West Virginia Purchasing Division

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

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

Welcome, Alisha S Pettit | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0705 | ID: ESR05072400000006804 | Ver.: 1 | Function: New | Phase: Final | ▼ | Modified by batch , 05/07/2024

Header 📎1

📋 List View

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

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000038088 ⬆

Legal Name: COMPUNNEL SOFTWARE GROUP INC

Alias/DBA:

Total Bid: $0.10

Response Date: 05/07/2024 📅

Response Time: 11:32

Responded By User ID: SLEDBids@compunn ⬆

First Name: NITISHA

Last Name: KAINTHOLA

Email: SLEDBids@compunnel.cor

Phone: 609-606-9010

SO Doc Code: CRFQ

SO Dept: 0705

SO Doc ID: LOT2400000011

Published Date: 4/29/24

Close Date: 5/7/24

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing

Total of Header Attachments: 1

Total of All Attachments: 1

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

State of West Virginia
Solicitation Response

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

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR05072400000006804	1

VENDOR
VS0000038088 COMPUNNEL SOFTWARE GROUP INC

Solicitation Number: CRFQ 0705 LOT2400000011

Total Bid: 0.1000000000000000005551115123 **Response Date:** 2024-05-07 **Response Time:** 11:32:25

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				0.10

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments: Compunnel Response - LOT2400000011- Prequalification Agreements IT Temp Staffing

Extended Description:

Temporary IT Staffing Services

Compunnel

Request for Quote Service

FOR

LOT2400000011
Prequalification Agreements IT Temp Staffing

Prepared For

State of West Virginia

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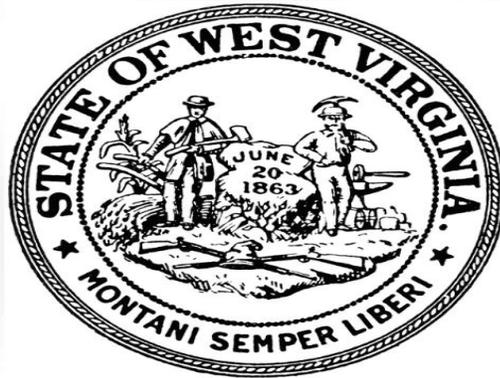
## Prepared By

Compunnel Software Group, Inc.

103 Morgan Lane, Suite 102, Plainsboro, New Jersey, 08536
Phone: 609-606-9010 | Fax: 609-750-0981
Mail: govt@compunnel.com

Table of Contents

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) ___Ashish Yadav- Program Manager___

(Address) ___103 Morgan Lane, Suite 102, Plainsboro, New Jersey, 08536___

(Phone Number) / (Fax Number) ___609-606-9010/ 609-750-0981___

(email address) ___govt@compunnel.com___

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of

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: ___Ashish Yadav___
Telephone Number: ___609-606-9010___
Fax Number: ___609-750-0981___
Email Address: ___govt@compunnel.com___
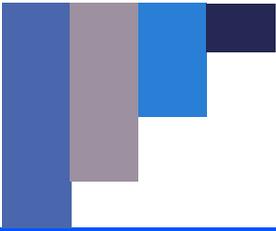
3. Vendor Qualifications

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.

Compunnel is committed to delivering exceptional customer service through a range of competitive differentiators that set us apart from other firms offering similar services. Compunnel's exceptional customer service stems from our client-centric approach, proactive communication, streamlined processes, advanced technological solutions, standardized checks, a deep talent pool, and commitment to continuous improvement.

Experience with West Virginia

• *State of West Virginia - Department of Administration*
• *West Virginia Department of Health and Human Resources*
• *State of West Virginia Department of Commerce Workforce*
• *West Virginia Purchasing Division*

Our Top Success Track Records

• *Missouri Department of Transportation*
• *Clemson University-SC*
• *Miami-Dade County*
• *SC Department of Administration SC*
• *Retirement State of Montana*
• *NC Dept. Of Public Instruction (DPI)*
• *SC Department of Social Services*
• *Florida - Department of Transportation*
• *SC Department of Employment and Workforce*
• *The State of Minnesota*
• *NC Department of Health and Human Services*
• *SC Department of Health and Human Services*
• *City of Minneapolis*
• *NC FAST*
• *SC Department of Revenue*
• *Montana Department of Administration*
• *Iowa- Information Technology Services*
• *Maryland - Department of Transportation*
• *NC Department of Agriculture and Consumer Services*
• *NC Department of Information Technology*
• *NC Department of Transportation*
• *North Carolina State Treasurer*
• *Virginia - Department of Transportation*
• *Oregon Judicial Department*
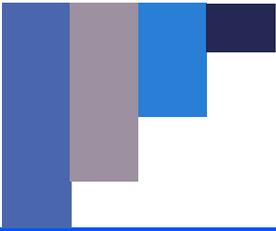
- *MDOS - Michigan Department of State*
- *MI-Intern Placement Tracking - School of Social Work*
- *MARTA (Metropolitan Atlanta Rapid Transit Authority) of Georgia*
- *MI-Department of Technology,*
- *Management Iowa Workforce Development Center*
- *MORS - Michigan Office of Retirement Services*
- *Michigan Competitive Scholarship*
- *Michigan Department of Transportation*
- *Michigan Department of Health and Human Service*
- *Michigan Department of Corrections MI*
- *The Department of Talent and Economic Development*
- *MI Department of Military &Veterans Affairs*
- *Utah Transit Authority Community Transit*
- *NC Department of Revenue*
- *Georgia Public Service Commission*
- *Texas - Department of Transportation*
- *NCDES - Division of Employment Security Commission*
- *North Carolina Families Accessing Services*
- *NC Department of State Board of Elections*
- *MDOS - Michigan Department of State*
- *MI-Intern Placement Tracking - School of Social Work*

Below are the case studies that demonstrate our business experience where we are providing similar services.

Case Study#1
State of West Virginia - Department of Administration (DOA)
Duration: Aug 2019 - Ongoing
Description: *The Department of Administration (DOA), seeks an experienced and qualified vendor for providing IT Staffing Services to the DOA. We have provided several candidates to DOA for the positions including, but not limited to, Network Engineer, Project Manager, Quality Assurance Analyst, Security Analyst, Software Developer/Engineer, Systems Administrator, Business Analyst, Data Analyst Technical Writer Accounting Assistant, and many more.*

Case Study#2
Virginia Housing Development Authority, VHDA
Duration: Apr 2017 - Ongoing
Description: *Compunnel has provided professional contingent and temporary staffing services to MDOT. We have placed more than 50 consultants in various positions including but not limited to Business Analyst, Data Analyst, Database Administrator, Help Desk Support, IT Service Continuity Analyst, Network Engineer, and many more.*

Case Study#3
Department of Commerce Workforce, (DOCW), West Virginia
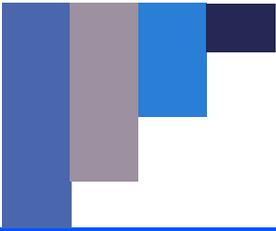
Duration: May 2020 - Ongoing
Description: *For this contract, Compunnel identified DOCW's service preferences as well as service gaps that existed in their previous program; identified requirements for ordering, approvals, screening, invoicing, reporting, communications, orientation, safety, and problem resolution.* *Through the support of our dedicated account management team, following* **ISO 9001-based standards***, Compunnel succeeded to place multiple candidates for Software Developers, Business Analysts, Mobile Developers, Application Developers, Database Administrators, Network Engineer and administrators, Desktop Administrators, Quality Assurance/Testers, Data Analysts, IT Specialists, Systems Engineer, Senior Analysts, System Engineers, IT Project Portfolio Management Specialists and many more.*

Case Study#5
City of Chesapeake, VA (City)
Duration: Dec 2019- ongoing
Description: *Compunnel has supplied skilled IT professionals to the City of Chesapeake and managed services to support the implementation and maintenance of software and other technology initiatives for both short- and long-term engagements and operations. Compunnel provides technical staff in a variety of consulting roles. We have placed multiple candidates but not limited to Network Engineer, Project Manager, Quality Assurance Analyst, Security Analyst, Software Developer/Engineer, Systems Administrator, Technical Writer, Business Analyst, Data Analyst, Database Administrator, Help Desk Support, IT Service Continuity Analyst.*
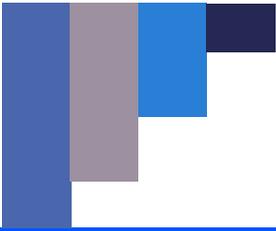
3.1.1 **Vendor should provide with their bid, a general company overview that must include information regarding the number of years of qualification, experience, training, and relevant professional education for each individual classification.**

Compunnel Software Group, Inc. (**Compunnel**), established in 1994; is a leading provider of staffing services to diverse business segments. Over the last **29 years**, we have provided staffing services under all popular engagements (**MSP-based, VMS-based, preferred supplier/Tier-1, Vendor-On-Premise**) to all sizes/scales of corporations including Fortune 500/1000 companies.

We provide **IT Temporary Staffing Services** and solutions at various Educational, State, Local, Transportation, City, and Government agencies. We have been recognized as– 'the Largest Staffing Firm in US' '5000 Fastest-Growing Private Companies in America, 'Fastest 50 NJ Business' by NJBIZ, and many others.

We have a proven established process that helps us to consistently exceed clients' regulatory and other quality requirements. The core strength of our services lies in our ability to provide high-quality staff through a proven intake process and validated assessments of our customers.

Compunnel has built a strong *international reach* through our network of offices across the United States, Canada, United Kingdom, India, and the Philippines. Compunnel has a solid reputation for delivering high-quality IT and non-IT talent to organizations across various industries. Being a global provider of pioneering staffing services, we partner with various industries with a simple vision – *"Delivering staffing excellence with Total Talent Value."* Our international reach is highlighted in the below figure:

Global Presence	Compunnel Presence
United States	26 states
Total Offices in USA	31 Offices
Outside USA	Canada, United Kingdom, Denmark, India, Philippines

Compunnel's Staff

Total Internal Employees	1500+
Total Temporary Employees/Consultants (Active)	12000+
Total Recruiters	400+
IT/Non-IT Professionals	190+
Account Managers	42+
HR Personnel	25+

Services We Offer

CONTINGENT STAFFING
- Our temporary staffing service helps our client's quickly ramp up or down the project teams based on their delivery schedules and development cycles.
- We can provide consultants on a temporary basis to fill client's short-term and long-term needs.

FULL TIME HIRING
- We can help organizations meet their full-time hiring needs and take care of complete recruitment process on their behalf while organizations can focus on their core business matters.

DIGITAL SERVICES
- We support our clients meet their project development needs by providing qualified professionals who can complement their existing staff.
- We can provide pre- screened, and ready- to-deploy consultants within shortest possible time.

PAY-ROLLING SERVICES
- We help organizations eliminate their cost occurred in managing payroll, administration & employee benefits. The service includes – Timesheet management, Payroll Processing, Insurance & Benefits Management, Tax Administration, On- boarding.

Compunnel Capabilities
- ✓ **ISO certified Organization:** Our services are appraised at the International Organization for Standardization (ISO) Certified ISO 9001:2015 & ISO 27001:2013 certified company, we have consistent management and delivery processes.

- ✓ **Our Dedicated Team and Local Account Management:** We will provide a fully local dedicated Account Management Team to dedicatedly work with Lottery only, and the account management team will be responsible for tracking the Lottery requirements and assuring the satisfactory performance of the candidates at the Lottery site.

- ✓ **Powerful Applicant Tracking System (ATS):** Compunnel has invested a lot of time, effort, and money in our own **ATS tool StafflinePro**, an industry-leading ATS system specifically designed for staffing companies. Our powerful ATS currently comprises an ever-growing database of about **3 million resumes** of highly qualified talent available in the United States.

- ✓ **Recruitment Capabilities:** Compunnel has a highly capable recruiting team comprising over 180+ IT professionals well equipped with all the latest sourcing, selection, and recruitment tools and technologies. Our recruitment and staffing division is a combination of Recruiters,
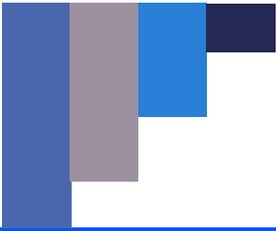
SMEs, Data miners, Account Managers, Human resources executives, Trainers, and support employees. Our Recruitment and Staffing covers all major time zones and serves us 24*7.

✓ **Our Different Sourcing Channels:**

iendorseu Mobile & Web-based referral recruitment platform sources talent across IT/Non-IT skills www.iendorseu.com	**Jobhuk** Crowd-souring based open recruitment marketplace with 2400+ Registered Independent Recruiters www.jobhuk.com
STAFFLINE PRO End-to-end candidate engagement platform with access to pre-vetted talent pool www.stafflinepro.com	**STAFFLINE ATS** Centralized ATS equipped with data intelligence / AI for managing end-to-end staffing operations for increased process efficiency www.staffline.compunnel.com

Extended Sourcing Channels

- Internal Database & Job Site Applicants
- Dedicated Passive Recruitment Team
- Professional Job Boards
- Niche/ Government Job Boards
- Pre-screened Private Talent Pool
- Geo-targeted Social Media Ads
- Career / Job Webinars
- Employee Referrals
- Local Talent Meetups/Event Participation
- Local Print Ads & Partnerships
- Community Colleges
- Diversity Job Boards
- Approved Subcontractors
- Online Talent Communities

indeed   MONSTER
CAREER BUILDER   Dice
Linked in RECRUITER
techfetch
ZipRecruiter

and more…

✓ **Customer Communication:** Compunnel believes in active and effective customer communication. Lottery will have access to Compunnel 24*7 through chat, email, call, web, and in-person meetings. The proposed Account Manager will remain in touch with the Lottery assigned Project Manager for any kind of communication regarding project performance and their queries will be entertained within the defined SLA.

