
SRX4600, SRX4200, SRX1500, SRX550, SRX240, SRX210, SRX100 Firewalls.
- **Management tools:** SNMP, Syslog, Sniffer, and Wireshark.
- **Routing Protocols:** BGP, OSPF, EIGRP, IGRP, RIP, Routed Protocol TCP/IP, Multicast, HSRP, VRRP, GLBP, VARP.
- **LAN Protocols:** VLAN, VTP, Inter-vlan routing, ISL, dot1q, STP, RSTP, PVST, HSRP, GLBP, Ethernet, Port security, MLAG.
- **WAN Technology:** MPLS, MPLS VPNs, LDP, L3VPN.
- **Network Management:** SNMP v2, Cisco Works, 3Com Network Analyzer, PRTG, Solar winds, TACACS, Net flow, Cacti, Rancid, Splunk and Nagios.
- **Network Security:** Cisco ASA, Juniper SRX, Palo Alto Firewalls, IPsec, IPS/IDS, & VPN, Juniper SRX, Juniper VSRX, ACE Module and F5 Load Balancers
- **Wireless:** Juniper Mist, Cisco Meraki
- **Application Protocols:** DHCP, DNS, IPV6, FTP, TFTP.
- **Documentation:** Microsoft Office
- **Design Tools:** HPNA, MS Visio
- **Programming:** Python, Shell Scripting, Ansible, TOBY and ROBOT
- **Operating Systems:** Cisco CATOS, IOS, IOS-XR, NX-OS, JUNOS, PANOS, MS Windows 2007/08, Windows Vista, Windows 8, Windows 10, Linux.

PROFESSIONAL EXPERIENCE:

World Wide Technology, Inc./Charles Schwab, AZ
Sr.Network Engineer

Nov 2021–Present

Responsibilities:

- Actively participated in meetings related to external vendor connectivity, ensuring effective communication and collaboration. Coordinated with application vendors to implement policies and routing strategies, enhancing partner interactions.
- Responsible for the Implementation of BGP changes with policy-maps on Juniper SRX devices to influence primary and secondary paths, optimizing network performance.



- Configured redundant VPN tunnels to external vendors, adhering to NIST standards for phase1/2 parameters on Juniper SRX4200 devices.
- Successfully migrated VPN tunnels from the old redundant datacenter to the new Equinix colocation, ensuring uninterrupted services.
- Established ECX connectivity to vendors in Equinix, configuring BGP and turning up connectivity for improved network efficiency.
- Spearhead the implementation of L2/L3 changes on Nexus 9000 series leaf switches and ASR 9300 routers to propagate partner routes to the core.
- Consolidate multiple networks within Schwab(Legacy &TD Ameritrade) into a single ACI infrastructure. Responsible to handle tasks in ACI fabric configuration, including tenant creation, application profiles, and endpoint groups (EPGs) for policy-driven network management.
- Implemented and maintained ACI security policies, including micro-segmentation and contract-based communication to enhance network security on Cisco Nexus 9K devices.
- Troubleshoot CRC errors in the ACI environment by analyzing corresponding moogsoft alerts. Submit nlyte requests to replace the SFP and Cable to resolve CRC errors.
- Collaborated with external vendors during SRX device changes, maintaining primary and secondary path connectivity in the event of an upgrade.
- Act as the primary point of contact and liaison between external vendors/partners, providing effective troubleshooting for connectivity issues.
- Propose necessary design changes to the external vendors and make amends on these changes by adhering to the Schwab Infosec Guidelines.
- Support Annual disaster recovery failover testing for partners, ensuring automatic failover setup and functionality testing. Update confluence pages to reflect the right procedures, verification, and fallback steps to return to the original state.
- Migrated vendor VPN connections to Juniper SRX 4200, facilitating the move from green(**TD Ameritrade**) to blue (**Charles Schwab**) environments. Ensure redundant path and necessary configurations are implemented on the devices to support both the existing and new app environments.
- Responsible for setting up redundant tertiary branch VPN connections to the datacenters in phoenix and aid the migration of existing TDA branch sites to facilitate new Schwab branch setup and moves. Test connectivity to the new branches for LAN, WAN and Wireless connectivity over the VPN.
- Designed and deployed the Zero Trust framework across all the Schwab/TD Ameritrade People centers. Create trusted and untrusted network within the campus location to bifurcate Market room devices from the regular devices.
- Onboard TDA non-Meraki sites and assist in the Implementation of MS355 and MS425 Switches. Deploy MR56 and MR86 Access points as a part of Onboarding the sites(People Centers and Branch Offices).
- Create group policies on the Meraki dashboard to support the network segmentation effort and 802.1x security remediation on Cisco ISE.

- Responsible for investigating the LACP and non-stacking related issues with the Meraki MS 16.6 and work with Cisco TAC to Perform QA testing in the environment before rolling out the upgrade to the production devices.
- Troubleshoot the L3 host table incorrect next hop triggered by VRRP flaps on the Viptela SDWAN and missing routes issue with the configuration of static/OSPF routes triggered by adding/removing the routes in the Meraki dashboard on version 16.1.
- Implement temporary workarounds for the L3 host table incorrect next hop by using a physical address instead of virtual address. Mitigated the missing routes issue by removing the OSPF default-information-originate from the Cisco Viptela configuration until the next stable release of Meraki 16.2.2 RC1/2 were deployed.
- Troubleshoot poor Wireless performance by utilizing the client survey tools and additional Meraki tools such as Event logs and obtaining the RSSI value from the client survey tools such as Air Marshal.
- Monitor Meraki Alerts for CRC Errors, packet fragmentation and 802.1x failures through Cisco Thousand Eyes and apply the necessary fixes.
- Perform regular firmware upgrades on Meraki Devices and test connectivity to Wireless SSID's and devices/services as a part of the shakeout plan.
- Configure the SSID's with API key and Secret to enable Cisco Umbrella DNS protection.
- Create GPACL's on Meraki dashboard to allow respective subnets to connect to the internal/External DNS. Perform Port isolation for Printers and Camera's at the respective Campus location.
- Configure the respective SSID's on the Meraki devices for Cisco Umbrella DNS integration and change the policies from default to apply the standard hardened default policy. Enable 802.1X Meraki Certificate based authentication on set of devices in the People Centers interfacing with market data.
- Experience using Wireless survey and troubleshooting tools such as Ekahau Connect , AI pro, Chanalyzer, and V-APP.
- Worked on Jira Firewall tickets, collaborating with core routing, proxy, and application teams to implement necessary changes.
- Installed, maintained, upgraded, and troubleshot F5 LTM and GTM devices such as Viprion 2400, 2400, 4480 and performed migrations from 5250 to R5000. Performed necessary tasks on the devices such as Virtual Servers, Nodes, pools and load balancing algorithms configuration for application availability optimization.
- Upgrade F5 LTM, GTM and Viprion devices from version 13.1.5 to 15.1.7 using ansible playbooks. Responsible to create a playbook directory and target the devices listed in the inventory file by location during the upgrade.
- Create a test plan for trial run in the lab leveraging ansible playbooks listing the pre-requisite steps, the vcmp behaviors and upgrade behaviors. Create verification procedure to ensure that the expected objects and pool health status is verified.
- Perform BigIQ integration and provision AVR(Application visibility and reporting) modules for performance analysis of web applications and gather metrics such as

transactions per second, server/client latency etc. Integrate splunk SIEM with F5 to Consolidate statistics from multiple BIG-IP devices.

- Responsible to create A records, PTR records for IP addresses and host names, as well as CNAMEs for both internal and external VIPs leveraging Ansible Tower Automated workflow. Experienced in migrating on-prem applications to the cloud using pointer record CNAMEs and creating delegation records for Wide-IPs and applications hosted on GTM.
- Proficient in maintaining high availability of DNS servers and ensuring device health in both on-prem and cloud data centers. Experienced in the creation of DHCP records for devices and add the network devices to DNS servers for ISE integration.
- Responsible for performing Zscaler device sublocations by datacenter and Equinix Co-locations. Created Lifecycle specific URL categories to remove entries from the respective URL categories to enforce blocking via the proxies supporting VPC endpoints in AWS.
- Updated the proxy PAC file to include application URLs, enabling external application access through the Zscaler proxy. Ensured internet security by blocking unauthorized IP addresses and URLs from accessing non-business and social networking sites. Developed proxy auto-configuration (PAC) files for both enterprise-wide and user-specific groups to enable seamless internet access through the proxy server.
- Deployed device whitelisting on Cisco ISE, addressing authentication challenges and facilitating the addition of new devices to the network. Created profiler policies to categorize network devices into appropriate groups and implemented group-specific policies to ensure effective device management.
- Successfully implemented device whitelisting on Cisco ISE to address authentication issues and enable secure device access to the network. Conducted device profiling and assigned policies to specific device groups, ensuring effective management and control of network devices.
- Responsible for the deployment of Viptela Vedge 5000, 2000 and C8300 devices as a part of SDWAN deployment.
- Developed template variables and parameters to streamline the deployment process and accommodate varying network requirements. Automated template updates to align with evolving network policies, ensuring consistency and adherence to security protocols.
- Perform throughput testing with Vedge devices to identify the NAT translation issue to the devices with the campus location. Propose the long-term solution to replace the Vedge with the C8300 devices. Establish seamless communication between Viptela controllers and edge devices during the onboarding phase.
- Address the Vedge device template failure with community string issue post upgrade to version 20.6 by downgrading to 20.4.2 code. Create an SNMP string with 15 characters or less as a workaround and attach the device template to the respective Edge devices.



- Responsible for analyzing logs, packet captures, and performance metrics to identify and address network anomalies post the Viptela device installation at People centers.
- Performed daily policy pushes on Palo Alto, Juniper SRX, and VMWare NSX-T firewalls, utilizing Terraform scripts for efficient configuration management.
- Conducted cleanup of obsolete configurations for external/decommissioned partners post-migration. Ensure the correct configurations are maintained on both the Primary/Secondary devices.
- Migrate the configurations from the existing Netscreen devices to the Juniper SRX devices and support the decommissioning of the EOL/EOS devices.
- Supported and performed upgrades of Juniper SRX4200/Palo Alto 5200 clusters at various Equinix colocations.
- Conducted Junos upgrades on DIA SRX devices, staying vigilant about potential vulnerabilities and initiating necessary configuration changes.
- Maintained effective communication with vendors/partners, coordinating upgrades and relaying security advisories to the team.
- Collaborated with Vendor TAC to troubleshoot hardware or software issues, conducting thorough lab testing before implementing fixes on production devices.
- Proactively analyzed Splunk logs to troubleshoot connectivity issues and slowness, ensuring optimal network performance.
- Engaged in continuous improvement by identifying potential issues and taking preventive measures based on security advisories on Cisco, Juniper and Palo Alto devices.

Juniper Networks/ Verizon Communications Inc.
Resident Engineer

Sep 2020- Oct 2021

Responsibilities:

- Responsible to Support the customer as a dedicated resident engineer supporting high priority issues for the Verizon Public IP Global MPLS and Fios Networks. Support the Verizon Managed Services team by Performing POC's and Lab testing.
- Work on Core and Edge Routers in the Verizon Autonomous systems 701,702,703 and 14551 for the respective regions.
- Experience supporting deployment and troubleshooting on multiple PTX100016 and PTX5000 routers connected in the network core.
- Work on trouble tickets and support configuration on Edge and Gateway MX routers such as MX2020, MX2010, MX960, MX480 and MX240.
- Troubleshoot issues with respect to packet drops and memory issues on the MX/PTX devices specific to the line cards and Junos versions running on the devices. Perform lab testing by replicating the production issues with packet generators.



- Build and Verify Customer MOPs for new technologies being deployed as an FOA in the production network. Help the lab test new features like TE++, vRR, SCFD and BGP BMP which were deployed in the networks.
- Work on high priority issues on the customer facing circuits in the event of BGP flaps on Juniper devices and vRR's. Provide analysis and resolution by analyzing the RSI and logs related to the issue.
- Troubleshoot issues related to the subscriber management daemons like bbe-smgd and smihelperd to prevent high CPU utilization with memory leaks in particular version of Junos code. Work with Juniper Engineering to raise a Problem Report to get a JSU fix for the issue.
- Assist the customer during the maintenance window to perform the configuration of complex configurations such as IPv6 VRF policy injection on MX gateway routers. Ensure BGP has a session established to the VPN vRR prior to the MOP implementation.
- Create initial drafts with test plan and feature set to be tested in the lab for products such as Northstar and features like TE++ auto-bandwidth, SCFD to the respective teams supporting the issues from Verizon NMC team.
- Setup the testbed in a multivendor environment for the Juniper Mist POC including the Cisco Catalyst devices and Mist ME-X1/X5 devices and Mist AP43 Wireless access points to support the Managed services group product positioning team.
- Run the RFC2544 to test the throughput of the Wired Network equipment to determine the loss percentage with varying frame sizes through various rates/load leveraging the Spirent Test Center tool.
- Test Client authentication features with the WPA2/3 Security certification and Captive portal authentication functionalities. Record the actual and expected results as a part of the test.
- Perform the integration with Cisco ISE and Aruba ClearPass to test features such as policy enforcement, Change of Authorization. Troubleshoot issues related to authentication monitoring failures.
- Create and Document administrative and operational tests inclusive of centralized configuration, intelligent Capture, RBAC. Provide a comprehensive comparison of operational functionalities such as Client analytics, Events/Alarms and AI suggested actions.
- Test the Juniper Mist Solution functionality as a part of Verizon Managed Services product portfolio to reflect specific functionalities such as Guest anchoring, AP ZTP, AP provisioning through Proxy, Bandwidth contracts, Client Load balancing and Dynamic VLAN Assignment. Test additional functionalities and provide cross product comparison for features such as ISSU upgrades/rollback, Traffic analytics and QOS.
- Configure Spirent to run performance tests and range tests with 802.11 AC inclusive of Mixed client tests with 802.11 AC/AX. Run specific RFC2544 tests for Central switching to record the percentage allowable loss for encrypted/non-encrypted channel width.



- Perform Wireless security tests like Rogue AP detection, Evil twin detection and Mac Spoofing. Validated logging/mitigating IPS events from Mist Edge/Cloud View.
- Perform Failure Resiliency and Roaming tests to exhibit features such as Physical link and control tunnel failure. Validate the working of Roaming of clients between AP's to display little to no impact from the end client roam.
- Test IOT policy-based access control and Marvis AI third party integration with Splunk. Create tests and validate the BSS coloring and Spatial reuse functionalities.
- Present new feature and product implementation TOI's to the customer and lab teams as a part of product/feature awareness.
- Configure PCC controlled, delegated and initiated LSP's with NorthStar in a topology consisting of NorthStar Controller PCE, QFX5110 and PTX 5K public IP converged core.
- Test issues before the NorthStar version 3.0.2 FOA to identify bugs related to node update scripts, system health updates and prunedb process restart.
- Worked with JTAC and the customer to reduce issues related to FPC and RE logs to provide a Root Cause Analysis regarding the issue.
- Configure and test new features in subscriber management like SCFD and DHCP Dual stack single-session subscriber as a part of new Junos version 18.4 that were to be deployed on the Broadband Network gateway devices.
- Migrate the DHCP addressing to DHCP dual-stack to manage the dual-stack subscribers. Configure the provisioning based on the necessary PCRF requirements as set by the customer.
- Assist customer to configure and test new features in the lab related to subscriber management functionalities on the MX devices such as lawful intercept, dynamic reconfiguration, CGNAT and Subscriber Class of Service.
- Work with Product Lifecycle Management team for bugfixes and enhancement requests as per the New Juniper deployments. Perform end to end to feature testing prior to the implementation of the new Service releases.
- Train the Customer's design, implementation, and support personnel to configure, operate and troubleshoot the Juniper Networks products.

Juniper Networks/AT&T Labs and Research, NJ
Resident Engineer

Nov 2015- Aug 2020

Responsibilities:

- Hold network information gathering workshops with the Customer to understand the Customer's existing network design and technical requirements of new network designs.
- Configure routing, switching and security features on the Juniper devices as per the customer's requirements. Replicate the Production issues and provide timely resolution.
- Work on Juniper series of Routers, Switches and Firewall devices such as MX80, MX104, MX480, MX10003, EX2300, EX3400, EX4200, QFX5100, QFX5110, QFX5200 SRX

Branch/Datacenter devices like SRX300, SRX345, SRX550, SRX1500, SRX4200, SRX4600 to implement newer features that will be used in the production network.

- Perform design using dynamic routing protocols (BGP, OSPF) within an MPLS based network for ISP and Enterprise setup.
- Configure and troubleshoot issues related to OSPF, BGP, MPLS, Multicast, IPSEC VPN's, STP etc.
- Carry out testing of new Designs, features, and functionality as required by the Customer Test plans before implementation and verify the correct operation in the network.
- Test the necessary features on the devices for respective Junos Code. Verify if there are any known bugs by working with JTAC and opening PR's. Follow up with the Responsible internal teams to ensure the Bugs are fixed in the next release.
- Test patches and fixes to the Junos Code and Device Under Test (DUT) ensuring that they are implemented and functioning correctly in the pre-production lab test network as per the test plan.
- Verify the Junos Code previously tested and lay a strategy to perform the new Junos Code Regression tests in co-ordination with Juniper Sales team and the customer.
- Perform feature testing on MX and SRX devices to qualify them as Customer Premises Equipment (CPE) testing various features like Site Resiliency, Routing protocols, IPSEC, RPM, Multicast, COS etc.
- Troubleshoot equipment and network issues by opening, tracking JTAC cases through to problem resolution on pre and postproduction issues.
- Responsible for performing tests using NITA (Network Implementation and Test Automation) Framework in the customer lab Infrastructure on devices like MX, SRX, EX and QFX. Use the in-built Jenkins Automation server for Continuous Integration/Continuous Development in the Customer Production Network to push and test new scripts with Ease.
- Involved in the development of plans to test newer devices and topology before deployment in the production network using pre-defined NITA modules. Perform protocol tests and integrate test centers such as Spirent/IXIA to pass traffic in the lab test environment.
- Use Keyword Driven test automation framework like ROBOT with Toby extensions to create test cases with function specific keywords. Execute test cases and save the results with html report file.
- Test various features on the Contrail Service Orchestration (CSO) for a Hub-and-spoke topology with SRX4200 High Availability Clusters as the Enterprise Hub and SRX345's as a pair of Spokes.
- Onboard the hub and spoke devices on the CSO to replicate the customer topology to replicate the customer's network. Configure Overlay and underlay redundancy before pushing the templates by stages inclusive of customer configuration on the CPE.

- Test routing between Enterprise hubs and spoke sites, enable Local breakouts for the internet at Spoke Sites on respective interfaces.
- Create Pre-Staged Configurations on the CSO to build IPsec Tunnels to the On-Premise Device and test Zero Touch Provisioning (ZTP) for scaling networks without additional resources with increased configuration accuracy.
- Create policies to allow/block traffic between the sites in the CSO Test Setup. Test application routing and SLA profiles for better application visibility.
- Verify the Next-Generation UTM firewall functionalities such as Antivirus, Content Filtering and Web filtering by enabling the appropriate profiles. Check if CSO supports the functionalities by passing traffic to verify UTM features when respective profile is enabled.
- Assist customer with the existing Palo Alto 7050/5450 firewall device configuration to convert configurations related to Layer4 security controls and layer 7 configurations. Explore possibility of testing and integrating Sky ATP with policy enforcer.
- Work with the Managed Services customer to Understand the configurations on various devices that will undergo replacement with Juniper Devices.
- Analyze the customer configuration in the existing production environment for vendor devices such as Cisco, Arista and Palo Alto for writing test configurations in the lab.
- Test the new configuration from non-juniper devices and verify the proper working of functionalities comparing the features to the new Juniper devices(MX/EX/SRX/QFX).
- Work with Product Lifecycle Management team for bugfixes and enhancement requests as per the New Juniper deployments. Work end to end to test features after being implemented in the Service releases.
- Create Runbooks/MOP's for the customer deployment and assist the conversion of configuration from non-juniper devices to device configuration.
- Responsible to produce a written summary report of the status of Design projects, equipment and network problems on a regular basis to the Customer.
- Hold technology workshops with the Customer to discuss equipment and network problems, and to provide case status updates, including the reasons for any problems encountered and the workarounds and/or solutions that are being tried.
- Independently lead Layer-3/Layer-2 network troubleshooting and collaborate with network operations staff to conduct Root-Cause Analysis.
- Create Visio Drawings for the Network topologies tested and document test results in an ETG (Engineering Technical Guide) used by the customer personnel for Device configuration and troubleshooting.
- Support the lab environment of Juniper products within the Customer infrastructure and ongoing testing efforts by defining best practice policies for Juniper products used by Customer.



Sr.Network Engineer

Responsibilities:

- Involved in handling and delivering multiple projects assigned by the Project Managers primarily related to datacenter build and technology refresh.
- Act as a primary resource on the Cisco EOL project to build new environments and decommission the existing legacy gear.
- Involved in migrating several vendors connecting to the organization from the old vendor DMZ Environment to the standardized new environment.
- Migrate Legacy vendor connections to B2B tunnels across the primary and redundant Datacenters.
- Validate all the rules and connectivity to the vendor servers post DMZ migration.
- Work with application testers to ensure connectivity to their servers upon Port open request implementation for validation.
- Worked with Building new environments for Oracle DB and OLB environments comprising a Nexus 7K/5K/2K model.
- Responsible for the design and implementation of Nexus 5010, 22248 FEX as a part of the OLB environment build.
- Involved in circuit upgrades in our front-end Datacenters for strategic hosting.
- Involved in creation of Virtual server, Nodes and pools for integrator applications used for financial file transfers on F5 6500 LTM's. Created VIP's/WIP's for newer applications.
- Worked on application slowness troubleshooting issues with internal team post server migration to our New DR datacenter.
- Worked on New MPLS turn up's for Newer Branches and Upgraded Circuits at back offices.
- Responsible for decommissioning vendor T1 and ATM's post migration to B2B.
- Work as part of the Branch Network Resiliency Project to setup Cisco 891w Series of devices with a 4G network connectivity from ATT/Verizon connecting branches and back offices.
- Configure Juniper SRX 110,240 devices in the Vendor DMZ environment with security policies
- Verify security policies on vendor SRX devices managed on our end to migrate the policies and DMZ's to ASA 5585.
- Provide Business as Usual support with On call rotation during the weekends.
- Responsible for project documentation including Design documents, Operational turnover documents, visio drawings during the project handoff to operations.
- Monitor the health of the devices, alarms, packet drops with monitoring tools such as Zenoss, Algosec and IBM Qradar.
- Represent change tickets with proper documents such as SOE's, Implementation Script to the change management team for technical and business approvals.



- Responsible for Implementation of approved changes and provide documentation to the operations team upon completion.

Catholic health Initiatives, AR
Sr.Network Engineer

Oct 2013–Apr 2015

Responsibilities:

- Responsible for working on multiple projects as assigned and adhere to end to end project life cycle to complete assignments as per the project deadlines.
- Worked on projects across MBO's including Mergers-Acquisitions, Data domain Installations, technology refresh projects and Site setups.
- Involved in new clinic setups and clinical moves in the Arkansas MBO.
- Involved in Bandwidth capacity management and ordering circuits for new sites based on the devices/users in the network.
- Experienced in configuration and troubleshooting of routing protocols like EIGRP, OSPF, BGP, MPLS and Switching protocols like VLAN, VTP, STP.
- Involved in the Arkansas MPLS Ring setup project in collaboration with the ISP windstream to setup redundant connectivity to the primary Datacenter in Denver.
- Migrated the newly acquired hospital from Mercy health system to the Catholic Health Network through the Windstream MPLS Cloud setup.
- Configured EIGRP routing and BGP route maps to allow traffic from subnets out to the core to Datacenter on the ASR-1002 devices.
- Involved in the MPLS Ring setup for Newly Acquired health systems and Setup MPLS-VPN services.
- Migrated Clinics in the health system to the regional MPLS cloud to eliminate all the point to point VLS Circuits used in the network.
- Worked on Datacenter Migration project to migrate the existing 6509, 4509 devices to a Nexus 7010, 5010 and Nexus 2248 FEX based solution.
- Experience configuring VPC (Virtual Port Channel), VDC(Virtual Device Context) in Nexus 7010/7018
- Experience with configuring FCOE using Cisco nexus 5548.
- Configured Nexus 2000 Fabric Extender (FEX) which acts as a remote line card (module) for the Nexus 5000 to connect servers and storage devices.
- Configured virtual servers, nodes and load balancing pools on the F5 LTM 6400, 6800 devices for various medical/biomed applications and their availability
- Created VIP (Virtual IP's), pools, nodes for virtual servers and did ensure connectivity to the application's FQDN.
- Involved in Data domain installation projects across multiple MBO's and in main datacenters



- Configured HSRP on devices for the New Vlan's created for the Data domain device installation and ensure the reserved pool of IP's are assigned to the devices.
- Modified QOS policies based on the business requirements while pushing Updates for applications like SEP, OS upgrades during the transition of the environment from Windows XP to Windows 7 for most of the remote sites.
- Configured virtual servers, nodes and load balancing pools on the F5 LTM 6400, 6800 devices for various medical/biomed applications and their availability
- Created VIP (Virtual IP's), pools, nodes for virtual servers and did ensure connectivity to the application's FQDN.
- Experience working with Juniper MX-80, MX-480, SRX 240, SRX 550 series of routers and EX -2200, EX-4200 switches at Highline medical Center.
- Configured OSPF as primary routing protocol peering with BGP on MPLS to the primary datacenter.
- Involved in the creation of Security policies and perform policy logging on Juniper SRX devices.
- Configured HA Cluster on SRX 240 devices and involved in Upgradation to Junos 12.1x44.
- Worked on technology refresh projects at St. Gabriel's health system to standardize infrastructure according to network and security requirements including Palo Alto Firewall Installation.
- Involved in preparation of Bill of Materials, understanding the requirements of a Site Setup and place purchase orders to get the equipment delivered.
- Experience working with protocols like EIGRP to configure point to point links.
- Work on implementation of Cisco UCS C 240 devices in the network by assigning the right Vlan's and check connectivity to the Publisher on the devices from various sites for call trunking.
- Configure MGCP on routers at sites to implement Cisco based IP telephony and PVDM modules for fax machines
- Work with the server team to get the DHCP scope created for Voice, Data and wireless networks for the new Site setup.
- Involved in the configuration of AIR-CAP-3502 standalone access points for wireless setup and point to the appropriate WLAN controller.
- Work on the configuration of phones and computers by activating data drops to the appropriate VLAN to establish communication.
- Work on activation of interfaces on the appropriate VLAN to establish communication between medical equipment to the necessary servers.
- Responsible to ensure proper communication between the devices during the setup and troubleshoot any issues during the setup. Check with the end users on the issues post setup and address them appropriately.
- Work with Bio Med team to ensure the connectivity of devices to the network including vendors like Vocera, Dash, GE etc.



- Troubleshoot applications slowness issues with PACS, e-Clinical, Cerner, Epic, Dragon, Tap-and-Go, Meditech which are used in the Hospital and clinical environments.
- Follow the Change Management process by opening change request tickets to perform changes and obtain approvals from all necessary teams when any changes are to be made on the live environment.
- Involved in the documentation of all the details of the project from its start to finish including the vision network drawings, Circuit id's, device configurations and hand over the sites to the operations team upon the project completion.
- Responsible for working on troubleshooting tickets as per the SLA and follow up with the appropriate vendors and end users for resolution.
- Monitor the health of the devices, alarms with network monitoring tools such as Solarwinds Orion and VPM.
- Maintain and prepare technical documents, operational turnover documents, Visio drawings for the various projects worked and transition over to the Operations team in completion.

**World Wide Technology, Inc./GCI ,AK
Sr.Network Engineer**

Dec 2012–Sep 2013

Responsibilities:

- Involved in the configuration and installation of networking devices at customer sites for the service provider GCI (General Communications Inc.) in a multivendor network setup.
- Responsible for understanding the project scope, design documents and perform end-to-end implementation of customer projects.
- Experienced with Project data and voice documentation tools with developing network design documentation and presentations using VISIO
- Responsible for analysis of customer application and bandwidth requirements, preparing Bill of Materials as per the circuit provisioned to build cost effective network solutions to accommodate customer requirements and project scope.
- Involved in Configuring and implementing WAN networks for customers involving Cisco 2800,3800,7200,7600 and Juniper SRX 100,110,210,550, MX-80, MX-480 routers.
- Switching in the network included devices like Cisco 3400, 3500 and Juniper EX2200, 4200.
- Experienced in configuration of Routing protocols like EIGRP, OSPF, BGP on the customer premises equipment and Distribution routers.



- Configured MPLS on routers with virtual routing and forwarding instance (VRF) to identify the customer through the core network and establish site-to-site connectivity.
- Experienced in configuring L3 tunnels like GRE and L2TP tunnels like Xconnects, Psuedowires on cisco and juniper devices to enable connectivity between the customer sites.
- Involved in troubleshooting routing and switching issues in the network during implementation and post implementation. Experienced in troubleshooting issues involving MPLS, QOS and tunneling protocols.
- Configured VLAN's per customer on the core network to tag them across the devices and spanning tree for access or distribution in the core layer architecture.
- Configure QOS policies with class maps and policy maps on both cisco and juniper devices to shape the upload speed for the customer per site. Performed the total customer bandwidth and per site bandwidth shaping on Allot AC-6000 shapers.
- Configure COS with forwarding classes and schedulers for application traffic prioritization as per the customer's need.
- Configured Multicast routing on the Provider edge devices to support school access video conferencing support for multiple customers using Various PIM modes and DVMRP.
- Configured VRF aware NAT and VRF aware DHCP services on the devices on P devices at POP's for multiple customers subscribed to the type of services.
- Responsible for working on projects involving migration of customers from Cisco 2800 to juniper SRX platform at the customer edge and distribution routers.
- Create test plans in lab to verify interoperability before implementing a specific version of Junos for Routing protocols, MPLS and MTU issue verification.
- Work with testing Series of EX, MX and SRX series of devices before migration/replacement at the Datacenter, POP and Aggregation levels.
- Provide results to the engineering team based on the findings and create reports.
- Work with the transport team to test throughput on the interfaces for Metro-Ethernet, T1 and CNC satellite links with Hierarchical QOS enabled on MX 480 devices Prior to implementation as POP router.
- Worked on projects involving the migration of customer instances from Cisco 5540 ASA to Palo Alto 5050. The migration involved adding rules and application-based filtering for customers.
- Experienced in New customer turn up's involving circuit provisioning on Ethernet, T1's and Satellite links on the transport layer. Involved in creation of new VRF instances on the core network devices, provisioning Vlan's to the customer, routing between the devices and connectivity to the internet.
- Configured Cisco WAVE-594 accelerators and WAE-522 modules for customers on Satellite links to provide acceleration to the internet bandwidth.



- Involved in installation of iperf devices at the customer sites to perform speed tests from the customer sites to verify the contracted speeds for internet and CNC bandwidth between the sites.
- Monitor customer network performance using Solarwinds Orion and Plixer Scrutinizer to ensure normal behavior in the netflows.
- Creating Network Service Change request documents with step by step implementation plan and rollback plan as per the scheduled network change and work with the end client during the Outage/Implementation to ensure connectivity to internet and services.
- Maintain network standards on devices post-implementation using the implementation verification checklist to ensure the device has correct standards involving naming description, correct ios/junos versions, proper routing, correct firewall rules adhering to the customer project scope document.

Ample Technologies Pvt. Ltd, India
Systems Engineer

Mar 2009–Dec 2010

- Worked on troubleshooting customer related issues related to router Configuration, Layer 1/Layer 2 issues.
- Configured Virtual-link between discontinuous backbone areas in the network also established authentication between all OSPF routers using MD5 authentication.
- Worked on WAN Troubleshooting for circuits like T1, T3 etc.
- Monitor network performance accompanying company service level agreements (SLA's) using Network management tools such and provided necessary recommendations to improve network performance
- Involved in configuration and management of different Layer 2 switching tasks which includes address learning, efficient switching etc.
- Involved in HSRP standby troubleshooting and load balancing protocol GLBP, Port channel management of the network
- Provisioning and troubleshooting Ethernet services, Gigabit networks and Connectivity issues with WAN types (T1, E1, DS3) for WAN issues.
- Dealt with the escalation problems from Level1, Level 2 & Level 3 for routing, switching and WAN connectivity issues using ticketing system Remedy.
- Designed VLAN's, access lists (ACL), troubleshooting IP addressing issues and Updating IOS images and other hardware installations



- Experience in troubleshooting VLAN, STP (Spanning tree protocol), & Switch Trunk and IP subnet issues
- Dealt with NAT configuration and its troubleshooting issues related access lists and DNS/DHCP issues within the LAN network.
- Involved in Configuration of Access lists (ACL) on checkpoint firewall for the proper network routing for the B2B network connectivity.
- Experience in routing protocols like OSPF, BGP, and standby protocols like HSRP and VRRP in the routers.

Aditya Birla Minacs Worldwide, India
Technical Associate

June 2008–Feb 2009

- Resolving Technical and internet issues with desktop and portable computers.
- Meeting the customer satisfaction index (CSAT) as per the process requirements.
- Answering all the queries on the product and maintaining the standards as per the client on up selling products.
- Providing self help to customers who are new to the Mac World by guiding them to the support website and discussion forums.
- Involved in taking ownership on the calls to resolve hardware troubleshooting on the desktop and portables like imac, emac, mac mini, power G5, Macbook, Macbook pro and Macbook air.
- Assisted in troubleshooting user problems relating to Operating System issues (Macintosh operating system (Mac OS X Panther, Tiger and Leopard OS), Network Connectivity, TCP/IP configuration, and Internet connectivity.
- Providing self-help to customers who are new to the Mac World by guiding them to the support website and discussion forums.
- Participate in Quality Calibration sessions with the Quality Team.
- Identify and communicate top quality issues to Team Leader.
- Research on unresolved issues and contribute articles to the Knowledge base Team
- Mentoring new agents on the call handling procedures and effective troubleshooting.
- Meeting all the Service Level Parameters like Call handling time, After call work time, Survey return rate, case logging percentage etc. as per the Process Parameters.

Academics: -

- Bachelor's in computer science engineering, Visvesvaraya Technological University, 2008
- Master's in Information Systems, Stratford University, 2012

OBJECTIVE

To build upon my current skill set and expand my working knowledge focusing on networking and the security aspects applied.

EDUCATION

Network Security, October 2003 – November 2004

Anthem Institute, North Brunswick, NJ

GPA 4.0, Honors Program

The program built on network and systems fundamentals to study the security aspect of data traffic. The concluding semester focused on a lab incorporating technologies covered previously. In the lab, an infrastructure was designed by me and built by the class that encompassed two individual autonomous sites with their own AD and messaging design.

Psychology, Bachelor of Arts, September 1993 – December 1998

Rutgers University, New Brunswick, NJ

TECHNICAL PROFICIENCY

Certifications [Expired 2017]: CCNA, CCNP, CCDA, CCDP, Cisco Express Foundation Design Specialist
Networking Devices: [Cisco] FTD, Nexus, ASR, ASA, ISE, WLC, FWSM
[Palo Alto] Panorama, PA-5050, PA-200
[F5] BIG-IP LTM & APM
Technologies: MPLS, BGP, VRF, EIGRP, OSPF, IPsec

EXPERIENCE

Network Engineer, January 2019 - Present

Virginia Department of Transportation (TEKSystems Contractor), Fairfax, VA

- Redesign the infrastructure depending on security, redundancy, stability and best practices needs.
- Architect different phases that are needed to smoothly implement infrastructure changes.
- Perform security audits, of the edge and core, and harden where appropriate.
- Provide tier 3 guidance and support to VDOT teams and partners.
- Contribute or lead projects that include, but not limited to, network and security POCs, and complex multi-phased regional and statewide architectural efforts.
- Impactful contributor in adding security features to Siquira and Cohu camera software.
- Use PowerShell to perform on-the-fly network configurations and other painstaking tasks.

NOC Technical Supervisor, September 2017 – January 2019

mindSHIFT Technologies, a Ricoh Company, Sterling, VA

- Mentor, whenever possible, to provide guidance and next steps to tiers 1, 2, and 3 technicians (NOC, Customer Care, Customer Engineers) for complex networking support issues.
- Used Cisco VIRL as a training tool to introduce networking to the team.
- Disseminate and document technical knowledge specific to the core infrastructure and the most sophisticated client environments.
- Gauge the abilities of the team and create a process to elevate their knowledge.

- Manage the team, whenever applicable, to provide continuity and expedite responses to critical service impacting issues.

Network Engineer, September 2012 – September 2017

mindSHIFT Technologies, a Ricoh Company, Sterling, VA

- Manage and maintain the operational state of the infrastructure to satisfy some, if not all, of the following:
 - o Implement a robust and resilient infrastructure (e.g., redundant circuits, dynamic failover, dynamic routing).
 - o Optimize the infrastructure, as it pertains to health, service quality, availability and security concerns, through the network's lifecycle.
 - o Resolve current bottlenecks and other problem areas.
- Network designer, assessing possible connectivity solutions spanning across our core infrastructure to the customer premise. Convergence of voice, data, remote management, cloud-based solutions, to name a few, and integrate them into a deliverable package.
- Trained junior network technicians/engineers on the fundamentals of networking to help explain the logic behind the respective design or issue at hand.
- Escalation point for support and deployment teams to assist in the more complex network connectivity issues or deployments.

Network Technician, December 2010 – September 2012

mindSHIFT Technologies, Sterling, VA

Escalation point, in the NOC team, for network issues ranging from firewall config, routing and connectivity issues

- Analyze customer network design to find breaks and inefficiencies to troubleshoot connectivity issues (latency, packet loss, routing, filtering, forwarding)
- Troubleshoot ISP outages (circuit, telco, demarc, traffic flow)
- Created reachability script to expose network breaks in real-time.
- Coordinated LAB design and assembly utilizing physical, virtual and emulated technology (VMware and GNS3)
- LAB testing performed for potential production network changes to minimize disruptions.