✓ **Personnel Replacements:** We have a well-defined and documented replacement and credit policy for an inadequate performance and mitigation plan. In case, the Lottery asks for the replacement of a consultant due to his/ her inability to perform the tasks set out by the Lottery, we have a well-defined process to handle situations.

✓ **Background Checks:** Being an ISO Certified Company, Compunnel has a robust process to conduct various checks and drug testing of all candidates shortlisted by the client. Compunnel provides a flexible list of background screening options, allowing us to meet a wide variety of screening requirements. We have a well-defined documented background check policy. We will initiate the background check process that involves prior experience employment checks and education history checks for the candidates to ensure the successful placement of the best fit with the Lottery.

✓ **Financial Stability:** Compunnel is a financially stable and growing company. In the year 2023, we were financially evaluated at **$563 Million**.

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.

Below we are providing the candidates' names and resumes of our placed candidates

Positions	**Candidates**
Business Analyst	Ajit Jaiswar
	Alexis Robinson
	Sunny P. Jain
Data Analyst	Benjamin Dicarlo
	Kevin Sam
	Ravi Shanker Ayyadevara
Database Administrator	Ayo Adio
	Pavan Chintha
	Vimal Patel
Help Desk Support	Cedric Chaffold
	Lakeisha Armstrong
	Leon Northington
IT Service Continuity Analyst	Blake Howard
	Aishwarya Singh
Network Engineer	Bhavin I Patel
	Hakeem Bankole
	Hari Bellary
Project Manager	Peeyush Bhardwaj
	Tariq S. Sanda
	Terrilynne Jenkins
Quality Assurance Analyst	Cornelius Hil
	Devon Middleton
	Ramgopal Reddy Kota
Security Analyst	Jonathan Clark
	Norma Abbate
Software Developer/Engineer	Chandu Chava
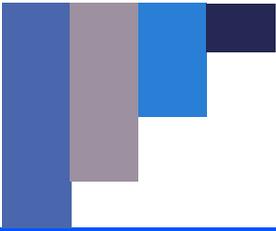
	Nand joshi
	Suresh Nair
Systems Administrator	Nam Hoang Nguyen
	Nathan Hooft
	Qing GU (Shirley)
Technical Writer	Margaret Dawn

Business Analyst

Ajit Jaiswar/ Business Analyst

Summary
Over 7 years of experience in the IT industry as a Business Analyst and experience in conducting GAP analysis, Business / Technical Impact analysis, and SWOT analysis, As is - To be analysis, Cause & Effect analysis, Cost-benefit analysis, Feasibility analysis, Risk analysis, and Return On Investment (ROI) estimation. Experience in creating various artifacts including Business Requirement Documents (BRD), Functional Requirements Documents (FRD), Test Scenarios, Test Scripts, Test Plans, and Test Cases. Strong experience in interacting with designers, and developers to ensure functional implementation of business requirements and QA Team in executing Test Plans, Test Scenarios, and Test Cases for ClaimCenter Module using Guidewire. Detailed understanding of the preparation of Requirement Traceability Matrix(RTM) throughout the process.

Education/Certifications
• Bachelors in Information Technology
• Scrum Master Accredited Certification – ▮▮▮▮▮▮▮▮
• Scrum Product Owner Accredited Certification – ▮▮▮▮▮▮▮▮

Technical Skills	
Modeling tools	MS Visio, Mock-Up Screens, Rational Rose, Balsamiq, Justin Mind, Smart Draw
SDLC Methodologies	Waterfall, Agile (Scrum and Rational Unified Process) and Waterfall-Scrum Hybrid
Business Skills	Process Modeling, Change Management, GAP Analysis, Impact analysis, Risk analysis, Cost-Benefit Analysis, SWOT analysis, JAD Sessions, People management, Team management, Excellent Communication Skills, Sound Negotiator, Goal and Time oriented, Great Business Acumen
Databases	Oracle 9i/10g, IBM DB2, MS SQL Server 2005/2008/2012
Requirement Management	JIRA, Rally, Power Designer, HP Application Life Management (HP ALM), GitHub, MS Office, StartNow and Version One
Testing tools	HPQC, HPALM, Load Runner, Rational Clear Quest and Selenium

Relevant Professional Experience

Sr. Business Analyst, AIG Insurance – Berkeley Heights, NJ, Feb 2019- Present
- Gather business Requirements using various Elicitation Techniques such as Interviews, Brainstorming sessions, JAD Sessions with Focus Groups, and more for Claim Database Upgrade to Guidewire Insurance Suite.
- Create various UML diagrams such as Use Cases Diagrams, Process Flow Diagrams, Sequence Diagrams and
- Activity Diagrams to describe the new process using MS Visio and Axure for the Property and Casualty
- Use of MS Share Point for sharing the documents with different departments
- Utilize the guidelines and artifacts of the Agile Methodology to develop a detailed implementation process
- Guidewire ClaimCenter Integration during different iterations and phases in the Software Development Life Cycle (SDLC)
- Create and maintain User Stories by interviewing the SMEs, Claim Specialists, Claim Adjusters, Field Investigators etc. to capture the process flow from First Notice of Loss

(FNOL) to Claim-case closure, to communicate the requirements to development and testing teams.
- Interacted with the designers, developers to ensure functional implementation of business requirements and QA Team in executing Test Plans, Test Scenarios and Test Cases for ClaimCenter Module using Guidewire.

Environment: Agile SCRUM, MS Office Suite, MS Project, MS Visio, HTML, UML, AJAX, XML, JIRA, Guidewire, Rally, Windows 10, HP Quality Center, Selenium, Mockup Screens, Power Designer, Smart Draw.

Sr. Business Analyst, NJM Insurance Group – Trenton, NJ, June 2018 – Feb 2019
- Assisted the creation of agile story backlogs for various Personal lines and commercial lines projects in Guidewire
- Prioritized agile story cards for various lines of business such as commercial, umbrella, Workers compensation insurance
- Worked on maintenance projects, production issues, and enhancements on Commercial Auto and General Liability, Home, Dwelling and Umbrella
- Understood current legacy systems and Production state of application and determined the impact of new implementation on existing business processes/rules by interviewing and collaborating with Subject Matter
- Conducted Joint application design sessions, brainstorming sessions and personal interviews to acquire business requirements from business users and associated stakeholders
- Identifying and documenting business rules, data requirements, mapping requirements by studying the legacy application and the client proposed requirement for Guidewire v9.

Environment – Scrum methodology, JIRA, MS Visio, SharePoint, Mockup Screens, Snipping Tool, HP ALM, Tableau, MS word, Excel, PowerPoint, Access, MySQL Server, XML, .Net, Guidewire Insurance Suite 7.0 and 9.0.

Sr. Business System Analyst, Tokio Marine North America Services, PA, Jan 2017 – Apr 2018
- Project duties included multiple task project assignments, scheduling and tracking; facilitating meetings with all levels of the business community for requirements gathering, project development, design considerations, impact and risk analysis, and quality control of client acceptance testing in the Insurance domain.
- Operated closely with business and guidewire consultants on a guidewire upgrade project which aimed at transitioning from legacy billing system to guidewire Billing Center 8.
- Acted as primary liaison between the client departments and the Information systems IT department to perform analysis, review, and estimation of client requests, prepared and reviewed requirements and client documentation for Commercial Lines Property and Casualty business.
- Responsible for requirement gathering elicitation through open-ended discussions, brainstorming, and prototyping for the development and implementation of a new Guidewire BillingCenter 8 suite.
- Conducted gap analysis and made As-is-to-be diagrams to understand new business requirements and challenges in implementing new modules of BillingCenter over the existing billing systems.

- Worked on UAT testing and took signoff from the Commercial line of Property & Casualty business users.
- Mapped legacy data with billing center target tables in the required data dictionary and configured Billing Center with tight document/imaging support, new screens, and revised assignment logic.
- Worked on Test Definition workshop, Test Strategy, Test Planning using Insurance Test Framework for Guidewire.

Prior Experience

Client	Position	Duration
Endurance Insurance	Sr. Business System Analyst / Scrum Master	Sep 2015 – Dec 2016
Frontline Insurance	Business Analyst	Jan 2015 – Aug-2015
IDBI Bank	Business Analyst	Aug 2011 – July 2014

Sunny P. Jain/ Business Analyst

Summary

More than 7 years of experience in creating Business Requirements Document (BRD), Functional Specifications Document (FSD), Use Case Diagram, Process flow Diagram, and traceability matrix. In-depth knowledge and practical experience of using Waterfall, agile, scrums, Rational Unified Process (RUP), Unified Modeling Language (UML), System Requirements Specification and Functional Requirements Specification (SRS/FRS), Rapid Application Development (RAD), and MS Visio. Expert in the implementation life cycle for delivery of system solutions (analyze, design, build, test, implement, support). Proficient in developing a use case and UML diagrams using ERD; depicted clear relations associated between the entities.

Education/Certifications

- Master of Business Administration, College Station, TX
- Bachelor of Science in Biology, Houston Baptist University, Houston, TX

Relevant Professional Experience

Business Analyst, NRG Energy, Inc., Jul 2016 – Jul 2019
- Prepared graphical depictions of Use Cases, Use Case Diagrams, State Diagrams, Activity Diagrams, Sequence Diagrams, Component-Based Diagrams, and Collateral Diagrams and creation of technical design (UI screen) using Microsoft Visio.
- Worked on Documentum for Version Controlling, to maintain up-to-date changes in the Documents.
- Conducted User Acceptance Testing, gathered and documented User Manuals and Business rules.
- Interacted with users to verify User Requirements, manage the Change Control Process, update existing Documentation
- Designed a flexible project foundation enabling rapid implementation of e-commerce website capabilities
- Conducted order management feasibility analysis and facilitated JAD sessions for redesigning of the supply chain management using Hybris products.

Write-Off Analyst, Apr 2015 – Jul 2016
- Supervised all functions related to a $23M AR management program to reduce bad debt and raise cash inflow; used sensitivity analyses to maximize resources allocated to funds recovered

- Reconciled system data with 6 collection agencies on 180,000+ account referrals: improved accuracy of account data quality assessments, enabling more focused and higher return collection activities
- Built a dynamic reporting dashboard using Access to reconcile complex data sets for business analyses and research; provided consolidated and real-time reporting of write-offs in progress and expected outcomes
- Authored a 600-page operations manual to reduce departmental waste from work output variation; became a standardized model for onboarding and process continuity

Midway Petroleum Group, LP Houston, TX, Business Analyst, Feb 2014 – Oct 2014
- Launched an inventory management back-office system across 20 retailers; optimized profit margins, inventory turnover, and operational efficiencies
- Verified shift data integrity and promotional attributes for a $28M company price book of 10,000+ items.

Statscript, LLC, Business Analyst, Dec 2012 – Jun 2013
- Executed M&A growth strategy to support a $16M acquisition of Advanced Script, Inc. requiring significant groundwork including data migration of 15,000+ accounts, talent retention, and brand development
- Launched a CRM system reconciling 1,000+ accounts in 4 states; boosted cross-team collaboration and productivity.

Alexis Robinson/ Business Analyst

Summary
7+ years of experience in interacting with business users and executives to identify their needs, gathering requirements, and authoring Business Requirement Documents (BRD), Functional Requirement Documents (FRD), Use Case Diagrams, and Activity Diagrams. Strong experience and advanced knowledge of the Systems Development Life Cycle (SDLC), Waterfall, Agile, Scrum, Spiral, Extreme Programming (XP), and Rational Unified Process (RUP). Proficient in requirement management, including gathering, analyzing, detailing, and tracking requirements. Experience in preparing Business Requirement Documents (BRD's) after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.

Education/Certifications
- Masters of Business Administration/Healthcare, American InterContinental University
- Bachelor of Arts, Business Administration, American InterContinental University.
- PMI Certified Project Management Professional - Cert No: ██████
  Certified Scrum Master (CSM)

Relevant Professional Experience

Business Analyst, TruGreen Lawn Care, Jan 2020-Present
- Responsible for analyzing and monitoring day-to-day recruitment processes across corporate platforms such as Salesforce, workday and Phenom People Application
- Leads delivery analysis on data-driven analytics, customer insight across multiple recruiting products to help clients meet or exceed recruiting and placement goals
- Responsible for leading engagements between business teams, third-party vendors and IT Systems integrations team, on enhancements and issue fixes in Jira.
- Responsible for identifying and notifying the Project Manager / Project Management Team of risk, concerns, and inefficiencies along with gathering requirements and coordinating Testing Solutions and the recommendation of process improvements
- Directly responsible for interviewing end users, stakeholders, and project sponsors to assess business needs, and create functional business documents, create user stories in Jira according to departmental protocols and standards
- Leads weekly review meetings with the program team to review data insights, provide performance monitoring information, and presentation on analysis of data trends.

Business Analyst, Cory Executive Recruiting, May 2019- Dec 2019
- Monitored and accessed a detailed review of users' profiles and posts to determine risks associated with engagement
- Worked in partnership with the CEO to author the brand engagement guideline
- Developed strategies for social media content based on research, objectives and industry trends.
- Responsible for capturing, documenting, and supporting social media campaign initiatives, contributing to the overall success of the campaigns
- Facilitated weekly reports that outlined performance issues and implemented best practices for upcoming marketing campaigns.