NOC Analyst, October 2009 – December 2010

Comcast Cable, Reston, VA

- Write NT shell scripts to streamline and automate tasks for data mining, monitoring and validation purposes.
- Resolve hosted messaging issues that primarily involve mail flow, DNS, provisioning, SharePoint, and hosting.
- Platform monitoring of customer facing production systems using SCOM 2007.
- Coordinate Incident Management conference calls for the purposes of troubleshooting service impacting events.
- Train new members of the NOC team.

Network Support Engineer, December 2004 – February 2007

Corente, East Brunswick, New Jersey

- Analyze network traffic to troubleshoot latency and VPN connectivity problems.
- Assist clients with the implementation and administration of intranet/extranet architectures that mainly utilize Corente gateway technology.
- Administer firewall policies (Port forward, ACL, IPSec, SSL, RAS).
- Utilize Corente gateway central management to install, administer, and maintain VPNs.

Network Security Student

Anthem Institute, North Brunswick, New Jersey, 2003 – 2004

- Led tasks through entire project development cycle to reach goals of the lab.
- Ability to define, plan, organize, control, and complete tasks on a timely manner.
- Key player in LAN/WAN design process including VLANs, VPN, ISA Firewall, and router connectivity.
- Instrumental in harnessing the diverse energies of the class to satisfy lab prerequisites.

4.2.6 NETWORK ENGINEER

Experienced and dynamic Network Engineer adept at designing, implementing, and maintaining complex network infrastructures. Proficient in utilizing Cisco, Nokia, and other industry-standard hardware to optimize system performance. Skilled in adhering to industry regulation requirements and proficient in WAN solutions tailored to diverse industry needs. Strong troubleshooter with a track record of providing effective technical support and implementing proactive measures to enhance network security and performance. Effective communicator and team player, committed to achieving project goals and exceeding expectations. Outside of work, I have a passion for flying small airplanes as a private pilot, which I pursue in my spare time. This hobby not only provides me with a sense of adventure and exploration but also fosters skills in decision-making, risk assessment, and precision — qualities that I bring to my professional endeavors.

CORE COMPETENCIES

- | | | |
|--------------------------|-------------------------|-----------------------|
| ▪ Network Infrastructure | ▪ System Administration | ▪ Network Monitoring |
| ▪ Troubleshooting | ▪ Incident Management | ▪ Wireless Networking |
| ▪ Technical Support | ▪ Communication Skills | ▪ Vendor Management |
| ▪ Network Security | ▪ Team Collaboration | ▪ SLA Negotiation |

PROFESSIONAL EXPERIENCE

Arizona Public Service – APS (Contract)

11/2022 – Present

WAN Engineer

- Designed, and architected, intricate network and system infrastructures for various substations using Cisco and Nokia SAR hardware, ensuring optimal functionality of the grid.
- Engineered for all grid modernization/advanced grid projects within the IT Network Engineering department to support transmission and distribution.
- Spearheaded the customization and deployment of WAN solutions tailored to diverse substation needs across the state resulting in enhanced operational efficiency.
- Configured and managed routers, switches, and networking devices, guaranteeing seamless connectivity, and maximizing performance.
- Develops test labs and scenarios to prove out communication paths and standardize equipment for SCADA and Grid Automation use cases.
- Orchestrated effective collaboration with Substation, Overhead, Underground, Controls, DPE, and DOE groups within APS secure network services, and skillfully coordinated projects and scheduled implementations.
- Development of program-level work plans for multi-year and single-year Reliability deployments; collaborating with PMO, T&D, and other IT Engineering departments.

Mytek Network Solutions

12/2019 – 11/2022

System/Network Engineer

- Designed and implemented scalable and resilient network architectures for enterprise clients, utilizing a combination of on-premises and cloud-based solutions.
- Led network upgrade projects, including the migration from legacy hardware to modern, software-defined networking (SDN) solutions, resulting in improved performance and reduced operational costs.
- Designed, implemented, and provided ongoing support for sophisticated VMWare high availability virtual production environments, ensuring seamless operations and reliability.
- Successfully executed the deployment and configuration of production environments within leading cloud service providers such as Azure and AWS, optimizing performance and scalability.

- Developed and implemented advanced network architectures leveraging IPsec VPN tunnels, VLANs, and other cutting-edge technologies to support both single and multi-site production environments, enhancing connectivity and security.

Innovation IT

06/2019 – 07/2020

Solutions Architect/Sales/Marketing

- Develop and implement strategic plans to grow the MSP business, including sales targets, marketing strategies, and service offerings.
- Conduct client consultations to understand their IT needs and recommend tailored solutions to address their challenges.
- Serve as the lead engineer, designing, implementing, and maintaining IT infrastructure solutions for clients.

TeamLogic IT

03/2017 – 06/2019

System/Network Engineer

- Demonstrated proficiency in supporting and maintaining diverse network environments encompassing Windows, Mac, and hybrid networks, ensuring seamless functionality.
- Provided remote support for users through RMM platforms and on-site assistance as required, delivering timely resolutions to issues, and minimizing downtime.
- Took charge of designing, implementing, and configuring network infrastructures and domain environments, optimizing system performance and reliability.
- Acted as a primary escalation point for complex incidents beyond the scope of the helpdesk, utilizing advanced troubleshooting skills to resolve issues efficiently.

Affinity Technology

05/2015 – 08/2016

Junior Engineer

- Designed and implemented LAN and WAN solutions for small and medium-sized businesses, optimizing performance and reliability while adhering to budget constraints.
- Configured and maintained routers, switches, firewalls, and other networking devices to ensure seamless connectivity and secure access to resources.
- Monitored network performance and traffic patterns using industry-leading tools and technologies, proactively identifying, and addressing potential issues before they impacted users.
- Implemented network security measures, including firewalls, intrusion detection/prevention systems (IDS/IPS), and VPNs, to protect against cyber threats and unauthorized access.

My Computer Works

07/2013 – 05/2015

Remote Technician

- Utilized live chat tools to foster efficient communication within the team, swiftly providing assistance and soliciting support as required, resulting in streamlined workflows.
- Empowered non-technical users by delivering comprehensive guidance over the phone, simplifying complex processes, and enabling smooth operations.
- Implemented a robust documentation system, ensuring real-time updates on all tasks executed and issue resolutions, facilitating knowledge sharing and continuity of operations.

TECHNICAL SKILLS

- **Networking:** Cisco CCNP, Nokia Network Routing Specialist (NRS I), Network architecture design, configuration, and implementation, Routing protocols: MPLS, BGP, OSPF, Switching, VLANs, VPN, TCP/IP and other network protocols
- **Infrastructure and Cloud Services:** Active Directory, MS Exchange, MS Office 365/Azure/AWS
- **Remote Monitoring and Management (RMM) / Professional Services Automation (PSA):** RMM/PSA administration (Autotask, Kaseya, ConnectWise)
- **Security:** Palo Alto, Ciena, SonicWall, Cisco, Meraki, Juniper, Fortinet, Sophos, Pfsense/OpenSense.
- **Virtualization Technologies:** Hyper-V, VMware, Xen

George N.

4.2.7 Project Manager

LEADERSHIP | INNOVATION | STRATEGY

A proven technology leader with extensive experience in successfully delivering large-scale, strategic, IT solutions for major corporations and start-ups. Recognized for collaborative leadership style, creative problem solving, and developing high functioning teams in a culture of innovation.

Experience

CONDUENT | TECHNICAL DELIVERY MANAGEMENT

2022 – Present

Remote from South Carolina (with travel)

Technical program/implementation management of statewide Medicaid System Replacement for New Mexico. Leadership of eight project specific scrum teams (91 FTEs) plus multiple horizontal shared services functions, vendors, subcontractors, and coordination with other Conduent functional units for the account. Leadership of contract requirements validation, feature road mapping, and iteration planning for entire implementation. The implementation phase of the contract is valued at \$56.5 million to transition from a legacy mainframe backend to a cloud native solution that includes Claims, Financial Pharmacy, CRM, Web Portal, Data Conversion, and Interfaces implemented over a 12-month period. Technologies include multiple MS Azure Cloud environments, Disaster Recovery, DevOps/CICD engineering, automated testing, security, interfaces, and shared services integrations.

LAND INTELLIGENCE | VICE PRESIDENT & CTO

2021 – 2022

Columbia, South Carolina

Head of IT and SaaS Product Development for a Technology Startup specializing in software and data for the Land Development industry. Responsible for managing partner/supplier relationships and contracts, leading offshore team and internal staff, and orchestrating the delivery of product features and services in accordance with business objectives and strategies. Leadership in refining Agile practices and standard operating procedures, driving discipline towards long term roadmap planning, and creating interdisciplinary coordination across functions. Focus on SaaS website product, Data strategy for AI/ML, Mobile Platform, and Innovation through Blockchain integration.

MEDAC, INC | SR DIRECTOR OF IT (CTO)

2019 – 2022

North Augusta, South Carolina

Senior IT Executive for Medac, overseeing all aspects of IT operations, software development, and integrations with clients and parent company (MiraMed Global Services). Responsible for managing vendor and contractor relationships, regulatory compliance, business continuity and disaster recovery planning, and staffing/resourcing of onsite staff, contractors, and offshore personnel. IT Operations includes networking (LAN/WAN), On premises and Cloud hosted environments, Database Administration, Data Warehousing, Telecom systems, workstation support, and Helpdesk services. Development team responsible for KAM Revenue Cycle Management system (.Net), Azure Power BI, Client Portal, Crystal Reports, and SharePoint based projects. Medac DevOps coordination for maintaining production and sub-prod environments, deploying releases, and supporting backup/recovery needs. Also, responsible for assisting Miramed Security and Compliance with enterprise-wide initiatives and providing sales and marketing support.

UNUM | DIRECTOR OF APPLICATION DEVELOPMENT**2016 – 2019***Columbia, South Carolina*

Responsible for Enterprise solutions designed to achieve strategic business objectives. Responsibilities include management of staffing, budget, coaching, vendor management, strategic planning, and technical direction for technology capability area. Primarily focused on leading multiple Agile teams, using Scrum and Scaled Agile Framework (SAFe), located globally and including telecommuters and third-party vendors.

- **Web & Digital Marketing Platform:** Led modernization of the enterprise's website technology for unum.com and coloniallife.com. This was delivered by overhauling Sitecore CMS to enable self-service to the Marketing team and automation of digital marketing campaigns through integration with Salesforce CRM. This effort included being an early adopter for the enterprise's Azure cloud environments. Business value was realized within the first six months.
- **Sales Compensation Systems:** Leadership of agile team supporting commission payments for over ten thousand independent Field Agents and Brokers and the application development project that automated the setup of new accounts and/or change the commission payments of existing accounts through extensive integration across multiple systems. The new application provided faster and more accurate commission setup and changes, reducing manual entry from a 3-day process to 30 seconds.
- **Agent Assist Mobile App:** Revitalized a mobile app development team to upgrade and enhance the Colonial Life Agents mobile app to include account management and account search features. Managed multiple teams (onshore and offshore) in the development of the Agent Assist mobile app for the distribution of qualified leads and tools for sales support.
- **Harmony Enrollment System:** Delivery of new product implementations and extended functionality to Colonial Life's flagship sales acquisition and enrollment system. Development of multi-platform application code with responsive design, Continuous Integration Continuous Deployment (CICD) capabilities, and Test Automation.

PALMETTO GBA | DIRECTOR OF ECOMMERCE**2004 – 2016***Columbia, South Carolina*

Directed an award-winning e-Commerce department (headcount average of 100 people) comprising multiple teams responsible for delivering innovative solutions for US government contracts (Medicare and South Carolina Medicaid.) Oversight of systems and processes in compliance with Federal and State security and regulatory requirements as well as CMMI and ISO9000 standards. Championed the transformation from traditional PMBOK waterfall development to Agile Scrum practices. DevOps leadership of development and support teams.

- **Portal Technology:** Implemented and launched of the first Medicare Provider Portal, eServices, which maintained over 147,000 registered users allowing healthcare providers to manage their Medicare claims online. This portal required extensive HHS security oversight and auditing for approval. This was extended to other contractors as a SaaS platform, offering new growth and revenue opportunities.
- **Web and Mobile:** Website development and administration including web content management, Search, Web Chat, and other interactive self-service tools for the enterprise and numerous government contracts. Led effort to rebound customer satisfaction scores of palmettogba.com from low rankings to top tier benchmarking for Medicare contractors (based on ForeSee Results scores). Development of mobile apps (iOS and Android) for smart phones and tablets.

PALMETTO HEALTH | DIRECTOR EHEALTH, DATA SECURITY, & SYSTEMS**2001 – 2004***Columbia, South Carolina*

Leadership of multiple IT functions in a high-availability DevOps environment. Directed e-Health (web technologies), Systems Administration, eMail, and Data Security teams. Long-term interim management of Help Desk and data center operations, including build out and relocation to a new data center. Led the technology infrastructure implementations of Cerner Millennium (Clinical System), PACS imaging, Lawson ERP, Remedy Helpdesk, Groupwise, and other enterprise solutions for one of the largest hospital systems in the Southeast. Drove Data Security direction that included providing enterprise-wide information security, data integrity, systems auditing, virus protection, and regulatory compliance.

Earlier Career Experience

FLEET MORTGAGE GROUP | ECOMMERCE MANAGER, COLUMBIA, SC 1998-2001

DELOITTE & TOUCHE, LLP | NETWORK SYSTEMS ANALYST, HERMITAGE, TN 1997-1998

Education

Masters in Business Administration (MBA) | Webster University, graduated with Honors 2004
St Louis, Missouri / Columbia South Carolina campus

Bachelor of Arts | Presbyterian College 1990
Clinton, South Carolina

Certifications

Certified SAFe Scrum Master, Certified SAFe Product Manager/Product Owner, Certified SAFe Practitioner, Certified SAFe Agilist

Furman University Certificate in Project Management

Microsoft Certified Systems Engineer (MCSE, MCSE+Internet)

References Available Upon Request

KELLI K.

4.2.7 Project Manager

Summary		
Office Management	Accounts Payable/Receivable	Google Apps
Resource Management	Bookkeeping & Payroll	Certified Scrum Master
Teambuilding & Supervision	Expense Reduction	SharePoint
Staff Development & Training	Inventory Management	MS Office Suite/O365
Recruitment & Hiring	Project & Program Management	Data Analysis and Business Intelligence
Conflict Resolution	Business, Functional, & Technical Requirements	PowerBI
Process & Workflow Improvement	Policies & Procedures, SOPs	DevOps
Compliance Management	Meeting & Event Planning/Facilitation	Florida Notary Public
Professional Experience		
TEKSYSTEMS/FLORIDA DEPARTMENT OF TRANSPORTATION, Tallahassee, FL		Jan 2019 - Present
Project Manager/Business Analyst Change Management, Process Improvement, Technology Consultant		
Results:		
<ul style="list-style-type: none"> • Change agent, impact analysis, and remediation coordination for statewide and department initiatives: Ringfencing, WPII, Cloud First, Domain Consolidation, Data Infrastructure Modernization & Migration, PALM, Continuous Transformation • Project Management/Business Analysis and 60GG-1 to 5 compliance for software development, enhancement, and modernization. Managed up to nine simultaneous projects • Special project support: Project Delivery Methodology, Technology Asset Inventory and Impact Assessments, DocuSign, Security Plan templates, Business Analysis Methodology, technical solutioning, governance process design, innovation, and strategic planning. 		
LEON COUNTY BOARD OF COUNTY COMMISSIONERS, Tallahassee, FL		July 2017 - Jan 2019
Business Analyst Change Management, Process Improvement, Technology Consultant		
Results:		
<ul style="list-style-type: none"> • Comprehensive evaluation of Human Resource functions and consulting for process improvement • Business lead for full SDLC of two new ERP solutions • Streamlined new hire process moving from a manual paper process to a simplified digital process 		
FLORIDA DEPARTMENT OF REVENUE, Tallahassee, FL		Jan 2014 - July 2017
Senior Management Analyst II Workforce Strategic Planner, Legislative Analyst, and Policy Writer		
Results:		
<ul style="list-style-type: none"> • Develop and evaluate policies, procedures and other related correspondence in response to law or rule changes, legislative mandates, system changes or customer needs and ensure timely completion • Workforce strategic planning coordinator: Analyze business processes, identify long-term plans, goals, strategies, performance indicators, workload measures, and targets • Perform bill analysis to determine impact on the agency, fiscal or otherwise, for pending legislation • Project planning and prioritization to balance customer needs with current internal resources • Coordinated special projects including database and system design • Developed requirements for an automation process for annual pay studies that reduced workload from a year round staff of five to a single person completing in a month by commissioning a new database that validates itself for anomalies 		
WESTMINSTER OAKS, Tallahassee, FL		May 2015 - July 2015
Health Service Administration Intern Administrator-In-Training Program		
Results:		
<ul style="list-style-type: none"> • Assumed duties and leadership responsibilities of the department heads. Understood the contribution each position within interdisciplinary team makes to overall success of the program • Quickly learned systems and offered solutions for reporting functions to save staff time and facility resources • Conducted Quality of Life Surveys for residents in the Assisted Living Facility 		
FLORIDA DEPARTMENT OF REVENUE, Tallahassee, FL		Mar 2012 - Jan 2014
Government Analyst I Communication and Professional Development resource for the Department. Responsible for enterprise-wide communications and training. Transferred to Resource Management for analysis and project management.		
Results:		
<ul style="list-style-type: none"> • Survey administrator for creation, implementation, and data analysis. Researched and analyzed information for executive projects including drafting white papers. • Subject matter expert: Developed and implemented process improvements for statewide employee evaluation processes and internal project management processes. • Aided resource management in strategic planning, project and communication planning, prioritization, and system design. • Developed/coordinated project and communication plans for transitions and agency-wide training. 		

KELLI KEECH, Realtor & Property Manager, Orlando, FL

Oct 2010 - Nov 2011

Property Manager - Entrepreneur Managed a portfolio of 55+ independently owned rental homes. Clientele included investors and conventional tenants.

Results:

- Generated leads, negotiate management contracts, client requirements, and lease contracts.
- Document management for sensitive information.
- Administrator of Google Apps and company transition. Developed and delivered all company training seminars.
- Drafted and published informational articles directed toward managers and investors.
- Research and formulate market analysis and job-costing for presentation to stakeholders.

FRANK GOMEZ, Tallahassee, FL

Mar 2008 -Sept 2010

Property Manager Manage a private portfolio of 55 rental homes. Clientele included students, Section 8, and conventional. Worked for a sole proprietor, as well as aided in basic office administration with Mr. Gomez's corporation and subsidiaries.

Results:

- Developed efficiency-enhancing workflow/process improvements for staff restructuring
- Increased efficiency in turnover period by anticipating needs and preparing resources in advance and improving communication with clients. Supervised temporary staff and vendors during projects
- Significantly reduced delinquencies by implementing accountability policies, reduced breaches of contract with standardization of enforcement procedures, and reduced client/governmental regulation issues with enhanced oversight
- Abate breaches of contract with standardization of enforcement procedures and reduced client/governmental regulation issues with enhanced oversight
- Maintained 100% occupancy. Managed payroll and bookkeeping for sole proprietorship and corporation with subsidiary

GANNON INTERNATIONAL, Meridian Place Apartments – Tallahassee, FL

Sept 2006 – Mar 2008

Leasing Manager Began as part-time leasing specialist with promotion on a 232 unit conventional property

Results:

- Maintained occupancy numbers at 90% and higher
- Served as software expert for the Florida portfolio and back-up for the Missouri portfolio

Professional Affiliations

JUNIOR LEAGUE OF TALLAHASSEE, Tallahassee, FL

July 2017 - Present

Management Team - Member Services Director, Training Director

Results:

- Business lead for full SDLC of new ERP solution. Also responsible for selection, ROI, stakeholder management, and process redesign.
- Designed and launched multiple Civic Leadership Training Certifications
- Oversight of Leadership Development & Training; Teen Board; New Member; Diversity Equity & Inclusion programs

JUNIOR ACHIEVEMENT OF THE BIG BEND, Tallahassee, FL

Feb 2014 - Feb 2017

Board of Directors - Executive Governance and Marketing Chair

Results:

- Launched new marketing and public relations internship program with local college managing up to 2 interns per semester.
- Net 33% over target for fundraising goals.

Education

VALDSOTA STATE UNIVERSITY, Valdosta, GA

Anticipated 2025

D.P.A. Doctor of Public Administration

FLORIDA GULF COAST UNIVERSITY, Ft. Myers, FL

2015

M.S. Health Science

Specialization in Health Services Administration

FLAGLER COLLEGE, Tallahassee Campus, Tallahassee, FL

2010, 2013

B.A. Business Administration and Accounting

Summa Cum Laude

LOREENNE A.

4.2.7 PROJECT MANAGER

Driving growth and efficiency through proactive planning, dynamic leadership, and effective execution.

Performance-driven, multi-faceted, results-oriented Project Manager with a proven track record of successfully identifying organizational needs, developing strategic project roadmaps that drive business value, and overseeing end-to-end project delivery in alignment corporate business objectives.

- ✓ Consistently leverages strong expertise in program and project management road-mapping to successfully facilitate significant, sustainable, and scalable business growth.
- ✓ Outstanding leadership, communication and interpersonal skills combined with a highly analytical and big-picture mindset.
- ✓ Background of managing end-to-end project cycles, mentoring and motivating key associates, and proactively implementing process improvements with distinction.

2013-21 Performance Reviews

"Loreenne knocks conversions out of the park. I don't think anyone could be better, and we handle twice the national average."

"Loreenne showed a great deal of diligence in keeping projects up-to-date and on track. In spite of setbacks from vendors, the project was delivered on budget."

"Loreenne project managed all the Global Operations projects with a sense of urgency, structure and accountability. Her efforts were valuable in delivering projects results."

Areas of Expertise

*Strategic Planning & Execution
Staff Training | Development
New Product Introductions
Data Analysis | Reporting
Vendor Management*

*Team Leadership & Development
Cross-Functional Collaboration
Professional Services
Organizational Development
Relationship Building*

*Project Management & Oversight
Process Improvement & Optimization
Compliance Specialist
Contract Negotiations
Budgeting & Cost Control*

Professional Experience

GAINWELL TECHNOLOGIES (2020 – Present)

Leading provider of technology solutions that are vital to the administration and operations of health and human services programs.

Senior Professional Project Manager

Plan and execute a suite of special projects, developing and implementing schedules, budgets, and strategic objectives for the Medicaid Management Information System (MMIS) platform in alignment with Nevada Division of Health and Financial Policy (DHCFP) strategy, policies, and guidelines.

Core Accountabilities:

- Organize project team members to ensure communication and understanding of deadlines, assignments, and objectives.
- Perform ongoing reviews of project status to identify possible project risks; recommending and implementing risk mitigation solutions where appropriate.
- Manage client, company, and team expectations for key projects by establishing and monitoring project metrics.
- Build strong collaborative relationships with state employees to align vision, strategies, and priorities.
- Assumed additional claims adjustment responsibilities in addition to project management duties; taking ownership for the entire third-party liability claims reprocessing and ensuring complete claim settlements, legal reviews, and investigations in accordance with company policies and procedures.

Core Accomplishments:

- Implementing significant enhancements to the Transformed Medicaid Statistical Information System (T-MSIS) for the state of Nevada as regulated by the Centers for Medicare & Medicaid Services (CMS). Inherited an underperforming state that was near of the bottom of the national list for performance metrics and strategic KPIs. Met with key internal stakeholders and conducted root cause analyses to identify and remediate all performance roadblocks; instituting quality improvement initiatives to the IT infrastructure through the T-MSIS platform that successfully positioned Nevada among the national health care environment managed by CMS top 10 highest performers.
- Identified an issue with the claims adjustment team's performance, accountability, and morale; conducting one-on-one sessions to understand their roles, challenges, and needs; mapping out the entire claims adjustment process to ensure that each member understood their role; mandating SLAs to ensure compliance; and meeting with key stakeholders to communicate changes and

get buy-in.

- Successfully reduced claims reprocessing times by 45%+; going from 100 to 65 days, eliminating a backlog of claims, and improving overall cash flow and liquidity.

INTERNATIONAL GAME TECHNOLOGY (IGT) (2008 – 2020)

\$3.36B multinational gambling company that produces slot machines and other gambling technologies.

Project Manager and Business Analyst (2017 – 2020)

Led end-to-end projects and programs across multiple functional areas to support IGT's Latin American and Caribbean Operations within established schedule, budget, scope, and quality parameters. Championed the adoption of lean methodologies for day-to-day problem solving and strategic process improvements; working with cross-functional partners to establish and prioritize projects in support of the organization's mission and corporate strategy.

Core Accomplishments:

- Planned, developed and implemented strategic initiatives to facilitate new product introductions.
- Partnered with project stakeholders to define opportunities for continuous improvement and evaluate strategic business priorities.
- Routinely established cost and benefit analyses for potential projects.
- Drove ongoing communication of improvement plans and results across the organization.
- Supported the management and optimization of P&L via routine reporting, KPI monitoring, and performance evaluations.
- Fostered self-sufficiency among Latin American teams by coordinating and/or facilitating game conversion product training in partnership with other subject matter experts.

Project Manager and Executive Assistant (2014 – 2017)

Reporting directly to the VP of International Operations, spearheaded efforts to enhance organizational efficiencies and eliminate redundancies; consolidating multiple industrial manufacturing sites after a corporate merger to standardize, synergize, and unify key operations and processes.

Core Accomplishments:

- Planned, developed, and implemented strategic projects as part of sustained efforts to foster an efficient and competitive organization; overseeing all vendor/contractor management to ensure all outsourced services align with internal standards and expectations.
- Standardized and streamlined network systems, storage, VoIP, CCTV, and WAN/WAAS data optimization centers across all international subsidiaries.
- Supported the management and administration of a \$23M operating budget while coordinating and managing the VP of International Operations' administrative needs.
- Assisted with the closure of 17 locations; consolidating from 25 to just 8 as part of a global cost reduction strategy.
- Improved inventory accuracy by 20%, reduced labor costs by 15%, and facilitated a 15% increase in production capacity.

Early Career Highlights

Warehouse Coordinator | IGT: Provided field service support for Field Service Technicians and Florida, Bahamas, and Cruise Ships clients. Spearheaded audit and relocation efforts. Reduced excess inventory levels from \$500K down to \$50K.

Customer Service Representative | IGT: Took ownership for assigned tasks and key functions, including: quote preparation, machine conversions, and provision of replacement parts within assigned region. Served as subject matter expert and Department Trainer for new hire, refresher, and cross-regional training.

Education | Technical Skills

Project Management Certification (4.0 GPA) | University of Nevada

Technology Tools: *Microsoft Office Suite (Excel, Project, PowerPoint, Visio, and Outlook), CRM Tools, SAP Warehouse Management Systems*

Patricia A. – 4.2.7 Project Manager

Skills: Microsoft Office (Word, Excel, PowerPoint), Informatica Enterprise Data Center and Axon Data Governance, Power BI, Jira, DevOps, ServiceNow, Articulate Storyline, ArcGIS Pro

Experience

TEKsystems at Florida Department of Transportation: Business Process and Strategic Analyst Tallahassee, FL, 11/2019-Present

- Developed and facilitated the Power BI Community of Practice to increase Power BI knowledge, support, and use throughout the Department, which increased Power BI adoption by 1400% from 20 users to 300 users.
- Created high quality technology project documentation for various project efforts in compliance with 60GG-1, FAC, contributing to the Department's 99% average compliance rating.
- Created legislative budget request (LBR) documentation (business case, return on investment (ROI), cost-benefit analysis, schedule IV-B), for major technology initiatives, helping to add over \$10 million for technology efforts.
- Improved internal business processes, such as the process to transition a product from development to maintenance, which increased efficiency and improved knowledge transfer.
- Developed and executed a reorganization plan to align the Application Services section with Department strategy and adopt industry best practices, improving service delivery across 6 divisions.
- Conducted a formal Request for Information (RFI) to identify products to improve Human Resources' service delivery, align with technology strategic goals, and create a robust employee experience.
- Conducted gap analysis and presented executive summaries for a variety of infrastructure and software proposals including: business intelligence and reporting tools, project and product road mapping tools, technical asset inventory solutions, and data governance and data management efforts.
- Developed reports for all levels of leadership on topics such as: project status, salary comparisons, project road mapping and forecasting, and data quality.

IBM – FSN Project, Tallahassee, FL 10/2016-11/2019

Application Consultant – Functional Lead (6/2018-11/2019)

- Transformed isolated Business Analysis and QA Testing teams into a single, functional skills team, consisting of 30+ BA/Testers, to improve communications internally and externally and to improve the application design knowledge base across the entire project
- Performed and managed functional work across multiple workstreams, driving design, requirements gathering, documenting, validating, and other duties as needed.
- Performed process improvement; improving training, testing and documentation processes to allow the functional team to increase quality and efficiency.
- Implemented Kanban methodology for managing M&O process for defect resolution.
- Managed all incoming requests for functional assistance regarding the maintenance and enhancement of the application, which includes providing levels of estimates for change requests, presenting functionality to the client for informative and training purposes, facilitating design sessions and discussions of application functionality, and communicating defect resolution status.
- Provided project management support in the identification of appropriate hours, resources and schedules for requested projects.

Application Consultant – Test Lead (Aug 2017-May 2018)

- Managed testing efforts across multiple workstreams; including extensive testing and reporting for migrating the client's application from Mainframe to the Cloud.

Patricia A. – 4.2.7 Project Manager

- Created test plans and test cases; used Rational Quality Manager software to manage and execute test scripts across multiple workstreams.
- Communicated testing results and reports to management and to the client.
- Managed User Acceptance Testing; validated reported defects; communicated functionality with the client; managed defect resolution to ensure minimal to zero defects promoted to the production environment.
- Worked closely with the Maintenance and Operations team, performing analysis, troubleshooting and identifying root cause for issues reported by end-users.
- Communicated with the client concerning production issues; managed defect resolution and production implementations for production defects.
- Worked with project management staff concerning testing efforts, deliverables, schedules and deadlines.

Business Analyst – Test Specialist (Oct 2016-Aug 2017)

- Identified test cases, wrote and ran test scripts to test system functionality and enhancements; also use regression and exploratory testing to ensure system functionality
- Developed functional design documentation for features and enhancements to the application.
- Worked as part of an agile team for enhancement efforts; worked closely with developers testing changes to the application while maintaining existing functionality and standards.
- Served as Lead BA and subject matter expert for financial functionality in the FSFN application.
- Performed analysis, troubleshooting and root cause analysis for issues reported by end-users and communicated reported issues and resolution to the client.

Florida Department of Revenue, Tallahassee, FL (June 2014 – Oct. 2016)

Training and Research Consultant Training and Research Consultant (2015-2016)

- Used adult learning principles and the ADDIE process to develop (write and edit content), maintain, and improve upon over 15 agency-wide courses, both online and instructor led.
- Communicated with subject matter experts and conducted needs analysis to determine course content and user interface.
- Coordinated and managed project timelines, scheduled meetings, and delegated assignments as necessary, using a variation of the Scrum framework for project management.
- Designed courses using Microsoft PowerPoint and Articulate Storyline 2 authoring software.
- Managed the delivery of courses using the agency's learning management system (LMS). Ensured online courses were compatible with the LMS, ensured the LMS was properly set up for course delivery, and delivered courses to employees.
- Created and delivered assessments at all levels to measure the success and effectiveness of courses.

Research and Training Specialist (2014-2015)

- Used adult learning principles and the ADDIE and SAM processes to develop (write and edit), maintain, and improve upon online courses using Articulate Storyline and the agency's LMS.
- Communicated with subject matter experts and conducted needs analysis to determine course content and user interface.
- Created and delivered assessments at all levels to measure the success and effectiveness of courses.
- Organized and facilitated classroom-based courses in which a variety of instructors presented materials. Coordinated with instructors to provide required materials and facilities.

Florida State University, Tallahassee, FL (Aug. 2009 – June 2014)

Spanish Instructor (2009-2014) 3

Patricia A. – 4.2.7 Project Manager

- Developed and delivered Spanish lessons to two classes of students per semester ranging from beginning to intermediate levels.
- Implemented assessments, graded student work, kept accurate records and communicated with students.
- Utilized Blackboard to deliver assignments, communicate with students, and keep records of attendance and grades.
- Coordinated first semester Spanish courses: updated the course syllabus, updated and maintained the homework website, Centro.

Education and Certifications:

- Florida State University:
 - Ph.D, Doctor of Philosophy in Spanish
 - MA, Master of Arts in Spanish
 - BA, Bachelor of Arts in Spanish
- SCRUM Alliance: Certified Scrum Master

Project Manager | Business Analyst | Scrum Master | PMO Lead

Solves business problems and achieves strategic objectives through extensive multi-industry experience in procurement, development, implementation, and operation of enterprise software systems, and the development of project management offices.

Provides expertise in business case development, procurement and contractor management, technical writing, supporting cross-functional teams, custom application development, and new system implementations. Skilled at orchestrating and applying best practices to software development, project delivery, organizational change processes, and PMO development.

Business domain experience includes unemployment insurance (UI), healthcare, retail banking, credit unions, higher education, Women, Infants, and Children (WIC), and WIC electronic benefits transfer (EBT).

PROFESSIONAL EXPERIENCE

Geographic Solutions, Inc**Project Manager**

Unemployment Insurance (UI) projects (Jul 2023 to present)

Assisted in the implementation of unemployment insurance systems for a state government client, resolved action items, software, and data issues for UI system clients, and enhancement of the implementation process.

ProSearch

2020 to 2022

Project Manager/Business Analyst

Unemployment Insurance, procurement, and process improvement projects (Apr 2020 to Mar 2022)

Managed multiple concurrent projects for UI pandemic programs, managed services procurement, and process improvement in Maine:

- Wrote managed infrastructure requirements for Request for Proposal (RFP) for multi-state UI system consortium.
- Managed modifications to consortium UI system to implement and close pandemic UI programs per USDOL guidance (PUA, PEUC, FPUC, MEUC), addition of new functionality for tax field audit document upload and Unemployment Program Administration Fund (UPAF) tax support, Annual Tax Rate Run 2021 for annual employer tax bills. Managed Annual Tax Rate Run 2021 for annual employer tax bills, and defect correction projects, including discovery and correction of erroneous claim weeks and resulting employer tax rate increases.
- Co-wrote business process playbook for implementation of new unemployment programs, PM Lite project management framework, and new/revised claimant and employer program correspondence forms. Developed UI projects lessons learned database, wrote report on correction of erroneous claim weeks, and wrote basis of cost document and developed fully costed MEUC project schedule for use by another state in planning their MEUC implementation.

TriGain, Inc

2016-Present

Principal

Provides consultation and technical assistance including problem-solving, project management, procurement, and business case development to government and businesses. Engagements include:

- Training for PMO analysts (Jun 2023)
- Proposals for technical assistance to federal agency (Jan 2023)
- Product management of a shared WIC MIS (Jun 2020 - Apr 2021)
- Proposals for WIC Quality Assurance Services (Oct 2019 - Dec 2020)
- Plans for implementation of WIC EBT (Jul 2019 - Oct 2019).

Integrity Consulting

2016-2019

Project/Program Manager

WIC MIS – EBT Planning, Procurement, and Implementation (Mar 2016 - Mar 2019)

Planned and managed multiple concurrent projects to procure and implement a web-based, WIC MIS with EBT interface in South Carolina:

- Revised approach/scope of MIS and EBT implementation per Department's later decision to replace existing system per schedule analysis, led internal teams for evaluation/selection of a WIC MIS, coordinated state/contractor activities for MIS modification, EBT configuration, and data migration, developed and maintained integrated master schedule, coordinated review/approval of contract deliverables, assisted risk management planning, supported WIC vendor and clinic enablement activities, managed universal product code (UPC) collection, managed project budget, conducted weekly scrum with state staff, reported weekly status to PMO, assisted in the resolution of implementation and technical issues.
- Wrote two RFP's - MIS implementation, hosting, and operations and maintenance services and MIS/EBT quality assurance services, answered bidder questions on RFP's, served as subject matter expert for MIS negotiations and evaluator/negotiator for QA services, wrote purchase order/contract SOW for enhanced data security change request, supported third party contract management.
- Wrote five federal approval/funding documents per Handbook 901 requirements: Planning Advance Planning Documents (PAPD) (2), Implementation Advance Planning Document/Updates (IAPD/IAPDU) (3), wrote two decision papers (UPC collection tools and enhanced data security controls), two presentations for WIC annual meetings, and quarterly federal grant reports.

Drexel Technical / TEKsystems

2007-2016

Project/Program Manager

MIS - eWIC Planning, Procurement, Implementation, Operations/Maintenance (Feb 2007 - Feb 2016)

Planned and managed multiple concurrent projects to procure and implement a web-based WIC MIS with EBT processing in Florida. Met the State of Florida EBT statutory deadline, completing the project on time and under budget (\$875K).

- Managed core project team of two Business Analysts and one Training Coordinator, managed key stakeholder relationships, reviewed contractor deliverables and change requests, supported third party contract management, supported equipping and configuring data center processing environments, participated in WIC MIS and EBT procurements as an evaluator and negotiator, reported project and deliverable status, managed project budget, assisted in developing MIS self-install package, and wrote FedRAMP security plan.
- Wrote three RFP's (MIS replacement and MIS/EBT QA services), answered bidder questions on RFP's, developed and managed MIS evaluation/selection process, served as evaluator/negotiator for three procurements, assisted in review/approval of contractor deliverables and change requests, wrote four SOW's for purchase orders/contracts, wrote two procurement decision papers, and supported third party contract management.
- Wrote six federal approval/funding documents per Handbook 901: Implementation Advance Planning Document/Updates (IAPD/IAPDU) (6), wrote seven state approval/funding documents per state legislative requirements, assisted in the review/approval of 10 federal project phase approval documents: EBT Feasibility Study (2), Test Plans/UAT Test Results (4), Pilot Test Reports (3), and Project Close Out/Lessons Learned, wrote two presentations for EBT conference meetings, and quarterly federal grant reports. Co-authored procurement documents for WIC MIS implementation, quality assurance services, and WIC MIS operations and maintenance (O&M).