Healthcare Project Consultant / Business Analyst, New Roots Solutions, Jan 2018-May 2019

- Responsible for helping to create new procedures to streamline HR functions for incoming medical teams
- Interpreted salary data and performed analyses to ensure competitive positioning within the market
- Performed market pricing and provided salary recommendations (new hires, promotions, market catch ups)
- Managed process improvement projects to overhaul current customers (CRM) data to improve accuracy in EPIC.
- Helped Research and developed new policies and procedures to streamline HR functions, ie recruitment, leave, benefits, etc.
- Led full-cycle recruitment services for multiple positions across all levels of an organization
- Responsible for collaborating with stakeholders to prioritize project milestones, identify day to day risk, and mitigate constraints

Project Manager, Health Leads, Apr 2017-Dec 2017
- Worked closely with the Product Owner to established sprint goals and to prioritize the goals and projects.
- Responsible for effectively communicating analysis to appropriate stakeholders, to gain support and buy-in of suggested improvements.
- Conducted daily stand-up meetings
- Run team operational meetings, agendas and C-Suite project management – tracked all C-Suite timelines, projects, and deliverables.
- Tracked project in MS project, made sure to stay within the budget for the budget
- Provided project management support to the President regarding work with Managing Principals related to organizational strategy.

Prior Experience		
Client	**Position**	**Duration**
Fresenius Medical Care	Project Manager	Feb 2015- Apr 2017
Maximus	Project Coordinator / Business Analyst	Mar 2015-Jan 2016
MassPro	Project Coordinator	Jul 2012-Jul 2014

Data Analyst

Benjamin Dicarlo/ Data Analyst

Summary
More than 12 years of experience in interpreting and presenting large datasets to improve spend efficiency across organizations. Strong experience in designing visual reports that identify test status, defects, root cause analysis, and other key data. Highly proficient at improving efficiency and productivity through analysis, building reporting solutions, and automating processes to satisfy business needs. Adept in collaborating with cross-functional teams and delivering

projects on time and budget. Experienced in developing technical documentation, and visualizations, and providing data insight and impact to drive strategic decision-making.

Education/Certifications

- Bachelor of Arts – Business Administration, West Virginia University, Morgantown, WV
- Associate of Arts – Applied Business Accounting, Belmont College, St. Clairsville, OH
- Project Management – Boston University - 3 Certificate Program in Project Management

Technical Skills

• Microsoft Excel (V-Lookup, Pivot Tables, Graphs, Query)	• SAP Business Objects
• Microsoft Access (Tables, Queries)	• Microsoft Access to Excel
• SQL Lite Studio	• Integration/Flow-Through
• Oracle Database	• Universe Design Tool
• Quality Center	• Jira

Relevant Professional Experience

Sr. Data and Reporting Analyst, AT&T Corporation, San Ramon, CA, Aug 2005 – Sep 2020

- Provided analytical expertise to support key strategic and operational initiatives for AT&T's testing communities.
- Communicated cross-functionally with stakeholders, team leads, PMO and management to identify and protect Quality Control's testing timeline within the overarching schedules for various enterprise-wide global projects and programs, including AT&T's $400M LightSpeed program.
- Served as analytics business partner – supporting business stakeholders with in-depth analysis, continually mining for insights to drive operational improvements.
- Data subject matter expert for Enterprise Test teams, supporting various projects and programs to deliver analytics and reporting used to navigate testing deliverables, risks, issues, and resolutions.
- Translated raw data into meaningful insights to provide reports and dashboards showcasing areas meeting expectations and needing improvement.
- Conducted research from problem definition through execution of analysis. Highlight potential areas of concern and suggest areas of improvement for senior management, based on analysis.
- Designed visual reports that identified test status, defects, root cause analysis, and other key data.
- Monitored and address defects for multiple phases including Production, Functional Test, (UAT) User Acceptance Testing and End to end-to-end testing.
- Facilitated defect process through Chat Rooms and online meetings, bringing together all necessary application teams needed to resolve for Root Cause.
- Collaborated with developers and system engineers in a cross-functional setting to monitor and ensure code fixes/enhancements are addressed in a timely manner.
- Provided Key Performance Indicators (KPI) including Defect Density (DD); Defect Removal Efficiency (DRE); and Meantime to Repair (MTTR) to monitor progress and address areas of concern.
- Responsible for project Planning and Budgeting, Performance Metrics, and other project management deliverables for multiple application teams in the Functional Testing group.
- Participated in daily Project Management Office (PMO) status calls, reporting out on testing status and defect resolution.
- Provided resource projections by project/week for a 12-month period (Supply & Demand).
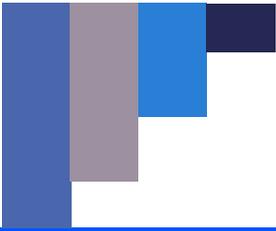
Prior Experience		
Client	**Position**	**Duration**
Gap, Incorporated, CA	Functional/System Testing	Feb 2005 – May 2005

Kevin Sam / Data Analyst

Summary
9 years of experience in solution implementation, database design, logical and physical, data modeling and data architecture using case tools. Strong experience in Business Requirements Documents, Functional Requirements Documents, Mapping Documents, Test case, and plan documents for ETL implementations of data loads into a Data Warehouse environment. Experience in maintaining data models for multiple data warehouses, data mart, and business intelligence applications used by Genentech to store regulatory, customer, and research data. Models were stored in ER/Studio. Proven experience in modeling structured and unstructured data and working with large data sets.

Education/Certifications
• Bachelors of Science of Economics, University of Pennsylvania.

Technical Skills

ERP	SalesForce, Oracle Financials release versions 9.0/ 10.4/ 10.7/ 11i, Oracle Human Resource, Oracle Workflow, Financial Statement Generator
Applications	TM1, Mcafee HelpDesk, Microsoft Office products, Viewstar, WinRunner, Hansen Application Suite, Tableau, Crystal Reports, Business Object, Oracle Warehouse Builder, Oracle Discoverer, Informatica PowerCenter
Design	Big Data, Artificial Intelligence, Machine Learning, Natural Language Processing, Relational Database, Data Warehouse, Dimensional Modeling, Business Intelligence
Design Tools	ER/Studio, ErWin/ERX, Powerdesigner, and Oracle Designer release versions 2000/6i/9i
Languages	PL/SQL, SQL Plus, SQL, Unix shell scripting, Python, Java, HTML, Hadoop ecosystem (MapReduce, Pig, Hive)
Databases	Oracle 9i, 10g, 11g, SQL Server, Teradata, Sybase, Access, Vertica

Relevant Professional Experience

Exact Sciences Inc., Data Analyst, Mar 2020 – present
- Implement Master Data Management program for Exact Science's Accounts, Contacts and Address datasets for national and international customers using the Informatica customer 360 platform.
- Lead solution discussion meetings with the technical team to develop deliverables that will provide maximum value for stakeholders
- Groom features and user stories to define product functionality and manage product backlog
- Implement consistent cleansing rules and data quality testing for accounts, contacts and address master data
- Standardize mapping rules and logic for contact and account data using Informatica c360
- Creation of Single Source of Truth for consumers to source accounts and contacts data
- Set up data standardization through interactions with Customer Service, Data SMEs, MDM technical and IT solution teams.
- Manage training workshops for SME orientation of new MDM implementation through documentation and sessions for different organizational teams.

Gilead, Data Analyst, Oct 2019 – Jan 2020
- Worked closely with different organizational group leads to identify and gather all relevant internal/external datasets and their metadata, executed data preparations for various functional groups.
- Provided process implementation advisory and support to enhance master data collection and improved data model implementation in Collibra.
- Responsible as liaison to the executive oversight committee for project statuses and issues as part of Enterprise-wide Data Governance effort.
- Worked closely with Collibra architecture team to develop object/relationship model.

Wells Fargo Bank, Data / AI Implementation Analyst, Mar 2019 – Oct 2019
- Provided Master Data Management data analysis support as part of the use case implementation process, established criteria for data validations in the data hub, identified data quality metrics, and implemented error and exception handling strategies.
- Supported KPI reporting capabilities through analysis and facilitation of data extraction and preparation for Tableau platform.
- Ensured project execution-maintained compliance with corporate and federal policies in terms of data security within a heavily regulated industry.

Salesforce.com, Sr. Analyst, October 2018 – December 2018
- provided analytical and quality assurance data support for projects in APM (Accountability Performance Matrix) project to automate BI reporting and Analytical platform in Agile environment.
- Supported to convert manual performance reporting to cloud platform with enhanced real-time data capability.
- Provided analytical support to tableau visualization and reporting platform.
- Authored critical project documents including Business Requirements, Functional Requirements, and Data Flow diagrams.
- Troubleshot data quality issues through data lineage exploration using SQL as the primary exploratory language.

Wells Fargo Bank, Sr. Analyst, Jul 2016 – Jul 2018
- Business owner and project manager of initiatives to integrate new data into Business Modeling Groups data warehouse and analytical environment in Teradata from varying data sources.
- Captured metadata for MDM data management application used company-wide as a source of truth for data items.
- Managed project implementation process through requirements gathering, facilitation of design meetings, and administration of testing process
- Responsible for business Requirements Document, Functional Requirements Document, Mapping Document, Test case, and plan document for ETL implementations of data loads into the Data Warehouse environment.

Silicon Valley Bank, Data Modeler, Sr. Analyst, Oct 2015 – Mar 2016
- Established CCAR data model for data governance and tracking key data related to federally mandated risk and analysis reporting

- Functional architect in the implementation of Hadoop installation to capture market data for financial visualization application
- Maintained data dictionary and model metadata (MDM) in ER Studio modeling tool, enabled data governance processes for data quality maintenance effort
- Established foundation environment for data analytics through defining, designing and ingestion of key data.

Ravi Shanker Ayyadevara/ Data Analyst

Summary

5+ years of experience in providing solutions for Data warehouses and creating data marts, implementation of several large-scale projects, and design for the integrated business intelligence framework including Data Warehousing and reporting. Emphasis on Data Architecture, Architecture Design, Program, and Project Management in providing solutions for Data warehouse. Experience in Building large-scale logical data models using ER Studio and dimensional models for Enterprise data warehouses. Experience in providing support for master data management, logical data, quality system development, implementation and maintenance. Expert in creating both Logical and Physical Data Models and SQL Scripts for the database generated Build Data Architecture and Business Intelligence reporting solutions using Teradata and Oracle.

Education/Certifications

- Post Graduate Diploma in Computer 1994
- Bachelors Osmania University, 1990 - 1993
- BOST Bronze Certification
- Agile Safe Certified in Project Management

Technical Skills

Business Process and Architecture	Business Architecture, creation of Data Flows Diagram and Data Analysis using SQL Python and JavaScript, Access the data using API's and Microsoft Visio.
Data Profiling and Data Quality	Metadata Management in ASG-Rochade and Collibra, Informatica IDQ
ETL Framework	Data Integration, Data Migration, Data Mining, Configuration Management, Database Design and Development, Database Creation Administration and OLAP/ OLTP, ROLAP, MOLAP
Reporting Tools	Business Intelligence, Business Objects, OBIEE, Tableau, Spotfire, QlikView

Relevant Professional Experience

Data Modeler / Lead Data Analyst, Federal Reserve Bank, Apr 2019 – Present
- Provides support for metadata management system development, implementation and maintenance
- Works with the IT teams to understand data requirements
- Collects, analyzes, and summarizes data to support business decisions
- Provides data that is congruent, reliable, and easily accessible by the user
- Utilizes tools to monitor and mass update data changes
- Translates business requirements into conceptual, logical and physical data model
- Develops and maintains the logical and physical data models
- Uses technology to extract and analyze raw data
- Develops and maintains technical documentation regarding data

- Makes recommendations for process improvements to support data integrity efforts
- Analyzes program needs and translates them into data warehousing and data mart requirements
- Designs, develops and deploys query parameters, layout, filters, and analytics for program information solutions
- Recognizes and resolves conflicts between models, ensuring that data models are consistent with the enterprise model (e.g., entity names, relationships, and definitions)
- Communicates data integrity accuracy to the business and escalates/communicates issues when necessary
- Supports the development of enterprise data and performs regular data audits
- Builds data migration and single source strategies
- Participates in the establishment of governance for metadata management across the enterprise
- Ensures integration of project logical data model into enterprise conceptual data model
- Works in partnership with data architects to design a common customer view of information
- Works with project teams to understand the business environment to manage enterprise-wide information/data support systems
- Works on complex enterprise-wide projects/issues/enhancement, designs logical enterprise-wide data models
- Provides support for master data management, logical data, quality system development, implementation, and maintenance.

Technical Architect, Blue Shield of California, Dec 2018 – Apr 2019
- Worked at Blue Shield of California: Modernize Stop-Loss project is an insurance product that provides protection against unpredictable or catastrophic losses. Policies.
- Responsible for defining the Business Requirements and preparing the scope document, working with business stakeholders in writing the functional specs and detailed functional specs for the BRD.
- Defined the Conceptual Data Model and Logical Model using the Erwin Data Modelling tool. Review the scope and BRD with stakeholders on a Bi-Weekly basis.
- Prepared the Data Profiling like Map and Gap analysis to provide high level visibility of the project scope.