Analysts International

2005 - 2007

Project Manager

JP Morgan Chase Global Client Care Technology PMO (May 2005 - Jan 2007)

Managed multiple concurrent projects using client's Project Delivery Framework (PDF): developed beneficiary deduction report in eServe, integrated PRPC data into Service Datamart, coordinated ER306 UAT testing, production rollout of Implementation Datamart, assisted quarterly upgrade of Know Your Customer (KYC) anti-money laundering system.

TEKsystems

2004 - 2005

Project ManagerUSAA Enterprise PMO (Sep 2004 - Mar 2005)

Managed multiple concurrent projects using client's Business Project Management Process (BPMP); procured and implemented knowledge management system (KMS) for help desks, upgraded Linux server fleet to Red Hat Enterprise Linux (RHEL) 3.0, and evaluated and procured desk-top PC's for the enterprise.

Keane, Inc.

1999 - 2004

Principal Consultant/Business AnalystVarious Engagements (Mar 1999 – Jun 2004)

As Senior Business Analyst, used Keane's tools and frameworks to deliver series of projects, including data mart for services to special needs children, university student information system upgrades, university chemical inventory system, two HIPAA assessments, evaluation of lending software packages for international development bank, and software quality assurance process assessment.

EDUCATION

**Master of Arts,
Urban Affairs and
Public Policy**

UNIVERSITY OF DELAWARE, Newark, Delaware

**Bachelor of Arts,
Political Science**

UNIVERSITY OF DELAWARE, Newark, Delaware

**Instructional Design
and Development,
Master of Education
program**

PENN STATE – GREAT VALLEY, Malvern, Pennsylvania
Four courses, 4.0 GPA

CERTIFICATIONS

**Project Management
Professional (PMP)**

Project Management Institute - [REDACTED] (2006), current through 2025

**Certified Scrum
Master (CSM)**

Scrum Alliance - [REDACTED] (2017), current through 2024

**Certified Baseline
PMO Consultant
(CB-PMO)**

PMO Global Institute - [REDACTED] (2023), current through 2026

SKILL GROWTH

**Advance Project Scheduling and Risk
Scheduling Analysis
PMO - Consultant Bootcamp (CB-PMO)
Digital Marketing Certificate**

Hulett & Associates, Nov 2022 (22 PDU)
PMO Global Institute, Nov 2022 (21 PDU)
University of South Florida, *In progress*

Reference for Philip K.
project manager at State of Florida
Reference by: Debbie Eibeck



Mobile: 850-766-8335

Job Duties & Technologies:

Philip and Debbie worked together at Florida WIC. Debbie was the Bureau Chief WIC and EBT. They hired Philip to be their PM to implement WIC EBT and a new computer system. Philip had the past experience and the personality that would allow him to work well with state and federal approvals.

Project Description:

Florida was the 3rd or 4th largest WIC EBT program in the country. They had about 230 clinics state wide. They had 47 local agencies and individual clinics. What the computer system did was register clients into the program for eligibility. Prior to the EBT project they would have to issue checks to individuals and then have to go to specific grocery stores. Philip led them through the conversion for swipe cards. Theirs had to be very specific though--certain gallons of milk. Had to be very specific brands--needed to meet certain standards. You couldn't buy cheese spreads, had to buy cheese. They had to build a master food list; they were the 6th state in the country to do this. They had a legislative mandate that required this be done in a certain amount of time. They had to go through every can of fruit and vegetables to decide what was eligible or not. Automatically load benefits on to the card. They had an older computer system, so Philip also led to project to implement a new computer system that tracked this, made reports, etc. Philips benefit to them was his knowledge of WIC, ability to help them through the federal and state approvals. He wrote the RFP for the vendor that came in to helped them meet these goals. He kept the project running smoothly with the vendor. They were very successful!

Quality of Work:

He is very thorough. If he doesn't know something he researches it. He is a great writer and had to write a lot of RFPs and proposals to the Federal government as well. He worked very hard, and the results were incredible. He stuck out more than any other candidate.

Cooperation/Communication:

He functions well under a tight timeline. In this role he had to function that way and that's a big reason why they hired him. At this point, no state had done all of this in such a short time frame. His written and verbal communication is top notch. He is able to adjust based on his audience, that is so important when working with state and federal governments.

Attendance/Reliability:

No issues here at all. He shows up as his best every day and he is truly passionate about the work he does.

Cultural Environment:

Philip's project management knowledge was recognized and respected. He is very personable. He drives results makes sure things get done.

Strengths:

He has been integrated in WIC EBT for a long time. I don't think we would have been as successful if we hired someone else.. He knows WIC EBT like the back of his hand. He is very detail oriented, and that will be a benefit in this role. He keeps great documentation and manages projects on tight timelines well. He is a great communicator.

Billy A.

4.2.8 Quality Assurance Analyst

With over 20 years of experience in the software industry, I have forged a career path characterized by diverse roles and a strong commitment to driving digital innovation. In my current position, I play a pivotal role in implementing various digital initiatives using agile and kanban processes. Through my work, I have contributed to the successful execution and delivery of several digital system enhancement projects, resulting in increased user satisfaction, retention, and engagement.

SKILLS

Software Project Management

Business Analysis

Business Requirements

Requirements Gathering

Testing Leadership

Project Documentation

Stakeholder Management

Agile Methodology

Kanban

Attention to Detail

Communication

Jira

Workfront

Web Applications

Digital Marketing

Quality Assurance

WORK EXPERIENCE

Project Manager / Business Analyst

Lexmark

01/2021 - Present

Responsibilities

Lead and oversee cross-functional teams in the successful execution of digital system enhancement projects using agile and kanban methodologies.

Develop and manage project plans, timelines, and budgets to ensure on-time and within-budget delivery.

Communicate project progress, risks, and issues to stakeholders and higher management.

Mitigate risks and address project challenges to maintain project momentum and quality.

Gather, analyze, and document business requirements for digital system enhancements.

Collaborate with stakeholders to elicit and prioritize requirements, ensuring alignment with business goals. Translate business needs into technical specifications and solutions.

QA Lead

Lexmark

06/2014 - 12/2020

Responsibilities

Lead QA test teams (offshore/onshore) for several projects developed in an Agile Scrum methodology.

Develop in Java using Selenium Webdriver, JUnit, and TestNG to design unit tests for Lexmark's websites.

Responsible for clearly communicating testing status and reports to offshore and onshore teams as well as business stakeholders.

Software Product Engineer

Lexmark

08/2011 - 06/2014

Responsibilities

Work with a team to create special request driver and software packages for external customers.

Create and manage software requirements, test plans, and documentation for specialized customer requests.

Manage the development, support, installation, and roll out of the solution for large account customers.

Software Developer

Lexmark

10/2005 - 08/2011

Responsibilities

Worked on a development team responsible for the install portion of the software we developed.

Design and develop special request driver install packages for external customers.

C++, .Net, and Java experience.

Software Test/Team Lead

Lexmark

08/2000 - 10/2005

Responsibilities

Manage daily tasks and objectives and assign them to designated testers.

Edit and create test checklists to use for daily testing; report test results to developers and managers.

Test printer drivers with many different software applications, Microsoft OSs, and hardware setups.

Technical Support Engineer

MCIWorldcom

02/1998 - 08/2000

Responsibilities

Handled inbound customer calls regarding hardware/software issues for Compaq and HP personal computers.

Analyzed and resolved 30-50 issues daily in a call center environment.

EDUCATION

Bachelor of Science (B.S.), Interdisciplinary Studies (Computer Science/Business)

New York Institute of Technology

May 2008

Computer Science

Eastern Kentucky University

Joni M.

4.2.8 Quality Assurance Analyst

OBJECTIVE

To acquire a Quality Assurance Analyst position in a fast paced and dynamic environment that will allow me to best utilize my technical, analytical, and interpersonal skills to contribute to the enhancement of the company's goals.

PROFESSIONAL SUMMARY

- 8+ years of experience in the field of Information Technology with prominence on Software Quality Assurance such as Banking and Retail domain.
- Experience with all phases of Software Development Life Cycle (SDLC) and Quality Software Methodologies (Waterfall and Agile).
- Effectively delivered work products with AGILE and SCRUM process.
- Experience in working with Agile methodologies and active participate with SCRUM meetings.
- Responsible for analyzing Business Requirements, Specifications, use cases, and vision in order to create and execute Test Plans and Test Cases.
- Designed Use Cases Diagrams, Activity Diagrams, Sequence Diagrams, Data Flow Diagrams.
- Excellent understanding of all modules of ALM such as Requirements, Release, Test Plan, Test Lab, Defects and Analysis feature.
- Good experience in performing SIT, User Acceptance Testing (UAT), PFix and Production Validation.
- Knowledge in Analysis of Bug Severity, Priority, Bug Tracking System and Bug Reporting.
- Strong skills in performing Regression, Performance, Load, Functionality, Sanity, Smoke, and Usability testing for Web and Client/Server application.
- Reviewed extensive SQL Queries with complex multi-table joins and nested queries during Backend testing.
- Executed SQL statements to check if the data integrity has been maintained.
- Involved in reviewing complex SQL queries, views, functions and stored procedures and spotting issues before/during code migration.
- Involved in maintaining Test Matrix and Traceability Matrix and performing GAP analysis.
- Performed the Back-End testing to ensure data consistency on front-end by writing and executing SQL statements on Oracle Database.
- Used UNIX to perform Backend Testing and Batch Testing and also to execute SQLPlus Prompt.
- Performed mobile testing for responsive design, break point, framework component for different devices and its operating system such as IOS, Android, and Windows.
- Validating wireframe and breakpoint in different browsers and devices with its mock-up design.
- Outstanding reputation for meeting demanding deadlines and delivering critical solutions on various levels.
- Positive orientation to expand present knowledge base.
- Extremely focused and detail oriented with excellent communication skills, vendor experience and ability to lead, manage, coordinate and work independently in a time sensitive environment.

TECHNICAL SKILLS

Testing Tools: ALM, UFT, QTP, IBM Rational tools, Junit

Bug tracking tool: ALM, Rational Clear Quest, JIRA, Test Link

Joni M.

4.2.8 Quality Assurance Analyst

Operating System: UNIX, Windows, Mainframe, Mac OS

Programming Languages: C, C++, JAVA, SQL, XML

RDBMS: MS Access, Oracle, MS SQL SERVER, My SQL

MS office Applications: MS Word, Excel, PowerPoint, Visio, Outlook, MS SharePoint

PROFESSIONAL EXPERIENCE

Client: Farm Credit Bank of Texas (FCBT)

Role: QA Analyst

Duration: August 2020 - Present

Farm Credit Bank of Texas is a federated cooperative owned by the local Farm Credit association cooperatives, which directly finance rural real estate, agricultural production, country homes and agriculture firms. It provides a business-service to 14 other local Farm Credit Associations. Project aimed in process of loan origination system with a new system called Credit Management Enterprise (CME) by Finastra and integrating it with the existing loan accounting system (Loan IQ by Finastra), Dynamics CRM, reporting, and other essential systems. The full product suite is referred to as Farm View Lending.

Responsibilities:

- Analyze Business, System requirements that are being loaded in Azure DevOps and Visual Studio tool by BDA.
- Responsible for Credit Management Enterprise (CME) Application for Loan Origination requirements definition, general and detailed design, Functional testing, maintenance, and managed. requirements using Azure DevOps.
- Direct/coordinate with BDA to manage and update the missing parameters of requirements in Azure DevOps.
- Analyze the requirement coverage and traceability to ensure the testing coverage.
- Manually created and executed test cases in Azure DevOps and Visual Studio (TFS)
- Coordinated with Release Manager on scheduling builds to test and staging.
- Created Test Plan based on the scope and schedule of the project release date.
- Performed Smoke Testing, System Testing, Functional Testing, End-to-End Testing, and Integration Testing.
- Actively participated in Daily Status, Stand-up Meetings, with Business, Development, and Test team to report the test status planned, accomplished, and issues.
- Participated in regression testing of the modified build.
- Defects were tracked, reviewed, analyzed, and compared using Azure DevOps and Visual Studio
- Actively Participated and Co-ordinated with Other Teams on Loan Origination Test Scenario and Execution. CRM Reporting, Loan IQ, Encompass Origination for Loans Testing.
- Worked on testing the scenarios where Existing loans are Converted and modified with details Conversion on Loans.
- Interacting with developers to resolve application defects and for configuration management.
- Identify and investigate Functionality integrity problems, determine impact, and provide solutions to problems.
- Provided Documented and communed test results on all Project Level Documentation.

Client: FIS, Worldpay, Cincinnati. OH

Role: QA Analyst

Duration: November 2019 – July 2020

Worldpay is leading payment services for mail order and Internet retailers, as well as point of sale transactions. Customers are a mix of multinational, multichannel retailers, with the majority being small business merchants. Connecting to customers, accepting payments, securing transactions, there is a lot to do for a business today to keep up with consumer demand. Worldpay keep it simple and clear with products, solutions and technology built

Joni M.

4.2.8 Quality Assurance Analyst

with business in mind. Project aimed the major areas of Financial Data program, Testing Financial Data in the General Ledger space.

Responsibilities:

- Create detailed business analysis, outlining problems, opportunities, and solutions for the business.
- Develop test strategies that describe the System Integration and User Acceptance Testing (UAT) strategies and procedures.
- Develop System level and UAT scripts and scenarios in support of component specific testing.
- Develop data and systems needed to support testing needs.
- Execution of a mixture of automation/functional testing for both data and UI applications.
- Create a Modules workspace for Automation test case and execute through Tosca Commander.
- Manage defect resolution and document successful test results through Rally.
- Report Bug and Defect through Rally.
- Perform triage, troubleshooting and analysis of issues.
- Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Created and maintained the User Stories based on difference scenarios.
- Participated in Daily Stand-up meeting to support Agile Testing activity.
- Delivered various test matrix documents like UAT defect analysis report, root cause analysis, Project test effectiveness, Production defect analysis report, and defect acceptance report as a part of test deliverables.
- Executed SQL Queries in Oracle to verify the dataflow from the backend.
- Converted Functional requirements into detailed scenarios and test cases.
- Responsible for tracking and closing defects using Rally during UAT.
- Performed data drive testing to validate the same set of operation with different set of data.
- Developed Test Cases and Scripts for functionality and Regression Testing.
- Managed product backlogs, iterations, backlogs, release plan & status reporting using Rally.
- Maintain Test Summary and Bug Report and generate weekly report.

Client: Navy Federal Credit Union, Vienna, VA

Role: QA Analyst

Duration: December 2018 – October 2019

The LOS project: The project encompassed the conversion of old legacy systems to a new Loan Origination System to support paperless technology and distributed architecture. The LOS was designed to serve as an intelligent in-house repository for data from all the other business engines that acted to serve processes during loan set-up, underwriting and closing/funding.

Responsibilities:

- Analyze Business, System requirements that are being loaded in HP Quality Center tool by BSA.
- Direct/coordinate with BSA to manage and update the missing parameters of requirements in QC.
- Involved in different modules of Mortgage Loan origination.
- Managed new mortgages by tracking the status, and by producing the task list and delegating them to the other users within the other organization.
- Involved in creating Test Plans for the different aspects of the project according to the business specifications in coordination with the QA lead and project manager.
- Responsible for reviewing business requirements, functional specifications, project schedules, documentation, and test plans.
- Scripted test cases for component and UAT using HP Quality Center.

Joni M.

4.2.8 Quality Assurance Analyst

- Worked on mortgage Loan Origination Systems. (LOS)
- Prepared Test Scenarios using SQL Queries for Backend Testing and Test Cases for the application under test.
- Prepared data for data driven testing using Data driven Wizard in Win Runner as required by the Corporate Customers.
- Perform functional, integration, and regression testing on mobile devices and web-based applications.
- Performed UAT Testing on different modules of trading application, which includes Front Office, Middle Office, and Back Office.
- Maintained Requirement Traceability Matrix (RTM) to make sure that test plans were written for all the requirements.
- Wrote extensive SQL queries during UAT and data validation.
- Prepared and planned shell scripts in UNIX using SQL commands for the data validation.
- Schedule reports through schedule Manager.
- Run reports against different databases.
- Prepared Manual Test Scenarios and Test Cases for the Application under test.
- Wrote universal actions and parameterized actions.
- Actively participated in enhancement meetings.
- Conducted Security, Performance, and Regression testing during the various phases of the development.
- Investigated software bugs and interacted with developers to resolve technical issues using Test Director.
- Identifying Test Cases to be run for Regression Testing and conducting Regression testing as and when new builds were made.
- Extensively used Meta Broker to export warehouse data to Business Objects for reporting purpose.
- Developed reports based on user requirements for fixed and Ad-Hoc requests using Business Objects.
- Used Test Director for Bug Tracking and Reporting.
- Generated customized graphs and reports using Test Director.

Client: Capital One Bank, Tysons Corner, VA

Role: QA Analyst

Duration: September 2017 - November 2018

Capital one is leading information-based technology Company and promise its client to help succeed by bringing ingenuity, simplicity and humanity to banking. New Enhancement and implementing on all the products provided to customers measure our efforts for better banking opportunities. Project aimed the major areas of loan, quick access app, line of credit and security is quite a few goals I had participated.

Responsibilities:

- Identified the client needs and provided suitable agile system-based solutions.
- Successfully written Test Plan Documents according to the requirements.
- Developed Test Script, Test cases, and Test steps in ALM for workflows for Quality Assurance mapped to Functional System Design.
- Validated Test cases in Multiple cross browsing and successfully delivered Test Result Summary.
- Logged defects in ALM, and Re-tested all the defects after fixed. Successfully closed defects in Defects Tab.
- Updated progress reports in Daily Standup meeting and Weekly Defect Review meeting to meet the datelines.
- Created Releases for sprints, and Quarterly mannered schedule.
- Mapped Requirements Traceability Matrix and Test Coverage and Generator reports for cycles.
- Involved in reviewing complex SQL queries, views, functions, and stored procedures and spotting issues before/during code migration.
- Retrieved data from RPM (Rational Profitability Matrix) from backend and validated to UI component.

Joni M.

4.2.8 Quality Assurance Analyst

- Automated Pre-written Test Script to Validated Regression in UFT.
- Performed Regression Testing, System Integrated Testing, User Acceptance Testing, Functional Testing, Cross browsing Testing, Adhoc Testing, and helped on Performance and Load testing.
- Tested newly build API's according to requirement for Quality product.
- Validated in wireframe and break points in different browser and devices.
- Reported all successfully outcomes to Manager.
- Enthusiastically became part of every meeting conducted, and responded to Business Team, Dev ops Team, Dev Team as needed.
- Organized, oriented, and kept work station handy by naming folders for Test Plan, Test/Result, Defects, Prod Validation documents, and others in Share-Point for quick access by any Team members.

Client: CITIBANK, NYC, NY

Role: QA Analyst

Duration: August 2015 - August 2017

Citigroup's foreign exchange franchise, CitiFX, works closely with corporate clients to review their currency exposure and advise on and execute hedges and other strategies. Dealing in 150 currencies, the bank draws on its worldwide resources to provide its North American clients with 24-hour coverage of currency markets. Citigroup excels in speed of execution and competitive prices and is a major provider of liquidity to the markets. Citibank has developed an online cash management tool with basic FX capabilities, enabling clients to wire funds internationally at very competitive exchange rates. This flow-through solution allows for both online wire initiation and final settlement.

I was responsible for analyzing system specifications and developing a detailed system Test Plan, including test cases and test procedures.

Responsibilities:

- Analyzed System specification documents, Business requirement document and developed Test Plans, Test cases, Test Scripts and Test procedures based on business requirement documentation for the testing of application software and reviewed with clients.
- Analyzed the Business Process Model (BPM) diagrams.
- Created Unit test plans and reviewed and updated all test cases in Excel and SharePoint, and managed the Requirements Traceability Metrics (RTM)
- Performed sanity and smoke testing manually.
- Involved in Integration testing & system testing
- Inserted Check Points to check the broken links, Text and standard properties of an object using QTP
- Performed Parameterization using Data Driven Testing in QTP.
- Participated in regression testing of the modified build.
- Modified Test cases with changes in the application on new build.
- Developed automation test scripts for performing regression testing on the application using QTP.
- Involved in writing and testing SQL scripts for different modules, fixing the SQL code and bugs.
- Involved in Backend Database manual testing in Oracle using SQL.
- Developed SQL scripts, to implement business rules Manually performed integration and Regression testing, documented bugs and worked with development team to resolve issues
- Maintained Requirement Traceability Matrix (RTM) to make sure that test plans were written for all the requirements and performed gap analysis.
- Assisted Business Analyst in preparing the system contextual diagram in MS-Visio.
- Strong utilization of MS Project and SharePoint
- Defects were tracked, reviewed, analyzed and compared using Quality Center.

Joni M.

4.2.8 Quality Assurance Analyst

- Created daily status reports in Quality Center using dashboard.
- Exported data from Quality Center to Excel using query builder in dashboard.
- Performed User Acceptance Testing (UAT) by defining UAT Entrance and Exit criteria
- Participating in Cross team meeting with developers, users...etc. for a weekly status meeting and to resolve issues if there is any conflict.
- Identify and investigate data quality/integrity problems, determine impact and provide solutions to problems.
- Provided Efforts Estimate and coordinated the test schedule using Agile testing methodology in UAT phase
- Documented and communed test results.
- Provided input on all project level documentation.
- Assisted in developing detailed testing estimates and timelines.
- Maintained test matrix and bug database and generated weekly reports.

Client: Chicago Mercantile Exchange, IL

Role: QA Analyst

Duration: October 2014 - June 2015

Presently working at Chicago Mercantile Exchange Inc. (CME) is currently developing enhanced access to their existing Electronic Trading Systems (ETS). Processing of existing Orders, Mass Quotes, Futures and Equity Options are initialized and run through different engines which acknowledges different messages at different gateways making a roundtrip involving the trading engine.

Responsibilities:

- Analyzed Business Requirements Document (BRD), Technical Specifications Document (TSD).
- Involved in Developing Test Plan, Test Scenarios.
- Wrote Test Cases and developed Test Data.
- Participated in defining entrance and exit criteria.
- Performed Testing on Web-based Application.
- Used Quality Center to execute Test Cases, in-put data from Test Data.
- Extensively worked with SQL Queries to retrieve data from database validation purpose.
- Performed Smoke Testing, System Testing, Functional Testing, End-to-End Testing and Integration Testing.
- Involved in Performance and Stress Testing.
- Used valid and wrong data to perform Positive and negative Testing.
- Created Requirement Traceability Matrix (RTM) manually.
- Detected Bugs were added and reported to the developers.
- Worked closely with the development team to analyze Defects and generated the test report Summary.
- Involved in UAT with BAs and tester.
- Actively participated in daily and weekly status meeting.

Client: Target, Minneapolis, MN

Role: Quality Tester

Duration: February 2013 - July 2014

Target Corporation originally known as the Dayton Dry Goods Co., is an American retailing company that was founded in Minneapolis, Minnesota, in 1902. In 1962, the first Target store was opened in Roseville, Minnesota. It is the fifth largest retailer by sales revenue in the United States behind Wal-Mart, The Home Depot, Kroger and Costco.

Joni M.

4.2.8 Quality Assurance Analyst

Responsibilities:

- Analyzed the Functional and Business requirements.
- Created Test Cases, Test Scripts, Test Plan and Test Procedures and implement compliance of quality standards.
- Performed both Manual and Automated testing of the applications.
- Studied the ADS applications performance for varying Loads and Stress conditions using Mercury Interactive Load Runner. Planned and created the Virtual user scripts and enhanced them with Transactions, Rendezvous points, Think times and Parameterization. Designed, Configured and Monitored Scenarios for Performance/Load Testing.
- Conducted Functionality, testing during the various phases of the development of the application doing Manual Testing in an agile development environment.
- Used Mercury Interactive MQC for Test Planning, Test Designing, Test Analysis, Test Execution, Defect Tracking and Test Evaluation.
- Analyzed and performed capacity testing of production database from time to time
- Interacting with developers to resolve application defects and for configuration management.
- Performed testing to monitor availability and errors for application client server, database and web server.
- Participated in testing POS (point of sale) software.
- Troubleshoot new releases and production issues.
- Performed manual testing to check the functionality of the POS.

Patricia J.

4.2.8 Quality Assurance Analyst

PROFILE:

- A highly qualified and dedicated professional with a successful performance record in, quality assurance, quality control, test preparation and implementation, software development lifecycle, testing, software application training, project implementation, new product knowledge, customer relations, business operations, mentoring , facilitating communication between management and team.
- I have Demonstrated leadership skills in management and coordination of offshore testing teams to achieve overall objectives. Have a high level of analytical, design and problem-solving skills. Dedicated to maintaining high quality standards. Experienced and trained Senior Quality Assurance Analyst.

Employment Experience

TEksystems /Center for Disease Control

09-2013-current

Quality Assurance Analyst

Web base Applications/User Interface/Manual Tester

- Working in the National Center for Chronic Diseases and Prevention and Health Promotion, Testing and supporting a Myriad of Projects in a Matrixes environment.
- Understand the Systems and following Business Rules for each System.
- Creating test plans, test cases, and test scripts
- Testing data files.
- Software development Life Cycles and Testing Methodology.
- Log ,review and track defects in Team Foundation and Issue Tracker
- Review results of testing and report status in Daily Scrum Meeting
- Attending Meetings with Team to Ensure that the project s are meeting deadlines.
- Testing Data to make sure system is giving the correct data output.
- Work with Development team and Business Software Analysts to ensure clarity on requirements and correcting Issues.
- Work with the Users on items found during User Acceptance Testing
- Effectively communicated and documented issues found during testing to the Development Team, Business Analysts, and Project Managers.
- Performing Testing in Development, QA and Production environment..
- Perform related duties as assigned or requested.

Mobile Testing

- Testing applications on several Mobile devices from functional, usability and security perspective
- Testing mobile applications – Android, and iOS and Apple
- Testing variety of HTML5
- Verifying Responsive Design in all viewports on Android, iOS and Apple mobile devices also, desk top
- Leading the Mobile Testing on CDC Projects.

Newpoint Resource/Wells Fargo Insurance Services

02-2012-11-2012

Quality Assurance Analyst 2

Web base Applications/Manual Tester

- Working on a National Project Converting Multiple Types of Insurance Management Systems to a Single Data Platform
- Understand the Systems and following Business Rules for each System for data Conversion
- Working With Business Analyst on Test Cases and Test Plans and Understanding Business Translations and Business Rules
- Testing Insurance Data and Post Conversion Clean-up
- Log ,review and track defects
- Attending Meetings with Team to Ensure that the project s are meeting deadlines.
- Coordinating with Team to Maintain Data validation Plan coincide with Developing Cycles
- Work with Development team and Business Software Analysts to ensure clarity on requirements

- Work with the Users on items found during User Acceptance Testing
- Effectively communicated and documented issues found during testing to the Development team, Business Analysts, and Product Managers ensuring that all Project Stakeholders were kept abreast of daily testing progress and impediments.
- Perform related duties as assigned or requested.
- Testing Daytime and Night Production Moves.

Assurance America Insurance Company, Atlanta, GA

07-2010-11-2011

Sr. Software Quality Assurance Analyst

Client Server and Web base Applications/Manual Tester

- Practiced the Agile Methodology/scrum process by participating in daily scrum meetings with Developers on web-based application projects
- Used Team Foundation Server to manage project user stories, Development & QA tasks, and defect tracking on projects
- Perform Functional, Integration and Regression testing of web applications and comparative raters
- Performed Testing on New Web-Raters for Comparative Raters for FSC, ITC, Quotation , Accu - Auto and Quick Quote.
- Review results of testing and report status in Daily Scrum Meeting with inter-departmental teams
- Completed testing efforts on web applications utilizing HTTP, XML, ASP.NET and data base technologies, SQL and ODBC. Proofed Point of Sale documents for newly created applications.
- Performed Real Time Rating Testing Using C#.Net
- Communications of Test Summary to IT Management Teams and Project Stakeholders.
- Work with Development team and Business Software Analysts to ensure clarity on requirements
- Translated project requirements into documented test cases. Created detailed Test Plans and other QA documents to ensure acceptance test criteria was satisfied and business expectations were met.
- Effectively communicated and documented issues found during testing to the Development team, Business Analysts, and Product Managers ensuring that all Project Stakeholders were kept abreast of daily testing progress and impediments.
- Ensures that team meets the targeted completion date by daily reviewing completed test case creation excel
- Testing of Cancellation, Reinstatements and Non-renewals ensuring they are processing correctly.
- Running Microsoft SQL Queries checking data.
- Validating data at Point of Sales (POS).
- Excellent analytical skills with ability to troubleshoot problems and find root causes
- Participated in testing of the Staging environment to confirm code deployed to production was accurate. This process change in IT reduced the number of code discrepancies and defects that were released to the Production environment.
- Conducted defect resolution and prevention strategy at daily at scrum meeting .Cross-Site root cause analysis meeting. Responsible for analyzing and determining the root cause of production defects and implementation of permanent solutions to prevent future occurrences.
- Responsible for performing Regression tests for builds delivered to the QA environment to ensure code was ready for testing by the QA team.
- Responsible for Production Releases.

21 CENTURY INSURANCE COMPANY/AIG, Alpharetta, GA

06-2004 – 06-2010

Sr. Software Quality Assurance Analyst—Team Lead

Client Server and Web base Application/Manual Tester

- Successfully managed on-site and off-shore resources and ensured timely completion and accuracy of assigned projects. Allocated daily workload to team members and monitored daily progression of testing effort and provided ongoing testing status to management and project stakeholders.
- Translated requirements into documented and executable test cases. Produced detailed test plans by translating business requirements used to design test cases that met business requirements, ensuring application performed in accordance with business expectations.
- Effectively communicated issues found during testing to developers, business analysts and product managers ensuring everyone involved in the project was kept abreast of daily testing progress.
- Conducted thorough quality assurance and documentation training sessions for twelve off-shore team members using NetMeeting application to ensure same level of on-site testing, resulting in fewer defects and improved defect tracking.

- Oversaw testing in staging to ensure new code functioned as expected in the production, reducing the number of defects released to the production environment.
- Conducted defect resolution and prevention strategy at bi-weekly cross-site root cause analysis meeting. Analyzed root cause of defect and implemented permanent solution to prevent future occurrences.
- Saved testing time by performing smoke test to ensure new code was ready for testing by QA team.
- Verified consistency between desktop and web-rating applications against rates Developed by mainframe when policies were processed, ensuring application rates and mainframe rates matched.
- Conducted functional testing of third party vendor applications Insight and PMW prior to applications being used by product managers. Validated and signed off on functionality and accuracy of each application against new rate specifications.
- Attended requirements review meetings for the implementation POS product and provided important insight as an advocate of the end-user.

Infinity Insurance/ Windsor Insurance Company, Alpharetta, GA 06-1997 - 11-2002

Senior Quality Assurance Analyst

Client Server and Web base Applications/Manual Tester

- Worked closely with programmers and product managers on private passenger and light commercial auto rate revisions
- Monitored and tracked defects for changes regarding code, new functionality and text in a very fast paced environment.
- Instrumental in testing functionality of in-house rating software called messenger 1, messenger 2, messenger 3, one link desktop applications and one link express web based applications for over thirty states
- Prepared test plans and strategies
- Designed analysis documents from user requirements
- Created and maintained defect tracking forms and summary reports
- Constructed rating formulas in excel to test and ensure rating accuracy
- Temporarily assigned to testing a new comparative rater designed in-house for the product managers to use in comparing rate analysis with other companies
- Responsible for creating master CDs for duplication and deployment to field agents - including electronic and physical duplication

Quality Assurance Analyst

- Manual tester/defect tracking.
- Created and executed manual and automated test cases with a comprehensive coverage of testing methodologies resulting in new code adhering to business specifications.
- Perform requirement ambiguity reviews resulting in consistency between requirements, design documents, and applications under development.
- Executed positive and negative manual functional testing mapping the actual results to the expected results required for business sign off.
- Investigated and reported defect escalation issues to management, development and project stakeholders using Quality Center thereby allowing for greater defect tracking and transparency.
- Ran Win-Runner scripts as part of comprehensive functional testing procedure.

Senior Rating Analyst

Converted companies written premium by state to their newly acquired rating engine for the PMS system called Rata-base

- Ensured that rates were tested against the rating software for accuracy
- Manually maintained the rate files and GTAM tables used prior to the implementation of the Rata-base System

Kemper Insurance Company, Atlanta, GA

- Underwriter Assistant

Child Care Business-

2002-2004

- Managed my own child care and provided for children age six weeks to twelve years old.

Technical Summary

Web-based testing; the applications use Java, JavaScript, CSS, jQuery, HTML5, ColdFusion and .NET platforms. ASP.NET Software Development Life Cycle Testing, Agile and Waterfall Methods; IBM Mainframe/CICS/TSO/JCL

Operating System: UNIX, MS-DOS, IBM, Windows OS2/95/98/NT/2K/Me/windows2000XP.

Policy Inquiry;, Silver Light; Data retrieval via Microsoft SQL(basic) ,,XML, Query; VSS(Visual Source) Quality Center 10 and (Introduction to QTP); Insight; SharePoint; Team Foundation; Test Manager, Specialty Insurance, Auto, Motor cycles, RV, Homeowners,. Mobile Testing, WordPress

Education:

- Central City Business Institute General Courses Syracuse NY
- US Army Administrative Support Ft Lee, VA
- US Army Reserve (E-4) Specialist Administration Atlanta, GA 4/1982-11/1991
- Center for Progressive Training Certified Patient Care Technician/Phleb Atlanta, Ga

Major Achievements:

- Matrix Resources provided training for Agile and Scrum
- Conspires Agile Practices -Training class
- Help Implement Real Time Rating to speed up rate Revision process
- Best practice corp. provided training for writing requirements and analysis.
- Solved major quality assurance problems which temporarily halted production.
- Implemented new procedures that are currently in place for a new End to End project.
- Trained and managed a three person team abroad to assist in the implementation of the Motorcycle Projects and Rate Revisions
- Successfully supported a four member teams ongoing requirements while administration re-staffed the department.
- Suggested a number of Process Improvements for the team.
- Worked on several new Project Implementations to very successful completions.
- Demonstrated ability to work in a fast-paced environment and adapt to changes in primary role responsibilities.
- Willingness to take ownership for own work, continuously improve performance and work independently.
- Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems.
- Worked on National Project Converting Multiple Types of Insurance Management Systems to a Single Web base Data Platform

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4.2.8 Quality Assurance Analyst

QUALIFICATION SUMMARY

Results-oriented Software Quality Assurance Analyst with 18 years of experience in all facets of software quality assurance. Demonstrated ability to skillfully perform in distributed, complex environments. In depth experience in the complete project life cycle of large, complex software projects with aggressive schedules. Highly motivated, accomplished organizational leader and team builder with strong customer focus and excellent analytical, communication and interpersonal skills.

Software Quality Assurance:

- Extensive experience in all phases of system, integration, regression, and performance testing including requirements analysis, test development, execution, reporting, escalation, and development support.
- Extensively worked in SDLC Methodologies (Waterfall, Agile Scrum).
- Ability to write Complex **Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Procedures**, Test Data, Test Validation Matrix, **Test Coverage matrix**, Function- Point Analysis, Requirement Analysis and Test Beds.
- Comprehensive knowledge of performing end to end testing of **E Commerce** software, UI, and software testing.
- Specialized in testing of **WEB, Mobile** applications, and **Client-Server** applications.
- Specialized in testing on both **WINDOWS** and **UNIX** environments.
- Expertise in requirements gathering, risk analysis and **writing test cases** by analyzing Software Requirement Specifications (**SRS**) and Functional Requirement documents (**FRD**) and mapping them for tracking the completeness.
- Expertise in Testing **POS** applications on a variety of platforms, e.g., terminals, mobile devices, integrated in-store systems, web-based system interfaces.
- Extensively worked in Windows, MS SQL Server, **Microsoft Dynamics AX**, Java, & .net applications.
- Experienced in writing **SQL** Queries for Backend Database Testing.
- Experience in defect tracking and logging using tools like HP-Quality Center, TFS, MTM and Atlassian Product Suite (Zephyr Scale, Jira, Confluence)
- Experience using tools like **Postman, Swagger, and SoapUI** for sending requests to **APIs**
- Extensively worked on Tagui, Test Complete, Gitlab testing tools and applications.
- **Business Analysis:** Business Requirements Analysis and Documentation, Technical Specifications Documentation, Change Control Methodologies.

Operating Systems/Applications: .Net, Unix, C#, SUN-Solaris, PERL, SQL, HTML, Java Script, Test Management System (defect tracking and reporting), Visio, Windows, Microsoft Office : (Access, Excel, Word, Power Point), Outlook Express, Microsoft Project, Visual Basic.

Testing Methods: Waterfall, Agile/Scrum. **Certified Scrum Master**

Testing Tools: MTM, TFS, Jira, Test complete, GIT Lab, Mercury Win Runner, and Mercury Test Director/Quality center, QTP, Firebug, Fiddler, and Charles web proxy, RTC, SOAP UI, Postman(Json, Xml), FileZilla, Putty Logs, Rational Manager and Clear Case, Agenda tracker.

RELEVANT SKILLS AND ACCOMPLISHMENTS

Sr. Quality Assurance Analyst

Sep21 to Till

Wendy's, OH:

- Working on multiple projects/systems as a project team member and are a subject matter expert for a single project/system. These projects are of moderate to high complexity within one or more development environments.
- Experience on the Client/Client hardware to troubleshoot issues around the Aloha Point of sales systems, iOCD, Delphi OCD, Kiosk, Receipt printer, cash drawer, Kitchen terminals, Kiosk, MWS etc.
- Worked cross-functionally with QA team members, software developers, network engineers, and other project team members.
- Executed Automation testcases using Test Complete, Gitlab, Batch files etc
- Worked on Postman for sending requests to APIs
- Thorough execution and understanding of POS application (NCR, Aloha) and its functionality.
- Executed price testing (CFC Verification) and menu testing on POS for different Functional testing, Online Web testing and Regression testing.
- Performed Functional, Online testing using different terminals and devices for POS for the end-to-end testing.
- Performed monthly Windows Patch testing and regression testing,
- Design test scenarios, scripts, and data, execute the scripts (Practi test, Zephyr and Jira) agile software.
- Supported test activities associated with Product Point of Sales.