Data Architect, Tenet Health Systems, Dec 2002 – Nov 2003
- Involved in Business Analysis, Requirements Gathering, Functional & Technical specification, Development, Deploying, QA Testing, Training End Users and Business Group
- Worked with team leads to establish pre-analysis and post-analysis using activity diagrams and system context diagrams to assist in business decisions Performed data warehouse modeling (Logical and physical data modeling based on star & snowflake schema)
- Developed the mapping document indicating the source tables, columns, data types, Transformation required/ business rules, target tables, columns, and data types.
- Designed E-R modeling and Report building using ProClarity and Analytic Server for generating the Database cubes using Analysis Services of SQL Server Involved in mapping data elements between legacy systems and operational data source and designing the documentation process of the conceptual design and responsible for the
- Architecture, Modeling, and creation of standards for database design.

Prior Experience
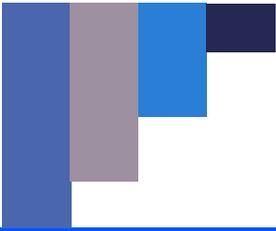
Client	Position	Duration
Ford Motor Company	Data Architect	Apr 2002 – Sep 2002
Mascot system limited	Data Warehouse	Mar 2001 – Jan 2002
Sparsh communications limited	Technical Leader	Oct 1996 – Feb 2000

Database Administrator

Ayo Adio/ Database Administrator

Summary
Over 5 years of experience in installation, configuration, design, development, and support. Experience in creating and maintaining UNIX shell scripts to automate RMAN backups, Database cloning, Data pump jobs, File transfers, and database administration tasks. Experienced in administering and developing Oracle and Microsoft SQL Server databases on both Windows and UNIX platforms. Expert in creating, modifying, and maintaining Oracle database objects and storage structures including Tablespaces, tables, partitions, materialized views, users, roles, profiles, directories, and indexes. Hands-on experience with Linux and Windows operating systems. Proven experience in assisting with the monitoring and troubleshooting of database issues and providing solutions to improve stability and availability.

Education/Certifications
• Bachelor of Science (B.Sc. Computer Science), University Of Ibadan, Oyo State, Nigeria

Technical Skills

Databases	MS SQL Server, Oracle 11g/12c/19c/21c, MySQL
Languages	SQL, T-SQL, C#, PL/SQL, PowerShell, UNIX Shell Scripting
Tools	SQL Server Management Studio, Azure Studio, Power BI, SQL Developer, TOAD, PowerShell, UNIX, Shell Scripting, Putty, SQL*Plus, Enterprise Manager (OEM), Grid Control, Data Pump, SQL Loader, Oracle Recovery Manager (RMAN), DBCA, NETMGR, NETCA, Recovery Catalog, Automated Workload Repository (AWR), ADRCI, ASMCA, Oracle Scheduler, Data Pump, Real Application Clusters (RAC), Standby Database (Physical, Snapshot), Unix Shell Scripting, Automatic Storage Management (ASM), TOAD, MobaxTerm and SecureCRT

Relevant Professional Experience

Database Administrator/Developer, Caterpillar, Nashville, TN, Apr 2022 – Present
- Provide support and monitoring for Oracle Grid Infrastructure and Primary and Standby databases on a 3-node Real Application Cluster (RAC) environment ensuring high availability.
- Manage various database structures: Tablespaces, data files, control files, redo log, and Parameter files using OEM Cloud Control 13c, GUI Tools, and Command-Line (SQLPLUS).
- Perform test recovery procedures to ensure the validity of backups and workability of the recovery system in both Oracle and SQL Server databases.
- Design, Implement, and monitor Oracle Data Guard with Broker to facilitate data replication, site redundancy, and overall disaster recovery.
- Project team member for the upgrade/migrate of oracle 12c to 19c using DBUA, Transportable Tablespaces (TTS), and Data pump on Oracle Enterprise Linux 7 platform.
- Perform data migration using tools like Data import/export, BULK INSERT and BCP between different heterogeneous systems and SQL Server.
- Involve in creating Jobs, SQL Database Mail, Agent, Alerts, and Scheduled SSIS Packages.
- Create, modify, and maintain Oracle database objects and storage structures including Tablespaces, tables, partitions, materialized views, users, roles, profiles, directories, and indexes.
- Monitor the overall performance of the database using OEM 13c as well as Command-line utilities including SQLPLUS, AWR report, ASH report, ADDM, ADRCI, Explain Plan, and SQL Trace.

- Apply Oracle Database and Grid Infrastructure patches to production, development, and test Instances.
- Create and maintain UNIX shell scripts to automate RMAN backups, Database cloning, Data pump jobs, File transfers, and database administration task.
- Monitor the overall performance of the database using OEM 13c as well as Command-line utilities including SQLPLUS, AWR report, ASH report, ADDM, ADRCI, Explain Plan, and SQL Trace.
- Apply Oracle Database and Grid Infrastructure patches to production, development, and test Instances.
- Created and maintained UNIX shell scripts to automate RMAN backups, Database cloning, Data pump jobs, File transfers, and database administration tasks.
- Monitored and troubleshooted database issues, and provided solutions to improve stability and availability.

Database Administrator/Developer, Uber Technology, California, CA, Oct 2019 – Mar 2022
- Developed and maintained SQL and PL/SQL scripts for data access and manipulation.
- Participated in performance tuning and troubleshooting of databases.
- Assisted in the implementation and maintenance of Oracle RAC, Data Guard, and Golden Gate for high availability and disaster recovery.
- Assisted in the monitoring and troubleshooting of database issues and provided solutions to improve stability and availability.
- Collaborated with development teams to optimize SQL and implement best practices for data access.
- Participated in 24x7 on-call rotation for production support.
- Assisted in creating and maintaining documentation, including data dictionaries and standard operating procedures.
- Worked with external vendors and partners to resolve issues and implement new features.
- Participated in disaster recovery exercises and provided recommendations for improvements.
- Configured and installed SQL Server on Windows Server. Migrated databases from Oracle database to MS SQL Server 2016+.
- Provided problem resolution support, specific to Oracle and SQL Server database issues and coordinated with application users to determine root cause and ensure accurate resolution.

Prior Experience

Client	Position	Duration
Advisory Board	Oracle DBA	Feb 2016 – Sep 2019

Pavan Chintha/ Database Administrator

Summary

A Microsoft Certified SQL Server Lead DBA with 12+ years of IT Experience in SQL Server database admin, System Analysis, Design and Development, and Support of Microsoft SQL Server 2019/ 2016/ 2014/ 2012 / 2008 R2 / 2008 / 2005 / 2000 in Development, Test, and Production Environments. Expertise in Installation, Configuration, and Administration of SQL Server in a Clustered and Non-Clustered Environment. Expertise in Database Maintenance Plans such as Backups, Index Rebuilds, Stats updates, and Consistency Checks. Experience in implementing and monitoring different types of Load balance, HA and DR scenarios like Replication, log shipping, and configuring database Mirroring, AAG, and FCI in Cluster Environment on Production, QA, and Dev environments. Extensive experience in T-SQL coding and a good understanding of complex JOINS and advanced SQL features such as Window functions and Ranking functions.

Education/Certifications

- Master of computer management from Nagpur University in 2003
- Master of Science in Information Systems Engineering and Management from Harrisburg University
- MCTS – Microsoft Certified Technology Specialist
- MCITP – Microsoft Certified IT Professionals Database administrator

Technical Skills

Programming Languages	DDL, DML, T-SQL, Power shall scripting, SSIS, SSRS
Web/ XML Technologies	HTML
Tools & Utilities	SQL DB Access, SQL Profiler, Query Analyzer, Performance Monitor, Backup Utility, TDP/TSM, Lite Speed, Red Gate, SSRS, MS Power BI, IDERA, Orchestrator
Data Modeling Tool	ERWIN 4.0, Visio 2007.
RDBMS	MS SQL Server 2019,2017,2016, 2014, 2012, 2008R2, 2008, 2005, 2000, SSAS, SSIS, SSRS, MS Access.
Operating Systems	Windows server 2019, 2016, 2012, 2008R2, 2003, 2000

Relevant Professional Experience

Senior SQL Server DBA, SCIF (State Compensation Insurance Fund (SCIF), Jan-2020 – Present
- Responsible for installing and configuration of 2016, 2017,2019
- Migrate from SQL server 2014 to SQL server 2016, 2017,2019.
- Migrate on-premises databases to AWS EC2 environment.
- Install and configure SQL 2014, 2016,2017, 2019 AlwaysOn Availability Groups.
- Install and Configure AlwaysOn Availability Groups environment as a High availability DR solution.
- Tuning queries which are running slow using IDERA tool, Profiler and Statistics IO by using different Methods in terms of evaluating joins, indexes, updating Statistics and code modifications.
- Design the functional and technical documents, report templates and reporting standards for the developers to work on the report development
- Create complex stored Procedures, Triggers, Cursors, Tables and other SQL Joins and Statements for Applications by using T-SQL.
- Checking Database Health by using DBCC Commands and DMVS, DMFS, Extend events
- Monitor and modify Performance using execution plans and Index tuning.

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- Generate periodic reports based on the statistical analysis of the data using SQL Server Reporting Services (SSRS).

Environment: SQL Server 2014,2016,2017,2019, T-SQL, SSIS (ETL), SSRS, IDERA, Orchestrator, Windows 2014,2016,2019 Servers.

Senior SQL Server DBA, Orange County, Anaheim, CA, Feb 2016 – Jan 2020
- Implemented Foster care, Aging2526 functionality in CES database
- Implemented new business functionality in AIM2 application
- Generated conversion script for migrating old AIM data to new AIM2 database
- Created SSIS packages to import data from Oracle databases (Calwin, CFS) to SQL server
- Implemented Replication among a few vital databases for load balancing
- Migrated from SQL server 2008 R2 to SQL server 2014, 2016
- Designed the functional and technical documents, report templates and reporting standards for the developers to work on the report development
- Created complex stored Procedures, Triggers, Cursors, Tables and other SQL Joins and Statements for Applications by using T-SQL.
- Checked Database Health by using DBCC Commands and DMVS, DMFS, and extended events
- Monitored and modified Performance using execution plans and Index tuning.
- Generated periodic reports based on the statistical analysis of the data using SQL Server Reporting Services (SSRS).
- Handled monthly Database Refresh in QA-Test environment for testing of new deployments and Build.

Environment: SQL server 2008 R2 and SQL Server 2014,2016 T-SQL, SSIS (ETL), SSRS, Power BI, Windows 2008 and 2012,2016 Servers.

SQL Server Consultant, Diamond Game, Jul 2015 – Oct- 2015
- Identified and resolved Deadlock issue, resolved Index fragmentation issue
- Responsible for installing and configuring SQL Server 2014, created new database objects like Tables, Procedures, Functions, Indexes and Views using T-SQL in Development and Production environments.
- Tuned queries which are running slow using Profiler and Statistics IO by using different Methods in terms of evaluating joins, indexes, updating Statistics and code modifications.
- Checked Database Health by using DBCC Commands and DMVS
- Monitored and modified Performance using execution plans and Index tuning.
- Managed Databases spread across multiple servers in Production, Development, staging & testing environments.

Environment: SQL server 2008 R2 and SQL Server 2014, T-SQL, SSIS (ETL), SSRS, Windows 2008 and 2012 Servers

Prior Experience		
Client	**Position**	**Duration**
Neovia, Baker Hughes	Senior SQL Server DBA	May 2013 – May 2014
British Petroleum	Senior Lead SQL Server DBA	Oct 2009 - May-2013
ArcelorMittal	SQL server DBA	Nov 2006 – Oct 2009
Airtel Bharathi	SQL Server DBA	Sep 2005 – Sep 2006

Vimal Patel/ Database Administrator

Summary

An experienced SQL Server DBA with detail-oriented, analytical and troubleshooting having more than 7 years of professional experience in different Microsoft products as a SQL Server DBA. As a DBA professional and troubleshooting experience includes SQL Server database administration, data modeling, gathering and analyzing business requirements, and Operating Systems. Strong working experience in managing large databases, backup/recovery, configuring and managing HA solutions, managing reports using SQL Reporting Services (SSRS), Monitoring, Performance Tuning, stored procedures, triggers, functions, constraints and views etc. Working experience entails strong knowledge on using database third party tools like OpNet, SolarWinds, Idera, ERWin, Visio, and Toad Data Modeler.

Education/Certifications

- Bachelor of Engineering in Computer Engineering

Technical Skills

Database Expertise	SQL Server 2014, 2012, 2008 R2, 2005, 2000, MS Access
Operating System	Windows Server 2012, 2008 R2, 2003 R2, 2000, VMware
Languages	SQL, T - SQL, HTML, XML, JavaScript, ASP, ASP.net, PowerShell
Data Modeling Tools	ERWin, Toad Data Modeler, Visio, SSDD (SQL Server Database Diagram)
Reporting	SSRS (SQL Server Reporting Services) - Enterprise Reporting

Relevant Professional Experience

Database Administrator, GAF, Apr 2019 – Present
- Implement a digital dashboard to display database load and purge batch totals
- Responsible for using Azure cost dashboard, services, and process monitoring using PowerShell.
- Install, secure, upgrade, and maintain the SQL Server environments
- Engage in PLM (Product Lifecycle Management) projects.
- Updating database systems by reviewing, planning, testing, and installing database security patches and service packs.
- Setup Maintenance Plans and SQL Server Agent Jobs in Upgraded Instances.
- Responsible for MS-SQL logical and physical databases design, implementation, and maintenance
- Reorganize databases and sized database objects to meet standards and improve performance
- Handle database server tuning, application tuning, maintaining documentation, capacity planning, and database security.