- Prepare Test Plan, Test Scenarios and create Test cases with the help of Use Case Documents and Functional documentation for new POS application.
- Demonstrate extreme attention to detail and organization in all aspects of work.
- Identify, research, report, track and verify software defects proactively and comprehensively. Participate in root-cause analysis of defects.

Sr. Quality Assurance Analyst

Sep19 to Jul21

Chipotle, OH:

- Work on multiple projects/systems as a project team member and are considered to be a subject matter expert for a single project/system. These projects are of moderate to high complexity within one or more development environments.
- Worked cross-functionally with QA team members, software developers, network engineers, and other project team members.
- Thorough execution and understanding of POS application (Aloha) and its functionality.
- Executed price testing (CFC Verification) and menu testing on POS for different Functional testing, Online Web testing, Regression testing for Different Chipotle Markets such as France, UK and Canada.
- Perform Functional, Online testing using different terminals and devices for POS for the end-to-end testing.(FOH, BOH, POS, DML, ATO, peripherals)
- Performed monthly Windows 10 Patch testing and regression testing,
- Design test scenarios, scripts, and data, execute the scripts on CA (Rally and Qtest) agile software.
- Created **Automation**, Smoke, and regression test scripts using **Tagui**.
- Execute and maintained **Automation** test scripts by capturing results and log defects.
- Collaborate with the BSA and Development teams in the analysis and review of business objectives and requirements to ensure requirements are testable.
- Collaborated with Quality Control, Project Managers, and technical leads to ensure Business acceptance.
- Supported test activities associated with Product Point of Sales.
- Prepare Test Plan, Test Scenarios and create Test cases with the help of Use Case Documents and Functional documentation for new POS application.
- Perform Functional, Online Web Testing, Regression Testing for **Pizzeria Locale**.
- Demonstrate extreme attention to detail and organization in all aspects of work.
- Identify, research, report, track and verify software defects proactively and comprehensively. Participate in root-cause analysis of defects.

Sr. Quality Assurance Analyst

Jan19 to Sep19

DSW, OH:

- Responsible for the planning, integration, test casing, scripting, and execution of all testing to ensure proper coverage.
- Schedules and leads test deliverables review sessions, as necessary.
- Work on multiple projects/systems as a project team member are a subject matter expert for a single project/system. These projects are of moderate to high complexity within one or more development environments.
- Worked cross-functionally with QA team members, software developers, network engineers, and other project team members.
- Collaborate with the BSA and Development teams in the analysis and review of business objectives and requirements to ensure requirements are testable.
- Perform manual software testing on new project initiatives and other bug/enhancement requests against user stories.
- Develop test cases, test procedures, and create test data sets. Use automation and other testing tools, as appropriate.
- Able to recognize test case deficiencies and propose improvements.
- Estimate, prioritize, plan, and coordinate quality testing activities with project team for Apple Pay application.
- Able to work in fast paced and ever-changing environment and communicates status to the test lead.
- Demonstrate extreme attention to detail and organization in all aspects of work.
- Identify, research, report, track and verify software defects proactively and comprehensively. Participate in root-cause analysis of defects.
- Successfully worked with cross functional leaders and staff as well as third party vendors.

Sr. Quality Assurance Analyst
Express, OH:

June 18 to Jan 19

- Work to support testing efforts for multiple E-commerce solution projects and software releases as a part of Agile / Scrum teams.
- Perform manual software testing on new project initiatives and other bug/enhancement requests against user stories.
- Develop test cases, test procedures, and create test data sets. Use automation and other testing tools, as appropriate.
- Able to recognize test case deficiencies and propose improvements.
- Estimate, prioritize, plan, and coordinate quality testing activities with project team for both Mobile and web QA experience.
- Able to work in fast paced and ever-changing environment and communicates status to the test lead.
- Demonstrate extreme attention to detail and organization in all aspects of work.
- Identify, research, report, track and verify software defects proactively and comprehensively. Participate in root-cause analysis of defects.
- Successfully worked with cross functional leaders and staff as well as third party vendors
- Express ideas for process improvements to increase flexibility, reduce costs, and improve user experience.

Quality Assurance Analyst
OE Connections, OH

Mar 15 to June 18

- Assist in the development of user stories and acceptance criteria (Gherkin) within fast-paced agile environment and tested the application under SCRUM (Agile) methodology.
- Contributed to the detailed sizing of new proposals/projects as requested and Work collaboratively with automation engineers to automate acceptance criteria.
- Conducted testing and Created Test coverage documents for applications and integration systems with Navistar, Michelle1, RO Writers.
- Worked on API testing using Postman(JSON scripts).
- Worked with agile practices on projects, including tools such as VSTS / TFS and Jira.
- Collaborated with all stakeholders and customers to ensure OE developed internal applications designed to meet customer requirements.
- Facilitate of inter-team communication across agile projects within the organization.
- Coordinate and complete the software implementation testing, reporting status and escalations promptly.
- Ensure the scrum development team implement and follow best practices to prevent defects required / Desired Skills.
- Identify opportunities to reduce inefficiencies and presented recommendations on Quality and process improvements.
- Assist in the development of on-going training programs for the QA Team.
- Mentor/train, onboard QA Analysts and other OEC Associates.

Sr. Quality Assurance Analyst
Abercrombie, OH :

Dec 14 to Feb 15

- Involved in testing of P2P encryption project, testing POS systems.
- Extensively utilized Jira **Quality Center, Putty Log's**.
- Involved in Certification testing with Vantiv team. Worked on both MX870 refurbished and MX925 and MX870 Old devices for iPOS testing using agile approach.

- Worked on POS Mobile Application for iPad, POS data encryption / decryption and central storage – System Integration and Regression testing.
- Tested receipted return process to keep card numbers being sent to Point of Sale (POS).
- Highly engaged testing of newly build forms/resize images to support the new and old models for Payment Fast Track.
- Ensure testing process is compliance with Internal Audit/PED management procedures for tracking PED's during shipping, installation, refurbishment, and destruction.
- Involved in certification testing with Vantiv team.
- Involved in testing of E335 Wireless iPad sled that are P2P encrypted utilized Starmount Engage software.
- Attend and engage in daily stand-ups, weekly Core team meeting, and design walk meetings and provide status updates to QA management.

Sr. Quality Assurance Analyst

July 14 to Nov 14

Nationwide Insurance, OH :

- Involved in testing of NW mobile Platform upgrade, NW Mobile Web engine, Java Hosting upgrade projects. Responsible for the definition, implementation, and execution of the functional, regression, and acceptance test strategy on highly iterative and collaborative Agile environment.
- Highly engaged in conducting quality control tests and analysis to all application products and services to meet Nationwide organizational standards and user requirements.
- Worked with Mobile Web engine systems development team in front-end defect resolution, generate test cases and scenario is using Agile approach.
- Conduct Use Case to Test Scenarios and Test Cases decomposition, Test Preparation for Iterations (including review of Use Cases, RSD and DSD, Design High level Test Cases, Test Data preparation).
- Involved in creating System and UAT Test plan and written Gherkin scripts, participated in Amigo sessions.
- Extensively utilized **SOAP UI, Quality Center, Gherkins, RTC, Putty Log's & John's tool.**
- Performed **Ad-hoc testing, Integration testing, End-to-End testing, System testing, Function testing, and User Acceptance testing.**
- Involved and participated IPM, Retro, Scrum Meetings and Go-No-Go and show and tell meetings.
- Maintained and Used Card wall for defect management.
- Participated in formal code and documentation reviews to support the SDLC process.
- Created and maintained test data based on the business needs and maintain test beds.

Sr. Quality Assurance Analyst

Apr-13 to July 14

Ventech Solutions/State of OHIO

Department of Commerce:

- Involved in Develop test plans based on project requirements utilizing Ohio Department of Commerce's Division of Liquor Control's information technology systems standards.
- Worked with Microsoft Dynamics (AX), a "Commercial Off-The-Shelf" (or, COTS) systems development team which is used in both the private and public sectors worldwide, designed specifically for retail and financial applications to generate test cases and scenario's using Agile approach.
- Conduct Use Case to Test Scenarios and Test Cases decomposition, Test Preparation for Iterations (including review of Use Cases, RSD and DSD, Design High level Test Cases, Test Data preparation)
- Audit business process diagrams created by QA team to derive (ongoing) Cross Functional Testing in addition to the functionality of individual components.
- Execute testing plans against iterations and follow process of creating test documentation as defined in the detailed approach.
- Involved in creating System and UAT Test plan and scripts.
- Extensively utilized Visual Studio Test Manager to record the testing processes, record defects into TFS.
- Performed **Ad-hoc testing, Integration testing, End-to-End testing, System testing, Function testing, and User Acceptance testing.**
- Involved in Bug scrub Meetings and Go-No-Go meetings.
- Maintained and Used Card wall for defect management. Updated in TFS/SharePoint.
- Written and Executed **SQL** Queries for Backend Database Testing
- Produce reports from MTM and excel.
- Enhanced existing test case templates to meet the project needs by improving automation, efficiency, and portability.

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- Participated in formal code and documentation reviews to support the SDLC process.
- Generated manual test cases and test result reports using MTM and Excel.
- Trained and Mentored Cross-functional teams and end users to help them better understand on testing functionalities procedures, processes, and best practices.
- Attended weekly Core team, Domain and design walk meetings, and QA staff meeting to be explored with Management updates, decision and progress and continuous improvements.

Sr. Quality Assurance Analyst

Resource Interactive, OH :

July-08 to Jan-13

- Develop test plans based on project requirements utilizing client's web standards.
- Worked very closely with the Development team to analyze the application at the backend level and to describe the defects.
- Attended the Business and Functional Requirement Document (BRD) review meetings conducted by BA team to better understand the application functionality and to gather Functional Requirement Document (FRD) to create the Test Plan and Test Scenarios.
- Implemented QA processes for accessibility testing utilizing Section 508 government standards.
- Extensively involved in weekly/daily Defect Review and Test Execution Status Meetings to discuss/explain the defects with development team.
- Created Requirement Traceability Matrix to verify the test coverage.
- Experienced in using web traffic inspecting tools such as Firebug, Fiddler, and Charles web proxy.
- Gathered and Prepared test data to execute the test cases.
- Participated in Walkthroughs with Team lead, System Analyst, Designer, Project Coordinator, and the Development team to discuss the outstanding defects and scope change requests.
- Collaborate with project teams including project managers, account strategists, DBAs, architects, and developers to mature QA best practices.
- Worked on POS Mobile Application, POS data encryption / decryption and central storage – System Integration and Regression testing.
- Introduced formal QA standards and processes for web portals, applications, pages, security, and forms.
- Set the direction and established the high-quality mark for all facets of the test development phase including requirements analysis, test plan generation with detailed test scenarios and test script development, test execution and reporting.
- Led collaborative efforts across multiple organizations to achieve project objectives on time with quality.
- Developed component test plans in accordance with established processes.
- Enhanced existing test case templates to meet the project needs by improving automation, efficiency, and portability.
- Participated in formal code and documentation reviews to support the SDLC process.
- Generated manual test cases and test result reports using Test Director.
- Executed test cases for a Web-based Ordering System using Test Director.
- During test development, worked with System Engineers to define, clarify requirements that were ambiguous or un-testable, which impact system functionality.
- Developed test scenarios that were used as templates by other QA analysts.
- Developed a web page as a tool to foster efficiency in system test development & execution.
- Managed aggressive schedules through various adversities.
- Worked with GUI front-end test tools and used SQL to verify database pre- and –post conditions.
- Followed all quality processes to maintain ISO 9000 certification.
- Presented high- and low-level network architecture to executive management to obtain funding.
- Attended weekly QA staff meeting to get explored with Management updates, discusses improving test methodologies and Brain Teasers.

Senior. Quality Assurance Analyst

Nationwide , OH :

Apr-06 to Jul-07

- Collection and analyzing the BRD & Functional specs and user requirements.
- Understanding the requirements/functional spec which are developed by using UML Use Cases, scenarios, and class diagrams.
- Wrote Test procedures, Test cases and expected results for Online Account Banking's (OLAB) Support and Administration applications, which are developed using Java.
- Involved in creating Banks, Bank Products, Branches, Branch Products, and Workflows for the Bank Products, Users and Account Numbers.

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- Involved in gathering test cases from the client and there by constructing workflow test cases for OLAB.
- Documented **test cases** in the Test Plan module of **Mercury Quality Center**.
- Documented test requirements, test cases and test scripts using **Mercury Quality Center**.
- Developed **manual test cases** for Positive, Negative, Functional and Performance Testing.
- Executed **test cases** on each build of the application and verified the actual results against requirements using **Mercury Quality Center**.
- Performed Functionality, Boundary and Regression testing for OLAB.
- Involved and performed data translation process from EDI to XML format and import into the relational Database using ODBC.
- Involved in creating accounts using XML Notepad and generate accounts by running the XML files through Post Test.
- Collection or creation and validation of test data.
- Performed **Ad-hoc testing, Integration testing, End-to-End testing, System testing, Function testing, and User Acceptance testing**.
- **Database Validation** to check the updated data in the Database.
- Writing SQL statements.
- Worked with developers, business, and Release mangers to discussed ways to fix the defects.
- Collection and **analyzing** the test results from testing team members.
- **Documentation** of all test results and reviewing the test results.
- Submission of test results to the Development management and User Acceptance Testing management
- **Bug reporting and defect tracking**.
- Preparing the Test Reports and maintaining of test repository.
- Attended daily and weekly meeting meetings for project updates.
- Developed component test plans in accordance with established processes.
- Enhanced existing test case templates to meet the project needs by improving automation, efficiency, and portability.
- Participated in formal code and documentation reviews to support the SDLC process.
- Generated manual test cases and test result reports using Test Director

Quality Assurance Analyst

Sterling Commerce, OH :

Oct -05 to Jan -06

- Participated in Testing Gentran: Server for Windows 5.1, a full-featured EDI translation, partner management, and communication system.
- Execute manual regression tests and wrote steps for new features.
- Tested new features for Gentran Integration Suite, Sterling Commerce's comprehensive B2B product.
- Involved in Requirements, Design and Test Scripts Reviews.
- Involving in the **End-To-End** Testing with other Interfaces. Coordinating with various Interfaces for Validation.
- Involved in **User Acceptance Testing**.
- Involving in the Defect Tracking process. Coordinating with Developers in fixing Defects.
- Prepared various Test Documents in addition to ensure the QA Standards using MS Office Tools.
- Prepared Test Execution Logs and maintained them by updating daily and keeping track of the testing completed for each version.

Zahid A.

4.2.8 Quality Assurance Analyst

Summary:

- **Production support analyst** with **5+ years** of **manual** and **automation** quality assurance engineer with proficiency in test planning, execution, **defect triaging**, and **root cause analysis**
- Expertise in Quality Assurance with strong understanding of **Software Development and Test Life Cycle** who operated in **Agile** and **Waterfall** environments
- **4+ years** of experience in Test automation using Selenium WebDriver with **Java**, experienced in **designing, developing**, and **maintaining** test automation framework
- Exceptional **analytical thinking** and **code debugging**
- Excellent team player with effective **communication, analytical** and **problem-solving skills**
- Excellent at **time management** and **multitasking**
- Great at **learning** new skills which applied to improve the outcome of tasks and responsibilities

Skills:

Java | Selenium | TestNG | Postman | API Testing | Jira | HTML | CSS | Jenkins | Git | SQL | Cucumber | POM

Experience:

Software Development Engineer in Test

Amazon (Tek Systems) – Seattle, WA (April 2022 – February 2023)

- Worked closely with other teams and my team members to **fully test** new features to deliver an ideal stage of **DOD**
- Deployed builds to **Testing Ports** to run **Stress** and **Performance tests** before releasing the new code to production
- Analyzed business requirements, functional requirements, use cases and provided feedback for clear understanding of each requirement
- Involved in creation and constructed numerous documents: **QA Docs, Test Plans, Scenarios, Test Case Design, Test Results**
- Executed **System, Regression, and Functional** testing on **web** and **mobile** applications using actual devices
- Prepared tests scripts using **Selenium Web Driver** with **Java** for **UI** and **Functional test cases**
- Designed **manual** and **automation** tests, created automated test cases, test plans, and executed tests with **0% production defect leakage rate**

Software Quality Assurance Engineer

Purple (Aim Consulting) – Bellevue, WA (October 2021 – April 2022)

- **Studied production issues** and performed root cause analysis to provide corrective and preventive actions
- Worked in test **plan** creation, test case **design**, test case **review**, test case **execution**, writing test scripts, testing tools usage, **defect management**, and prepare test **reports**
- Effectively collaborated with the teams to assess the **cross functional impacts** of business decisions across external applications
- **Documented** software defects using Jira and reported defects involving program functionality, output, screenshots, and screen captures to software developers

Software Quality Assurance Engineer

Kitchen N More – Bellevue, WA (June 2020 – September 2021)

- Involved in various meetings with Product owner, Scrum master/Project Manager, shareholders, and developers
- Utilized **Maven** to manage dependencies for test execution, plug-ins and created profiles of grouped test cases to run **sanity** and **regression testing**
- Performed **cross browser testing** and **parallel testing** on Chrome and Firefox using **TestNG** and **Maven** on **Selenium grid** which saved time and money
- Productively coordinated with different teams on the integration points and brought **resolution** to the problems
- Integrated test automation framework to **Jenkins** for continuous integration (CI/CD)
- Explored **business requirements** and **developed detailed test plans** and the **test strategies**
- Configured **Selenium WebDriver, TestNG, Maven** and **Jenkins** for continuous build cycles
- Wrote and executed test cases for **System Testing** and **User Accepting Testing (UAT)**

Education and Work Authorization:

103 credits towards **Computer Science/AAS**

US citizen

Highline CC/May 2016

4.2.9 Security Analyst

PROFESSIONAL SUMMARY

In depth expertise in the implementation, analysis, optimization, troubleshooting and documentation of data and IT systems. Strong "hands-on" technical knowledge with electronics/computer information. Comfortable working independently or within a team environment.

Completed IT systems and Project management training from BYTEX Systems

Willing to relocate: Anywhere.

Authorized to work in the US for any employer.

Resourceful IAM Analyst with high-level technical skills and extensive IT industry background. Served several businesses and residential customers during past year and resolved 99% of issues without specialty team escalation. Diversified knowledge base and commitment to customer satisfaction leading to optimum outcomes.

SKILLS

- Identity Access Management
- One Identity
- SailPoint IIQ
- Microsoft Azure AD
- AWS IAM
- OKTA IAM
- IBM ISIM/ISAM
- Saviynt
- Active Directory
- ServiceNow
- Bomgar
- PowerShell Scripting
- Splunk
- SIEM Tool
- SAML 2.0
- OIDC
- Single Sign On (SSO)
- Resolving Problems and Incidents

WORK HISTORY

Federal Home Loan Bank of Chicago (FHLBC) - GRC/ IAM Security Analyst
Chicago IL. 01/2022 - Present

- Led provisioning lifecycle processes, user account lifecycle processes, reconciliation, certification, provisioning, and de-provisioning processes.
- Collaborated in requirement gathering and gap analysis sessions.
- Utilized OIM (One Identity Manager), AWS Management Console, and Azure AD.
- Worked closely with HR on onboarding processes.
- Provided user training and documentation on file access procedures and permissions management.
- Ensured proper approvals for LDAP access requests.
- Developed and maintained PowerShell scripts for bulk data retrieval from Active Directory.
- Collaborated with IAM Architects and application business teams to refine requirements for application onboarding.
- Participated in User Acceptance Testing and deployment of user stories.
- Administered Saviynt L100 for access requests and access reviews.
- Cleaned up excessive access at the application level.
- Generated and ran PowerShell scripts for Monthly Consistency Checks Reports.
- Demonstrated expertise in identity and access management.
- Managed access requests and issues through ServiceNow.
- Collaborated with various teams to ensure compliance with security policies.
- Performed system user provisioning and maintenance for new employees, transfers, name changes, authority changes, and terminations.
- Participated in User Acceptance Testing after User stories as been developed and ready to be deployed to Production.

- Documentation Development
- Verbal and Written Communication
- Collaborative Team Player
- Microsoft Windows and Office
- Troubleshooting Network Issues
- Technical Troubleshooting
- Service Desk Team Management
- Remote Technical Support
- Time Management
- Conflict Resolution

EDUCATION

OBAFEMI AWOLOWO UNIVERSITY

Ile-Ife, Osun State • 2009

Bachelor of Science: Economics

CERTIFICATIONS

AWS Solutions Architect

AWS Cloud Practitioner

Microsoft Certified: Azure Fundamentals

CyberArk Trustee

Certified Access Management Specialist

- Implementing access request workflows and approval processes within Saviynt, ensuring compliance with the principle of least privilege.
- Administering the Saviynt Identity Governance and Administration (IGA) platform, including user management, system configuration, and maintenance.
- Defining and enforcing access control policies, role-based access control (RBAC), and entitlement management within the Saviynt platform.
- Managed ticket administration via ServiceNow and adhered to SLAs.
- Monitoring regulatory compliance, ensuring the organization adheres to relevant laws, standards, and industry regulations.
- Developing, reviewing, and updating organizational policies, procedures, and guidelines to align with compliance requirements and risk management goals.
- Participation in internal and external audits, as well as your ability to perform control testing to assess the effectiveness of risk and compliance controls.
- Developing and conducting training programs to educate employees about compliance and security best practices.

Dot House Health Inc - IAM Security Analyst

Frederick, MD 08/2021 - 12/2021

- Collaborated with cross-functional partners to build and maintain an access control roadmap.
- Implemented access management solutions and enterprise authentication.
- Managed contractor and auditor accounts.
- Created and managed distribution list (DL) accounts.
- Granted RBAC/LDAP access.
- Utilized SailPoint for IAM functions such as provisioning and access management.
- Supported SailPoint IIQ and IBM ISIM/ISAM.
- Troubleshot and supported IAM tools.
- Reset user MFA in Microsoft Azure.
- Utilized Active Directory for user role assignment and OU group creation.
- Completed quality assurance reviews.
- Trained end-users on best practices and minimized errors.
- Provided SailPoint reports to Management or System Administrators.
- Resolved HP printer issues.
- Documented all support processes and troubleshooting procedures.
- Migrated systems from Windows 7 to Windows 10.

Loan Depot - Information Security Support Analyst

Remote, AZ • 09/2020 - 08/2021

- Managed Azure Active Directory permissions.
- Troubleshot Identity Access Management issues using SailPoint IQ.
- Provided high-quality technical support.
- Resolved customer queries and requests using diagnostic tools.
- Recorded and fulfilled service requests.
- Managed high-impact incidents affecting technology systems.
- Maintained comprehensive knowledge of Identity Access Management.
- Strived for the highest possible first-time service resolution rate.
- Promoted adherence to ITIL processes.
- Provided on-call support.
- Aided other team members when needed.
- Addressed user operational issues.
- Entered service tickets into an incident tracking system.
- Attended weekly team meetings.
- Responded to user operational issues with various devices.
- Entered service tickets and maintained hardware documentation.
- Communicated with customers to identify and resolve issues.
- Maintained group policy infrastructure.
- Created user authentication based on department and security levels.

Steward Health Care - Security Administrator
Boston, MA • 01/2018 - 09/2020

- Administered user accounts and application access.
- Provided superior customer service.
- Supported Courion MyProfile and other IAM products.
- Processed systems access requests.
- Managed user accounts using SailPoint Identity IQ.
- Troubleshot technical problems and terminated user accounts.
- Managed incident and request tickets.
- Created, updated, and documented GPOs.
- Prioritized and escalated problems within SLAs.
- Set up RSA VPN accounts.
- Completed special projects.
- Resolved issues through Bomgar Remote.
- Maintained group policy infrastructure.
- Created user authentication based on department and security levels.

TSI Systems - Desktop Support / Digital Service Specialist
Newark, NJ. 03/2017 - 12/2017

- Set up Canon systems on servers and workstations.
- Imaged Windows PCs for Canon customer accounts.
- Provided VOIP phone support using 8x8.
- Assembled, installed, and maintained Canon copiers.
- Troubleshot firmware-related issues on Canon systems.
- Set up user applications and provided tech support.
- Addressed HP printer issues.
- Documented support processes and troubleshooting procedures.
- Migrated from Windows 7 to Windows 10.
- Diagnosed and resolved hardware issues.
- Communicated with customers to identify and resolve issues.

Zion Systems | Desktop Support Analyst
Lagos, Nigeria 09/2013 - 01/2017

- Diagnosed and resolved unique problems related to application software and operating systems.
- Configured, deployed, maintained, and troubleshot computer workstations, laptops, printers, and mobile devices.
- Installed and supported hardware and software.
- Created alternative methods to complete tasks.
- Managed hardware and software vendors.
- Ensured seamless interconnectivity of desktop computers with various systems.
- • Documented procedures, standards, and best practices.

DIAMOND L.

4.2.9 Security Analyst

EDUCATION

COLUMBIA SOUTHERN UNIVERSITY

Orange Beach, AL
Bachelor of Science (B.S.)
Information Technology (Sep
2020)

Relevant Coursework

Advanced Information Security
Technical Writing
Database Design & Implementation

Awards & Honors

Magna Cum Laude

Extracurricular Activities

National Society of Leadership and
Success
Omega Nu Lambda National Honor
Society

COMMUNITY COLLEGE OF THE AIR FORCE

GPA: 4.0
Montgomery, AL
Associate of Science (A.S.)
Information Technology Systems
(Oct 2018)

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Manchester, NH
Master of Fine Arts (M.F.A)
English Candidate (Expected
graduation September 2025)

CAREER OBJECTIVE

Meticulous college graduate holding a Bachelor of Science (B.S.) in Information Technology, coupled with 8 years of professional experience and an active Top Secret / Sensitive Compartmented Information (TS/SCI) Clearance. Seeking to apply a combination of academic knowledge and extensive practical experience in management information systems, network security, and advanced technology to excel in an Information Technology Specialist, Risk Management Framework (RMF) Liaison, or other Cybersecurity role. Recognized by peers and leadership alike for unwavering dedication, and commitment to excellence. With a veritable history, I am confident in my ability to contribute to your organization's success and help achieve its goals.

EXPERIENCE

CYBERSECURITY ANALYST

GDIT (APEX SYSTEMS CONTRACTOR), Panama City Beach, FL / May 2022-Present

- Orchestrates the compilation, assessment, and analysis of artifacts and documentation crucial for securing Authorization to Operate (ATO) for Department of Defense (DoD) control systems.
- Served as a direct contributor in the successful acquisition of ATOs for over thirty-five systems.
- Formulates system categorization strategies to ensure the implementation of robust security measures.
- Produces fastidiously crafted network topology diagrams aligned with established standards.
- Develops comprehensive Plans of Action and Milestones (POA&Ms) for control systems, adhering to the DoD RMF directives.
- Collaborates in the education of on-site representatives (OSRs) and stakeholders, guiding them through the creation of RMF packages.
- Assists in conducting periodic and on-demand system audits and vulnerability assessments, contributing to the ongoing security posture of systems.
- Compiles incident reports detailing analysis methodologies and results, enhancing incident response capabilities.
- Creates and maintains required documentation and artifacts essential for ATO processing.

SENIOR ENGINEER

ECS Technology, Warner Robins, GA / July 2021-April 2022

- Enforced strict adherence to DoD management policies, ensuring compliance.
- Conducted assessments, testing, and selection of products and technologies to enhance operational efficiency and efficacy.

ADDITIONAL SKILLS

Systems and Network Configuration
Risk Management and Mitigation
Information Assurance and Threat Assessment
Project Management and Training
Written and Oral Communication
DoD Systems
Microsoft Office Suite
Linux Red Hat
OpenVMS
Medical Terminology

CERTIFICATIONS

CompTIA Security+
Pharmacy Technician
Nursing Assistant

- Implemented and managed inventory management systems and procedures, guaranteeing the secure handling and storage of classified materials.
- Spurred the creation of mission-specific databases for weapons, navigation, communication, and intelligence, along with performing scrupulous post-mission analyses.
- Configured the Joint Surveillance Target Attack Radar System (JSTARS) imagery server for fleet-wide utilization, testing new software before release, and maintaining a secure chain of custody for classified media valued at \$16M.

INFORMATION SYSTEM SECURITY MANAGER

Apex Systems, Warner Robins, GA / Feb 2021-June 2021

- Spearheaded the establishment, documentation, and monitoring of cyber security implementation plans across diverse operating systems.
- Enforced compliance with DoD management policies, fostering a secure and resilient IT environment.
- Formulated and executed extensive strategies aimed at enhancing the reliability and security of various IT projects.
- Conducted rigorous assessments, testing, and selection processes to identify and integrate innovative security products and technologies, contributing to a dynamic and adaptive security posture.

SYSTEM ADMINISTRATOR

Telos Corporation, Warner Robins, GA / Oct 2020-Jan 2021

- Conducted exhaustive evaluations of system status and health, ensuring optimal performance and reliability.
- Orchestrated software and hardware updates to maintain optimal technology and security standards.
- Provided oversight for IT and network operations, encompassing configuration, maintenance, troubleshooting, and repair activities.
- Initiated the implementation of phase changes for the Service Development Lifecycle (SDLC.)
- Directed the installation, configuration, and ongoing maintenance of dedicated servers, ensuring seamless and secure operations.
- Strictly adhered to and enforced national, DoD, and Air Force security policies and directives, fostering a secure and compliant operational environment.

QUALITY ASSURANCE MANAGER

United States Air Force, Robins AFB, GA / Feb 2020-Dec 2020

- Directed and supervised work operations for sixty-five employees
- Conducted quarterly coaching, development, and training sessions on policies, procedures, and control network methods/techniques, resulting in a 15% increase in efficiency over a 6-month period.
- Oversaw IT and network operations including configuration, maintenance, troubleshooting, and repair activities.
- Identified and analyzed risks and vulnerabilities; implementing corrective action to mitigate or eliminate potential threats.
- Managed and maintained records, files, and indices of system installations, contributing to streamlined operations and documentation.
- Adhered to and enforced national, DoD, and Air Force security policies and directives, fostering a compliant operational environment.

EVALUATOR STANDARDS AND EVALUATIONS

United States Air Force, Robins AFB, GA / Nov 2018– Oct 2020

- Evaluated Network Operators on the maintenance and operation of the Transportable Mission Support System (TMSS); identified deficiencies and recommended corrective action.
- Served as Quality Inspector/Evaluator for the E-8C Transportable Mission Support Subsystems (TMSS) valuing \$28M.
- Evaluated and certified JSTARS Network Operators (JNOs) to provide the necessary hardware and software requirements to facilitate command, control, intelligence, surveillance, and reconnaissance missions (C2ISR.)
- Tracked and managed 300+ Management Internal Control Toolset (MICT) items/24 SACs (Self-Assessment Checklists); resulting in 98% compliance rate.
- Performed audits of squadron level SACs bi-weekly to ensure assessment and observation deadlines were adhered to.
- Monitored critical, significant, and minor observations to closure; reports observation statuses to supporting commander/director.

MEDIA CONTROL CENTER TECHNICIAN

United States Air Force, Robins AFB, GA / May 2018– Nov 2018

- Operated inventory management systems and procedures to ensure proper handling and storage of classified materials.
- Built mission-specific weapon, navigation, communication, and intelligence databases and performed post mission analysis.
- Translated National Geospatial-Intelligence Agency (NGA) data into Linux and OpenVMS compatible formats; updated/archived/maintained parent copies of mission software.
- Configured 192 JSTARS imagery server drives for fleet wide use, assessed new software versions before release, maintained chain of custody of classified media valued at \$16M.
- Maintained, serviced, and uploaded 3.9Tb of data to Joint Mission Archive Server (JMAS.)
- Prevented critical overheating of MCC JMAS server, Imagery server, and TMSS Facilitated a fleet-wide software update Specified users and user access levels for each segment of database.

CYBER SYSTEMS NETWORK OPERATOR

United States Air Force, Robins AFB, GA / Jul 2016– Nov 2018

- Functioned as technical subject matter expert for troubleshooting, diagnosing, and resolving hardware operating system issues and application issues.
- Maintained, operated, and deployed with \$2M Transportable Mission Support Subsystem (TMSS) in support of 16 E-8C aircraft worth \$5.9B
- Configured 108 user profiles, constructed daily mission-specific databases for JSTARS system; provided critical navigation, communications, and intel to aircrews.
- Detected, deterred, isolated, contained, and recovered from information system and network security intrusions by performing proactive security functions.
- Used advanced software applications for network navigation, tactical forensic analysis, and collection of valuable intelligence data.
- Ensured data, software, and hardware confidentiality, integrity, and authenticity.

4.2.9 Security Analyst

James A.

Professional Summary

Accomplished, versatile and highly motivated Security Analyst with 15+ years as an Analyst, Specialist, Administrator, Engineer and Developer within Information Technology. Possess extensive experience with system administration, troubleshooting, design, development and utilization of industry standard Network and Information Security solutions.

Professional Skills & Qualifications

- Excellent understanding of Network, Host and Distributed security as it relates to MARS-E, HIPAA, CMS and DoD compliance
 - Excellent verbal and written communication skills with the ability to excel in complex projects that include both technical and non-technical audience
 - Extremely experienced in gathering, defining and identifying business and system requirements; developing, designing and re-engineering technology solutions for both host and non-host environments
 - Very strong analytical skills
 - Strong knowledge and/or experience in the following technologies:
Network Security, AWS, Azure, ArcSight, Trellix (FireEye), QRadar, Ironscales, Archer, Proofpoint, Microsoft Defender Security Suite, Prisma Cloud, Dome9 (CloudGuard), Forescout, Proxmox, Sans Sift, Cisco Umbrella, Snare Central, Identity and Access Management, PKI, IDS/IPS, Windows Server 2003, Windows Server 2008, Windows Server 2012, Microsoft SMS, Various Linux distros, Cisco, Citrix, VTAM, RDBMS, DNS, Active Directory, VMware, Apache, IIS, File Transfer, Microsoft Office, Linux
-

Experience

Cloud Security Specialist at SCDHHS

December 2020 – Present

- My current job duties as a Cloud Security Specialist include monitoring and detection of threats and potential cyberattacks to the agency AWS tenant.
- Identify and coordinate the remediation of misconfigurations and weaknesses for both AWS and on premises infrastructure.
- Identify and recommend solutions to gaps in the agency security posture for both AWS and on premises infrastructure.
- Responsible for the strategic direction and overall capability of the Security Operations Center (SOC) for both AWS and on premises infrastructure.

4.2.9 Security Analyst

Network Security Engineer at SCDHHS

August 2019 – December 2020 (14 months)

- My current job duties as a Network Security Engineer include evaluating the existing Enterprise security posture across the agency and recommending mitigation strategies to help prevent and detect threats and potential cyberattacks.
- My job responsibilities include developing policies and procedures to be implemented in to Forescout in order to ensure that all network connected endpoints are secure prior to gaining access to internal SCDHHS resources.
- My daily task includes evaluating ingress and egress network traffic to determine what is allowed or not allowed to communicate with internal SCDHHS resources.

4.2.9 Security Analyst

L3 Senior Security Engineer at Capgemini

November 2018 - August 2019 (9 months)

- My current job duties as a Team Lead include mentoring and training junior Cybersecurity Analysts on Security best practices, installation, configuration and use of associated tools.
- My job responsibilities include providing advanced threat analysis for potential threats to client systems and handling incident escalation as necessary.
- Respond to RFP and RFS requests to provide professional consultation and costing to meet client requirements and gaps in existing security posture.

CyberSecurity Engineer/Analyst at Blue Cross Blue Shield of South Carolina

October 2012 - November 2018 (6 years 1 months)

- My current job duties include threat detection/prevention and analysis for both host and non-host platforms. Develop correlation content and generate daily reporting metrics to assist with identifying potential threat vectors within ArcSight SIEM. Deploy, administer, and support security solutions such as ArcSight ESM, Logger, ConApp, Software SmartConnectors, and FireEye HX,EX and NX.
- My job responsibilities include developing and assisting with designing an Identity Management solution for implementation at BCBSSC and its subsidiaries. This would include working with System and Design Architecture to ensure access security is provisioned to meet government standards. Assist with documenting and supporting Identity Management throughout the Software Development Life Cycle (SDLC).

Infrastructure Analyst at Blue Cross Blue Shield of South Carolina

February 2007 - September 2012 (5 years 7 months)

Document and diagram Business Unit, SME and vendor provided technical requirements as part of project duties. Design Network, Host and Distributed Infrastructure solutions to meet CMS and DoD enclave security standards. Assist infrastructure Deployment and Operational areas to ensure successful implementation of designed solutions. Provide High Level Estimate and actual costing for network, host and distributed systems. Respond to Technical Inquiries, RFP, RFQ, RFI, RFS requests and provide professional consultation to address network, host and distributed platform needs.

Technology Support Analyst I at BlueCross BlueShield of SC

December 1999 - February 2007 (7 years 3 months)

My main duties include providing 1st and 2nd level Customer service for internal and external customers. I performed functionality testing for new and upgraded application systems. My duties included monitoring host and network systems across multiple platforms. Assisted with identifying and resolving high impact outages while updating Senior Management. Participated and assisted in numerous vendor and Telco LAN/WAN connectivity problems. Cross-trained numerous employees and assisted Management with decision making regarding process improvement. Troubleshooting and problem solving based on customer feedback or self-research.