Database Administrator NJ, The Heart Center of the Oranges, Mar 2016 – Apr 2018
- Installed, secured, upgraded, and maintained the Data Analytics SQL Server environments
- Led performance analysis and database tuning, implemented access control configuration
- Engaged in PLM (Product Lifecycle Management) projects.
- Updated database systems by reviewing, planning, testing, and installing database security patches and service packs.
- Installed and Upgraded from SQL Server 2000, 2005, 2008R2 to SQL Server 2012 /2014/2016 on Multiple DEV / UAT / PROD/ DR Servers /Azure.
- Migrated Databases ranging from 2 MB to 26 TB from SQL Server 2000, 2005, 2008R2 to SQL Server 2012 /2014 / Azure (Iaas).

- Imported and Reconfigured of DTS / SSIS / SSRS to DTSX packages and SSRS Farm with load Balancer to upgraded Instances.
- Implemented high availability with Always On Availability Groups and failover clustering
- Setup Maintenance Plans and SQL Server Agent Jobs in Upgraded Instances.

SQL Server DBA, Godrej Ltd., Jun 2013 – Oct 2015
- Created Databases, Tables, Indexes, Views and Coded Stored Procedures, functions, triggers and used SQL Profiler and performance monitors to enhance the performance of database servers.
- DBA activities like creating users, roles and granting and revoking privileges and Design and implement database backup and recovery procedures.
- Calculated disk space and table space requirements and Involved in capacity planning, estimating, and sizing of tables.
- Migrated data to other databases and imported data from Excel spreadsheets Implemented user training and provided technical support.
- Designed the logical and physical databases and developed SQL Server Database and Database testing, maintaining the data, and writing the procedure.

SQL Developer, Bharti Airtel, Feb 2012 – Jun 2013
- Actively participated in gathering Requirements and System Specifications.
- Worked on complex T-SQL statements, and implemented various codes and functions.
- Involved in creating Stored Procedures, views, tables, and constraints.
- Created stored procedures and triggers for Data consistency.
- Created views to facilitate easy user interface implementation, and triggers on them to facilitate consistent Data entry into the database.
- Identified, tested, and resolved database performance issues (monitoring and tuning) to ensure database optimization.
- Created Users and Roles, and managed security and permission of database.

SQL Developer Allscript, Jun 2011 – Feb 2012
- Involved in developing and deploying SSIS Packages in MS SQL Server environment in Business Intelligence Development Studio (BIDS).
- Managed Production, development, and QA SQL Clustered Servers in a 24x7 Production environment.
- Troubleshot production servers and fixing user and application issues, data refresh in QA environment from the production.
- Configured Database Mail, alerts, and notifications as proactive monitoring. Extensively used IDERA for monitoring.
- Created the DTS, SSIS packages to import the data from MS Access and Oracle server to SQL Servers.
- Used Send Mail, Bulk Insert, Execute SQL, Data Flow, Import Export control extensively in SSIS
- Performed Multi File Imports, Package configuration, Debugging Tasks and Scripts in SSIS.

Help Desk Support
Cedric Chaffold/ Help Desk Support

Summary
Experienced and dedicated IT professional with a proven track record in resolving technical issues across a wide range of devices and peripherals. Skilled in guiding users through troubleshooting steps and conducting remote diagnostics to swiftly identify and resolve problems. Proficient in maintaining a comprehensive knowledge base to aid end-users and support staff. Adept at facilitating training sessions to promote self-service troubleshooting and enhance technical proficiency. Well-versed in user account management and ensuring regulatory compliance. Committed to installing software updates, patches, and security fixes to bolster system stability. Seeking to leverage exceptional problem-solving, analytical, organizational, communication, and customer service skills to contribute effectively to an organization that values excellence.

Education/Trainings
• Computer Information Systems from Northeast Louisiana University, (Monroe, LA)
• Inventory Management Specialist, United States Air Force.
• MS Office suite, Compaq Computer Corp. (Houston, TX)
• Visual ERP (Seattle, WA)
• Cisco VoIP/Unified Communications, DataVox (Houston, TX)

Technical Skills	
Software proficiencies:	Windows 10\8\7\XP, Windows Server 2008-2012 R2, Android, iOS, MS Office suite (97-2019, Office365), Adobe Acrobat, ManageEngine ServiceDesk Plus, ServiceNow (ITSM suite), Workfront project mgmt, ManageEngine AD Audit Plus, AD Manager, OpenText Enterprise Connect, Altiris, JD Edwards, Citrix Director, Citrix, Citrix Workspace, VDI, VMware vSphere, Cisco Unified Communications and Presence, Unity voicemail, ShoreTel Director and communicator, e-Fax, FaxFinder, TrendMicro Antivirus, Sophos Cloud Antivirus, Cylance, Sophos Safeguard encryption, MS BitLocker, Active Directory, PowerShell, MS Exchange Server 2007-2010, Exchange Online, Microsoft Azure, WSUS, ControlUp, Video conferencing, Clickshare, Lifesize Cloud, Cisco WebEx, Skype, Microsoft Teams, VNC, Join.me, MS Remote Desktop, Dameware, Solarwinds Orion, Lansweeper, Cisco VPN, Symantec MessageLabs, Cognos BI, WMS software, Visual (ERP), SAP, WIN-PAK Access control, SharePoint, Partition Magic, PingID (Multi-factor authentication), SQL, Toad, Putty, OpenDNS, Back Blaze.
Hardware and Peripherals	Desktop PC's, laptops, and servers (Dell, HP, Toshiba, Lenovo), VoIP Phone systems (Cisco and ShoreTel), Cisco\HP switches and routers, tape drives and cloud backup storage solutions, audio\visual equipment, LifeSize, Crestron, Crestron Air, digital signage displays, digital projectors, Honeywell\HID access control system. Printers\ Copiers: (Dell, HP, Toshiba, Oki data, Ricoh, Xerox, Zebra, Fargo HID proximity ID card printer), Symbol scanners, Mobile devices: (Android, Apple, Microsoft and a wide variety of mobile phones and tablets).

Relevant Professional Experience	
Newfield Exploration (Contractor), The Woodlands, TX **IT Customer Care III**	**2017 – Current**

- Conduct software and hardware troubleshooting to swiftly identify and resolve technical issues, ensuring minimal disruption to operations.
- Provide leadership and guidance to fellow Customer Care technicians, fostering a collaborative and supportive work environment.
- Manage inventory and assets effectively, maintaining accurate records to facilitate smooth procurement and deployment processes.
- Perform desktop and laptop imaging to standardize system configurations and streamline setup procedures.
- Oversee virtual desktop management to optimize performance and ensure seamless access to resources for end-users.
- Facilitate new hire orientation and deliver comprehensive end-user training sessions to promote proficiency and self-reliance.
- Manage employee onboarding and offboarding processes, ensuring smooth transitions and compliance with company policies.
- Serve as a technical liaison to multiple departments including HR, Accounting, Applications, Office Services, and Land Administration, facilitating effective communication and alignment of IT initiatives with business objectives.
- Provision VOIP services, ensuring reliable communication infrastructure for internal and external stakeholders.
- Coordinate video conferencing setups for interoffice and external meetings and presentations, ensuring smooth operation and user satisfaction.
- Drive process improvement initiatives and document procedures to enhance efficiency and effectiveness within the IT support function.

Energy Alloys, The Woodlands, TX   **2010 – 2016**
Helpdesk Supervisor
- Trained and supervised Help desk staff while providing 2nd level user support, ensuring efficient resolution of technical issues and adherence to service level agreements.
- Managed the Help desk ticketing system, overseeing administration, documentation, ticket routing, and maintenance to streamline support processes.
- Created and administered employee accounts for email, network access, business applications, and physical entry, ensuring smooth onboarding and offboarding experiences.
- Implemented and managed employee onboarding and offboarding procedures and documentation, ensuring compliance with company policies and regulatory requirements.
- Administered and configured Cisco VoIP equipment and Unified Communications software, maintaining reliable communication infrastructure for internal stakeholders.
- Managed email systems in a hybrid Exchange environment (Exchange 2010/Exchange 365), ensuring optimal performance and security.
- Oversaw license and service agreement management and renewal, ensuring compliance with software licensing requirements.
- Managed IT assets including laptops, desktops, servers, printers, NAS devices, switches, routers, and A/V equipment, optimizing resource allocation and minimizing downtime.
- Researched, evaluated, and procured hardware, software, and mobile solutions, ensuring alignment with organizational needs and budgetary constraints.
- Established, reviewed, and processed quotes, requisitions, and invoices for computer hardware, software, and peripheral equipment, maintaining accurate financial records.

- Reconciled invoices and performed accounts payable functions, ensuring timely payment to vendors and maintaining positive vendor relationships.
- Administered and managed antivirus software (Sophos Cloud, TrendMicro), implementing and maintaining robust security measures.
- Coordinated with vendors for major hardware repairs and warranty issues as needed, ensuring timely resolution and minimal disruption to operations.
- Documented departmental processes and procedures to facilitate knowledge sharing and ensure consistency in IT operations.
- Strengthened employee relations as IT liaison, providing timely communication regarding IT issues and relevant information to all corporate stakeholders.
- Implemented processes and solutions for company-wide disaster preparedness plans, ensuring readiness and resilience in the face of potential disruptions.

Energy Alloys, Houston, TX   2008 – 2010
Helpdesk Support Specialist
- Prioritized customer satisfaction and ensured timely resolution of technical issues, maintaining high levels of user productivity and minimizing downtime.
- Delivered end-user software training to enhance user proficiency and self-sufficiency, empowering individuals to utilize technology effectively.
- Performed user account management functions including account creation, password resets, and access permissions, ensuring security and accessibility for all users.
- Initiated and authored a quarterly distributed IT tips newsletter, providing valuable insights and best practices to end-users, enhancing their IT knowledge and skills.
- Collaborated closely with the Applications Support team to troubleshoot user issues, fostering a cohesive and efficient support environment.
- Provisioned and administered Cisco VoIP phones, messaging apps, and voicemail systems, facilitating seamless communication across the organization.
- Consistently exceeded performance requirements, demonstrating a commitment to excellence and continuous improvement in service delivery.
- Conducted troubleshooting of all information technology issues, encompassing software, hardware, and networking, to swiftly identify and resolve technical challenges.

Prior Experience		
Client	**Position**	**Duration**
Wilson Industries, Houston, TX	System Support/Project Support Specialist	2005 – 2008
Timken Boring Specialties, Houston, TX	Inventory Control Supervisor/Purchasing Agent	2002 – 2004

Lakeisha Armstrong / Help Desk Support

Summary

Experienced IT Support professional proficient in resolving technical issues related to desktops, laptops, printers, mobile devices, and peripherals. Skilled in guiding users through troubleshooting steps and conducting remote diagnostics to identify and resolve technical issues efficiently. Maintains a comprehensive knowledge base of common technical issues and their resolutions for reference by end-users and support staff.

Excels in conducting training sessions and workshops for end-users to promote self-service troubleshooting and enhance technical skills. Proficient in assisting with user account creation, modification, and termination processes, ensuring compliance with regulatory requirements. Capable of installing software updates, patches, and security fixes to address vulnerabilities and enhance system stability.

Possesses a proven track record of providing excellent IT support to customers, utilizing tools such as ServiceNow, ADUC, Citrix, among others. Authorized to work in the US for any employer.

Technical Skills

Windows 10, Mac OS X, Google Suite, Office 360, Collaboration Apps Service Now ticketing, Active Directory, Software installation, Google Active Directory maintenance and Exchange 2010 Mac and PC hardware, Printers, scanners, computer peripherals, Mobile devices (iOS, Android), Client PC connectivity - ethernet, TCP/IP and VPN File Server Knowledge.

Relevant Professional Experience

Signature Consultants/ CapitalOne - Plano, TX   **Feb 2019 to Present**
IT Technician
- Serve as the first point of contact for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.
- Walk the customer through the problem-solving process.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products or services.
- Record events and problems and their resolution in logs.
- Follow-up and update customer status and information.
- Handle Tier 2 help desk escalations through tickets or phone.
- Utilize experience with Ghost, BigFix, and McAfee desktop security products.
- Apply strong customer service and troubleshooting skills.
- Communicate technical information, both verbal and written to a wide range of end-users.

Leon Northington/ Help Desk Support

Summary
Experienced Desktop Support Analyst proficient in Windows and Apple operating systems. Skilled in diagnosing and resolving technical issues across desktops, laptops, printers, mobile devices, and peripherals. Conducts remote diagnostics and guides users through troubleshooting steps. Maintains a comprehensive knowledge base of common technical issues and resolutions. Facilitates training sessions to empower users with self-service troubleshooting skills. Ensures compliance with regulatory requirements for user account management. Installs software updates, patches, and security fixes to enhance system stability. Recognized for efficiency, informed decision-making, and meticulous attention to detail.