4.2.9 Security Analyst

Certifications

A+

CompTIA License [REDACTED] May 2007

Network+

CompTIA License [REDACTED] May 2007

Security+

CompTIA License [REDACTED] June 2007

ISACA Member (Columbia Chapter) December 2014

Education

Bellevue University

Bachelor of Science, Systems and Network Administration, 2010 - 2011

Grade: 3.467

Midlands Technical College

Associate in Applied Science, Telecommunications Systems Management, 1999 - 2002

Grade: 3.362

Honors and Awards

Graduated from Entry Level Training Program (ELTP) for Network Operations on 08/10/2007

Attained Certificate of Completion of Apprenticeship on 08/12/2010

Interests

Spending time with my family and keeping up with current news in technology

SUMMARY

Experienced Cybersecurity Compliance Analyst adept at developing compliance strategies, collaborating with stakeholders, and upholding the confidentiality, integrity, and availability of critical systems. Proven success in aligning organizations with industry regulations like SOC 2, HIPAA, NIST, and HITRUST. Skilled in risk assessment, vendor management, and policy development.

SKILLS

Assessments & Compliance: SOC 2 - Type 1 & 2 Reports, PCI-DSS, HIPAA, GRC, CAIQ, SSAE 18, SIG, HITRUST, HIPAA, ISO 27001/2, NIST 800 series, FedRAMP, Vendor/Supplier Security Audit, FIPS 199, FISMA, SOX/404/ITGC.

IT Program Directorship & Management: Cybersecurity Technical Writing (Policies, Standards, and Procedures), Third-Party Risk Management, Business Continuity & Disaster Recovery (BC/DR), SDLC Security Controls, Policies and Procedures, Implementation, Incident Response, Supplier management, Risk Assessment and Risk Mitigation Analysis, Access Control Management, Contingency Plan, Policy Review, Continuous Monitoring, Artifacts gathering, Remediation, SSP, SCRM, SAR, SAP, CMP.

IT Security Tools: RSA Archer, Vanta, OneTrust, Knowbe4, Privacera.

Productivity Tools: Microsoft 365, ServiceNow, Jira /Confluence, SharePoint, Slack, Teams, Google Docs.

Soft Skills: Teamwork, Problem Solving, Interpersonal Communication, Conflict resolution.

TRAINING AND CERTIFICATIONS

- Certified Information Security Manager (CISM)
- Certified Information Security Auditor (CISA)
- CompTIA Security + (Certificate #: [REDACTED])
- Certified in Risk and Information System Control (CRISC)
- HITRUST Certified CSF Practitioner (CCSFP)-In-View

EXPERIENCE

UNITEDHEALTH GROUP, INC., REMOTE

Contract: GRC Analyst – January 2019 – Present

UnitedHealthcare Group, Inc. is one of the largest healthcare providers in the world, with a wide range of services and a significant presence in the United States and around the globe.

- Perform risk and control assessment for all medium and high-risk third-party service providers to evaluate the effectiveness of control systems.
- Maintain and update data in Vanta for accuracy and consistency.
- Collaboratively spearheading the effort to gather customer-facing endpoints 20% faster than initially planned for external Pentest.
- Responsible for compiling and submitting accurate responses to security inquiries from across the organization.
- Developed and implemented a comprehensive Q&A bank to streamline internal security questionnaire responses, boosting efficiency and consistency.
- Collaborate with external assessors in optimizing application onboarding and reviews in Vanta.
- Demonstrate proficiency in utilizing Vanta for managing assessment results and compiling risk data.
- Supervise Jira tickets for stakeholders to ensure prompt completion and efficient data management.
- Manage assigned GRC projects from planning and execution to completion.
- Spearheaded the integration of BC/DR planning into product roadmaps for 2024 assessments, ensuring all product teams included their respective recovery plans.

- Manage audit schedules, meetings, and scoping discussions to ensure efficient progress and clear communication.
- Maintain data integrity through audits and discrepancy resolution.
- Assess compliance with relevant regulations and industry standards (SOC 2, HIPAA, HITRUST, PCI DSS).
- Conduct comprehensive risk assessments for sensitive client data, employing best practices to mitigate threats.
- Oversee third-party security risks through assessments, audits, and vendor risk management.
- Assist in gap analysis of security controls against regulatory compliance standards.
- Utilize Knowbe4 to remind employees about essential security learning resources and foster awareness.
- Collaborate across teams to craft user-friendly security policy guidelines.
- Coordinate evidence requests, offer guidance, and review evidence using Jira for efficient collaboration.
- Collaborate on planning and executing internal audits, adhering to standards and company policies.
- Ensure effective resolution of audit and regulatory issues via thorough testing and clear communication.
- Aid in onboarding new third-party vendors.
- Collect compliance evidence for security controls for auditing purposes.
- Assist in establishing the Trust Portal by collecting necessary documents and streamlining vendor onboarding.

SECURITAS-REMOTE

Contract: Third-Party Risk Analyst – July 2017 – January 2019

Securitas is a global leader in protective services, providing a range of security solutions to clients in various industries and sectors around the world.

- Conducted risk and control assessments for medium and high-risk third-party service providers, ensuring the effectiveness of control systems.
- Collaborated with internal business lines and external groups to proactively mitigate 3rd and 4th party risk exposure.
- Thoroughly review and analyze SOC reports, penetration test reports, vulnerability scan reports, business continuity plans, disaster recovery, and incidence response plans as supporting evidence for information security questionnaires.
- Worked closely with key stakeholders to research, review, and document risks and controls, including those associated with new or modified products, services, distribution channels, regulations, and third-party operations.
- Evaluated, monitored, and reported on the adequacy of artifacts provided to demonstrate the successful remediation of issues, audit findings, and regulatory requirements.

MAXIMUS-REMOTE

Contract: Security Assessor/Risk Assessor – May 2015 – July 2017

Maximus is a global provider of health and human services solutions.

- Led annual NIST 853 assessment evidence collection efforts, ensuring seamless alignment with all control requirements.
- Analyzed system logs, security reports, and configuration data to pinpoint vulnerabilities and compliance gaps.
- Developed and maintained comprehensive evidence tracking systems, streamlining access for internal teams and external assessors.

- Prepared detailed reports and presentations for assessors, effectively communicating findings, remediation efforts, and progress towards compliance.
- Managed Plans of Action & Milestones (POA&Ms) for control deficiencies, coordinating remediation activities and tracking progress for timely completion.
- Partnered with risk owners to align on remediation timelines and expectations for risk treatment plans.
- Collaborated with security engineers, system owners, and management to implement necessary control enhancements.
- Provided training and support to internal stakeholders on NIST 853 requirements and evidence collection procedures.

EDUCATION

WGU UNIVERSITY

B.S. Cybersecurity and Information Assurance -In-View

SETH S.

4.2.9 Security Analyst | Veteran

OBJECTIVE

An astute professional with over 5 years of comprehensive Information Technology (IT) experience that is seeking an opportunity to become a member of your team. Background includes strong customer service skills and hands-on experience with systems administration, development, security, software installation, hardware configuration, equipment maintenance, troubleshooting, and training. Possess and utilize an extensive knowledge of Microsoft Suites to ensure maximum communication and product creation standards to meet organizational needs. A results-driven leader to achieve success for the organization through teamwork, critical thinking, and strategical planning when solving problems.

- Comprehensive knowledge of network technologies, architectures, and platforms, with the aptitude to apply technical skills to benefit the organization.
- Devoted team player with established skills in prioritizing activities to achieve defined objectives; able to effectively decipher operational requirements into technical resolutions.

CERTIFICATIONS

- CompTIA Security+ CE
- DoD Public Key Infrastructure (PKI) PureBred Agent
- LEAN Six Sigma Yellow Belt

SKILLS AND TRAINING

- Access Control Lists (ACL)
- Active Directory (AD) Administrator
- Army Training and Certification Tracking System (ATCTS) Manager
- Defense Information Systems Agency (DISA) Authorized Requesting Official (ARO)
- Firewall/Router/Switch Configuration
- Hardware Maintenance
- Imaging Technician
- Information Assurance (IA)
- Knowledge Management Representative (KMR)
- Lifecycle Replacement Program
- Media Sanitization/Destruction/Repurposing
- Microsoft Endpoint Configuration Manager (MECM)
- Microsoft Power Automate Cloud Flows
- Microsoft Team Site Administrator
- Network Segmentation
- Satellite Terminals
- SharePoint Site Collection Administrator (SCA)
- Software Installation
- Telecommunications Officer (TCO)
- Tunneling/Virtual Private Network (VPN) Configurations
- Warranty Claims
- Wireless Network Bridge Configuration
- Wireless Network Engineer

Information Technology Specialist (CUSTSUP) 2210 Internship

October 2023 – December 2023

SE Region NEC, Fort Stewart, GA ~ Full time

Supervisor: Herbert Major

(40 hrs. /WK)

Contact: Yes

- Provide direct telephonic technical assistance, email solutions, remote desktop assistance to unit Information Management Officers (IMOs) and users concerning various computer software and hardware issues in the Fort Stewart (FSGA) and Hunter Army Airfield (HAAF) military communities.
- Maintain Assured Compliance Assessment Solution (ACAS) compliance on network devices using Windows 10. Troubleshoot and remediate vulnerabilities and non-compliance, as necessary.
- Install new software versions and updates using ACAS reports; adapt, configure, and test computer software/hardware, and/or the user systems for effective integration of software systems with current Windows operating systems.
- Coordinate with network engineers, server administrators, and the local area network (LAN) technicians to accomplish IT tasks; security and patch manager using MECM.
- Add devices to MECM and placing them into collections needed for baseline requirements and client specific uses.
- Create both user and computer objects in AD with configurations and labeling methods that follow accepted organizational policies and procedures.
- Imaging/re-imaging Non-secure Internet Protocol Router Network (NIPRNet) and Secure Internet Protocol Router Network (SIPRNet) machines for use on their respective domains.
- Utilize the Service Now trouble ticket system to track and record all work.

System Administrator/ Microsoft Teams Engineer

May 2019 – Present

U.S. Army, One Organization/Multiple Locations ~ Full Time

Supervisor: CW3 Wilbert Carmona

(40+ hrs. /WK)

Contact: Yes

- Provide technology and advanced customer support of the Army's network Continental/Contiguous United States (CONUS) domain. Provide deskside, direct telephonic, and remote desktop assistance and support to organizational users for resolving questions and problems concerning IT automation systems, software and/or hardware problems, and telecommunication troubles.
- Build, launch, upgrade, and maintain a centralized, privileged-based Microsoft Team from scratch to allow efficient collaboration of 160+ employees that provides information and products to organizational users and stakeholders in higher echelons, allowing for a system of checks and balances. Migrate data from various old Team Sites to the centralized Team Site to prevent data loss and promote ease of use for end users.
- Serve as a Microsoft 365/Teams/SharePoint Online (SPO) SharePoint expert and SCA for the organization. Segment areas of MS Teams/SPO Sites with security groups and design a hierarchal system of group ownership. Manage user privileges through security groups in SharePoint to ensure the confidentiality, integrity, and availability of all information within the system for the organization.
- Automated MS Teams/SPO Lists and electronic filing systems with Power Automate Cloud Flows to significantly reduce end user inputs while maximizing organizational communication and outputs. Automatically provide stakeholders with real-time email updates on status of personnel actions and equipment available when users input those respective data points based on flow configuration and end user/stakeholder requests.
- Configure and employ Federal Information Processing Standards (FIPS) compliant standalone and wired extension network bridges that utilize the 2.4GHz and 5GHz network bands, their respective 802.11 series wireless network protocols, and their firewalls on satellite terminals to support 400+

users. Support users with private networks that are configured to use the Dynamic Host Configuration Protocol (DHCP) on a desired scope to further expand network capability within public networks.

- Responsible for the management of 22 company-owned, business-only (COBO) devices used by essential personnel as a TCO. Act as an ARO for DISA on behalf of the organization to establish reliable lines of communication between users. Configure iOS device and PureBred application for users to support asymmetric email encryption standards. Certify that each device receives vendor updates to remain compliant with DISA mobility standards.
- Created a knowledge base for completing common tasks and troubleshooting methods to improve workflow and time management practices for subordinates. Provide tangible continuity for future employees within logical filing systems.
- Designed a filing system to streamline account creations and reduced time to completion by approximately 70% on average. Ensure users have access to organizational and network resources in a timely manner; allows for the confidential storage of all documentation required for network accessibility while providing quick access to administrators.
- Information Management Officer (IMO)/IA Technical Level II/System Administrator - managing an organization consisting of 160+ users and machines. Oversee employees and verify that completed documentation and prerequisites are valid before allowing network access.
- Possess an extensive knowledge of AD to manage, add/delete user accounts, add/remove computers, and lock/unlock accounts.
- Patch, update, and/or remediate vulnerable systems with vetted software to bring them back into Department of Defense (DoD) compliance based on their Assured Compliance Assessment Solution (ACAS) report requirements.
- Modernize outdated equipment that aids in the overall communication and readiness of the organization. Turn in outdated items to provide organization with credits.
- Imaging technician for Windows 10 systems via Pre-boot Execution Environment (PXE), Universal Serial Bus (USB), and optical disc boot methods. Configure basic input/output system (BIOS) for operating within compliance regarding wireless technologies.
- Provide executive leadership, strategic planning, and personnel management over a staff of IT specialists. Engage with a variety of external stakeholders to derive needs, identify security deficiencies, and resolve issues as they emerge. Lead and facilitate troubleshooting, repairs, and remediations related to a variety of IT assets, tools, and components.
- Experienced in media sanitization, destruction, and/or repurposing methods that comply with NIST SP 800-88 Rev. 1 and National Security Agency (NSA) media destruction guidance.

CLEARANCE LEVEL

- Secret

Adam B.

4.2.10 Software Developer/Engineer

A highly self-motivated full-stack software developer with 14 years' experience in the software industry and 10 years' experience developing C# .NET applications. Proficient in several object-oriented languages with a strong desire to build user-friendly, beautiful applications using modern coding paradigms and organized, readable code. Seeking a new challenge where a love of learning and a desire to create great products can be fully utilized.

EDUCATION

North Carolina State University, Raleigh, NC
Postbaccalaureate Computer Programming Certificate (2006-2007)
B.A., English with concentration in Journalism (2003)

SKILLS

Languages:	C#, C++, Swift, Objective-C, JAVA, VB.NET, JavaScript, jQuery, React, Redux, Vue.js, Node.js, PHP, Perl, HTML 5, SCSS, SASS, LESS, XAML, XML, JSON, Oracle, SQL Server, Oracle PL/SQL, MySQL, Assembly Language
Other Technologies:	.NET Framework, ASP.NET MVC, Webforms, Winforms, MVVM, XCode, Eclipse, MS Visual Studio, Atom, IIS, Apache, Windows 10 and prior, MS Office, Linux, OS X, Google Cloud, GIT, Firebase, Mapbox, WordPress, NPM, Algolia, Heroku, Facebook APIs, Cocoapods, mopub, AdMob, Tortoise SVN, Github
Certificates:	Oracle 11g Certified Associate

WORK EXPERIENCE

NC DIT .NET Developer/TIMS Project Manager

Raleigh, NC

May 2019 - Current

- Work with client to construct bi-monthly releases comprised of TIMS and DriveNC enhancements
- Run development status meetings to ensure optimal delivery for TIMS and DriveNC
- Design and code TIMS enhancements in planned releases
- Meet with client on a weekly basis to discuss release progress and other concerns
- Deliver TIMS enhancements with DevOps and handle Technical Review Board process
- Coordinate client UAT testing
- Help facilitate TIMS user training
- Plan potential TIMS technology upgrades

Fathom 50, Founder/CEO, Full-Stack iOS/Web Developer

Raleigh, NC

October 2014 - May 2019

- Designed and developed an outdoor adventure iOS app from idea to app store release
- Work with Mapbox geospatial coordinates and layers to plot adventures on map
- Use Node.js server code to manage communication with database and third-party tools
- Utilize Google Cloud and Firebase technologies to manage persistent state
- Design and develop Progressive Web App for iOS app using React and Redux

Farragut Systems, Software Developer Team Lead/Backup Database Administrator

Durham, NC

August 2007 - September 2014

- Converted an Oracle Forms app to C# .NET desktop app to manage workers' compensation insurance
- Acted as Workers' Compensation Rating and Inspection Bureau of Massachusetts (WCRIBMA) liaison, deployed production releases, and managed customer relations
- Gathered requirements and developed a WPF app to manage Kidde fire suppression units and generate a bill of materials
- Acted as team lead while building and customizing mobile life insurance website
- Migrated an old ASP/ASP.NET app to a newer version using MVC
- Built Webforms site and web service for iPhone app that manipulated geolocation data
- Serviced an ASP.NET app that managed property taxes for counties in North Carolina
- Acquired Oracle 11g Certified Associate certification and performed database maintenance tasks as the .NET desktop app's backup DBA
- Trained new developers in language learning and company syntax coding standards
- Collaborated with QA analysts to develop detailed test cases and functional design specs

ExxonMobil, Tax File Analyst

Houston, TX

April 2005 - May 2006

- Managed file database program that organized tax documentation for accountants
- QA tested functionality to spot and diagnose errors
- Supervised paper to electronic file conversion process using Adobe Acrobat
- Worked side-by-side with IT professionals to complete database program conversion process
- Recommended UX changes to file database program
- Supervised and engaged in file creation involving database/client interaction
- Delivered updates and reports at monthly department meetings

State Employees Credit Union, Document Review/Post-Closing Technician

Raleigh, NC

May 2002 - December 2004

- Processed and keyed post-closing mortgage loan files
- Mastered complex mainframe loan software to better serve clients
- Interacted with attorneys regarding mortgage loan closing dates, insurance coverage, and loan package locations
- Implemented, organized, and maintained new loan document filing system
- Trained employees on loan processing procedures and loan file completion

Office Max, Electronics/Copy Center Technician

Raleigh, NC

June 2000 - April 2002

- Supported computer systems as required by customer orders
- Installed hardware and software as needed
- Designed and implemented business cards for the copy center department using latest graphics software
- Supported employees by troubleshooting their technical problems
- Managed customer needs in a fast-paced environment that required technical knowledge and quick thinking

Anvesh A.

4.2.10 Software Developer/Engineer

SUMMARY

- **9+** years of overall experience in entire Software Development Life Cycle as well as Microsoft .Net Framework Technologies. Having sound knowledge of developing web based B2B B2C applications in the client/server environment.
- **5 years** of extensive implementation experience in installation, configuration, customization and extension of **Microsoft Dynamics CRM 2016 (On-Premises/ Online)** as well as doing the deployment, trouble shooting and production support for the applications developed.
- Experience in developing application in PowerApps using Data verse, SQL, Flow, Excel and SharePoint.
- Experience in developing **Microsoft Flows**.
- Experience in configuration, customization, and extension of **Dynamics 365**.
- Experience in developing complex applications on Microsoft Dynamics CRM platform with customization of entities, sitemap writing client-side JavaScript.
- Experience in operations like data migrations and updating using LINQ and XRM that help in facilitating data migration within CRM across various entities
- Hands on knowledge of implementing and maintaining access controls in CRM based on roles and access conditions.
- Experience in creating managed and unmanaged solutions in CRM.
- Extensive experience with Ribbon Workbench and Site Map Editor for creating custom buttons and assign JavaScript functions.
- Hands on knowledge on Kingsway tool to run stored procedures for CRM.
- Experience in design and development of web applications using **ASP.NET MVC , JQuery 1.11, JavaScript, Angular JS, WEBAPI, HTML5,CSS3** and used multiple features but not limited to **AngularJS** custom directives, filters, **Razor** custom **HTML** Helpers, Authentication, Authorization, Caching and Diagnostics.
- Extensive database designing and programming skills using SQL Server 2000/2005/2008, MS Access.
- Exceptional organization and time management skills to work under tight deadlines with multiple projects.
- Strong object-oriented design principals and knowledge of design patterns.
- Solid proficiency with distributed version control tools such as SVN, GIT and TFS branching and common deployment methods for collaborating on source code.
- Excellent analytical, logical, and interpersonal skills. Hard working and fast learner with self-motivated personality.

CERTIFICATIONS

Microsoft Certified Technologist (MCTS):

- Exam 511: Microsoft .NET Framework 4, Windows Applications.

EDUCATION

- Bachelor of Technology(CSE), Jawaharlal Nehru Technological University, India

TECHNICAL CAPABILITIES

Programming Languages	: C, C# .NET, T-SQL, VB.Net, WCF
Scripting Languages	: Java Script, Angular JS, JQUERY
Database Systems	: SQL Server 2005/2008
Tools & Packages	: Visual Studio .Net 2008/2010/2013, Office 2007/2010, Sharepoint2010
Operating Systems	: Windows XP/Vista/7/Server 2008
Web Technologies	: ASP.NET 3.5/4.0, MVC, AJAX , ADO.NET, ADO.NET Entity Framework, OOPS, SOAP, XML web services
Web/Application Servers	: IIS 6.0/7.0, SharePoint Server 2010

PROFESSIONAL EXPERIENCE

Client: PharMerica Corporation, KY

April 2019 to Present

Rôle: CRM Developer

Responsibilities:

- Responsible for design, development and unit testing for Microsoft Dynamics CRM (On premise) entities, customization, integration, plugin/workflow/processes, CRM Scripts, Web resources, and Advanced programming using Model View controller, Knockout JS, OData, JQuery and Advanced JavaScript.
- Used Query Expression, Fetch Expression to perform retrieves and updates using organization service from CRM Schema.
- Created various plugins like post create and pre create plugins in Dynamics CRM.
- Integrated Data warehouse Systems with Microsoft Dynamics CRM using SSIS Packages.
- Created Restful services for Dynamics Web client.
- Experience with XRMToolkit, OData Query designer and web ribbon editor to create custom site map.
- Experience with Plugin Registration tool for registering plugins.
- Experience with sitemap editor to edit tile in Dynamic CRM.

Environment: C#.NET, Microsoft Dynamics CRM Product, SQL Server, SSIS, SSRS, Azure DevOps

Client: Wells Fargo, NC

Jun 2017 to April 2019

Role: Dynamics CRM Developer

Responsibilities:

- Responsible for design, development and unit testing for Microsoft Dynamics CRM (On premise) entities, customization, integration, plugin/workflow/processes, CRM Scripts, Web resources, and Advanced programming using Model View controller, Knockout JS, OData, JQuery and Advanced JavaScript.
- Understanding the business requirements and functional specification documents.
- Used Query Expression, Fetch Expression to perform retrieves and updates using organization service from CRM Schema.
- Created various plugins like post create and pre create plugins in Dynamics CRM.
- Created on row created, on row updated workflows to achieve business logic.
- Created Custom pages using ASP.NET MVC forms and integrated with Microsoft Dynamics CRM.
- Used JQuery to load and display data on ASP.NET forms and did validations.
- Integrated PEGA Systems with Microsoft Dynamics CRM.
- Created Restful services for Dynamics Web client.

- Maintained XML files for creating DB Tables and Views and stored procedures.
- Participated in Peer Code Reviews and modifications based on suggested changes.
- Used XRMToolkit, OData Query designer and web ribbon editor to create custom site map.
- Used Plugin Registration tool for registering plugins.
- Used sitemap editor to edit tile in Dynamic CRM.

Environment: C#.NET, Microsoft Dynamics CRM Product, SQL Server, TFS, SSIS, Kingsway

Client: Microsoft, Redmond, WA

Mar 2016 to May 2017

Role: Dynamics CRM Developer

Responsibilities:

- Involved in gathering and analyzing the requirements from end-user. We follow agile methodology to maintain the status of the project with my team.
- Understanding the business requirements and functional specification documents.
- Participating in Daily Scrum meetings, Sprint Planning and Tasking meetings and show and tell meetings.
- Worked on the code refactoring without changing the functionality of the product.
- Migrated the CRM Dynamics application to XRM which is core of the CRM application.
- Created various plugins like post create and pre create plugins in Dynamics CRM to handle workflows.
- Worked on to convert solution Import and export functionality in to XRM Module.
- Worked on the bugs which are raised by the customers in CRM Dynamics Project.
- Created Restful services for Dynamics Web client.
- Maintained XML files for creating DB Tables and Views and stored procedures.
- Participated in Peer Code Reviews and modifications based on suggested changes.
- Used GIT Hub and maintained branches for version control during development.
- Knowledge on Typescript language

Environment: C#.NET, Microsoft Dynamics CRM Product, SQL Server, TFS, GIT

Client: Eye3Data, Cincinnati, OH

July2015 –Feb 2016

Role: Software Engineer

Responsibilities:

- Coordinate with clients BSS team for gathering the requirements during the analyze phase of the project.
- Attend daily status call for project updates and focus on Planned Iteration deliverables to client.
- Design & Develop application interface using C#.NET, ASP.NET, Java Script, Html and CSS.
- Responsible for designing Responsive Single page application with animated user Interface applications using **Angular JS/ Bootstrap** library, **JavaScript, JQuery, CSS, HTML5 and AJAX**.
- Manipulate JSON response data and Render in List View using angular (Grid Paging), Angular directive support (**ng-model, ng-init, ng-view, ng-app, ng-repeat, ng-model** etc.).
- Build the windows based console **C#** program for batch/**scheduler** activity.
- Build the windows application to copy files using back ground process.
- Implemented validations using JQuery. Displaying error messages on web page using **Notify** plugin.
- Created stored procedures, triggers and user defined functions in **SQL Server**.
- Created SQL Jobs for sending reports.
- Used JSON response modulation in rest services to make it more generic for mobile client to consume the services.

- Worked intensively with the testing team during functional testing to reach the deadlines by fixing the bugs with the code review
- Used **iTextSharp DLL** for generating **PDF** reports.
- Created background process to copy the multiple files using multi-threading.
- Created WCF service to enhance the functionality as well as consumed the web services in the application.

Environment: .Net Framework 4.5, Visual Studio .Net 2013, ASP.NET/ C#.NET, Angular JS, JavaScript, JQuery, HTML, CSS, SQL Server 2008, SVN

Client: Legal Aid USA, Louisville, KY

July 2014 to June 2015

Company: V-SOFT Consulting Pvt Ltd, Hyderabad, India

Role: Senior software Developer

Responsibilities:

- Involved in gathering and analyzing the requirements from end-user. We follow agile methodology to maintain the status of the project with my team.
- Worked with senior system administrators, data center teams, and users to plan, coordinate, and implement major system upgrades, fix packs, and patches to the P8 FileNet systems and WebSphere servers.
- Assisted with migrating large volumes of Image Services documents to the new P8 platform and performing reconciliation reporting.
- Proactively monitored these systems, diagnose issues, implement fixes, and provide mission critical support after hours.
- Participate in system failover testing and/or system recovery.
- Performed application and system administration for these platforms that includes document class maintenance, security maintenance, document recovery, taxonomy and repository maintenance.
- Develop Business logic using **C#** and screen design.
- Used Session Objects to maintain sessions across the various web forms
- Created and Consumed **WCF Services**
- Did validations using **JQuery**. Displaying error messages on web page using **Notifit** plugin.
- Involved in the preparation of end-user documents.
- Made use of Grid View, Data List and Repeater Controls to display data in a customized format in the **ASP.NET** web pages
- Doing R & D for getting the best solutions for a specific task.
- Used **iTextSharp DLL** for generating **PDF** reports.
- Unit testing of the application.

Environment: ASP.NET/ C#.NET, JavaScript, JQuery, HTML, CSS, SQL Server, TFS

Client: Trover Inc., Louisville, KY

Jan 2012 to Jun 2014

Company: VS Technologies, Hyderabad, India

Role: .NET Developer.

Responsibilities

- Developed, tested and implemented Portal on Full Life cycle from Business requirements to UAT.
- Developed web parts using Telerik controls like Telerik grid.
- Developed stored procedures and views for complex and fast retrieval of data from database.
- Modified the web pages using share point designer to give good look.
- Used Cascading Style Sheets (CSS) for a unified look and feel of the application.

- Worked on setting up repositories like RMS Documents, RMS Project deliverables, RMS Project Issues and RMS Project Risks.
- Worked on setting up document based custom content types that contains the metadata associated with the various repositories.
- Worked on setting up necessary content types, site columns, JQuery and other SharePoint configuration changes as required in setting up the team collaboration repositories.
- Developed a common template for site pages, master pages, CSS, Themes, navigation framework.
- Created WCF service to enhance the functionality as well as consumed the web services in the application
- Created Stored Procedures and triggers to ensure atomicity and consistency on the database transactions
- Created various Tables, custom views, indexes and relations using SQL Server Enterprise Manager
- Used Team Foundation Server for version control during development
- Involved in unit testing on the application
- Implemented Master pages to add consistency look to the website
- Implemented Security features for Web based tool using forms authentication
- Created datasets in T-SQL, stored procedures for SSRS

Environment: SharePoint 2010, Visual Studio .Net, SQL Server 2008, SSRS reports, Windows 2008 Server, Team Foundation Server(TFS), SharePoint Designer, SharePoint Info path.

Austin C.

4.2.10 Software Developer/Engineer

PROFESSIONAL SUMMARY

Software developer with robust problem-solving and project-management skills looking to contribute to the outcomes and goals of an organization utilizing a wide range of front and backend languages and frameworks to dynamically meet and exceed customer needs.

SKILLS

Software Languages: Java, MongoDB, JavaScript, TypeScript, Node, MySQL, PHP, C#

Frameworks: Java Spring, .Net, React, React Native, Laravel, Express

Other: Git/Github, Agile Development, Scrum, Third-Party APIs, MVC, Object Oriented Programming (OOP), Test Driven Development (TDD), Microsoft Azure

EXPERIENCE

Software Developer, Eliassen Group

March 2022 - Present

Worked on a tech screening app using the MERN stack. This app is used to create tech screen tickets so that the talent solutions team can request a tech screen from members of the development team. The tech screening app started with an expressJS authorization logic. Here are a few of the cards I completed

- Created and connected a MongoDB database to store user information
- Created a React frontend and connected to the express server
- Built a counter component so that an admin user can add or decrease tickets for any other user

With a team utilizing agile development we worked on creating test automation for UI components using Java. This framework is able to open browsers and navigate to pages and interact with UI components. The framework also had the capability to test databases and API functionality. Then using Junit we asserted that the component we wanted to test was correct. I was involved in

- Wrote new step definitions for asserting after a button click that the page was redirected to a specific route
- Worked with a teammate to test a new clients API, we were able to receive a payload and assure that the data was either sorted in ascending or descending order
- Utilized our framework to assure that a success message was given after a correctly filled out form submit

Using the MVC design pattern we created an application using MongoDB, .NET and Angular so that the project managers could easily view employee information. Prior to this application project managers had to keep a spreadsheet of any information and navigate to other applications to view information. On this project I

- Created a new controller so that users could add a new user
- Created an Angular data table so that users were able to view all users and edit users
- Used MQL(Mongo Query Language) to add/edit users to a collection

Software Developer, Mediaura

March 2021 - March 2022

- Collaborate with a team of 15 to achieve profitable, efficient solutions for clients
- Built and tested custom applications and designs in React and PHP
- Practiced clean and organized code to ease collaboration and increase workflow

EDUCATION

Software Development Bootcamp

December 2020

Awesome Inc

Associate In Science

May 2016

Bluegrass Community and Technical College

CERTIFICATIONS

- W3 Schools Java Certification
- MongoDB SI Associate Developer
- Microsoft Azure AZ-900

4.2.10 Software Developer/Engineer

Rachel S.

SUMMARY

- Zend certified engineer
- 14 years professional experience in software design and development
- A results-driven, customer-focused, articulate, and analytical Software Engineer
- I have 14 years' experience working with C++, Java, PHP, Zend, and Drupal (7, 8, 9 and 10)

Synopsis about skills

- 14 years of experience with Software Development Life Cycle.
- 13 years of experience of web development.
- Experience working in a group both as a group member and as a leader.
- Experience with developing optimized algorithm for a given scenario.
- Experience with end users, gathering requirements and creating project plan.
- Experience of programming with different languages: PHP, Pascal, C++, Java, Python, Ruby.
- Knowledge about object-oriented design and programming.
- Knowledge about different design patterns and applying those with the object-oriented programming.
- Experience with different frameworks: Mojavi, Zend, Symfony, Ecommerce, Ruby on Rails, Liferay, Spring etc.
- Experience with different content management systems: Drupal 7, 8, 9 & 10, Joomla, WordPress etc.
- Experience with databases: Oracle 8x/9x/10x/11x, MySQL, SQLite, PostgreSQL, SQL.
- Experience with normalizing, creating, indexing, and maintaining databases and writing complex optimized queries to fetch data.
- Experience with creating Functions, Stored Procedures and Triggers using SQL.
- Experience with front end technologies: HTML, CSS, LESS, SAAS, JavaScript, jQuery, AngularJS, Bootstrap, Node.js etc.
- Experience with UML, DFD diagrams and flowcharts.
- Experience with object relational mapper: Doctrine, Hibernate.
- Experience with SCRUM and Agile methodology.
- Experience with developing different project with different business logic: Ecommerce, Celebrity profile, Auction, Portal etc.
- Experience with versioning and revision control systems: Subversion (SVN), Git etc.
- Experience with continuous integration process: Hudson, Jenkins, Azure Devops pipeline etc.
- Experience working with different open sources.
- Experience working in LAMP (Linux, Apache, MySQL, PHP) environment.
- Experience with maintaining projects and adding new features to those.
- Knowledge about security and how security holes can be resolved in

4.2.10 Software Developer/Engineer

application level, database level and server level.

- Knowledge about how to improve performance of the application such as caching, develop efficient algorithm, writing optimized database query etc.
- Experience with working in different environment: Windows Server 2003/2008, Windows XP/Vista/7/8/10, Linux, Mac.
- Knowledge about writing test cases, quality assurance principals, unit testing, load testing etc.
- Experience with Adobe technologies.

EMPLOYMENT

Senior Software Engineer

HISTORY

Employers:

TEKsystems

December 2022 – to date

Baanyan Software Services Inc.

January 2016 – December 2022

Client:

Department of Administration, Columbia, SC May 2016 – to date

- Working as a Drupal Administrator.
- Performing requirements gathering/documentation and coordinate implementation of requested enhancements for the applications.
- Developing workflows and perform the unit testing for the developed mappings.
- Working on data mappings, sessions, and workflows from development environment to beta and production.
- Working within the full Software Development Life Cycle (SDLC), with emphasis on developing websites.
- Helping to architect complex solutions by participating in meetings as part of proposal and requirements gathering process and thoroughly understanding customer requirements, turning designs and user interface mockups into functional websites.
- Providing supervisor with outlined tasks and dates to successfully complete customer projects on time and within budget.
- Writing software for both back-end and front-end functionality of website.
- Working with a CMS such as Drupal 7, 8, 9 & 10 and use, develop, or modify advanced features and modules.
- Collaborating effectively with creative team during the creative process, provide technical leadership, and assume overall accountability for a successful implementation on all customer projects.
- Delivering effective training to customer personnel of various skill levels and technical capabilities.
- Providing Drupal 9 & 10 based solution for user requirements, write custom module, develop theme, work with core and contributed modules.
- Attending client presentations.
- Creating and maintaining databases and write optimize SQL queries to fetch data from the database.

4.2.10 Software Developer/Engineer

- Developing test plan and scripts, conducting testing, and dealing with end-user acceptance testing.
- Ensuring that all production changes are processed according to release management policies and procedures.
- Ensuring that appropriate levels of quality assurance have been met for all new and existing applications / Change Requests.
- Ensuring that application changes are fully documented, supportable.
- Proactively identifying opportunities for change within the production environment.
- Analysis of existing Systems and Processes.
- Manipulate and handle massive data sets quickly and efficiently in relational, operational, and end-user databases.
- Create application design and high-level design based on requirements.
- Attend regular meetings to give progress report on projects and assignments to management.
- Tweak the logic/queries to meet the changed business logic/requirements.
- Translate business requirements into Drupal based solution.
- Provide closures to all the issues related to the applications that she helps builds for the users.
- Review and gather client requirements from the users of the client.
- Analyze and review problems and give recommendations for remediation.
- Troubleshoot and fix any issues or bugs either ongoing, or any that may arise.
- Work as a team member along with other Developers, Managers, and Administrators assigned to deliver a complete customer solution.
- Integrate websites with existing internal applications or third-party/open-source platforms.
- Working with HTML/CSS and client-side scripting libraries, understanding what it takes to develop websites that are cross-browser and standards compliant, and meet accessibility/disability requirements.
- Delivering effective training to customer personnel of various skill levels and technical capabilities.
- Working with a CMS such as Drupal and use, develop, or modify advanced features and modules.
- Providing supervisor with outlined tasks and dates to successfully complete customer projects on time and within budget.
- Coding/developing/debugging web-based application software in a team development environment.
- Developing software using open-source technologies such as Linux, PHP, and Drupal.
- Working with PHP, Drupal 7, 8, 8 & 10, HTML4/5, CSS2/3, JQuery, Bootstrap, JavaScript, JSON, AJAX, MySQL, Git and Azure devops
- Working with relational databases such as SQL OR MySQL.
- Working with adobe photoshop.
- Version controlling using Git
- Project management using Azure Devops
- Configuring apache web server.
- Working with responsive CSS style sheets.
- Re-mediating security issues within developed application code, Drupal Modules, and core files.
- Applying Drupal or other CMS patches.

4.2.10 Software Developer/Engineer

- Developing fillable forms using Adobe Pro.
- Developing original graphic designs suitable for use in professional-level website deployment.
- Working within LAMP stack from an application architecture and system infrastructure aspect.
- Applying best practices in web design.
- Working with Adobe Captivate.
- Teach, train and transfer knowledge.