Education/Certifications
• Associate of Science, Computer System Administration from Western Governors University - Houston, TX

Technical Skills
• Technical Support • Hardware and Software Installation • Microsoft Active Directory • Certified A+ Technician • Customer Service • It Support • Troubleshooting Technical Issues • Computer Repair

Relevant Professional Experience

Desktop Support Analyst   **Jan 2020 - Present**
Chrysalis MSP - Houston, TX

- Implement, develop, and test installation and updates of file servers, print servers, and application servers across all departments.
- Resolve issues and escalate problems with knowledgeable support and quality service.
- Maintain a flexible schedule and respond to after-hours and weekend emergencies.
- Install new hardware and software, patch systems, and configure settings.
- Install and maintain Windows and desktop software, service packs, patches, and anti-virus updates for multiple clients.
- Work with third-party vendors to resolve issues with hardware or software covered by annual maintenance agreements.
- Support and maintain user account information, including rights, security, and systems groups.
- Maintain, analyze, troubleshoot, and repair computer systems, hardware, and computer peripherals.
- Respond to support requests from end users and patiently walk individuals through basic troubleshooting tasks.
- Assist over 50 clients daily by gaining remote access to computers and manipulating applications.

Whole home Expert   **Aug 2019 – Jan 2020**
Asurion - Houston, TX

- Processed and recorded new policies and claims.

- Carried out administrative tasks by communicating with clients, distributing mail and scanning documents.
- Calculated adjustments, premiums, and refunds.
- Answered telephone calls to field inquiries from clients, vendors and various other callers seeking information.
- Modified, updated and processed existing policies..
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Handled 25-30 calls per day to address customer inquiries and concerns.

Technical Support Representative   **Mar 2019 - Aug 2020**
Clinical Ink Inc., Winston-Salem, NC
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Assisted customers with product selection based on stated needs, proposed use and budget.
- Installed, modified and repaired software and hardware to resolve technical issues.
- Assessed, troubleshot and repaired various machines such as desktops, printers and sorters.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Submitted service tickets for equipment maintenance requests.
- Activated accounts for clients interested in new services.
- Provided solutions to operations issues with Windows and Microsoft products. Working with users closely through phone, email, live chat and web teleconference.
- Teamed on hard push to resolve over 50-75 support tickets resulting from failed software rollout of new version of Clinical data , clearing entire queue within one week.

Tier 3 Technical Support Representative/Point of Sale Specialist
IBM Corporation - Houston, TX   **Feb 2015 – Mar 2019**
- Configured hardware, devices and software to set up work stations for employees.
- Collaborated with vendors to locate replacement components and resolve advanced problems
- Monitored self-checkout systems and provided assistance or intervention where required
- Perform analytical and technical role in development, implementation, integration, and installation of IBM retail software.

Desktop Support Specialist   **Apr 2014 – Feb 2015**
Baker Hughes - Houston, TX
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team
- Documented all transactions and support interactions in system for future reference and addition to knowledge base
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks
- Developed and tested new product offerings prior to release to assist development team in bug identifications.

IT Service Continuity Analyst

Aishwarya Singh/IT Service Continuity Analyst

Summary
Overall 7+ years of experience in various Software Development Life Cycle (SDLC) such as Waterfall and Agile methodologies - SCRUM, SAFE. Experienced in business continuity, project management, generating production reports, electronic forms design, and tracking goals. Expert in developing and implementing Business Impact Analysis (BIA) studies for all lines of business as part of Business Continuity Plan (BCP) development along with performing quantitative & qualitative risk assessments to identify critical areas and processes. Proficient in providing analytical support for diverse business projects. Maintaining a record of improving productivity, expert in business cycle management, business data clarification, and eliciting project requirements.

Education/Certifications
• Bachelor of Business Administration, Tarleton State University
• Masters in Information Technology Management, Indiana Wesleyan University

Technical Skills	
SDLC Methodologies	Waterfall, Agile, Scrum, Kanban, Hybrid, SAFe
Project Management Tools	TFS, MS Project, HP ALM/QC, Test Manager, JIRA, MS Visio, CA Agile, MS Office (Word, Excel, PowerPoint), Quality Center, BluePrint
Database	My SQL, SQL Server 2008/2012, Oracle, MS Access
Design Tools	MS Visio, UML, MS Visual Studio, Eclipse IDE, Zeplin, Figma, Adobe Photoshop

Relevant Professional Experience

Business Continuity / Systems Analyst, Anthem/ Elevance Health, Jan 2023- Present
• Perform data analysis and queries using SQL to extract information and generate reports for users and management
• Perform database data analysis, consolidation, and migration of legacy systems to AWS Cloud computing - data mapping, planning, removing redundancy, obsolete, or trivial (ROT) data, compression, conversion, and executed migration.
• Conduct application testing, identifying, documenting, and reporting bugs, errors, interoperability flaws, and other issues within proprietary software applications.
• Deploy, maintain, and troubleshot core business applications, including application servers, associated hardware, endpoints, and databases.
• Meet and coordinate with internal and external stakeholders to establish project scope, system goals, and requirements
• Develop, analyze, prioritize, and organize requirement specifications, data mapping, diagrams, and flowcharts for developers and testers to follow.

Business Continuity /Systems Analyst, CVS, Jun 2022- Jan 2023
• Conducted detailed systems research to analyze and estimate systems impact for implementing MFA.
• Provided content recommendations to the respective Product counterparts based on current state, scenario analysis, research, and analysis outcomes.

- Contributed to content quality and ensured consistency across GPS. Ensure that there are no gaps or missed requirements in scenarios, screens, flows, SRs etc.
- Ensured that features and stories did not go through DoRedo cycles due to missed requirements or data nuances.
- Collaborated with AEI and other domain and cross-program partners on requirements.
- Supported Discovery & Journey mapping for new Product initiatives.
- Supported Intake for Issues or Enhancements and quick sizing requests for authentication schemes.
- Acted as the point of contact for external projects until work is handed to Solution / Trains post intake.
- Actively participate in meetings with Business with Product partners.
- Leds ad hoc analysis as needed to support management requests for MFA within the department and with other key departments and to identify opportunities for performance improvement.

Business Systems Analyst, Anthem, Dec 2021-Jun 2022
- Developed and implemented a Business Impact Analysis (BIA) study for all lines of business as part of Business Continuity Plan (BCP) development along with performing quantitative & qualitative risk assessment to identify critical areas and processes.
- Responsible for the creation, updating, maintenance, and administration of over 40 business continuity plans in Sungard PLANet BCP system, a sub-set of the system.
- Developed and conducted a Business Continuity awareness training program for senior and departmental managers.
- Participated in the creation, development and updating of enterprise business continuity and Pandemic plans.
- Responsible for conducting bi-annual business impact analysis review of business continuity plans.
- Managed vendor relationships with various external business continuity resources vendors.

Prior Experience

Client	Position	Duration
Coca-Cola	Business Systems Analyst	Jul 2021-Dec 2021
BCBSA	Senior Business Systems Analyst	Apr 2021-Jul 2021
Anthem/UST Global	Senior Business Systems Analyst	Feb 2019 – Mar 2021
Utah Health and Human Services	Business Analyst	Apr 2018 – Sep 2018
BlueCross BlueShield	Business Analyst	Jan 2017- Apr 2018
DavitaRx	Business Analyst	Jun 2015- Dec 2016

Blake Howard/ IT Service Continuity Analyst

Summary

A diligent and detail-oriented Business Continuity Analyst with 4 years of experience in developing, implementing, and testing business continuity and disaster recovery plans for organizations. Skilled in conducting risk assessments and providing recommendations to mitigate potential threats, ensuring business operations remain uninterrupted in the face of potential disruptions. Experience in developing and implementing business continuity plans to safeguard the organization from potential interruptions. Proven experience in conducting regular risk assessments and business impact analyses to define recovery time objectives and recovery point objectives.

Education/Certifications

- Bachelor of Engineering in Computer Engineering

Relevant Professional Experience

Business Continuity Manager, Edge Alpha Designs, Jan 2023 – Apr 2023
- Developing, implementing, and maintaining business continuity plans
- Conducting risk assessments and business impact analyses
- Identifying potential threats and vulnerabilities to the organization
- Training and educating staff on business continuity procedures
- Participating in business continuity exercises and drills
- Ensuring compliance with industry regulations and best practices
- Maintaining documentation and records related to business continuity
- Develop and maintain the organization's business continuity plan (BCP) to ensure critical business functions can continue during and after a disaster.
- Conduct business impact analyses to identify critical business processes and the impact of specific disruptions.
- Coordinate with department heads and senior management to align the BCP with organizational objectives and priorities.
- Design and implement disaster recovery strategies and solutions to minimize downtime and data loss.
- Organize and lead business continuity training sessions for employees to ensure they are aware of their roles and responsibilities in the event of a disruption.

Business Continuity Analyst, Peak Data Innovations, Sep 2021 – Dec 2022
- Planned, scheduled, and conducted regular business continuity exercises and drills to test the effectiveness of the BCP and identify areas for improvement.
- Collaborated with IT departments to ensure that data backup, recovery, and security measures are in place and effective.
- Managed the response to actual incidents and emergencies in coordination with the emergency response team, including communication with stakeholders and recovery operations.
- Reviewed and updated the BCP regularly to reflect changes in business processes, technology, and regulatory requirements.
- Prepared and presented reports to senior management on the status of business continuity readiness and the outcomes of tests and actual events.

Network Engineer

Bhavin I Patel/ Network Engineer

Summary
Experienced Network Engineer with over five years of expertise in WAN and LAN technologies, including configuring CISCO Routers and switches. Skilled in planning, designing, and implementing data centre network infrastructure. Proficient in deploying and troubleshooting IP Protocols (IPv4 & IPv6), with a strong focus on network audits, performance assessments, and security measures. Experienced in monitoring and troubleshooting networks/links for continuous operation.

Education/Certifications

- Bachelor of Technology in Computer Science.
- **Certifications:** CCNA & CCNP Cisco Id-███████, CCIE(R&S) #█████

Technical Skills	
Hardware	Catalyst 2960/3550/3750/4500 Series, Cisco Data Centre platforms; Nexus 1000, 5000, 7000 Series Routers: 2500, 2600, 2800, 3800 Series
Routing Protocols	RIP v2, EIGRP, OSPF, BGP, IS-IS
Routing Technologies	Policy Based Routing, Route Redistribution, Route Summarization, Route Filtering
Routing Multicast Protocols	PIMv2, IGMP, MOSPF
Switching Technologies	VLAN, VTP, STP, RSTP, PVST, MST, LACP
Redundancy Solutions	HSRP, VRRP, GLBP
Network Services	SNMP, NetFlow, NTP
Cloud Service Platform	Amazon Web Services
WAN Technologies	Frame Relay, ISDN, ATM, MPLS, HDLC, leased lines & exposure to PPP, DS1, DS3, OC3, T1/T3, SONET
Programming Languages	Python, SQL, Shell Scripting
Platforms	Microsoft Windows, Red Hat (RHEL 7), Cisco IOS
Network Analysis and Scanning	Wireshark, Cisco Packet Tracer, Boson Netsim, GNS3
Network Monitoring Tools	SolarWinds, IBM Tivoli Network Manager, Cisco Prime Infrastructure, Cisco Secure Access Control Server (ACS 5.5)
VOIP Protocol	SIP, H.323
Software Proficiency	Microsoft Project, PowerPoint, Visio

Relevant Professional Experience

Sysnet Global Technologies Ltd.   **Sep 2011 – Nov 2016**
Network Engineer (Online Railway HP Project)
- Install and configure various network devices and services (e.g., routers, switches, firewalls, Load balancers, VPN, QoS, and Proxy Servers).

- Responsibly handling network connectivity as well as implementation/ integration/ troubleshooting for servers, remote access, storage devices, printers and scanners in environment.
- Perform network maintenance and system upgrades including service packs, patches, hot fixes and security configurations.
- Monitor performance and ensure system availability and reliability.
- Monitor system resource utilization, trending and capacity planning.
- Provide Level-2/3 support and troubleshooting to resolve issues.
- Select and implement security tools, policies, and procedures in conjunction with the company's security team.
- Managing system back-up, security, and redundancy strategies.
- Manage user accounts, permissions, email, and anti-virus, anti-spam.
- Administrating and troubleshooting the LAN, WAN connection in the network.
- Deployed DNS, DHCP, FTP, SAMBA, WEB Server on Linux Platform.
- Supports administration of servers.
- Participate in project deployments for the network domain environment.
- Evaluates reports and recommends new and emerging network technologies.
- Analyzing root cause of failures and evolved breakdown solutions within minimum turnaround time.

Routing, Switching & Mpls Experience
- Deep understanding and experience with networking protocols and technologies
- Deep understanding and experience with VPN protocols and topologies - DMVPN, Site-to-Site, IPSEC, TSAKMP, Remote Access VPN, GRE.
- Solid Understanding of the OSI or TCP/IP model.
- Resolved operational issues involving routers, switches in a multi-routing infrastructure
- Configured Switching Protocols: VTP, VLANs, Ether channel, STP/RSTP, MST, HSRP, VRRP
- Manipulated BGP routing with WEIGHT, LOCAL_PREF, Communities, AS_PATH
- Knowledge of MPLS, RD, RT and traffic engineering.

Network Design and Implementation
- Designed & Verified Campus LAN network
- Design L2, L3 networks on Cisco Switches, Routers to implement STP & RSTP
- VLANs, Ether Channels, VTP and troubleshooting VMware Virtualization Technologies & Infrastructure VMware ESXi management, installation and configuration (HA, DRS, motion, Storage motion, vCenter, Fault Tolerance.
- Understanding and experience with HA (High Availability) and DR (Disaster Recovery) strategies.
- Storage Area Networks (SAN or NAS) & Cluster Concepts.

Network traffic analysis and troubling with Wireshark
- Dissecting and analyzing TCP handshake, HTTP, DNS, UDP, FTP and ICMP.
- Identified attack signature and detected denial-of-service attacks.
- Troubleshooting TFTP and DNS Through an ACL.

Hakeem Bankole/ Network Engineer

Summary

Experienced and certified Cisco Network Engineer with over 12 years in IT, specializing in network design, implementation, and security governance. Adept at developing robust infrastructure solutions and ensuring seamless connectivity across LANs, WANs, and wireless networks. Skilled in configuring network devices and conducting audits to optimize performance and any issues. Proficient in troubleshooting and implementing security measures to safeguard against threats. Strong communicator and team player with a track record of delivering timely and efficient solutions aligned with business objectives.

Education/Certifications

- Bachelor of Science in Information Technology Security from Western Governors University - 2020
- Diploma in Telecommunication Engineering from Telecom Training Company - 2012
- Associate Degree in English Education from the University of Lagos – 2005
- Certified Information Systems Security Professional ISC2
- Certified Ethical Hacker EC-council
- Cisco Certified Internetwork Expert (Route & Switch) Cisco
- Cisco Certified Network Associate Security Cisco
- Cisco Certified Design Professional Cisco

Technical Skills

- Switching & Routing Configuration
- LAN & WAN Design & Configuration
- Network Change Management
- Risk Management Framework
- Cybersecurity Frameworks & Controls
- Network & Infrastructure Security
- IT Governance & Risk Compliance
- Data centre Network Design
- Network Architecture
- Incident & Problem Management
- Network Audit & Administration
- Data Communications

Relevant Professional Experience

Network Security Architect, Hopbyte LLC   **Jan 2018-Present**
Alpharetta, GA
- Assigned as the point person in charge of Network Design and programmatic development.
- Design complex Network architecture aligning with core business strategies.
- Upgraded Cisco Nexus Datacenter gear from 7000 series to the 9000 series product line leveraging VPC technology.
- Implementation of Network Design programmatically, whilst ensuring minimal impact on productivity.
- Inspect meticulously technical and architectural risks and provide strategic and systematic alternatives for improvement.
- Integrated branch network into the MPLS backbone Network using Cisco ASR series routers.

Senior Network Architect, USAN Incorporated   **Jun 2017- Dec 2017**
Norcross, GA
- Led in the development, maintenance, and promotion of enterprise security view of the IT architectural blueprint and roadmap.
- Established Cisco ASA firewall and DMVPN WAN design and implementation with efficient integration into AWS CSR routers.
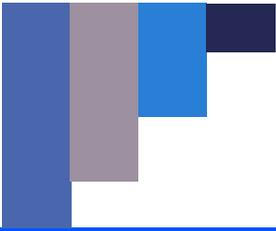
- Instituted network documentation and packet analysis in improving incidence resolution and aided strategic decisions.
- Drive the project for implementing Viptela Software Defined WAN (SD-WAN) solutions giving highest redundancy and increased efficiency with 3 ISP links and 5 MPLS circuits saving $20, 000 per year cost baseline.
- Spearheaded cutting-edge datacenter network design and implementation which spanned over three geographical locations.
- Provided effective analyst and system administrator services to clients and company through conducting of technical analysis.

Lead Staff Network Engineer   **Jul 2016-Jun 2017**
G.E. Digital, Alpharetta, GA
- Initiated planning, designing, and managing of all LAN/WAN projects and coordinated, integrated network operation efforts.
- Boosted efficiency by investigating and documenting security incidents application and network infrastructure documentation.
- Strengthened and provided direction on ticket remediation to ensure tickets are resolved and service level agreements are met.
- Standardized network devices to influence network resolution best practices and ensuring all protocols are followed.
- Streamlined network automation templates facilitation using automation and orchestration like ansible and python.

Network Consulting Engineer
Incomm, Verizon Telematics, Atlanta, GA   **May 2014-Jul 2016**
- Developed and managed fault-tolerant high-speed network infrastructure utilizing multiple WAN technologies and devices.
- Incorporated Cisco ASA firewall into Data Center Network Fabric and datacenter LAN/WAN architectural design and consulting.
- Revamped methodical drafting of network bill of material, scope of work and network documentation with all clients.
- Implemented structured firewall policy, VPN IPsec, NAT configurations, complex firewall, route, and switch troubleshooting.
- Design & Implement Cisco DNA v1.x Cluster with ISE 2.4 Integration through pxGrid for Centralized Design, Policy, Provision & Assurance. Design & Implement SD-Access Fabric solution with Cisco DNA Center.

Prior Experience

Client	Position	Duration	
Cisco Systems, San Jose, CA	Senior Network Engineer	Apr 2013 - Apr 2014	
Amazon Web Services	Network Engineer	Dec 2012- Apr 2013	
Supreme Systems Birmingham	Network Security Engineer	Feb 2010 - Aug 2012	
Bank-Tao Engineering Ltd.	Network Support Engineer	Mar 2007- Jan 2010	

Hari Bellary / Network Engineer

Summary

Highly experienced Senior Network and Security Engineer with over a decade of proven success in designing, implementing, and optimizing robust network infrastructures. Skilled in developing comprehensive topology diagrams, IP addressing schemes, and routing protocols to ensure seamless connectivity across LANs, WANs, and wireless networks. Adept at deploying and configuring network devices, including routers, switches, firewalls, and access points, to establish secure infrastructure and facilitate smooth operations. Strong focus on network security, implementing measures such as firewalls, IDS/IPS, VPNs, and access controls to safeguard against threats. Proven track record in conducting network audits, performance assessments, and capacity planning to promptly address potential issues and scale network capabilities. Expertise in troubleshooting network issues and implementing corrective actions to minimize downtime and restore services promptly.

Education/Certifications

- Master of Science in Electrical Engineering (Network and Computer Systems) – Wichita State University –KS, USA.
- Bachelor Of Technology in Electrical & Electronics Engineering – CVRCE JNTU University.
- CompTIA Security Analytics Professional
- CompTIA Cybersecurity and Security+ Certified
- Certified Cisco Meraki Network Operator (CMNO)
- Cisco Certified Network Professional- R&S (CCNP)
- Cisco Certified Network Associate- R&S (CCNA)
- Fortinet NSE 1 Network Security Associate
- Security Engineering on Amazon Web Services (AWS Cloud)

Technical Skills

- Cisco Firepower and FMC, Cisco VSS (Virtual Switching System), IPsec VPN tunnels, Blue Coat Proxy and A10 Load Balancers, Gold Monitoring, SD-WAN, TCP/IP, OSI, AAA, ACS services, NAT/PAT, DHCP, DNS, RIP, EIGRP and BGP routing protocols, Cisco Any-connect VPN, Cisco ISE and Cisco Nexus, ASA 5500, Cisco Routers and Switches, Cisco Meraki Wireless deployment, PCI compliance standards, Solar Winds IPAM, Microsoft Azure & AWS Cloud, Basic Scripting Commands, Fortinet.

Relevant Professional Experience

Senior Network and Security Engineer   **2018-Present**
NRG Energy – Princeton, NJ
- Configure and deploy Cisco Firepower using Firepower Management Center (FMC), including migration from old ASAs.
- Implement and manage PCI-DSS compliance network and Blue Coat proxy security portfolio.
- Transition corporate office locations to Mettel Velo cloud SD-WAN solution.
- Deploy and configure A10 Load Balancers for various retail business sites.
- Assist in transitioning newly acquired companies and provide conversion support.
- Provide leadership and project-specific training for Junior Engineers.
- Establish and maintain procedures for enterprise networks and data center locations.
- Configure BGP routing protocols and administer changes.
- Collaborate with client community as SME to determine network requirements based on business processes.
- Transition network segments and systems to new Disaster Recovery (DR) site and participate in annual DR testing.
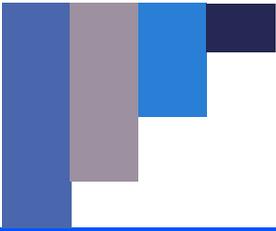
- Work closely with IT security team on IPS/IDS deployment, threat analysis, and NAC policy implementation.
- Configure, implement, and maintain Cisco Routers, Switches, and Firewalls.
- Participate in AWS cloud security considerations, threat detection, and best practices.
- Complete Cisco Meraki wireless implementation, upgrades, and site-to-site VPN tunnel setup. Upgrade and deploy Cisco Identity Services Engine (ISE) services.
- Collaborate with project managers on transitions and business requirement projects.
- Assist in managing Microsoft Azure and AWS network VPN tunnels.
- Communicate with management, technical, development, and client support teams to ensure cybersecurity procedures are followed.

Accomplishments
- Implemented layer-7 security operations using Cisco Firepower in production.
- Achieved annual operational cost savings of over $15M and reduced operational burden by transitioning all office locations to SD-WAN infrastructure.
- Attained 100% risk-free guest network access and reduced risk exposure with easier tracking functionality by implementing NAC policy in coordination with IT security.
- Achieved 90% secure network and security systems architecture, providing active protection against cyber threats through inline IPS design.
- Reduced miscellaneous costs during company merger by consolidating systems in one location.
- Contributed over $5M in savings from regulatory, audit, and compliance costs through an overall replacement network model design structure.

Network And Systems Analyst   **2013-2018**
NRG Energy – Princeton, NJ
- Led installation, building, and testing of network infrastructure for a $30M+ Financial Headquarters in New Jersey.
- Researched and addressed current vulnerabilities and security threats with process updates.
- Assisted IT teams in providing access to internal resources/servers according to company policies. Coordinated with helpdesk to troubleshoot Cisco AnyConnect VPN issues company-wide.
- Administered EIGRP and BGP routing protocol configurations.
- Set up IPsec tunnels on Cisco ASA firewalls for remote sites.
- Implemented Cisco Meraki wireless architecture across the organization.
- Installed, configured, and maintained LAN/wireless connectivity while monitoring network performance.
- Chosen as Subject Matter Expert (SME) for corporate network systems; achieved 150% efficient and accurate operations with low friction.

Prior Experience		
Client	**Position**	**Duration**
WSU – Wichita, KS	Junior Network Engineer	2011-2013

Project Manager

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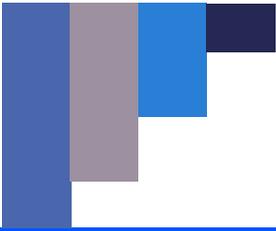
Peeyush Bhardwaj/ Project Manager

</div>

Summary
Experienced Program/Project Manager with over 10 years of expertise in PMO, Business Analysis, and Business Strategy. Proficient in developing and tracking project plans, budgets, and schedules. Skilled in resource allocation, risk management, and quality assurance. Expertise in providing stakeholders with regular updates and implementing change control procedures. Proficient in MS Project, Office 365, and other tools. Strong in maintaining accurate project documentation and driving successful outcomes.
Education/Certifications
• Master of Business Administration from Schulich School Of Business, York University.   • Bachelor of Engineering, Electronics and Communications from University of Delhi .
Relevant Professional Experience

Federal Reserve Bank, Boston, US   **Jun 2021 – Current**
Sr. Project Manager
- Business Project Manager (PMO) for the Fed Now Industry Readiness Program Initiative for RTGS.
- Working with the Program Manager to define, develop, and successfully execute projects.
- Delivering projects in an agile scrum model (ART) in the Scaled Agile Framework (SAFe scrum).
- Identify critical path items, mitigation strategies and alternative approaches that align with the Fed Now effort.
- Project Manager for Digitization and Automation and Onboarding and Ongoing Support Model initiatives.
- Develop project plans (MS Project PWA), risk registers, dependencies, scope, status (PowerPoint) and resourcing.
- Manage and coordinate projects and programs in a matrixed environment with all teams and stakeholders.

HSBC Boston, US   **Mar 2020 – May 2021**
Sr. Project Manager
- Managed agile and kanban programs for IT and CCAR Program, focusing on Trade Risk Control for Market and Counterparty Risk.
- Collaborated with stakeholders including project management, IT, data management, risk, product control, business analysis, and development teams.
- Led project management activities, including Business Analysis, RAID Log management, and adherence to PMLC and SDLC methodologies.
- Implemented prioritization processes and tracked risks and issues using GAP Assessment Status reporting.
- Managed resource allocation and utilized project tools such as JIRA/Confluence and Appian.
- Provided support to US bank and broker/dealer balance sheets and business functions across North and South America.
- Contributed to a global risk entity by managing Wholesale and Market Risk projects.
- Successfully delivered regulatory projects by implementing prioritization processes and tracking risks and issues.

The Mizen Group Boston, US   **Aug 2017 – Feb 2020**
Sr. Project Manager
- Managed agile and scrum programs for IT and KYC/AML/OFAC, bridging business and technology initiatives.
- Conducted GAP Assessment and developed Remediation Plans for Rule 504 Transaction Monitoring and Filtering Program Compliance.
- Oversaw project management activities, including deliverables, timelines, risk, and issue management for Financial Security and Corporate Investigations.
- Conducted Business Analysis, gathering requirements, and ensuring compliance documentation post stakeholder discussions.
- Developed project plans, communications plans, deliverables plans, and maintained risks and issues (RAID) logs along with policy and procedures documentation.
- Tracked deliverables, priorities, and timelines, providing periodic updates and conducting meetings with stakeholders.
- Conducted testing of product prototypes and prepared use cases modeling for technical teams, focusing on KYC and AML compliance.
- Provided insights into input and process flow to offer reviews on compliance-related products.