Graduate Instructional Assistant August 2014 – December 2015

Computer Science Department - Texas State University

- Taught and tutored students in labs on C++ for the Computer Science Department
- Used python and Django framework to enhance the department website

Webmaster June 2014 – August 2014

The University Star - Texas State University, San Marcos Texas

- Maintained the existing Drupal website and added new features to it

Senior Software Engineer February 2012 – April 2012

Edita, Finland

- Understand the existing project and reverse engineering
- Lead the development team
- Actively took part in designing and planning the software implementation
- Direct discussion with the client and collect user requirements

Senior Software Engineer April 2008 – December 2013

Codemate Limited, Dhaka, Bangladesh

- Team lead for the software development projects.
- Trained other employees and making sure that implementation is done by the guidelines. Visited Thailand office and Myanmar client's office to provide training.
- Development using PHP, Zend, Drupal (CMS), Symfony, Mysql, Ruby on Rails, Java, Liferay, EXT-JS, EXT- GWT, Mysql, Oracle, HTML, Javascript, CSS, AJAX, JQuery, LAMP etc.
- User Stories writing.
- Continuous project integration using Hudson
- Project management using Jira
- Version controlling using Subversion (SVN)
- Design, Code, test and troubleshoot programs utilizing the appropriate

4.2.10 Software Developer/Engineer

hardware, database, and programming technology.

- Refine data and format final product.
- Maintain and modify programs; make approved changes by amending flow charts, developed detailed programming logic and coding changes.
- Test and develop programming modifications.
- Write new program code using prescribed specifications.
- Evaluate simple interrelationships between programs such as whether a contemplated change in one part of a program would cause unwanted results in a related part.
- Analyze performance of programs and take action to correct deficiencies based on consultation with users and approval of supervisor.
- Analyze client/server and micro-computer-based software solutions compatibility with company requirements.
- Confer with users to gain understanding of needed changes or modifications of existing programs. Resolve questions of program intent, data input, output requirements, and inclusion of internal checks and controls.
- Write and maintain programming documentation.
- Document programming problems and resolutions for future reference.
- Assist personnel of other departments as a computer resource.
- Provide on-the-job training to new department staff members.
- Provide computer orientation to new company staff.

Programmer

January 2007-April 2008

ECBB Bangladesh Limited

- Achieved the award of best employee of the month.
- Analysis and Development of different Website using Mojavi, Cake PHP, PHP, Mysql, Inertia, Smarty, HTML, javascript, CSS, AJAX.
- Developing business plans, requirements specifications.
- Analysis of user stories and test cases.
- Architectural systems research.
- Design plan and developing algorithm.
- Database analysis and design.
- Handling projects as a team leader.

Software Engineer

April 2006 – January 2007

Kranti Associates Limited, Bangladesh

4.2.10 Software Developer/Engineer

- Understanding user requirements.
- Developing the algorithm.
- Designing, developing, testing and maintaining different websites and software.
- Developing Web Sites, WAP sites using PHP, HTML, JavaScript, AJAX, CSS, developer 2000/6i, Visual Basic and web services.
- Developing Database systems using Oracle, MySQL.
- Handling clients.
- Visiting client's office or premises whenever necessary.
- Analysis, Design and Development of Employee Attendance Monitoring System for Kranti Associates Ltd. (Visual Basic 6.0 and MS Access, Crystal Report 9.0).
- Jobsite (Under Construction) - Tools Used: PHP, Photoshop, Dreamwaver MX, HTML, Java Script.
- Asset Management System (Under Construction) - Tools Used: PHP, Photoshop, Dreamwaver MX, HTML, Java Script.
- Visited Agrani Bank Limited premises and developed the banking system.
- Visited Department of Environment premises and developed official website.
- Visited Department of Agricultural premises and developed official website.
- Conducted training at the Basic Computer Training Program for the Department of Agricultural Extension (DAE), Government of the Peoples Republic of Bangladesh.
- Conducted training at the Basic Computer Training Program for the Bangladesh Jute Research Institute (BJRI), Government of the Peoples Republic of Bangladesh.
- Prepare Technical & Financial Proposal for different IT Projects.
- Conduct training.

EDUCATION

Master of Science in Computer Science December 2015

Texas State University – San Marcos, Texas

Master of Engineering in Computer Science & Engineering December 2013
Bangladesh University of Engineering & Technology

4.2.10 Software Developer/Engineer

Bachelor of Science in Computer Science & Engineering May 2006

Daffodil International University, Bangladesh

3.85 out of 4 (Summa cum laude)

TECHNICAL COMPETENCIES, CERTIFICATES

Business / Domain Knowledge

Social networking, Bank loan system, Shopping cart (Ubercart and Paypal), Auction, Survey and report generation, Job site	Specialist
Affiliation, University, Video sharing, News	Expert
Blog, Forum	Advanced

Technology Competence/ Skills

Software design and development, Drupal 7, 8, 9 & 10, PHP, Zend, Mysqli, JQuery, (OOP Javascript), Prototype, Java	Specialist
Design Patterns, Linux, SSO, SOAP, XML, Doctrine, Dojo, JavaScript frameworks, C/C++, HTTP, Version control, Visual C++, MVC, JSON Objects, Web Services	Expert
Symphony, REST, Mojavi, Ruby on rails, Oracle, XML, XHTML, Python, LAMP, Hibernate, Spring, Angularjs	Advanced

Courses and Certificates

Zend certified engineer	Zend certified PHP engineer
AJAX Certification	Building powerful web application by AJAX – bdjobs
A+ Certification	A+ core hardware service technician, A+ operating system

HONORS

Awards & Scholarship Received:

- Received awards for outstanding results in undergraduate. (Bachelor of Science). Received 25% scholarship on tuition fee for Bachelor's Degree.
- Achieved graduate assistantship and worked for the Computer Science department. Received scholarship from Student Government of Texas State University for \$1000.

ACTIVITIES

Took part in different national and international programming contest:

- ACM programming contest in South East University - March 2004
- ACM programming contest in Dhaka University - September 2005
- ACM international collegiate programming contest in North South University -

4.2.10 Software Developer/Engineer

September 2005

- ACMSolver coding championship in Daffodil International University (third place)
- July 2005
- Inter university programming contest in American International University
Bangladesh - August 2005
- ACM Asia programming contest in Daffodil International University - September
2005

Todd C.

4.2.10 Software Developer/Engineer

FRAMEWORKS

Angular 2 - 14+	5 years
React	2 years
.NET	20 years
.NET Core 2-7	6 years
RESTful ASP.NET MVC/Web API	12 years
Django	2 years

LANGUAGES

JavaScript/HTML/CSS	20 years
C#	20 years
Python	2 years
WPF/XAML	8 years

TECHNOLOGY

OS X, Windows, Linux
Azure DevOps CI/CD

Work History

WireServers
Denver/Highlands Ranch, CO

CEO/Freelancer
June 2009 - Present

⚙️ *Owner/Architect/Team Lead/Sr. Developer.*

⚙️ Full Stack development.ASP.NET/MVC/Core, Xamarin Forms, C#, WPF, SQL, MySQL, PostgreSQL, DynamoDB, Angular, Knockout, API, RabbitMQ, Python, Django, Flask, AWS

⚙️ *Web API, AWS API Gateway, RESTful services, SOA, and Microservices*

⚙️ *Managing Aws DevOps, including Lambda, CloudFormation, S3, EC2, Incognito, Route53, and many more.*

⚙️ *Application support. Proof of concepts.*

⚙️ *Participate in cross-team collaboration.*

⚙️ *Docker image and container management.*

⚙️ *Security and risk mitigation, OWASP Top 10 Mitigation*

⚙️ *Provide support to junior/mid developers.*

⚙️ *Query and DB Design using LINQ, Entity Framework, Dapper, and Entity Framework*

WireServers is a web development firm owned by me that I use to handle my freelance work and new client development. I have a team of 4 developers that handle front-end and back-end development.

Technology Angular 2 - 14, Ionic, RxJs, NgRx, React, Redux, CSS/SCSS/HTML5, Django, Python, WPF/XAML/XAMARIN, Web API, Entity Framework, Identity Framework, Azure DevOps CI/CD, AWS Lambda, API Gateway, S3, EC2, Incognito, DynamoDB, Route53, CloudFormation, SQL, MySQL, PostgreSQL

WellDyneRX
Centennial, CO

Sr. Software Developer
May 2018 - July 2019

⚙️ Application support for all applications used in the organization.

⚙️ Architecture. Creating proof of concepts.

VS Code, Visual Studio
 RxJs, NgRx, Redux
 SQL, MongoDB, Firebase, MySQL,
 PostgreSQL, Entity Framework
 D3.js, Charts.js, Nivo.rocks
 Azure VMs, Azure SQL, App Services,
 Virtual Networks, Functions, API
 Management, Active Directory
 AWS Lambda, API Gateway, S3, EC2,
 Incognito, DynamoDB, Route53,
 CloudFormation
 Postman, Charles
 OWASP, Pen Testing, Fortify, SOC2,
 HIPAA
 Stripe, Twilio, AngularFire, Mailchimp,
 Klavyo, Exwid, GeoCache
 UI/UX Responsive, Accessibility,
 Wireframes

- ⚙️ Participate in cross-team collaboration.
- ⚙️ Docker image and container management.
- ⚙️ Security and risk mitigation. HIPAA, SOC2
- ⚙️ Provide support to junior/mid developers.
- ⚙️ Query and DB support using SQL Scripts, LINQ, and Entity Framework
- ⚙️ Develop power shell scripts for use in deployments.

WellDyneRX is one of the nation's top Pharmacy Benefit Managers (PBMs). They specialize in high-capacity prescription mail order services and retail pharmacy management. The prescription mail ordering services currently process 15 million orders a year.

Technology MVC/C#, ASP.NET Web API (RESTful), Knockout.js, Enterprise Library, jQuery, Twitter Bootstrap 4, SQL, RabbitMQ, Azure DevOps CI/CD pipelines

Federal Reserve Bank of Kansas City
 Denver, CO

**Senior Software Engineer,
 Lead, Architect**
 July 2014 – April 2018

⚙️ Architect

- Evaluate and provide direction for Security.
- Coordinate between districts on getting security, quality, and usability approvals from oversight departments.
- Created and maintained coding standards for the development team.
- Evaluated external vendor software.
- Provide support to the development team when necessary.

⚙️ Lead developer

- Team lead of 4 developers, 1 SQA, and 1 DBA.
- Provide mentoring and support for jr/mid/sr team members.
- Coordinate with other leads, project managers, and business analysts
- Manage the development work and performance within the team.
- Peer-reviews.
- Run development meetings.
- Maintain code quality.
- Collaborate with Dev Ops and other technical teams through the system.

⚙️ Sr. Software Engineer

- Full-stack development.
- Designed tables and stored procs in SQL.

- Created technical documents for knowledge transfer of undocumented legacy products and processes.

FRB is considered the bank of banks. They are responsible for controlling the nation's monetary policy, supervising and regulating banks, and maintaining financial system stability of the United States. The KC branch employs 11,000 people across 4 banks. In 2015, they made \$100,000,000,000 in profit.

Technology MVC/C# 5.0, Angular 2-5, ASP.NET Core Web API (RESTful), Enterprise Library, Entity Framework, Typescript, Knockout.js, jQuery, OO JavaScript, Bootstrap

Pensco Trust
Denver, CO

Web Developer III
February 2013 – December 2013

⚙ Full stack development.

⚙ DB table design, stored procs, and REST services.

⚙ SCRUM facilitator.

⚙ Lead developer. Mentored mid/senior developers.

⚙ Creating proof of concepts.

⚙ Architecture.

Pensco is a trust fund company that targets the alternative asset market. They were one of the pioneers and are now one of the leaders of this type of investment.

Client/Advisor Application – This application is a Single-Page App, RESTful Service application that provides clients and advisors with the ability to manage these accounts. It provides a dashboard for users to view asset allocations, account types, transactions, account activity, and manage alerts.

Technology MVC/C# 4.0, ASP.NET Web API (RESTful), Ninject, Oracle 10g, Enterprise Library, Dapper, jQuery, OO JavaScript, mustache.js, Twitter Bootstrap 3, pubsub.js, require.js, and underscore.js.

EDUCATION AND CERTIFICATIONS

Microsoft® Certified Technology Specialist: .NET Framework 4,
Web Applications
Microsoft Certified Professional
ScrumAlliance Certified ScrumMaster®

Metropolitan State University of Denver, Denver, CO
Bachelor of Science, CIS in progress
Junior. Expected graduation date: 05/2025

DEWAYNE W.

4.2.11 Systems Administrator

Objective

Customer-oriented Senior Systems Engineer with over 12+ Years of IT Experience in leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development. Experience in Establishing network specifications and analyzed workflow, access, information and security requirements. Responsible for effective provisioning, installation/configuration, operation, and maintenance of servers (virtual and physical) hardware, software and related infrastructure. Extensive experience in Configured and Engineered Cisco Unified Computing Systems Infrastructure.

Certifications

COMPTIA CASP, COMPTIA Security+, COMPTIA Server+, COMPTIA A+, MCSA: Windows Server 2012, MCSE: Server Infrastructure, MCSE: Cloud Platform and Infrastructure Charter Member, ITIL V3 Foundation, DISA HBSS Advanced (301) ePO5.1, COMPTIA Project+, VMware Certified Professional, NETAPP Certified DATA Administrator, CISSP (in progress)

Security Clearance

Top Secret

Work Experience

Systems Administrator II, 02/2020 to Present

Comtech – Buford, GA

- Designed proactive preventive maintenance schedules to prevent unnecessary downtime and hardware faults.
- Established network specifications and analyzed workflow, access, information and security requirements.
- Provided comprehensive training to internal and off-site users to optimize systems maintenance and resolve recurring issues.
- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability.
- Oversaw file system, storage and other digital asset upgrades while safeguarding data integrity and redundancy. Advised internal and external stakeholders regarding best practices, policies, and standards governing the configuration, implementation, and support of classified and unclassified IT infrastructures.
- Provisioned new software and hardware for use according to internal business and security policies. Directed projects to ensure configuration management of all IT systems, services, and processes, aligning enterprise IT resources to established technical and operational specifications

- Solely managed and engineered entire VMware vSphere and ESXI virtualization environment.
- Administered storage infrastructure via Dell EMC Unisphere platform
- Managed windows user and computer policies via Group Policy Management
- Managed computer, user objects, and groups via Active Directory
- Drove continuous improvement of IT governance processes.
- Completed reports detailing network and systems performance and downtime issues.
- Provisioned new software and hardware for use, following established security policies.
- Worked with users to determine areas of technology in need of improved usability.
- Served as subject matter expert on proposed technology purchases.
- Migrated data from legacy system to [Software](#) databases.
- Used Retina and HBSS to secure systems against STIG guidelines.
- Maintained current software licenses for computers and mobile devices.

Senior Systems Administrator/Engineer, 05/2016 to 12/2019

General Dynamics Information Technology – Al Udeid Air Base, Qatar

- Responsible for effective provisioning, installation/configuration, operation, and maintenance of servers (virtual and physical) hardware, software and related infrastructure
- Performed administration, support, and migration Microsoft Exchange Server 2010/2013
- Performed Citrix Administration; XenApp and XenDesktop
- Modified and implemented Group Policies. Assessed potential benefits of organizational change, conducting change management to weigh costs, risks, and outcomes related to adjustments in IT operational processes and system configurations.
- Performed regular audits of user and privilege accounts
- Monitored entire network infrastructure using SolarWinds
- Utilizes BMC Remedy ITSM ticketing tracking system
- Monitored and maintained server backups, restoration, archive using NetApp Snapcenter
- Utilized HBSS suite to detect security posture of all assets within organization
- Configured NETAPP ONTAP storage system; in addition, monitored and configured storage space volumes, aggregates, LUNS, policies. Responsible for working with our sales team to gather requirements from clients, scoping Active Directory 2008 and Exchange 2010 projects with the appropriate resources, time allocation, and budget, and producing statements of work that meet the client's requirements.
- Experience with digital senders and MFPs
- Configured and Engineered Cisco Unified Computing Systems Infrastructure
- Engineered VMware Vsphere Web Client, VMware Realize Operations, VMware Orchestrator, VMWare Esxi
- Implemented Knowledge Management and Disaster Recovery Plans
- Planned, implemented and integrated updated system-oriented projects
- Analyzed systems performance data to identify inefficiencies
- Conducted ACAS scans for vulnerability and risk assessment management

Systems Administrator, 12/2015 to 04/2016

IP Network Solutions – Camp Arifjan, Kuwait

- Performed necessary maintenance and monitoring to provide continuous network availability

security, server performance and availability of file/print, email and Internet services
Managed Active Directory privileges, access right and computer environment by using Group Policy

- Upgraded administrative tools and utilities on server
- Performed file server backups
- Determined and alleviated hardware, software and network issues
- Supported, configured, maintained and upgraded customer networks and in-house servers

Network and Computer Systems Administrator, 11/2014 to 12/2015

22nd Century Technologies – Bagram Air Field , Afghanistan

- Determined network and system requirements
- Maintained integrity of network, server deployment, and security
- Operated and maintained SNAP terminals, VSAT, and Quick Deploy units (auto/manual)
- Maintained network servers such as file servers, print servers
- Issued passwords, modified accounts, objects, and permissions via Active Directory

Systems Administrator, 12/2012 to 11/2014

ITT Exelis Corporation / Vectrus – Kandahar, Afghanistan

- Assigned file permissions, established and maintained user accounts, and established account and password policies; configured, installed, upgraded, tested, and maintained and supported operating system software in production environment
- Maintained and operated all areas of server administrations including Microsoft 200x, DHCP, DNS, WINS, Active Directory, Print Management, Group Policy, Event Viewer
- Administrated daily Outlook Web Access and Exchange Servers
- Reviewed performance logs and monitored system performance
- Troubleshooted and resolved system hardware, software and communications problems; created shell programs and utility scripts; performed configurations and adjustments to enhance database file capacity; performed automated and manual backup and restore processes
- Provided user support and conducted user software and hardware training to formulate technology solutions and ensured effective safeguarding and sharing of enterprise data
- Performed regular file archival and purge as necessary
- Provided user and Microsoft Exchange account maintenance as required
- Delivered reliable support for all server class systems

Information Technology Specialist, 03/2009 to 12/2012

The United States Army – Fort Gordon, GA

- Operated and maintained auxiliary equipment, power generators, Cisco switches, routers, modems, fiber optic ,and Category 5 Ethernet links, and end-user VOIP phones and laptops
- Maintained, configured, and installed security and communications software on military computer systems as well as printers
- Monitored, managed, and maintained Cisco Call Managers, on SIPR, NIPR, Centrix
- Network cabling modifying and installation to meet mission requirements

Education and Training:

Business Administration/Information Technology
Tennessee State University - Nashville, TN

Bachelor of Science: Cyber Security and Information Assurance, 2022
Western Governors University - Salt Lake City, UT

Information Technology Specialist: Information Technology Specialist, 2009
Signal School of Excellence For Information Technology - Fort Gordon, GA
(With Honors)

Skills

Ten years of IT experience: Windows XP/7/10,
Windows Server 2003/2008R2/2012R2/2016/2019
Datacenter,
Configuration Manager
Microsoft SCCM Server 2007/2012, Cisco UCS,
VMware vSphere/ESXI, SQL Management
Studio, NetApp, Quest Active Roles,
HBSS/ePolicyOrchestrator, ACAS, SolarWinds,
Outlook/Microsoft Exchange
2010/2013, PowerShell, Group Policy, IIS,
Registry, Microsoft Office, Active Directory,
VoIP, TCP/IP, DNS, DHCP,
Routing, Project Management, Disaster Recovery,
Knowledge Management, Citrix, Systems
Development,
SOW (Statement of work)
Systems Applications, Networking, Network
Operations. Personal strengths include:
outstanding customer service
skills, resolving technical issues, and educating
end-users, team player making significant
contributions to team
and individual success. In addition, excellent
client relations, and service based on outstanding
communication,
technical efficiency and problem-solving skills.

James W. – 4.2.11 Systems Administrator

Summary

At my core I am a technical expert. I absolutely love working in all realms of information technology and increasing efficiency/automation in every area that I can. Saving companies money follows in the wake of my path as a byproduct of efficiency. I specialize in identifying capability gaps or even building an IT infrastructure from the ground up in an office or field setting as well as information security. I have also gained an ability to translate the foreign language of IT to the business experts that want to know how what we are doing will benefit them.

I have proven experience working at the lowest level up to a Team Lead where I train other associates to achieve the same competencies. The most important thing to me as team lead was having a team where each associate could operate at the same level me. When I left my Army IT team in April 2022 the best award I received from them was no phone calls, no texts or emails asking for help. They didn't need it. That shows to me that I had done a good job teaching my competencies to those I was responsible for.

Qualifications:

- Secret Security Clearance
- CompTIA Security+ certified
- 5 years' experience of DoD information security protocols
- 3 ½ years of experience with RMF

Core Competencies:

- IT Support
- Help Desk Team Lead
- Physical Security
- Information Security
- Risk Mitigation
- Business Continuity Planning
- Network Infrastructure
- Server Administration
- DoD 8570.01 ISSO/M Competencies
- Lead Information Systems Security Officer

If you'd like to have your next expert on your team:

You can reach out to me on any medium

Email: jameswoods105@yahoo.com

Phone: (706) 716-2223

I'm available all day throughout the week as long as the sun is up.

Don't wait until your cyber front becomes an issue. Bring me on today and let's get ahead of the game together.

Experience



Lead Information Systems Security Officer

US Army

Jul 2019 - Present (3 years 1 month +)

- Perform regular audits of Information Systems (IS), including review of system audit logs, verification and maintenance of regular backups of the IS, and inventorying of IS components. Ensure that system recovery processes are monitored and tested. Perform patch management of all ISs.

- Ensured the implementation and maintenance of security controls in accordance with the Security Plan (SP) and DISA RMF policies as well as auditing subordinate unit's ISSOs.



Lead Systems Administrator

US Army

Jul 2020 - Present (2 years 1 month +)

- Performs repairs to computer hardware, software, and firmware, or makes changes to systems management software, to improve performance and eliminate problems.
- Engage in the performance management process such as performance reviews, daily feedback, and mentoring.
- Implements changes to the production environment as specified by user and/or management. Defines and adjusts downtime change management process.
- Evaluate new technology and bring opportunities forward that would improve the future server architecture, performance, and network services.



Information Technology Specialist

US Army

Feb 2017 - Present (5 years 6 months +)

Education



Southern New Hampshire University

Bachelor of Applied Science - BASc, Cybersecurity

Oct 2019 - Ongoing



North Georgia Technical College

Information Technology

2014 - 2015

Licenses & Certifications



CompTIA Security+ - CompTIA

Issued Jun 2019 - Expires Jun 2025

Skills

Security Plus • Information Assurance • Military Operations • Military Training • Cisco Systems Products • Risk Management • Business Continuity Planning • Information Technology Infrastructure • Staff Development

JOE H.



4.2.11 Systems Administrator

SUMMARY

Experienced technology professional, with over 20 years' experience in Linux and Windows Server systems, ITIL Best Practices, VM Systems Administration and Infrastructure Engineering. Skilled in an Agile/Scrum environment and Full SDLC processes and capable of providing quick, on target solutions. Project lead/participant on several deployments, software migrations, Patching, Cloud Platform configuration and enhancing business operations, including Data Migration. Progressive Application Development maintenance with experience using DEV Ops and Agile Methods and creating technical documentation. Solid in problem solving with a great reputation for productivity, integrity and professionalism.

EQUIPMENT AND TECHNOLOGIES SKILLS:

CLOUD, OS AND NETWORKING

MS Azure PaaS, Windows Server, AWS, RHEL 5-8, vSphere, vCenter, VMware-ESXi, SAN, VPN, Linux, CentOS, HP Unix, Windows MS Exchange, Active Directory, MYSQL, IIS, MS SBS, .Net Server, CGI, PHP, MS SQL, SSL, TLS, SMTP, HTTP, XML, TCP/IP, BIND, DNS, PCI, SOX Compliance.

PROFESSIONAL EXPERIENCE

Peraton / TEK Systems/ CDC - Atlanta, GA. 1/2022 – Present

Systems Administrator - DMB Tech – [Contract]

- Systems administration and engineering for CDC ETB systems and cdc.gov server sites and infrastructure. Web server support, search and intranet support and interaction with Infrastructure Services Branch (ISB).
- Maintaining the stability, security, and scalability of installed Windows and Linux systems. Configuring Windows and Linux servers and troubleshooting system and server errors. Reviewing system error logs and user-reported errors.
- Server system maintenance and support of CDC systems including SSL Server Certificate updates, creating Change Request tickets and MS Windows IIS configuration
- Communicating and Collaborating with IT Support organizations around firewall settings, web server configuration, and other tasks.
- Monitoring system uptime using solutions such as PRTG, SCOM and DMB monitoring. Monitoring performance including optimization of edge caching (Akamai).
- Executing cloud setup and migrations. Planning and integration of on-prem systems to MS Azure cloud platform

Stage Ten Technologies - Atlanta, GA. 1/2021 – 1/2022

Technical Manager and Web UI Administrator – [Contract]

- Managing multiple Technical media projects for various clients. Executing Project Plan Initiatives. Oversee production on web development for media projects and web application projects.

- Validation of front end JavaScript, CSS, json, PHP. Continuous Integration (CI) Continuous Delivery (CD) pipeline for web applications. Documentation of project charter updates and deliverables.
- Software provisioning and testing for web development and infrastructure support for client systems and DNS. Verify security protocols and compliance as defined in Project Charter and design documents.

SITA - Atlanta, GA. 8/2012 – 1/2021

Senior Infrastructure Engineer

- Infrastructure Engineer for Joint Application Development projects and infrastructure migration project to public and private cloud with contract developers. Liaise with development teams, engineers, project managers and stake holders to determine effort, feasibility, scheduling, and deliverability of customer facing applications and infrastructure. CI/CD lifecycle and UAT and OAT for Production and QA environments on over 1,800 vm's. Full SDLC. Migration of infrastructure on-prem systems to MS Azure cloud infrastructure.
- Provide management and input to application and build teams for Product lifecycle activities. Ensure communication of architectural designs for progress tracking' to all relevant parties. and provide support to development team (e.g. Security protocols, risk analysis, deployment, data migration, work break down structures etc.);
- Document and deliver formal, business requirements, project management plans and reports detailing project outcome of testing and PCI /ISO Compliance, SOX and security vulnerabilities, and make recommendations for acceptance of Application and Systems environments by operational teams.
- Hands on OS building and Server Monitoring (NGOSS, CA APM) vSphere and vCenter- VM Ware. Provide technical hands-on expertise where needed. Manage scope creep via agreed change request process to ensure Best Practices. Confirm compliance with Product Management procedures and best practices for SLA's.
- Focus on smooth transition of projects from Developmental to Production and complete lifecycle and therefore ensuring acceptance into the Production network for client use.

Visionary Marketing, Inc. - Atlanta, GA. 10/2009 – 8/2012

Systems Engineer - Technical Operations

- Management of multiple technical projects and project plans members for third party clients, relating to Infrastructure, network, cost center and CRM implementation. Creating software solutions for internal and external clients. Managed 4 direct reports over multiple solutions.
- Responsible for Project scope management and scope validation. Manage CRM and ERP applications and processes. Identified resources for each project and requirements for closing controls.
- Monitor network, hardware and software for optimum level functionality. Ensure prompt diagnosis of system issues. Assessment of resources for project and recommend agile methods for scope creep issues. Verify appropriate level of communication, prior to critical business related changes, which result in reduced production downtime.
- Create project and communications plans, Create action plan meeting schedules, Performed risk assessment based on controls established and project stage outcomes.

EDUCATION AND CERTIFICATIONS:

B.S. - Bachelor of Science in **Information Systems** - MCP2003, N+ Certified, MOUS, A+ Certified

ROBERT L.

4.2.11 SYSTEMS ADMINISTRATOR

IT professional and United States Navy Veteran; leveraging 5+ years of proven experience in systems operations and network analysis. Adept at leading teams of 20+ technicians in a dynamic, fast-paced environment. Possess a comprehensive background in installing and upgrading organizational hardware and host configuration protocols. Provided technical support to end-users on various issues and problems related to hardware and software malfunctions. Increased the network security of Chief Information Office units by managing risks and providing quality compliance. Career supported by various awards and training in Information Technology certificates.

- Multi-Site Operations
- Group Policy Management
- SharePoint Administration
- Applications and Systems
- Network Security
- Systems Administration
- Ticketing Systems
- Security Analyst
- Data Management

PROFESSIONAL EXPERIENCE

United States Navy

2021 - Present

Senior System Administrator / Infrastructure Engineer

Managed the planning, purchasing, and implementation of a variety of new IT systems and network upgrades. Assigned projects and plans, effectively communicating technical requirements and concepts to a team of 7 IT professionals and delegating tasks for day-to-day operations. Led a severely undermanned team of several technicians responsible for the cradle-to-grave life cycle including the constant movement, setup, tear down, troubleshooting, and security posture of seven classified mobile networks.

- Organized the logistics during the movement and set up of these networks in support of 8 field training events and 2 overseas deployments providing 98% uptime of secure internet connections to 200+ users at each site.
- Built comprehensive vulnerability remediation plans and system upgrades to keep all devices and programs up to date with the Department of Defense's (DoD) Information Assurance (IA) requirements.
- Completed numerous hotfixes, software patches, and firmware upgrades on the networks composed of Windows/Linux VMs, 20+VLANs, Cisco Routers/Switches, Cisco VoIP's, Printers, Video Teleconference suites, and laptops; implemented weekly briefings and insights to superiors on the status of each network's capability and security status.
- Managed the accreditation, data flow architecture, intelligence structure, and logistics capabilities; led the team through over 10 deployments of networks to enable the organization to operate in austere environments; organized and planned for deployment of over 40 servers and 800 computers; maintained accountability for over \$12M of technology.
- Created standardized reporting measures for breaches in information security; synchronized multiple efforts related to system requirements for operational testing and Science and Technology experimentation objectives.

Information System Security Officer

2020 - Present

Managed information security for Navy and Marine Corps Intranet, outside the Continental United States Navy Enterprise Network as well as seven classified mobile networks. Revamped information security programs and procedures for MSRON 4 as new requirements were established. Provided in-depth training to all junior IAOs and organization-wide training to over 400 users on the security requirements throughout the various classifications of networks to avoid any violations or bad practices.

- Developed vulnerability remediation plans for System Admins using Vulnerability Remediation Asset Manager and ensured information systems can operate within Department of Defense Information Assurance requirements.
- Revitalized standardized account management processes and procedures vetting user and administrative access to our networks more efficiently; established and developed procedures for sanitization and disposition of DoD-sensitive automated information system components and media generated within secure compartmented information facilities.
- Initiated contact with internal and external sites for tracking, managing, and remediating security incidents; prepared MSRON 4 for Navy Expeditionary Combat Command to conduct their Expeditionary Cyber Security Inspection; managed the Security Technical Implementation Guides (STIGs) for both cyber and traditional security before the audit. MSRON 4 received a passing score of 86%, well above the Navy-wide average.
- Coordinated cyber requirements between 3 organizations and delivered reports on the status of 9 different networks; developed a work center training program in collaboration with subject matter experts on technical skills and best practices required to perform day-to-day activities adequately.

SharePoint Web Administrator/ Designer

2020 - Present

Designed 2 MSRON 4 SharePoint sites to increase workflow and data sharing between the 12 departments throughout the organization. Created a trouble ticketing system to organize IT service desk requests, cutting customer service response times by 80%. Curated automatic document routing and email notification processes for the administrative and IT departments to provide better customer service.

- Established groups and set permissions for over 300 users throughout the web pages to allow for confidentiality between departments where necessary; configured site collections, managed user permissions and access, set up security policies, and monitored system performance.
- Designed site layouts, created custom page templates, and implemented branding elements such as logos, color schemes, and fonts; created document libraries, lists, and content types, as well as configured metadata and information architecture to improve searchability and navigation.
- Integrated SharePoint with other systems and applications to streamline workflows and enhance collaboration; involved integrating SharePoint with Microsoft Office applications, email systems, or third-party tools for enhanced functionality.
- Performed regular maintenance tasks to ensure SharePoint sites are functioning optimally; monitored site performance, troubleshooting issues, applying software updates and patches, and backing up data to ensure data integrity and disaster recovery.

System Administrator

2019 - 2021

Implemented and maintained password controls and procedures for user and administrative accounts throughout the domain. Maintained and troubleshooted connectivity of 16 Virtual Machines (10 Windows, 6 Linux) for each mobile network. Configured and ran scans using ACAS, sent them to our ISSOs for upload into VRAM, then remediated any vulnerabilities by DOD IA requirements.

- Briefed users on security policies and procedures before the first use of the networks; mentored junior system administrators on the architecture, software, troubleshooting process, scan remediations, and recurring maintenance.
- Installed and configured various network devices. (e.g. routers, switches, firewalls, VoIP's, printers); performed network maintenance to include firmware upgrades, hotfixes, vulnerability patches, and any other system upgrades necessary.
- Built out a case-by-case network topology for each mobile network before deploying them to a site; set up and configured computer systems, servers, and network infrastructure; installed operating systems, software applications, and necessary drivers, ensuring compatibility and optimal performance.
- Monitored system performance, including server and network performance, to identify and resolve any issues that may affect system availability and responsiveness; optimized system configurations, adjust resource allocations, and implement performance tuning techniques.
- Created and managed user accounts and access permissions for employees or system users; handled user authentication, password management, and ensured proper access controls are in place to protect sensitive data and resources.

EDUCATION | CERTIFICATIONS

Information Systems Technician System Administration | 2018

Active Directory
CISCO Routers & Routing Basics
CompTIA Security+ Course
Exchange Server
Network Administration
Server Administration

Information Systems Technician Class "A" | 2018

CompTIA A+ Course
CISCO Network Fundamentals
Information Technology Essentials
Server Administration

United States Military Apprenticeship Program (Usmap) Certifications

4000hrs Radio Operator/Maintainer | 2023
4000hrs Internetworking Technician | 2022
2000hrs Computer Operator | 2020

NOTABLE AWARDS

Navy & Marine Corps Achievement Medal (4)

TECHNICAL COMPETENCIES

Windows Server 2016/2012, Windows 10/7/XP, Red Hat Enterprise Linux, VMware vSphere (ESXi), Domain Controller, Virtual Controller, Active Directory, DNS, DHCP, GPOs, WSUS, MS SQL Server, Microsoft E-Mail Server (OWA, ESG, Mail), Host Based Security System (HBSS) McAfee ePolicy Orchestrator, Assured Compliance Assessment Solution System (ACAS), Vulnerability Remediation Asset Manager (VRAM), MS SharePoint, MS System Configuration Control Manager (SCCM), Ansible, Tenable, Splunk, WhatsUp Gold, PUMA, Cisco Unified Call Manager (CUCM), VoIP, SVoIP, FortiGate Firewall, Palo Alto Firewall, MS Ocs Pro. HP Device Manager, QNAP, NUTANIX, Cisco Switches/Routers, Simple Key Loaders (SKL), Tactical Key Loaders (TKL), KG250x

Reference for Robert L.

U.S. Navy

Reference by: Dane Randall • Master Chief Petty Officer

Position: Master Chief Petty Officer

Relationship: Manager

Rehire: Yes

Duration: 1-3 years

Job Duties & Technologies:

Network security was a big role of his. We have 7 different enclaves. When he left he was our team lead essentially and trained up our junior sailors. He worked with network scans, applied new security patches and did SharePoint on the side. Anything from the network admin side of the house really all the way to systems. We have a mobile network that we bring up from scratch. He touched Microsoft exchange, VTC (video conferencing). He is the most reliable guy I would go to.

Work Load:

He met all deadlines. If he wasn't going to meet it he would communicate his reason why and get a proper extension.

Quality of Work:

Quality of his work was easily a 10/10.

Initiative:

He definitely takes initiative.

Cooperation/Communication:

I would say 10/10 also. I said it before but I leaned on him to train the younger guys coming in.

Attendance/Reliability:

No issues at all.

Non-Technical Skills:

I can't say enough about him. He is a great guy to talk to. I had no problem communicating with him back and forth no matter what the topic might be. He is a respectful guy.

Strengths:

I would say communication. And as a tech, he wouldn't let anything defeat him. If something wasn't working he would research it until it was resolved.

Additional Information & Comments:

I had people more senior to him that held leadership roles and even though he was junior, I gave him the senior responsibilities because I was so confident in him.

Reference for Robert L.

U.S. Navy

Reference by: Jesse Moreno • Information Systems Technician

Position: Information Systems Technician

Relationship: Manager

Rehire: Yes

Duration: 1-3 years

Job Duties & Technologies:

He was essentially a lead admin, and he worked with firewalls, routers, servers, VMware, Windows server 2016 and higher. He also worked with vCenter, RHEL 8, and again definitely some Cisco route and switches.

Work Load:

Again, he served basically as a leading petty officer and he knows how to delegate work and knows who to go to and when.

Quality of Work:

It is good. He is an outstanding worker and he is even good with SharePoint as well. To me his work ethic is really good as well as the work product.

Initiative:

Very much so, yes. If I were to task him with something, he was already tracking it or knew it was coming.

Cooperation/Communication:

I would say they are pretty outstanding. Email or writing, they are great and what I expect someone to be doing at his paygrade. He is also very task oriented and hits his deadlines.

Attendance/Reliability:

Absolutely no issues with him.

Non-Technical Skills:

Interpersonally he is great with customer service or tasking/admin duties. He is well spoken and well versed. He is your average guy who is easy to relate to.

Strengths:

His ability to multitask and handling pressure. We are tasked with a lot of moving parts and he is good at juggling many things at once.

Additional Information & Comments:

He is a solid guy with great character. It was a loss for the Navy when he got out but I wish him the best and hope he excels in civilian life.

TYRIQUE L.

4.2.11 SYSTEMS ADMINISTRATOR

Targeting Information Technology Positions

ECPI University graduate with a Bachelor's degree in Computer and Information Sciences. Consistently recognized for technical troubleshooting skills used to resolve challenging technical issues rapidly and cost-effectively. Quick learner with the ability to master new technology. Equally successful in both team and self-directed settings and proficient in a range of computer systems, languages, tools and testing methodologies.

Certifications

- **CompTIA:** Network +, A+, Windows +
- **New River Community College:** Information Security Certification, Security +

Technology Summary

- **Systems:** Hyper-V (Azure), VMware, Meraki Dashboard, Proofpoint, Ubuntu, SIEM Stack, Linux, UNIX, Windows 11, Windows 10, Windows 8, Windows 9X/NT/2000/XP/2K3, Windows 7, Mac OS, AS400
- **Databases:** Oracle, AS 400, Client Access +, SQL
- **Languages:** Visual Basic, HTML, CSS, Java
- **Software:** MS Project, MS Visio, MS Office, Linux, Proofpoint, IBM database software, Meraki, SQL Server

Work Experience

Desktop Support/Server Administrator

2020 – Present

Fleetmaster Express, Roanoke, VA

- Database super user in the IBM AS400 system and Client Access +
- Responsible for spinning up physical and virtual machines using a Ubuntu operating system
- Hands on experience within Windows 7-10 environments including daily maintenance and oversight of servers

- Assisted in migrating the IBM AS400 system to a cloud-based SaaS environment (Client Access +) which includes emails, network drives, folders, and their entire workstations
- Provide helpdesk tickets which include updates, personal networking issues, hardware issues, permissions assignments, inheritance issues, database issues, and issues with vendors
- Investigate issues, find the root causes and solve solutions to these issues

Education

ECPI University

April 2023

Bachelor of Science in Computer Information Science
Concentration in Cyber Security and Digital Forensics

- GPA: 3.8/4.0

Key Coursework:

- Advanced Cyber Security
- Digital Forensics
- Server Management
- Database Management
- Advanced Networking
- Analysis Recovery

New River Community College

May 2020

Associate in Cybersecurity
Concentration in Computer Information Networking

- GPA: 3.5/4.0
- Employed with College Studies to provide networking and desktop support, and performed mainframe and account maintenance tasks
 - ❖ **Earned commendations for teamwork, flexibility, and work excellence in providing IT support**

Available for Relocation & Travel
References Available Upon Request

Experienced I.T. Project Management Professional (PMP) providing project and program leadership and deliverables from conception to completion. Proven track record of on-time, on-budget work. Core competencies include team leadership, business, technical and marketing communications, research, analysis and risk and change management.

Arrow Electronics, Remote

2021 - 2022

Documentation Project Manager, Advanced Intelligence Services

- Conceptualized, researched, and authored documentation for Arrow’s products and services.
- Translated complex concepts into user friendly, concise instructions using both written and visual aids using MS Word and MS Visio.
- Partnered with management to initiate and lead development of the group's direction, providing input on resource planning, schedules and strategies.

Cisco Systems, Research Triangle Park, NC

2017 - 2020

Business Operations Manager, Transparency and Trust

- Developed and managed the global processes, policies and procedures for handling requests from government agencies for various types of customer data created through Cisco Services.
- Partnered with Cisco Legal and Engineering to develop and manage global processes, policies and procedures for handling Electronic Surveillance and Lawful Interception feature requests and inquiries from law enforcement, government agencies and internal personnel regarding legalities and functionality.
- Authored a suite of international playbooks, operations guides, taxonomies, Visio maps, live presentations, FAQs and other materials for both internal and external use.
- Managed the integration, change management, communications and risk management plans by collaborating with numerous cross-functional partners including Legal, Government Affairs, Data Privacy, Engineering and Marketing.
- Partnered with Data Protection and Privacy group to develop and maintain a cohesive set of standards and procedures across the various functions.
- Developed the format for reporting government data request transparency metrics and created all content related to the Transparency Report section on Cisco’s Trust Center.

2015 - 2017

Program Manager, Video Security Software Solutions

- Researched, analyzed and reported on cybersecurity threats related to Cisco video clients in Pay TV, Over the Top (OTT) video and Amazon Web Services (AWS).
- Developed thought-leadership white papers and other collateral on the current and future state of the Internet of Things (IoT), including connected cars and connected homes.
- Leveraged advanced training in Open Source Intelligence (OSINT) and Social Engineering to develop analysis reports, metrics and presentations on cybersecurity threats including methods and remedies.
- Developed cybersecurity threat profiles to identify the source of hacks and hacker motivations.
- Invited to speak on an IoT security panel at the Connected Security Expo at ISC West with executives from Symantec and Underwriters Labs (UL).

2013-2015

Project Manager, Customer and Partner Assurance

- Established Big Data analysis process related to customer sentiment through social media listening.
- Managed detailed retrieval, analysis, and reporting of social media comments and developed action plans for addressing challenges in areas like Entitlement, Documentation, Certifications, and Digital Content.
- Managed a project with Learning@Cisco resulting in a savings of over \$2M annually by identifying grey market web sites and users that were exposing Cisco certification exam items.
- Developed detailed metrics related to Cisco’s end user documentation used to identify customer pain points resulting in a 3% increase in call deflection metrics and over \$500K of savings to technical support during FY14.
- Invited to speak at the TSIA Best Practices and Service Transformations conferences.

2010 – 2013

Program Manager, Certification Exams

- Managed Cisco professional certification exams related to Security and Service Provider verticals.
- Responsible for the validation, relevance, quality and functionality of certification assessments.
- Managed global cross-functional and virtual working teams through the process of assessment design, development, delivery, and evaluation.
- Facilitated and managed job task analysis (JTA) and job role analysis (JRA) workshops with internal subject matter experts (SMEs) and led external customer engagements for use in exam and course ware design development.
- Improved customer satisfaction from 4.11 to 4.46 in less than two years.
- Increased number of complex performance-based items by 20% in one year.
- Led the Cisco Security Exam ANSI audit project structure and developed the documentation needed to obtain ANSI certification.
- Invited to speak at Cisco Live to present Security exam breakout session.

Skills

- Analytical thinker and innovator
- Complex problem solver
- Persuasive negotiator
- Cross-functional relationship and consensus builder
- Expert content developer
- Microsoft Office
- Microsoft Project
- Microsoft Visio
- Project Management Body of Knowledge (PMBok)

Education

State University of New York College at Buffalo

- BA in Journalism, Broadcasting and Speech

George Washington University

- Master's Certificate, Project Management

Kelly O.

4.2.12 Technical Writer

Technical Experience

Adobe Acrobat, FrameMaker, and RoboHelp	Planview	MS Teams
Atlassian JIRA and Confluence	Rally	Zoom
MadCap Flare and Capture	SnagIt	
Microsoft suite including Excel, PowerPoint, Visio, and Word	Azure DevOps	

Technical Writer with a broad writing background including administrative, user, installation, and reference guides, online help, release notes, product update guides, policy and procedure documents, trade show and corporate presentations, templates and style guides.

Education

B.A., University of Northern Colorado. Journalism/Mass Communications major, Psychology minor.

Professional Experience

Catena Solutions, LLC, Remote • September 2023 – February 2024

Contract Technical Writer

- Updated user workflow guides (SOPs) for a customized mortgage software application to include new features and to ensure a consistent editorial voice across documents. Included heavy coordination with subject matter experts and compliance officers to set up information gathering and review cycles.

Summit Tech Partners, LLC, Remote • February 2023 – May 2023

Contract Technical Writer – Client: BlueCross BlueShield

- Created disaster recovery documentation for a customized PlanView system.

e2open, LLC, Remote • March 2022 – December 2022

Technical Writer - e2open acquired Logistyx in Spring 2022

- Working with subject matter experts and product managers, generated documentation deliverables for three verticals within a large shipping software system.
- Using a combination of Confluence, Microsoft products, and Elementor, produce quarterly documentation deliverables including release notes, help and configuration guides, PowerPoint presentations, and deep-dive videos for each product during the release cycle.

Logistyx Technologies LLC, Rolling Meadows, IL • April 2019 – March 2022

Technical Writer

- Working with the product marketing team, responsible for documentation deliverables associated with the release of parcel shipping software.
- Documentation deliverables includes release notes, API guide, user guides, and documentation template creation.
- Created internal and external support documents, templates, and style guides.

TEKsystems, Inc., Chicago, IL • January 2019 – April 2019

Contract Technical Writer – Client: Logistyx Technologies

- Created documentation deliverables for parcel shipping software. This position became permanent.

American Medical Association, Chicago, IL • January 2018 – July 2018*Technical Documentation Specialist*

- Working on a sprint team, responsible for documentation deliverables associated with the first release of the AMA's Integrated Health Model Initiative (IHMI) Self-measured Blood Pressure Using a Wireless Device deliverable.
- Acted as a judge for an internal product Google Challenge.

LifeWatch Services, Inc., Rosemont, IL • December 2016 – January 2018*Senior Technical Writer*

- Supported several sprint teams documentation deliverables and was responsible for creating release notes, user and administrative guides for remote diagnostic cardiac monitoring devices.
- Coordinated document reviews to comply with FDA quality system regulations and ISO standards.
- Created support documents for internal software and infrastructure team functions.
- Converted FrameMaker documents to MadCap Flare.

Beacon Hill Staffing Group, LLC, Chicago, IL • August 2016 – December 2016*Contract Technical Writer – Client: American Medical Association*

- Created a user guide for a Drupal content management system customization. The intended audience for this document was non-technical users responsible for updating the AMA's website with fresh content.

Prestige Staffing Solutions, Inc., Chicago, IL • January 2016 – July 2016*Contract Technical Writer – Client: HERE Technologies*

- Converted FrameMaker documents to MadCap Flare to support a larger deliverable that allowed internal and external clients to use a custom online interface to access and update product specification information. The online interface replaced quarterly generated PDF-based targets.

Picis Clinical Solutions, Inc., Rosemont, IL • May 2004 – December 2015*Senior Technical Writer*

- Working as part of a sprint team, responsible for creating and maintaining 50+ documents for a web-based Emergency Department software application. Products produced for each release include end user and system administrator guides, product update guide, release notes, interface specifications, and online help.
- Updated and maintained a project plan for each release that details all deliverables and resources necessary for the upcoming release. Worked in tandem with product marketing and project management to keep projects on schedule and to plan resource time for SME interviews and reviews.
- Coordinated document reviews to comply with FDA quality system regulations and ISO standards. Maintained review records for audit.

Community Involvement**Evanston Animal Shelter, Evanston, IL • 2005 – Present***Dog Volunteer/Kennel Captain*

- Volunteer dog walker/care giver for the shelter. Duties include supervising a crew of 10+ volunteers one night a week, walking, feeding, cleaning, training, and medicating dogs, ensuring the safety of fellow volunteers by applying the safety rules, participating in fund raising events, training new volunteers, making friends and having fun with both the volunteers and the animals.

Kimberly W. – 4.2.12 Technical Writer

Information Technology graduate student with undergraduate degrees in Psychology and Political Science, and more than 18 years of research and employment experience focused on Medicaid, Medicare, public assistance programs, home health, and Kentucky emergency care and healthcare facilities.

Qualifications Summary

Interpersonal communication	Outside of the box thinking	Statistical analysis
Resolve complex situations	Project Lifecycle	Team-oriented
Attention to detail	Organizational leadership	System Analysis, design and testing

Education

M.S. – Information Technology – Database Administration Anticipated Graduation 2023
Florida Institute of Technology, Tampa, FL

B.A. – Political Science
Graduated 2017
Eastern Kentucky University, Richmond, KY

B.S. – General Psychology
Graduated 2014
Eastern Kentucky University, Richmond, KY

Work Experience

Maintenance & Operations (M&O) Trainer & Scripts Writer March 2023 – November 2023
TEKsystems – subcontractor to Deloitte Consulting Frankfort, KY

- Created and updated documentation for the kynect Worker Portal/IEES (Integrated Eligibility Enrollment System) Online Help portal for KY Families Accessing Services through Technology (FAST), Medicaid, Transition to Medicare, SNAP, P-EBT, and KTAP.
- Developed training material for monthly IEES system enhancements.
- Supported/performed updates to existing materials such as User Manuals, Quick Reference Guides (QRGs), Fact Sheets, Micro Videos, Online Help, and Communications.
- Presented newly created and/or updated materials to necessary stakeholders.

Technical Writer/Business Analyst January 2021 – December 2022
TEKsystems - Deloitte Frankfort, KY

- Supported the implementation and adoption of the Commonwealth of Kentucky's one-stop public assistance program benefits (ex., Medicaid/Spend down, nutritional, childcare) resource engine that can impact 4 million Kentuckians for a large group of end users and their navigational needs by creating training and communication materials

- Led the research, end-to-end development and delivery of all User Manual material including 1200+ pages of training materials, communications, detailed design document (DDD) review, and web-based training sessions which led to effectively teaching over 1600 end users to use various system functionalities to reduce benefit denial/approval errors and application processing time, increase efficiency, and improve system user friendliness
- Provided ongoing maintenance of client review cycle, and incorporation of client feedback
- Owned and maintained relationships with the account's internal functional technical system developers and client leads to ensure the accuracy of all User Manual system information, training materials and to confirm that client needs are addressed

Trainer/Policy Expert

June 2020 – October 2020

TEKsystems - Deloitte

Frankfort, KY

- Led and supported tasks on engagements related to Medicaid waiver management application (MWMA) user role assignments, learning and development (L&D), and communications for 1300+ state employee staff members
- Spearheaded the creation and delivery of project training work plans, training curriculum, training resource materials, and weekly client reporting detailing project performance
- Injected analytic rigor into the decision-making process by utilizing expertise in case management, home health, and Medicaid, effectively diagnosing and resolving client issues and maintaining the project scope
- Consulted and recommended strategic solutions for marketing training programs to incident management agents statewide
- Developed and edited +20 video files through the Vyond Animation Software Tool, YouTube studio, and SnagIt Editor to ensure accurate run times, synchronization of audio and video, optimized audio quality, and blurring of confidential data to teach Commonwealth of Kentucky public assistance staff members updated navigation and functionality of the MWMA system, and best practices when initiating, processing, and calculating benefits for applicants.
- Developed, evaluated, and maintained efficient and effective incident management (IM) training programs for IM eligibility staff and delivered 6 online training classes for 350+ attendees
- Led 4 teach back sessions for training session participants for them to practice skills and receive meaningful timely feedback through instructor-to-peer video assessment and coaching
- Established cross-functional alignment across Professional Services, Technical, and Development teams to create accurate training manuals, instructional video content, and case scenarios for IM workers

OA Senior Analyst

January 2020 – June 2020

Rawlings Group

LaGrange, KY

- Coordinated between internal and client correspondences to correct overpaid claims and compliance audits
- Owned the end-to-end submission process of overpaid claims, including file submission monitoring, maintaining response files from clients, adjusting rejected claims, and resolving submission issues
- Generated reports of the claim overpayment, rejection, and timely filing process for senior management

- Utilized expert knowledge of audit processes, and rules pertaining to claim processing, monetary recovery, and primacy to successfully reconcile claim inventory between Rawlings and various client systems

Syndromic Surveillance Business Analyst

December 2018 – September 2019

TEKsystems – Kentucky Health Information Exchange

Frankfort, KY

- Managed coordination with +20 targeted hospitals to resolve non-technical barriers, successfully enabling hospitals to share and view critical health information with the Kentucky Health Information Exchange
- Assisted with the implementation of improved data capturing practices
- Spearheaded the development of individual hospital workplans to address facility-level barriers and establish quality data connections to submit critical health data to the syndromic surveillance system
- Coordinated with clinical staff to understand data coding for various electronic health record (EHR) systems
- Developed and delivered training materials and training sessions to teach +35 hospitals on the Electronic Surveillance System for the Early Notification of Community-Based Epidemics (ESSENCE), a health surveillance system that uses advanced analytics and visualization to detect anomalies in traditional and nontraditional public health data to alert public health of outbreaks and monitor consequences of severe weather, local/regional/national virus transmission paths, and other events of concern
- Evaluated and improved the effectiveness of intake processes for Kentucky emergency departments

Public Health Consultant

January 2018 – June 2018

TEKsystems - BerryDunn

Charleston, WV

- Provided subject matter expertise and simultaneously consulted client leadership for multiple projects related to justice-involved recovery housing, programs for individuals involved in the federal criminal justice system with substance abuse problems, and criminal justice cost analysis
- Assessed state SNAP and WIC policies against surrounding states and pitched changes for better service establishment for the general population, immigrants/refugees, students, and the recently incarcerated
- Created and delivered content such as presentations, radio/television/telephonic commercials, surveys, Medicaid member packets, emergency service providers (EMS) frequently asked questions (FAQs), and substance use disorder (SUD) provider FAQs to support a large Health and Human Services (HHS) business process improvement project throughout West Virginia's rural health communities

Home Health Care Manager

July 2017 –

January 2018

Independent Consultant

Louisville, KY

- Developed and delivered training curriculum on Medicaid waiver management application (MWMA) system
- Served as a Medicaid policy Subject Matter Expert to create deliverable content

- Managed and hired 23 home health aides and developed onboarding processes by creating and implementing new hire protocols and rates of pay determinations and delivering classroom policies and procedures training
- Oversaw clinical and clerical staff, coordinated care, reinforced policies and expectations, and ensured a positive patient experience

Trainer/Policy Consultant

January 2017 – July 2017

TEKsystems - Deloitte

Frankfort, KY

- Owned development and delivery of the training curriculum for the Medicaid Waiver Program of the Kentucky Integrated Eligibility System and Medicaid waiver management application (MWMA) system
- Supported software development and systems integration and performed quality assurance testing
- Developed Medicaid payment reform strategies and provided business and systems expertise for various Medicaid Management Information Systems
- Spearheaded research and identified policy and waiver changes in other states to pitch leading industry health reform practices to client leadership
- Supported project management and the development of a streamlined process for new hire onboarding
- Served as a client relations liaison and performed extensive travel to provide site support throughout the state of Kentucky to various case management agencies
- Led 10 trainers to improve performance in the training environment and instructor-led field training sessions

Supplementary Experience

Medicaid Eligibility	Eligibility and Enrollment	Advising
Medicaid Managed Care	Technical Writing	Case Management
Insurance (Licensed Health Agent)	Requirements Gathering	Insurance Claims/Processing

Program Knowledge

• Medicaid Waiver Management Application (MWMA) • Vyond • Microsoft Office Tools (Word, Excel, Project, Visio, Powerpoint, Access, Works) • Caliber • CRM (Oracle, Salesforce) • EMR (EPIC) • Citrix • PassportOneSource • SPSS • Benefind • Skype for Business • SurveyMonkey • Trello • Kronos • ESSENCE • Caliber • Epitomax • Spark • BioSense • Medicaid Management Information System (MMIS) • Beacon • Meditech • KyNect • UAT testing • OneNote • SnagIt • Knowledgelink • ProCite • CareLink • 7Edit • SMART • RUMBA • Slack • PCMS • RQMS • SQL • SRS

Reference for Kimberly W.



Waiver authorization Manager at Almost Family

Reference by: LaTonje Shelton • Case Manager

Date employed: Sep 2015 - Jun 2016

Position: Case Manager

Rehire: Unable to Provide

Email: leshe01@gmail.com

Mobile: (502) 767-4880

Job Duties & Technologies:

Verify authorizations and PAs for waiver clients after they were submitted by the Clinical Managers. She kept track of problems, upload information to Frankfort and talk to them about the problems that occurred. Verified insurance.

Project Description:

Almost Family is a provider for the waiver programs. Caretenders is the sister of Almost Family. Almost Family handled just Medicaid. Worked off Caretenders license to handle that side, while Caretenders worked with Medicare.

Work Load:

Yes because of her efficiency and her capability to get things done by the end of the day.

Performance & Ability:

When Kimberly came in, it was a big backlog. She cleaned it all up and is very efficient at what she does. She worked with Model Waiver 2, HCB, and EPDST.

Attendance/Reliability:

No issues of her attendance. She was always on time and she was always prepared for meetings. She was great.

Cultural Environment:

She had everybody's work. Everyone turned their work in to her. She had the whole case load from Owensboro, Louisville, and NKY so she did a lot of collaboration with people.

Non-Technical Skills:

Very professional. She was great with her communication and had to be good with her organization and keeping on top of things in order to be as efficient as she was.

Strengths:

Her top strengths would be that she is task-oriented, she is efficient with communication to the team, and her time organization is great. No areas of improvement that stand out.

Reference for Kimberly W.



Analyst at Deloitte

Reference by: Eugene Seals

Date employed: Jan 2017 - Jul 2017

Rehire: Unable to Provide

Work: (502) 319-3821

Job Duties & Technologies:

Kimberly's daily duties included working with the Medicaid waiver management application systems and learn different parts of the system to identify any gaps. She had to research different sites on a daily basis and stay update with changes or fixes on the sites. Kimberly would attend meetings and make sure all clients were updated with current information.

Project Description:

The project at Deloitte involved working with the Medicaid waiver management application. Eugene said that had to do a lot of program solving and diagnosis of the systems. Kimberly was responsible for identifying gaps within the systems and documenting the gaps.

Work Load:

Yes, absolutely.

Performance & Ability:

Kimberly's technical knowledge and ability to perform the job is excellent. She was responsible for a lot of the billing and was one of the stronger people on the team to do the billing. She is also very knowledgeable with Medicaid. Eugene said they used excel on a daily basis and did a lot with excel spreadsheets and data collection on the spreadsheet. Kimberly would go in and document the problems they had with different programs. The team was required to meet certain requirements and would have a checklist for the requirements. Eugene said she was excellent with her documentation.

Attendance/Reliability:

Excellent.

Cultural Environment:

Eugene said everyone on the team went through a lot of Medicaid Waiver sites and would do research and case management analysts.

Non-Technical Skills:

Her communication skills were always excellent. She interacted with everyone on the team.

Strengths:

Her biggest strengths are with Medicaid, billing, and problem solving. Eugene also said she is very detailed orientated and excellent with excel.

Additional Information & Comments:

I talked to him about the opportunity and he said it would be perfect for her because this is what she did every single day in excel. She would have to identify gaps that were on the spreadsheet. Kimberly utilized excel very heavily in her role.

Reference for Kimberly W.



Point of Service Representative at Firstsource

Reference by: Stephanie Miller

Date employed: Jun 2011 - Dec 2015

Rehire: Unable to Provide

Mobile: (502) 807-9578

Home: (502) 807-9578

Job Duties & Technologies:

Kimberly worked in the ER and collected copays, billing, etc for insurance. She was one of the trainers for new hires. Her daily job was to collect copays, work on an excel spreadsheet, pull up any verification of insurance at the time of service.

Project Description:

Firstsource does collections, billing for facilities and hospitals. Assist in helping patients obtain medical coverage, financial assistance and social services benefits such as housing and help in paying utilities.

Work Load:

Yes, I would. It was a money issue as to why she left and her hands were tied. She could only get so much of a raise, but if I could give her what she wanted financially, I would take her back in a heartbeat.

Performance & Ability:

She is very knowledgeable of insurance and Medicaid. She worked a lot with the waiver programs. She was an excellent performer. It is hard to do hospital collections because you go up to people in the ER and explain to them why they owe \$900. It is not a fun job.

Attendance/Reliability:

She was always on time, her work was always on time and always correct. She is a mother and has a lot going on outside of work, but she never let that affect her work.

Cultural Environment:

There were 12 people on the team. Everyone was out on their won. There are two employees at each hospital, one day shift and one night shift. Kimberly was one of two people who could work at any hospital they covered. She was one of the primary people and top collectors at all times. She could float to any facility. Not everyone had that ability, but she was very reliable.

Non-Technical Skills:

To be able to explain all of this to someone, that takes a skill very few people have. She is a great team player and she is very dependable. Stephanie has 3 out of 15 people she can say this to and Kimberly is certainly one of them.

Strengths:

Her top strengths would be her communication and dependability. She is one of the best employees I have ever had. I cannot think of any areas of improvement. Most people I can, but not Kimberly.

Additional Information & Comments:

Kimberly is very ambitious and she wants to be somewhere that she can grow and move up. She would be awesome to have in an organization that can provide her that.

Michael W.

4.2.12 Technical Writer

PROFESSIONAL BUSINESS & TECHNICAL WRITER

Over 25 years of experience with business and technical writing projects across various industries, including IT, software development, telecommunications, retail, financial services, non-profit, manufacturing, medical, and many more. Michael is familiar with every part of the writing process, including generating creative content, writing, interviewing Subject Matter Experts (SMEs), translating complex technical information into clear, easy-to-understand documentation, editing and proofreading, establishing documentation standards, content management, and version control, and print and online publishing.

Core Competencies

B2B Copywriting ▪ SEO Keyword Research ▪ Technical Writing ▪ Proposal Writing ▪ Social Media Management ▪
SEO Optimized Copywriting ▪ Documentation Project Management ▪ Content Marketing ▪ Document Layout & Design ▪
Training & Presentation Skills ▪ Business Process Analysis & Improvement ▪ Blog & eNewsletter Content ▪ Case Studies ▪
White Papers ▪ Business Profiles ▪ Training Materials ▪ Software Documentation ▪ Online Help ▪ Standard Operating Procedures ▪
Technical Manuals ▪ Press Releases

Work Experience

TEKsystems – Columbus, OH (*Client: American Electric Power*)

Jul 2021 – October 2023

Technical Writer

Provide organization and documentation support for the Identity and Access Management team in AEP's Security group.

- Create documentation templates for user guides, reference materials, runbooks, business process diagrams, and other assignments as needed.
- Support a high-visibility effort to improve internal certification reviews by creating user guides, process diagrams, and runbooks to improve regulatory compliance within the organization.
- Produce process diagrams for undocumented business processes to identify gaps and possible automation opportunities
- Served as a Temporary Project Manager documenting software requirements for new remote access lifecycle management tool software and coordinated with external vendors and AEP staff.

Agility Partners – Columbus, OH (*Client: Cardinal Health*)

Mar 2021 – Jul 2021

Technical Writer

Temporary assignment to help the IT Infrastructure team re-organize and develop their Confluence site, reviewing, assessing, and determining the next actions for hundreds of documents. Set up documentation templates and standards for the group moving forward.

Search Marketing Resource (*Jenesis Software – Elon, NC [Remote]*)

Nov 2016 – Present

Senior Search Marketing Manager

Manage search marketing programs for over a dozen B2B and B2C clients spanning various industries such as industrial manufacturing, law firms, medical practices, retail sales, construction, landscaping, and many more.

- Write SEO-optimized copy for new and existing websites.
- Managed SEO programs that doubled organic website traffic (on average) for each client.
- Provide keyword research for SEO and optimize client web pages for SEO.
- Research, create, optimize, and post original blog content, press releases, YouTube videos, and more for client websites.
- Create, schedule, and manage content for client social media accounts (Facebook, Twitter, Google My Business, Pinterest & Instagram).

Michael W.

4.2.12 Technical Writer

TEKsystems – Columbus, OH (*Client: American Chemical Society*)

Jun 2017 – Nov 2017

Technical Writer

Provided organization and documentation support for the Publishing Technology group, an IT applications team supporting technology and business processes to support the publication of over 70 scientific journals, generating over 400K pages of content annually.

- Created documentation templates for process documents, reference materials, and technical documents using the Atlassian Confluence Wiki software.
- Reorganized the Publishing Technology Group's wiki site by reviewing, assessing, and revising hundreds of documents for the Publishing Technology group.
- Drafted a high availability (disaster recovery) process guide—a high visibility project impacting the entire ACS organization—based on extensive subject matter expert interviews, reviewing existing documentation, and documenting new processes.

TEKsystems – Columbus, OH (*Client: Ascena Retail Group*)

Jun 2015 – Oct 2016

Technical Writer

Provide documentation support for networking and eCommerce IT projects for the Ascena Shared Services Group, a \$4.8 billion women's retail apparel company with six brands and close to 1000 retail stores. Some accomplishments include:

- Established a Microsoft SharePoint site to serve as a central repository for documentation supporting high-visibility IT networking and eCommerce projects.
- Wrote Standard Operating Procedures for actions supporting SOX compliance audits.
- Provide detailed disaster recovery documentation for the Ascena eCommerce initiative, working with multiple departments within the IT organization, outside vendors, and offshore support resources.
- Created and maintained documentation templates for Standard Operating Procedures, network, and business process diagrams to establish a consistent look and feel for documentation used in the IT SSG.
- Review and analyze existing documentation and business processes to identify possible improvements.
- Provide support for internal proposals and presentations as well as network mapping diagrams.

Advocate Solutions, LLC. – Columbus, OH

Mar 2014 — Apr 2015

Solutions Professional (Staff Writer)

Handled writing needs for a high-end, boutique technical services provider specializing in delivering project management/business analysis on complex, multi-year, multi-million-dollar, high-visibility projects for state government. Some achievements and accomplishments included:

- Wrote over 30 proposal responses for identified RFPs, resulting in over \$2.5 million of new business within the first 12 months.
- Managed rebranding of company documentation from GCR, Ltd. to Advocate Solutions by creating a customized company logo, updating sales collateral and Web site, company correspondence, forms, reports, organizational charts, and operations documentation.
- Wrote and revised comprehensive resumes for senior and executive-level candidates and worked with them to improve their resumes and professional profiles.
- Created sales support collateral such as presentations, proposal response forms, project reference sheets, competitor analysis reports, project/client spreadsheets, and more.
- Developed a flexible, new resume template that increased the efficiency of the resume import, creation, and revision process while maintaining Advocate's unique company identity.
- Managed sales support tasks such as searching for state government requests for proposal (RFP) opportunities, assessing fit with the company's services, and submitting to owners for final go/no go decision.
- Migrated company documents from a hardware server to a cloud-based Google Drive solution.

Michael W.

4.2.12 Technical Writer

- Designed and established company intranet using Google Sites. Intranet included company directory, calendar, announcements, remote access to company documents for professionals out in the field, as well as custom project management sites.

Dedicated Technologies, Inc. (Client: Nationwide) – Columbus, OH

Jun 2013 — Jan 2014

Consultant – Technical Writer

Worked with the Identity and Access Management team (responsible for supporting over 35,000 Nationwide employees and millions of external customers) to assess documentation needs; developed documentation standards, templates, and processes for new and existing documentation; and configured SharePoint to easily present, manage, and find documents.

- Developed two SharePoint sites, one for external customers and an internal site for team-specific information. These sites include multiple libraries, lists, pages, and wiki files.
- Created SharePoint templates, following Nationwide standards, to establish a consistent look and feel of the documents for both the internal and external sites.
- Created documentation templates in MS Word for procedures, meeting minutes, and reference documents.

Telesis Technologies – Circleville, OH

May 2012 — Jun 2013

Technical Writer

- Worked with project managers, engineers, sales, and implementation to develop documentation requirements for each custom project tailored to each customer's specific needs.
- Provided documentation support for industrial PinStamp, ServoScribe, and Laser marker hardware and software.
- Created custom user manuals and online help for over \$12 million in custom hardware and software sales over 13 months.

Comverse Technologies – Columbus, OH

Mar 2002 — Aug 2011

(Result of purchase from Lucent, then CSG Systems, Inc.)

Senior Technical Writer (Team Lead)

- Served as the on-site team lead handling communication issues, project management, and facilitation between the product and documentation groups.
- Handled release notes and user requirement documentation for over ten different customer-specific releases simultaneously for Comverse's flagship product: Comverse ONE, by working with developers, testers, and customers.
- Responsible for updating 15 user and reference guides to support two major modules of the Comverse ONE product: Data Mediation and Roaming. This involves documenting new features, writing materials to support the sales team, and release notes to notify existing customers of product changes and enhancements.
- Led efforts to convert the existing Lucent documentation and online help to the Comverse format and standards.

Lucent Technologies – Columbus, OH

Dec 2000 — Mar 2002

Senior Technical Writer

- Wrote lab instructions, user manuals, product specifications, and online help for RCM, a software solution designed to configure wireless networks and equipment remotely.
- Wrote installation guides, user manuals, and troubleshooting manuals for ACTIVIEW, a telecommunications order management/ trouble management software solution.
- Supported software development teams with documentation issues: including research, best practice proposals, user and task analysis, and documentation project management.

Michael W.

4.2.12 Technical Writer

CenturyLink (formerly Qwest Communications) – Columbus, OH

Jul 1999 — Oct 2000

Manager—Production Communications

- Led a team of 21 writers that support the Provisioning and Operations Organization in Columbus and Washington D.C. through coaching, training, and administrative support.
- Created a process for transitioning new products from Marketing to ensure they were documented and trained before the product reached the market.
- Provided documentation support for process improvements by writing and updating Standard Operating Procedures training documents, production advisories, reference materials, and other documents.
- Created training to support a variety of vendor-based certifications for companies such as CISCO, Alcatel, and Heikemian and technologies such as TCP/IP.
- Assessed hiring needs, interviewed and hired personnel, handled performance evaluations and managed productivity for the writing team.
- Produced and edited a monthly departmental newsletter that grew in readership from 300 to over 4500 in 6 months.

Other Work Experience

Flash Writing Freelance Solutions – Lancaster, OH

Oct 2004 — Present

Owner

- Wrote the book: *Flash Writing: How to Write, Revise and Publish Stories Under 1,000 Words Long*, published by Virtual Bookworm in October 2004.
- Developed and created JumpStart Jars: Jars filled with writing prompts and creative exercises for writers of all ages.
- Created, write content for, and maintain the website: <http://www.flashwriting.com> to support product sales.

Freelance Projects

- **CabinCrewJobs.com** – Researched, wrote, and designed *Landing Your Dream Job as a Flight Attendant in 2016*, a 72-page eBook for sale as an information product on CabinCrewJobs.com.
- **Urbancode, Inc.** – Wrote technical white papers to establish thought leadership for IT release management and support webinars for potential customers.
- **Able Management Inc.** — Wrote proposals for association management business; Provided content (articles, member interviews, content links, marketing content) for the Pennsylvania Society of Health-System Pharmacists (PSHP) newsletter and updates.
- **Eastland Adult Workforce Development** — Created “generic” proposal templates, sales letters, questionnaires, brochures, grant writing, and presentations.
- **Decorative Arts Center of Ohio** — Developed a video script for the history of the DAC property through research and interviews with the donor family to serve as a permanent exhibit in the Center.

Education

Bachelor of Arts, English, Ohio University – with honors

Other Information

Software Skills: Microsoft—Word, Excel, PowerPoint, Visio, Outlook, SharePoint, and Project; Adobe—FrameMaker, InDesign, Acrobat, Dreamweaver, RoboHelp; Corel Draw, Confluence Wiki, WordPress, Google Sites, Google Drive, and more

Online Portfolio with Writing Samples – <http://www.flashwriting.com/about/portfolio/> Additional writing samples on request.

SKILLS

- ☐ **Technical Writing/Documentation Specialist** – Extensive experience writing and editing documentation, including: business requirement documents, functional requirements documents, developer APIs, and standard operating procedure documents. Edited hundreds of SOP documents for Deutsche Bank, including the finance and treasury groups. Documented streaming music APIs at Amazon.
- ☐ **Former software engineer** – A degree in Computer Science. A former software engineer. Over 20 years in the tech industry. Has an in-depth understanding of many technologies including JSON, ASP.NET, Microsoft SQL Server, Javascript, Python, HTML, XML, Markdown, Git, Visual Studio, and many, many more. Comfortable working closely with software engineers on very technical projects.
- ☐ **Writing** – Consistently cited by multiple employers for ability to communicate ideas in a concise, lucid and compelling way. Author of numerous tech explainer articles for WJCT news site and Folio Weekly. Has written for wealth management firms, lawyers, medical practices and international corporate clients.
- ☐ **Managing Projects** – In professional capacity as both a writer, a project managing consultant, and a web developer, has planned, developed, executed, and tested many projects from beginning to end.
- ☐ **White Papers** – Contracted to write white papers and ebooks for clients within the financial planning and insurance industries.
- ☐ **Broadcasting** – Co-hosts a local public radio program and podcast called Deemable Tech (under the radio name Tom Braun) which answers listeners' tech questions and presents technology in a way that is simple, easy and approachable.
- ☐ **MS Office: Word, Excel, Vizio, etc** – Skilled and experienced with the entire professional Microsoft software suite.
- ☐ **Database Development and Analysis** – While working in the IT industry, designed, developed, and wrote queries for complex databases serving thousands and thousands of users.
- ☐ **APIs** – APIs allow developers from different organizations to build software that interacts with each other. For APIs to be useful, they must be

documented. Extensive experience as a software developer working with a variety of APIs. Documented streaming music APIs for Amazon.

CAREER

Technical Writer | Amazon

2022 - 2023

Contracted by Amazon to document APIs for their cloud-based music streaming platform with over 80 million songs. Worked closely with Amazon software engineers to gather accurate information. Created and edited a large quantity of technical documentation which was published to an external web portal for third-party developers. Coordinated with stakeholders to ensure that documentation was accurate, understandable, and complete.

Freelance Writer |

2014 - 2022

Created standard operating procedure (SOP) documents. Wrote web content for small businesses. Wrote mission statements, case studies, and white papers. Managed content creation for web sites and blogs. Ghost-wrote a round-the-world travel memoir. Have also written articles for a monthly print business magazine.

Technical Writer / Project Managing Consultant | Deutsche Bank

2017 - 2018

Contracted by major international banking firm to format and edit a massive tranche of internal operating procedure documents for review by auditors. Worked as an analyst/project managing consultant across multiple facets of the regulatory reporting side of the business. Interfaced with many different teams and departments to create documentation of internal processes.

Radio Host / Writer | Deemable Tech

2012 - 2016

Wrote and recorded a five-minute weekly segment answering listener tech questions in a straightforward, understandable way. Also recorded podcasts and wrote tech articles for the WJCT news site. This was an independent project in addition to full time employment at Beaver Street Fisheries.

Lead Data Analyst | Beaver Street Fisheries

2010 - 2015

Extracted, organized, and maintained data from disparate sources for a company with sophisticated logistical operations and published it on web using a variety of tech, tools & platforms. Documented the processes through which this was achieved. Designed, built, and tested, from start-to-finish, extensive and powerful web-based data reporting tool according to requirements from top level management.

Year Long Volunteer | OZ100, Amsterdam, The Netherlands
2008 - 2009

Seized an opportunity to live and work in Amsterdam for a year as a social worker with Dutch non-profit OZ100. Responsibilities included working at free clinic, caring for half-way house residents, maintaining organization computer systems, conflict moderation, procurement and many more. Gained some familiarity with Dutch language.

Lead Analyst | Citibank
2006 – 2008

Developed web-based applications for HR with a global team. Commended for effective communication skills. Coordinated with off-shore developers in Singapore to develop projects. Extensive experience documenting technical processes for team.

EDUCATION

University of North Florida, 2002, B.S. in Computer Science

TECHNICAL WRITING

What is a technical writer? A technical writer is someone who creates documentation, whether for a product, software, or even internal company processes. Technical writers need to produce writing that is concise, understandable, and engaging while covering topics that are often dry and technical.

But being a technical writer is about more than simply writing. A technical writer must be able to work with various teams and stakeholders to gather information before writing the documentation. Documentation must then be reviewed for accuracy by these same groups, often multiple times. Technical writing is an iterative and collaborative process. Good people skills are as important as good writing skills.

Your company needs a technical writer that can write well, summarize complex information, and communicate it clearly. But you also need someone who is willing

to reach out to teams across the organization and coordinate with them, someone who is good at listening to and learning from subject matter experts.

A product or piece of software is only as good as its documentation. Imagine a company builds a super-app with revolutionary technology that blows the competition away. Now imagine that none of the app's users understand how it works or what it's supposed to do. That ground-breaking tech is essentially useless. That is why good documentation is so critical. And to get good documentation, you need a good technical writer.

For the last several years I've had the opportunity to work as a technical writer on a number of diverse projects. I love to write, am a lifelong learner, and enjoy working with people. I come from a technical background, having been a software developer myself. I would love to use my experience to help your company make sure its products, software, and processes have the great documentation they deserve!

Tom B., February 2023



May 7, 2024

INFORMATION TECHNOLOGY TEMPORARY STAFFING SERVICES RFQ

CRFQ-0705-LOT2400000011-1

West Virginia Lottery Commission

Linda Williams
Account Manager

1116 Smith Street
Charleston, WV 25301
P: 540.725.1021
M: 850.512.0540
linwilli@TEKsystems.com



Cover Letter

May 7, 2024

Toby L. Welch
Department of Administration
Purchasing Division
2019 Washington St. E
Charleston, WV 25305

Subject: Request for Quotation for Information Technology Temporary Staffing Services (CRFQ-0705-LOT2400000011-1)

Enclosed is TEKsystems' response to the West Virginia Lottery Commission's ("Lottery") Request for Quotation (RFQ). For ease of evaluation, we have structured our response as requested in the RFQ, and are proposing to bid on all of the classifications listed in 4.2 of the RFQ. We have included with our submission signed addendum acknowledgement for each addendum released.

TEKsystems has included as part of our proposal submission at least three resumes for each of the 12 classifications (4.2.1 to 4.2.12) listed in the RFQ. Each resource has been placed at a TEKsystems customer within the last five (5) years or is currently an active placement.

As outlined in the following response, TEKsystems possesses the expertise and capability to meet all RFQ classifications requested and requirements necessary for a successful business relationship:

- An experienced account management team who understands the Lottery's operations, shares expertise of the local labor market in West Virginia, and is responsive to your day-to-day needs. TEKsystems will be supporting the Lottery through our local office in Charleston, which will also be supported by our nearby offices in Virginia and Maryland. Our presence in the region enables us to source locally and, when possible, provide on-site placements for the Lottery.
- Our local, hands-on approach is strengthened further by our national reach and recruiting networks so that we can reliably source, screen, and place candidates in the classifications requested. Our technically-aligned recruiters will vet resources to identify local talent that has the technical expertise with specific projects that the Lottery is planning to tackle.
- A strategic, consultative, and flexible approach to assessing and meeting the Lottery's IT temporary staffing needs to support the many systems used. Our aim is to provide resources that meet your classification requirements and that demonstrate experience on similar types of initiatives. Also, given the Lottery planning to tackle cyber security and business continuity projects in the future, we can be a one-stop-shop for additional classification requests that require more niche skill sets. Your account team will be available during regular conversations and check-ins to discuss our resource performance and upcoming needs to plan accordingly.

TEKsystems appreciates the opportunity to participate in this RFQ. Please feel free to contact me directly for any reason before or after your selection process.

Regards,

Linda Williams, Account Manager
P: 540.725.1021; M: 850.512.0540
linwilli@TEKsystems.com

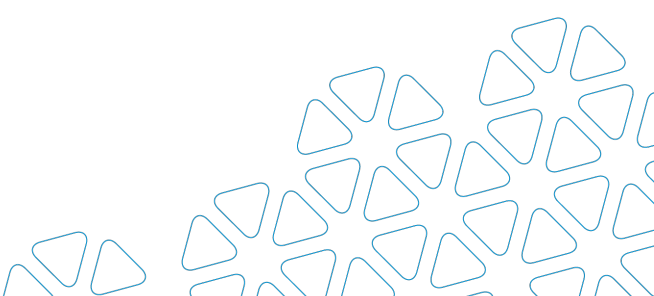


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Please find attached within the Appendix all required forms, certifications, and addendum acknowledgements. Due to file size limitations, we have included classification resumes as a separate attachment in wvOasis for your convenience.

3.1 Proof of Business Experience

TEKsystems has been providing IT staffing services for over 40 years. We have provided our Articles of Incorporation to demonstrate we have been providing IT staffing services for more than five years.

In addition, we have an active status to do business with the [West Virginia since 1999](#). We have provided a copy of our State of West Virginia Qualification Certification in the Appendix on **page 11**, which was also requested for question 3.3. We have provided an overview of our qualifications and experience providing IT staffing services on the next page within our General Company Overview

Business Entity Details

Main			
Name: TEKSYSTEMS, INC.			Organization Number: 186729
Type: C	Sec Type:	City: HANOVER	Class: P
Eff Date: 8/11/1999	File Date: 8/11/1999	Term Date:	Term Reason:
CH County:	Ch State: MD	Bus Purp: 5613	Ex Acres: 0
Auth Shrs: 0	Cap Stck: 0.0000	Status: Active	Par Val: 0.0000

Figure 1. West Virginia Secretary of State – TEKsystems, Inc. Business Entity Page

TEKsystems appears as an active business within the Secretary of State's website. We originally registered and were authorized to do business in 1999 and have been filing and reporting our business as required annually since then.

3.1.1 General Company Overview

TEKsystems' 40 Years of Qualifications

As the nation's leading IT staffing services provider, with over 40 years in business as seen in Figure 2 below, our company has been placing IT staff to augment our customers' internal workforce **since 1983**. We make over 80,000 placements annually to 6,000+ customers, including 80% of the Fortune 500 and 43 out of the 50 states, who partner with us for our scale, full-stack technology capabilities, and speed.



Figure 2. Decades of Experience – Timeline

Over the past 40 years, we developed the tools, processes, and recruiters to offer highly skilled and reliable IT professionals to our customers.

Main Local Office Supporting the Lottery

We have over 100 offices across the country, including our Charleston, West Virginia office and our nearby location of Roanoke, Virginia, that can provide hands-on service to our customers like the Lottery locally in West Virginia. The address of our Charleston office is 1116 Smith Street, Charleston, WV 25301, located approximately 2 miles from the Lottery. We will source, screen, and place this qualified talent, when possible, on-site at the Lottery through our office in West Virginia and other nearby supporting locations.

Supporting Offices

Your account team will have the support of seven other TEKsystems locations we leverage for accounts like the Lottery in West Virginia. Our priority is to focus on providing on-site local talent, so we are focusing on tapping into our local recruiting force to meet your talent needs while ensuring we have support around West Virginia to tap into a wider sourcing pool.

The seven locations are listed below:

1. **Roanoke** – 10 Franklin Road, Suite 300, Roanoke, Virginia 24011
2. **Chesapeake** – 676 Independence Parkway, Suite 210, Chesapeake, Virginia 23320
3. **Fairfax** – 2677 Prosperity Ave, Suite 320, Fairfax, Virginia 22031
4. **Richmond** – 1501 Roseneath Rd., Suite 2, Richmond, Virginia 23230
5. **Pittsburg** – 8 Penn Center West Drive, Suite 200, Pittsburgh, Pennsylvania 15276
6. **Cincinnati** – Towers of Kenwood, 8044 Montgomery Rd., Suite 555, Cincinnati, Ohio 45236
7. **Louisville** – 700 North Hurstbourne Parkway, Suite 250, Louisville, Kentucky 40222

We are confident that we can support the Lottery's needs through our local West Virginia and nearby Virginia offices, which employ approximately **50 recruiters**, combined with the additional support of 58 recruits from the Pittsburg, Cincinnati, and Louisville offices. The Lottery will benefit from recruiters

who can identify candidates for on-site placements while also expanding our network to the region to provide reliable sourcing options.

State and Local Government Experience

TEKsystems maintains a formal State and Local Government Practice as one of our core industry specialties. Over the last five years, TEKsystems has placed more than 15,000 IT consultants across 43 state governments, serving **more than 350 public sector customers** across the state and local government ecosystem.

Successfully Providing Professional IT Staffing Services in West Virginia

Within West Virginia, we have made many placements at a variety of customers including:

- West Virginia Housing and Urban Development (HUD)
- West Virginia Department of Health and Human Services (indirectly through private project contracts)
- West Virginia University
- Marshal University
- Two large hospitals in West Virginia



Training our Technically Aligned Recruiters Supporting Each Classification Area

TEKsystems' account teams are aligned by technical and industry specialty. Therefore, your personnel requirements are filtered directly to recruitment professionals with deep insight into the respective skill sets requested for each classification in this RFQ—providing faster access to higher quality business and technology consultants for our customers like Lottery.

Our account teams in each practice are required to attend trainings and certification courses specific to their technical area segmentation. As a result, our teams build deeper candidate pipelines, deeper relationships with business and technology professionals, and we can speak in greater depth with the hiring managers we partner with.

Professional Education and Continued Training

Recruiters receive ongoing training throughout their careers, with TEKsystems' recruiters having an average tenure of three years. Upon hire, new recruiters are enrolled in a **13-week internal program**, with status evaluations after New Recruiter Training and a final evaluation at the end of week 13. The first six weeks of the program is a combination of online and office training. Recruiters then travel to our corporate office for a three-day, instructor-led training course and evaluation. Their training continues in their local office, predominantly shadowing senior-level recruiters.

Below is an overview of the technical divisions where we have built specialties:

Technical Division	Annual Placements	Dedicated Recruiters	Example Skill Sets
Core Applications	25,000	400	Business analysis, business intelligence, customer relationship management, data warehousing, enterprise resource planning
Risk and Security	4,000	100	Architecture, engineering, data governance, risk modeling, ETL,

Technical Division	Annual Placements	Dedicated Recruiters	Example Skill Sets
			security/risk assessments, financial crimes services
Enterprise Applications, Data Analytics & Insights	10,000	250	AWS, Oracle, PeopleSoft, SAP, Snowflake, Tableau, Workday, ERP implementations
Technology Operations Management	12,000	450	Cloud computing, data center optimization and virtualization, network and security monitoring
Digital Workplace Services	20,000	400	Specialties in operating system, ticketing system, remote control, VPN, mobile technologies
Telecommunications	4,000	300	Installations, moves, adds, changes, testing, project planning

Beyond just providing the classifications in section 4.2 of the RFQ, TEKsystems has an entire dedicated Risk and Security branch. We can offer recruiters that can support with sourcing talent to meet the Lottery's plans to expand and further develop its internal cyber security and business continuity capabilities.

Number of Placements in Each Relevant Classification

To demonstrate our experience supporting the requested classifications, the Lottery can find below the total number of placements we have made for each classification in the last five years. We aim to fulfill these roles for the Lottery while also ensuring the qualified candidate has the expertise to match your specific project needs.

Classification	Number of placements in the last five years
4.2.1 Business analyst	18,691
4.2.2 Data analyst	2,731
4.2.3 Database administrator	1,825
4.2.4 Help desk support	26,761
4.2.5 IT service continuity analyst	1,058
4.2.6 Network engineer	3,370
4.2.7 Project manager	16,198
4.2.8 Quality assurance analyst	795
4.2.9 Security analyst	4,088
4.2.10 Software developer/engineer	42,673
4.2.11 Systems administrator	5,121
4.2.12 Technical writer	1,835

3.2 Classification Reference Experience

Below are three (3) customer references we have worked within in the last five years and placed relevant resources that match the classifications listed in the Lottery's RFQ. The section after includes a table summary of all classification resumes provided in wvOasis.

Reference #1	
Customer name:	South Carolina Department of Health and Human Services
Point of contact name/title:	LaVelton Baldwin, CISO
Relevant Classifications provided (resumes attached):	George N. – Project Manager James A. Security Analyst (390+ active consultants in the agency, 2 active consultants under this CISO at this time).
Phone/email:	803.898.4471; lavelton.baldwin@scdhhs.gov

Reference #2	
Customer name:	Virginia Department of Transportation
Point of contact name/title:	John Kornhiser, Northern Virginia Traffic Operations Center Systems Manager
Relevant Classifications provided (resumes attached):	Robert D. – IT Service Continuity Analyst Michael C. – IT Service Continuity Analyst Pierre T. – Network Engineer Tyrique L. – Systems Administrator Robert L. – Systems Administrator
Phone/email:	540.520.8911; john.kornhiser@vdot.virginia.gov

Reference #3	
Customer name:	Commonwealth of Kentucky
Point of contact name/title:	Jim Barnhart, Deputy CIO
Relevant Classifications provided (resumes attached):	Jaymin P. – Business Analyst Billy A. – Quality Assurance Analyst Austin C. – Software Developer/engineer Loreenne A. – Project Manager
Phone/email:	502.564.1201; Jim.Barnhart@ky.gov

Required Classification Resumes

TEKsystems has included as part of our proposal submission at least three resumes for each of the 12 classifications (4.2.1 to 4.2.12) listed in the RFQ. In total, we provided **57 resumes**. Each resource has been placed at a TEKsystems customer within the last five (5) years or is currently an active placement. Some references have employer references, which we have noted accordingly. For easier review and due to file size, we have included a summary table of all resumes and attached them separately in wvOasis (1 PDF and ZIP file individual resumes).

**Due to strict confidentiality clauses within our current contracts with our private sector customers, we cannot disclose their names. We have provided the names of all state and local government customers and the industry or sector of private sector customers each resource resume supports.*

Classification	Resume #1	Resume #2	Resume #3	Resume #4	Resume #5
4.2.1 Business analyst	Mercy O./Large Healthcare Company <i>Includes reference</i>	Darlina B./Cobb County (GA)	Jaymin P./Commonwealth of Kentucky, Cabinet for Health and Family Services <i>Includes reference</i>	Alice G./Cabinet for Health and Family Services (KY)	Gloria S./University of Tennessee <i>Includes reference</i>
4.2.2 Data analyst	Edwin A./NCDOT	Chris S./Insurance and Retail Parent Company	Kenneth B./National Healthcare Insurance Provider	Erin Y./Large Cosmetics Company	
4.2.3 Database administrator	Manivannan B./Multinational Audit and Consulting Firm, State of Texas	Marcel D./County of Sacramento, Dept. of Technology	Todd M./Nebraska Furniture Company	Michael D./VA Dept. of Elections	
4.2.4 Help desk support	Michael L./American Multinational Business Software Company	Bao N./San Diego Community College District	Richard T./American Multinational IT Company	Elijah N./International Law Firm	
4.2.5 IT service continuity analyst	Robert D./VDOT	Michael C./VDOT	Anthony L./Fortune 500 Financial Services Company	Dexter R./Fortune 500 Bank	Thomas A./Mutual Insurance Company
4.2.6 Network engineer	Pierre T./VDOT	George B./NCDOT <i>Includes reference</i>	Leonard S./Private Federal Government Construction Contractor	Nath K./Michigan State University	Samuel F./Supreme Court, State of New Mexico
4.2.7 Project manager	Loreenne A./KY Cabinet for Health and Family Services	Philip K./DOH (FL) <i>Includes reference</i>	George N./SC Dept. of Health and Human Services	Patricia A./Legislative Office of Florida	Kelli K./Florida Dept. of Transportation
4.2.8 Quality assurance analyst	Joni M./VA DMV	Sailaja L./European Logistics Company	Zahid A./Fortune 50 Online Retailer	Billy A./Commonwealth of Kentucky	Patricia J./IT Service Management Company
4.2.9 Security analyst	Josu R./Health IT Company	James A./SC Dept. of Health and HR	Diamond L./IT Service Management Company	Adeshina R./Large Bank Holding Company	Seth S./Large Insurance Company
4.2.10 Software developer/engineer	Rachel S./SC Dept. of Administration	Adam B./NCDOT	Austin C./Kentucky Secretary of States Office	Anvesh A./Multinational Audit and Consulting Firm, State of Texas	Todd C./State of Colorado
4.2.11 Systems administrator	Tyrique L./VDOT	Robert L./VDOT <i>Includes reference</i>	James W./Fortune 500 IT Solutions Company	Joe H./State of New Mexico Health and Human Services	Dwayne W./Fortune 500 IT Solutions Company
4.2.12 Technical writer	Doug P./NCDOT	Kimberly W. / Multinational Audit and Consulting Firm <i>Includes reference</i>	Tom B./Fortune 50 Online Retailer	Kelly O./American Pharmaceutical Company	Michael W./National Electric Power Generation Company

3.3 Licenses, Permits, and Certifications

3.3 Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.

TEKsystems meets all the licenses, certifications, and permits required to perform this contract.

- **Section 13. Registration:** We have paid the fee and successfully registered with the West Virginia Purchasing Division as required of vendors on page 7, section 13 of the RFQ. TEKsystems' vendor customer number is VC0000025037 through the wvOasis portal (transaction number 2024042212896).
- **TEKsystems' State of West Virginia Qualification Certification:** TEKsystems has also provided a copy within the Appendix on **page 11** of our State of West Virginia Qualification Certification from 1999, which authorized us to transact business in the state. Please do not hesitate to reach out for any other required documentation proof or copies as needed.
- **TEKsystems' Financial Stability:** The Lottery will partner with a provider that is financially stable and capable to meet the scope. TEKsystems maintains an excellent 5A2 credit rating, and our Dun & Bradstreet Viability Rating is low risk. One of the factors contributing to our near-flawless financial rating is our diverse customer base. Our largest customer accounts for only 2% of our annual revenue. We can provide specific documentation upon request as needed.

3.4 Certifications and Experience of Resources

TEKsystems can provide the Lottery with the technical resources that hold the product and/or technical certifications that match your requirements. For instance, you may seek a resource that has specific SQL certifications like being Microsoft Certified in Azure Data Fundamentals. If you require a resource with this certification our technically-aligned recruiters will use our rigorous screening process to confirm the candidate's technical expertise and their certification's validity.

Screening Process for Technical Requirements

Described below are some of the steps we take to evaluate our candidates. Each of our candidates must undergo before we will submit them to the Lottery for consideration.

- Telephone Screening
- Cultural Fit Evaluation
- Technical Fit Evaluation
- Technical Skills Testing
- Reference Verification
- Background and Drug Screenings (more information on the next page)

Technical Fit Evaluation and Skill Testing

TEKsystems uses IKM TeckChek™ ("IKM") for pre-employment testing. IKM services integrate assessment data on our candidates' behavior, ability, and potential to improve the quality of TEKsystems' hires.

Through IKM, we conduct online skills assessments that validate a candidate's ability to practically apply their knowledge in a specific domain while measuring candidates' technical abilities relative to their peers. We have access to hundreds of IKM IT domain assessments. IKM gives us the ability to customize assessments by pulling a question or questions from any of the hundreds of assessments to build a customized assessment based on customer job role.

TEKsystems vets consultants on a regular basis and continues to leverage IKM because they continually update their existing assessments and add new assessments year over year to reflect changing and emerging technologies.

Reference Verifications

As part of our standard process we will obtain a minimum of two detailed technical references from the candidate's previous two employers. Each reference is supervisory in nature, less than two years old, and is directly relevant to your skill set and experience requirements. Although most recruiting agencies claim to include reference checks as part of standard procedure, TEKsystems proves it. We can connect the Lottery with our candidates' references should your hiring managers like to discuss the candidates' qualifications firsthand.

Additional Requirements

TEKsystems is compliant with all requirements in sections 4.3 to 4.9 as required of us to be, if awarded.

4.3 Professional Compatibility and Compliance

TEKsystems understands these requirements and will communicate any expectations to the resources we place. Before a consultant is even submitted to an open position, we will communicate the specific job and performance expectations involved in the role. Once a consultant is hired, we again will review expectations before the assignment's start date, which includes understanding all Lottery policies and procedures and any further requirements. This can include supporting the Lottery's requirements as defined in the Delivery Order for mentoring and providing technical training and support for State employees.

4.4 Background Checks

TEKsystems understands and can comply with these requirements, **except for further conversations we encourage for 4.4.4.1 "...within 48 hours of scheduled shift."** We understand that this RFQ will lead to multiple awards and, if allowed, would like to negotiate any recommended edits that all parties can agree to.

We have a dedicated Backgrounds Team that will ensure compliance with the Lottery's listed background check requirements. This team was created to ensure backgrounds are in accordance with all applicable state, federal, and local laws, regulation, and guidelines through the processes of reviewing customer agreements for background requirements and adjudication criteria, building background packages, and adjudicating background results to determine the best consultants for our customers.

Unless the State prefers use of another company, TEKsystems will continue to partner with Sterling Talent Solutions, a leading provider of background investigation and security services, to coordinate comprehensive screening services for our customers. Sterling serves approximately 50,000 customers and performs over 100 million background checks and drug tests yearly in over 230 countries, territories, and dependencies across the globe.

4.5 Minimum Experience Requirements

TEKsystems complies with this requirement. We understand the need for the associated classification to have the relevant target technologies and years of experience as being a vital requirement that we will ensure to vet prior to providing any resumes. TEKsystems developed a rigorous screening process that each of our candidates must undergo before we will submit them to the Lottery for consideration. This includes technical fit and skills testing as well as reference checks. Our aim is to exceed this minimum requirement were possible by identifying resources who have worked in projects similar to the ones they would be placed to support at the Lottery.

4.6 Candidate Performance

TEKsystems understands and complies with this requirement. We evaluate our consultants' performance relative to our customers' expectations through formal and consistent service touchpoints. Approximately nine out of 10 of TEKsystems' consultants successfully complete their assignment because of our focus in ensuring candidates are supported and meeting customer standards. We will customize our standard candidate performance review process to comply with the requirements set forth by the Lottery.

Our standard process includes pre-employment performance expectation setting, first week follow-up, and regular check-ins. Our account managers and recruiters conduct structured touchpoints with both our customers and our consultants at a minimum of every 45 days. In these conversations, we assess our consultant's performance as well as improvement or development opportunities from both the customer's and consultant's perspective. We also can create tailored plans to address any challenges we identify during these conversations.

4.7 Work Location and Work Hours

TEKsystems understands and complies with these requirements. We understand the Lottery's preference for resources to work onsite as part of this opportunity. Work location expectations and work hours will be communicated as part of our onboarding process to each resource.

4.8 Non-Disclosure Agreement (NDA) or Confidentiality Agreement

TEKsystems agrees to this requirement and can sign the required NDA or Confidentiality Agreement prior to award.

4.9 Previous Employees

N/A – TEKsystems complies with this requirement and does not have any previous employee to disclose per section 4.9.

Appendix

Please find within the next few pages additional attachments as required for our submission. These include:

1. CRFQ_0704_LOT2400000011-1_Prequalification Agreement Form (signed)
2. Designated Contact Form (signed)
3. Section 11.2 Emergency Contact Form
4. Addendum Acknowledgement Form (1 and 2) (signed)
5. State of West Virginia Qualification Certificate
6. TEKsystems Articles of Incorporation
7. Section 3.2 Candidate Resumes – **Note:** For easier review and file size limitations, please find these attached separately within wvOasis as a PDF (1) with bookmarks for each classification and a ZIP file breakdown of each resume presented.



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: Prequalification Agreements IT Temp Staffing

Reason for Modification:

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VC0000025037

Vendor Name : TEKsystems, Inc.

Address : 10 Franklin Road, Suite 300, Roanoke, Virginia 24011

Street : 10 Franklin Road, Suite 300

City : Roanoke

State : VA

Country : USA

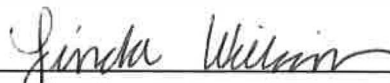
Zip : 24011

Principal Contact : Linda Williams

Vendor Contact Phone: 540.725.1021 Extension:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X 

FEIN# 38-3858542

DATE 4/16/2024

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

The State of West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Lottery Commission to establish Pre-qualification of Vendors for Temporary IT Staffing Services, at the WV Lottery HQ Facility located at 900 Pennsylvania Ave Charleston WV, per the attached documentation.

INVOICE TO				SHIP TO			
LOTTERY				LOTTERY			
PO BOX 2067				900 PENNSYLVANIA AVE			
CHARLESTON		WV		CHARLESTON		WV	
US				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

	Document Phase	Document Description	Page 3
LOT2400000011	Final	Prequalification Agreements IT Temp Staffing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions


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) Linda Williams, Account Manager
(Address) 10 Franklin Road, Suite 300, Roanoke, Virginia 24011
(Phone Number) / (Fax Number) P: 540-725-1021; M: 850-512-0540
(email address) linwilli@TEKsystems.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, 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.

TEKsystems, Inc.

(Company)

(Signature of Authorized Representative)
Linda Williams Account Manager
(Printed Name and Title of Authorized Representative) (Date)
P: 540-725-1021; M: 850-512-0540
(Phone Number) (Fax Number)
linwilli@TEKsystems.com
(Email Address)

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: Linda Williams, Account Manager

Telephone Number: P: 540.725.1021

Fax Number: _____

Email Address: linwilli@TEKsystems.com

Linda Williams 4/22/24

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)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> 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.

TEKsystems, Inc.

Company



Authorized Signature

5/6/24

Date

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



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

Reason for Modification:

Addendum No 1 is issued to
modify the bid opening date.

Proc Type: Central Master Agreement

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: VC0000025037

Vendor Name : TEKsystems, Inc.

Address : 10 Franklin Road, Suite 300, Roanoke, Virginia 24011

Street : 10 Franklin Road, Suite 300

City : Roanoke

State : VA

Country : USA

Zip : 24011

Principal Contact : Linda Williams, Account Manager

Vendor Contact Phone: 540.725.1021

Extension:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 38-3858542

DATE 5/6/24

All offers subject to all terms and conditions contained in this solicitation

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				LOTTERY			
PO BOX 2067				900 PENNSYLVANIA AVE			
CHARLESTON		WV		CHARLESTON		WV	
US				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



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 2 - Prequalification Agreements IT Temp Staffing

Reason for Modification:

Addendum No 2 is issued to
publish question s and answers.

Proc Type: Central Master Agreement

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: VC0000025037

Vendor Name : TEKsystems, Inc.

Address : 10 Franklin Road, Suite 300, Roanoke, Virginia 24011

Street : 10 Franklin Road, Suite 300

City : Roanoke

State : VA

Country : USA

Zip : 24011

Principal Contact : Linda Williams

Vendor Contact Phone: 540.725.1021

Extension:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

Linda Williams

FEIN# 38-3858542

DATE 5/6/24

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

Addendum No 2 is issued for the following reasons:

1) To publish a copy of all vendor questions and their responses.

--no other changes--

INVOICE TO

LOTTERY
PO BOX 2067

CHARLESTON
US

WV

SHIP TO

LOTTERY
900 PENNSYLVANIA AVE

CHARLESTON
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
---	--------------------------------	------------

State of West Virginia



Certificate

*I, Ken Heckler, Secretary of State of the
State of West Virginia, hereby certify that*

TEKSYSTEMS, INC.

a corporation formed under the laws of MARYLAND
has applied for a Certificate of Authority to transact business in West Virginia as
required by the provisions of Chapter 31, Article 1, Sections 53 and 54 of the West
Virginia Code. I further certify that the application conforms to law and is filed in my
office.

Therefore, I issue this

CERTIFICATE OF AUTHORITY

to the corporation authorizing it to transact business in West Virginia under the name of
TEKSYSTEMS, INC.
and I attach to this certificate a duplicate original of the application.



*Given under my hand and the
Great Seal of the State of
West Virginia on this
Eleventh _____ day of
August 19 99*

Ken Heckler

Secretary of State

RETURN TO:
ROY MARTIN
2020 KANAWHA BLVD E
CHARLESTON WV 25311

Recorded In CORP BK 542 Pg 311, 08/12/1999 01:49:28PM
Alma Y. Kins, County Clerk, Kanawha County, WV

Deed Tax 0.00, Recording Fee 5.00, TOTAL 5.00

Ken Hechler
Secretary of State

CORP 542 312



FILED
AUG 11 1999
IN THE OFFICE OF
SECRETARY OF STATE
WEST VIRGINIA

Penney Barker, Supervisor
Corporations Division

PLEASE READ INSTRUCTIONS

**WEST VIRGINIA
APPLICATION FOR
CERTIFICATE OF AUTHORITY**

FILE TWO ORIGINALS
FEES PER SCHEDULE

ID: SS 000 14278

A. HOME STATE INFORMATION:

1. The name of the corporation as it is registered in its home state is: TEKsystems, Inc.

2. State of Maryland Date of Incorp. January 02, 1997 Duration (# yrs. or perpetual) Perpetual

Warning: Tax reporting requirements in West Va. will not end until a withdrawal is filed.

B. PRINCIPAL OFFICE INFORMATION:

c/o Randall D. Sones, Esquire

1. Physical location address of the principal office of the corporation: No. & Street 7301 Parkway Drive

City/State/Zip Hanover, MD 21076

2. Mailing address at this location, if different: Street/PO Box 7301 Parkway Drive

City/State/Zip Hanover, MD 21076

C. WEST VIRGINIA INFORMATION:

1. Corporate name to be used in W. Va.: (check one, follow instructions) ☐ Home state name as listed on line A.1. above, if available.

☐ DBA name _____

2. Physical location address of principal office or activity in West Virginia: No. & Street 7301 Parkway Drive

City/State/Zip Hanover, MD 21076

3. Mailing address at this location, if different: Street/PO Box 7301 Parkway Drive

City/State/Zip Hanover, MD

4. County in W. Va. where Certificate of Authority will be recorded: Kanawha County

See Attached Rider 1

5. Proposed purpose(s) for transaction of business in West Virginia: _____

D. AGENT OF PROCESS:

Properly designated person to whom notice of process may be sent:

Name Corporation Service Company

Address 1600 Laidley Tower, Charleston, WV 25301

E. CORPORATE STATUS INFORMATION:

1. Corporation is organized as (check one): ☒ For profit, stock (complete all remaining items)

☐ Non-profit, non-stock (complete all remaining items except 3 & 4)

E. (cont)

2. Directors and Officers: (Add extra page if necessary; please list all officers.)

Office

Name

Address

See attached officers/directors rider

3. Shares of Stock:

No. of Shares

Class

Series

Par Value/Share
or No Par Value

- a. The aggregate number of shares which the corporation has authority to issue, itemized by classes and series within a class, if any, and par value of shares is:

200,000

Common

\$.01

- b. The aggregate number of shares which the corporation has issued or are outstanding, itemized by classes and series within a class, if any, and par value of shares is:

130,000

Common

\$.01

4. Stated Capital and Real Property (see instructions; estimates must be reasonable)

- a. The amount of stated capital is:

\$ 1,300

- b. A reasonable estimate of the value of all property to be owned by the corporation for the following year, wherever located, is:

\$ 13,000,000

- c. A reasonable estimate of the value of all property to be owned and used within West Virginia for the following year is:

\$ 0

- d. Proportion of all property in West Virginia is: (divide 4c by 4b, give answer to 4 decimals)

0

- e. Apportioned value of issued capital stock is: (multiply 4d X 4a)

\$ 0

- f. The number of acres of land it holds or expects to hold in West Virginia is:

0

5. Estimated Business to be Transacted (see instructions; estimates must be reasonable; minimal values not acceptable)

The total estimated gross amount of business to be transacted for the following year is:

- a. At or from all locations:

\$ 800,000,000

- b. At or from places of business in West Virginia:

\$ 500

Dated: 8/3, 19 99 By: James R. Novick

Its President

STATE OF Maryland

COUNTY OF Anne Arundel Baltimore

James R. Novick

Its Secretary

Randall D. Sones

The foregoing instrument was acknowledged before me this 3 day of August by James R. Novick and

Randall D. Sones

TEKsystems, Inc.

(name of secretary or asst sec. signing)

(name of corporation)

a Maryland

corporation, on behalf of the corporation.

(state of incorporation)

PATRICIA L. SHANNON

My commission expires

NOTARY PUBLIC STATE OF MARYLAND

County of Baltimore

(Place Notary Seal) My Commission Expires July 1, 2002

(Signature of Notary Public)

Patricia L. Shannon

OFFICERS/DIRECTORS RIDER

WV-Application for Certificate of Authority

TEKsystems, Inc.

List of Officers

Name: James R. Novick **Title:** President
Bus. Addr.: c/o TEKsystems, Inc. 7301 Parkway Drive, Hanover, MD 21076

Name: Randall D. Sones **Title:** Secretary
Bus. Addr.: c/o TEKsystems, Inc. 7301 Parkway Drive, Hanover, MD 21076

Name: David J. Standeven **Title:** Treasurer
Bus. Addr.: c/o TEKsystems, Inc. 7301 Parkway Drive, Hanover, MD 21076

Name: Thomas M. Kerr **Title:** Vice President
Bus. Addr.: c/o TEKsystems, Inc. 7301 Parkway Drive, Hanover, MD 21076

Name: John T. Carey **Title:** Chairman
Bus. Addr.: c/o TEKsystems, Inc. 7301 Parkway Drive, Hanover, MD 21076

List of Directors

Name: Stephen J. Bisciotti **Term:** Mar 31, 2000
Bus. Addr.: c/o TEKsystems, Inc. 7301 Parkway Drive, Hanover, MD 21076

Name: James C. Davis **Term:** Mar 31, 2000
Bus. Addr.: c/o TEKsystems, Inc. 7301 Parkway Drive, Hanover, MD 21076

Name: John T. Carey **Term:** Mar 31, 2000
Bus. Addr.: c/o TEKsystems, Inc. 7301 Parkway Drive, Hanover, MD 21076

RIDER 1

WV-Application for Certificate of Authority

TEKsystems, Inc.

Temporary and permanent placement of personnel in the information systems industry; computer services, namely, systems management and consultations services in the information systems industry. To engage in any act or activity for which corporations may be organized.

This instrument was presented to the Clerk of the County
Commission of Kanawha County, West Virginia, on **AUG 12 1999**
and the same is admitted to record.
Teste: Alma H. King Clerk
Kanawha County Commission

ARTICLES OF INCORPORATION
OF
TEK SYSTEMS MANAGEMENT, INC.

RECEIVED
ASSESS. & TAX.

97 JAN 2 PM 12 23

THIS IS TO CERTIFY THAT:

FIRST: The undersigned, Robert A. Snyder, Jr., whose address is c/o Weinberg & Green LLC, 100 South Charles Street, Baltimore, Maryland 21201, being at least eighteen (18) years of age, does hereby form a corporation under the general laws of the State of Maryland.

SECOND: The name of the corporation (which is hereinafter called the "Corporation") is:

TEK Systems Management, Inc.

THIRD: The Corporation is formed for the purpose of carrying on any lawful business.

FOURTH: The address of the principal office of the Corporation in this State is 7301 Parkway Drive, Hanover, Maryland 21076.

FIFTH: The resident agent of the Corporation is Randall D. Sones, Esquire, whose address is 7301 Parkway Drive, Hanover, Maryland 21076. The resident agent is a citizen of and resides in the State of Maryland.

SIXTH: The total number of shares of stock which the Corporation has authority to issue is two hundred thousand (200,000) shares, \$.01 par value per share, all of one class. The aggregate par value of all authorized shares having a par value is twenty thousand dollars (\$2,000.00).

SEVENTH: The Corporation shall have a board of three (3) directors unless the number is increased or decreased in accordance with the bylaws of the Corporation. However, the number of directors shall never be less than the minimum number required by the Maryland General Corporation Law. The initial directors are:

Stephen J. Bisciotti
James C. Davis
John T. Carey

EIGHTH: (a) The Corporation reserves the right to make any amendment of the charter, now or hereafter authorized by law, including any amendment which alters the contract rights, as expressly set forth in the charter, of any shares of outstanding stock.

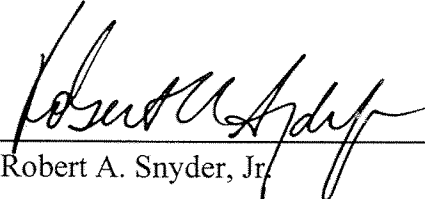
(b) The board of directors of the Corporation may authorize the issuance from time to time of shares of its stock of any class, whether now or hereafter authorized, or securities convertible into shares of its stock of any class, whether now or hereafter authorized, for such consideration as the board of directors may deem advisable, subject to such restrictions or limitations, if any, as may be set forth in the bylaws of the Corporation.

(c) The board of directors of the Corporation may, by articles supplementary, classify or reclassify any unissued stock from time to time by setting or changing the preferences, conversion or other rights, voting powers, restrictions, limitations as to dividends, qualifications, or terms or conditions of redemption of the stock.

NINTH: No holder of shares of stock of any class shall have any preemptive right to subscribe to or purchase any additional shares of any class, or any bonds or convertible securities of any nature; provided, however, that the board of directors may, in authorizing the issuance of shares of stock of any class, confer any preemptive right that the board of directors may deem advisable in connection with such issuance.

TENTH: To the maximum extent that Maryland law in effect from time to time permits limitation of the liability of directors and officers, no director or officer of the Corporation shall be liable to the Corporation or its stockholders for money damages. Neither the amendment nor repeal of this Article, nor the adoption or amendment of any other provision of the charter or bylaws inconsistent with this Article, shall apply to or affect in any respect the applicability of the preceding sentence with respect to any act or failure to act which occurred prior to such amendment, repeal or adoption.

IN WITNESS WHEREOF, I have signed these Articles of Incorporation and acknowledge the same to be my act on this 2nd day of January, 1997.


Robert A. Snyder, Jr.