Bank of China New York, US   **Jan 2017 – Jul 2017**
Sr. Project Manager
- Managed agile and scrum programs for data management and BCBS 239 compliance, focusing on Risk Data Aggregation and Reporting.
- Developed Policy and Procedure documentation for Risk Data Aggregation Reporting and Enterprise Risk Data Management Program.
- Created project plans, resource plans, and conducted Business Analysis, maintaining RAID logs and documenting requirements.
- Prepared status update decks for stakeholders and senior management, facilitating project tracking and updates for the Risk Appetite project.
- Drafted Business Requirements documentation to implement the policy of the KRI-RDA program.
- Developed Business Continuity Plan, including Business Recovery and Disaster Recovery plans, and conducted Business Impact Analysis for the KRI process.
- Coordinated and tracked project deliverables and timelines, ensuring alignment with project teams and stakeholders.

Prior Experience		
Client	**Position**	**Duration**
Credit Suisse, New York, US	Sr. Business Consultant	Jun 2016 – Dec 2016
Santander Bank, Boston, US	Sr. Project Manager	Oct 2015 – May 2016
Healthcare of Ontario Pension Plan, Toronto, Canada	Business Analyst	Jun 2011 – Feb 2013
Royal Bank of Canada	Business Analyst	Sep 2009 – Jun 2010
TD Bank Financial Group	Business Analyst	Feb 2009 – Aug 2009
Tricom Securities	Business Analyst	Jun 2008 – Jan 2009
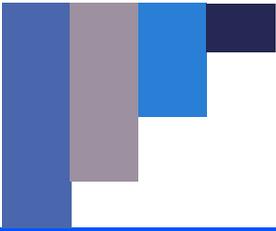
Quality Assurance Analyst

Cornelius Hill/ Quality Assurance Analyst

Summary
Highly skilled in developing comprehensive test plans, test cases, and test scripts based on software requirements and design specifications. Proficient in defining test objectives, acceptance criteria, and testing strategies to ensure thorough test coverage. Experienced in conducting various types of testing including functional, regression, integration, and performance testing to identify defects and uphold software quality standards. Capable of identifying, classifying, prioritizing, and reporting software defects and issues found during testing. Skilled in developing and maintaining automated test scripts and test frameworks to streamline the testing process. Proficient in generating detailed test summary reports, defect trend analysis reports, and test coverage reports for project stakeholders. Adept at identifying potential risks and adjusting testing strategies accordingly to enhance software quality, reliability, and usability.

Education/Certifications

- Ball State University, Muncie, IN
- **Major:** General Studies
- **Minors:** Psychology, Interpersonal Communications (Counselling Psychology), Computer Applications, Communications Studies

Relevant Professional Experience

Niagara Bottling, Indianapolis, IN   **Aug 2021 - Present**
Machine Operator

- Responsible for daily operations of the production floor; ensuring the shift meets established safety, quality, and production goals in compliance with all applicable legal and food safety requirements.
- Accurately completes applicable quality and production reports hourly. Physical and visual inspection of products is required to prevent non-conforming goods.
- Adheres to the highest standards of company and plant safety programs, guidelines, rules, and regulations.
- Abides by Good Manufacturing Practices (GMP) and Food Safety Standards at all times.
- Maintains general housekeeping in all areas of production.
- Maintains appropriate level of raw materials as required, to ensure production lines incur minimal downtime.
- Demonstrates the aptitude and skill to troubleshoot minor production line issues and performs relief duties when required.

Caito Foods, Indianapolis, IN   **Mar 2019- Apr 2020**
Quality Assurance Lead

- Provided guidance and training to Quality Assurance Technicians, ensuring adherence to established standards and correction of any GMP violations.
- Conducted daily pre-operational inspections of processing rooms and equipment, collecting microbiological swabs for analysis.
- Completed related quality assurance documentation such as HACCP, SQF, and USDA requirements in a timely and accurate manner.
- Ensured all processes and procedures met company policies and food safety regulations.
- Collected samples for testing purposes and packaged them for transportation to the laboratory.

- Processed products into inventory following specified protocols.
- Conducted training sessions for Quality Assurance Technicians to enhance their skills and knowledge.

ABRA Auto Repair, Indianapolis, IN   **Aug 2016 - Jan 2019**
Quality Support Technician
- Provided functional support for all staff, offering suggestions on methods for incorporating new processes into workflow to enhance efficiency.
- Streamlined the process for ASTech remote electronic sensor scans, improving accuracy and reducing time spent on troubleshooting.
- Offered functional support to minimize downtime for revenue-generating staff, ensuring seamless operations and continuity in business activities.
- Delivered professional and polite customer service, addressing inquiries and resolving issues promptly to maintain client satisfaction.
- Contributed to maintaining a clean and safe work environment by adhering to established protocols and promoting safety practices among team members.

Daydream Vending Indianapolis, IN   **Aug 2015 - Aug 2016**
Service Representative
- Provided prompt service along the assigned route, ensuring timely delivery and customer satisfaction.
- Developed a service schedule to optimize efficiency, quality, and profitability.
- Maintained high-quality presentation standards for products or services offered.
- Conducted routine maintenance checks and performed emergency maintenance services as necessary to uphold operational integrity and reliability.

Beckman Coulter   **Sep 2014 - Mar 2015**
Quality Inspector
- Conducted thorough quality control inspections of in-process materials and finished products, meticulously checking for compliance with specifications.
- Compiled and evaluated data to assess and maintain the quality and reliability of products, ensuring consistency and adherence to standards.
- Carried out internal quality audits, meticulously reviewing processes and procedures, and accurately completing related documentation.
- Motivated team members to adhere to work instructions and strive for continuous improvement in the quality of their work, fostering a culture of excellence and accountability.

Prior Experience		
Client	**Position**	**Duration**
Recycle Force Incorporated	Executive Assistant	Mar 2007 - Nov 2009
Aftercare for Indiana through Mentoring, Inc	Program Assistant	Jun 2010 - Mar 2011
Public Advocates in Community Re-Entry (PACE)	Planning Coordinator	Sep 2011 - Apr 2012
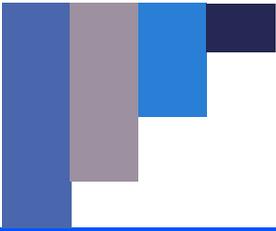
Devon Middleton/ Quality Assurance Analyst

Summary

Experienced Quality Assurance Analyst known for meticulous attention to detail and expertise in collecting, analysing, and processing experimental data. Specializes in technical writing, particularly in developing and implementing standard operating procedures. Demonstrated leadership skills in training, motivating, and evaluating team members. Committed to surpassing OSHA safety requirements and fostering a safe work environment. Strong communication and organizational abilities, coupled with a relentless focus on continuous improvement. Proficient in Microsoft Office suite and various software applications. Seasoned Quality Assurance professional with a proven track record in developing comprehensive test plans, test cases, and scripts based on software requirements and design specifications. Skilled in conducting diverse testing types, identifying defects, and producing detailed reports to ensure software quality.

Education/Certifications

- Bachelor of Arts in Biology-Indiana University from Purdue University of Indianapolis, Purdue School of Science.

Relevant Professional Experience

Eli Lilly May, Indianapolis, IN   **2015 – Present**
QC Microbiologist

- Provide training and support for Environmental Monitoring (EM) technicians, lab specialists, and sterility assurance users as a certified power user for MODA (Mobile Data Acquisition) software.
- Perform software and hardware configurations for MODA, ensuring smooth functionality, and sign off on User Acceptance Testing (UAT) global records to enable paperless data tracking for EM.
- Lead a team of 10 members in rebuilding and streamlining the EM training Program, enhancing efficiency and effectiveness.
- Conduct data checks for out-of-tolerance EM equipment, ensuring accuracy and reliability in data collection.
- Apply current Good Manufacturing Practices (cGMP) standards to ensure compliance with regulatory requirements.
- Utilize Track Wise to originate tracking records for procedural deviations, maintaining documentation integrity.
- Assist in implementing human error prevention and visual management initiatives within the EM department.
- Create datasheets and labels to support EM Performance Qualifications, ensuring thorough documentation.
- Accept and provide constructive feedback on EM processes to drive continuous improvement.
- Demonstrate a 'safety first' mindset by actively engaging in department, site, and corporate safety programs.
- Emphasize a 'quality always' mindset by focusing on EM training improvements and error reduction initiatives.

Eli Lilly, Indianapolis, IN   **Jun 2012 - May 2015**
Biologist-Advanced Testing Laboratory

- Facilitated the transition of laboratory operations to an independent paradigm within Eli Lilly.

- Generated, analyzed, and published data for pharmaceutical clients.
- Prepared electronic notebook entry reports and communicated results to pharmaceutical clients.
- Developed, implemented, and followed standard operating procedures.
- Peer-reviewed, edited, and updated experimental documentation.
- Performed protocol-driven biochemical and Alpha LISA assays in support of diabetes and oncology research.
- Acted as a dynamic, quality-oriented problem solver for various assays.
- Adhered to strict aseptic and sanitization techniques.
- Cultured cells, prepared solutions/dilutions, and performed laboratory calculations.
- Operated all laboratory automation efficiently and safely.
- Conducted weekly laboratory safety audits to ensure OSHA compliance.

Walgreens Pharmacy, Indianapolis, IN   **Aug 2007 - May 2015**
Pharmacy Technician
- Accurately entered and processed prescriptions/patient information via data entry software.
- Utilized workflow and multitasking among the pharmacy team to efficiently fulfill pharmacy services.
- Demonstrated written and verbal communication skills while paying attention to detail.
- Led the pharmacy team in achieving immunization goals.
- Maintained accurate and confidential pharmacy records and data.
- Resolved third-party insurance rejections for patients.
- Displayed attention to detail in preparing and dispensing medications.
- Ordered medicine and supplies through the Strategic Inventory Management System.

Dow Agro Sciences, Indianapolis, IN   **Oct 2011 – Jun 2012**
Research Associate
- Provided attention to detail, quality, and timeliness in planting clients' orders.
- Conducted pesticide applications on post-emergent crops.
- Performed germination tests on seed inventory to ensure viability.
- Organized and maintained greenhouses and agricultural materials.
- Employed safe operation of forklift, high lift, powered pallet jack, and full-body respirator for handling agricultural equipment and materials.

Prior Experience		
Client	Position	Duration
WSU – Wichita, KS	Junior Network Engineer	2011-2013

Ramgopal Reddy Kota/ Quality Assurance Analyst

Summary

Experienced Quality Assurance Analyst with a proven track record in the FDA-regulated medical device industry, specializing in supplier quality management, audits, and oversight of Class 3 implantable medical devices. Skilled in managing Supplier Quality Programs, including SCARs, NCRs, and supplier rating systems. Proficient in leading problem-solving initiatives, conducting root cause analysis, and implementing CAPA processes. Well-versed in quality tools such as FMEA and MRB dispositions. Adept at developing and executing comprehensive test plans, test cases, and scripts for software quality assurance, including functional, regression, integration, and performance testing. Experienced in automated testing frameworks and generating insightful reports for stakeholders. Strong project management, interpersonal, and communication skills, complemented by proficiency in technical writing and Microsoft Office applications.

Education

- Master of Science in Mechanical Engineering - Gannon University, Erie, PA.
- Bachelor of Technology in Mechanical Engineering - Sri Indu College of Engineering and Technology.

Technical Skills

- NC, PFMEA, DFMEA, SCAR, SPV and Design History Files.
- Process validation, root cause analysis, Risk Management, problem solving, quality tools.

Relevant Professional Experience

Employer: Fraank systems
DePuy Synthes Johnson & Johnson, Raynham, MA   **Jan 2019 - Present**
Sr Quality Engineer (EU MDR Project)

- Conduct thorough reviews of existing documents, identifying gaps, and implementing revisions to ensure compliance with EU MDR requirements.
- Liaise with suppliers to obtain essential documents such as Process Flow, Control Plan, PFMEA, and Inspection Sheets, adhering to EU MDR standards.
- Review and approve Process Verification and Validation documents for orthopedic and spine product manufacturing, providing suggestions for improvement when necessary.
- Oversee regulatory compliance activities including MDRs, Vigilance reporting audits, and site inspections.
- Collaborate with quality teams to develop root cause analyses and corrective actions for non-conformances.
- Lead cross-functional groups in conducting root cause analyses of non-conformances, ensuring effective corrective and preventive actions are implemented.
- Generate and maintain process Failure Mode Effect Analysis (FMEA) and Product Risk Management (PRM) documents, ensuring all risks are appropriately mitigated.
- Investigate product quality and compliance issues, including CAPA, non-conformances, and audit observations, prior to final product release, utilizing engineering principles and developing comprehensive reports.
- Collaborate with subject matter experts to review validation documents for various manufacturing processes.
- Review supplier validation processes to ensure FDA regulatory compliance, including MVP, IQ, OQ, and PQ processes.
- Manage complaint investigations, determining the need for CAPA or NCR, conducting failure analysis, and generating detailed customer closure reports.

- Verify Critical to Quality (CTQ) parameters on control plans and final inspection sheets, ensuring alignment with drawing measurements.
- Identify, investigate, and correct non-conformances through CAPA systems.
- Lead manufacturing transfers to support business needs and cost-saving initiatives.
- Utilize PLM systems to create change orders and ensure compliance with audit requirements.
- Collaborate closely with Supplier Relationship Managers to address supplier escalations effectively.

Employer: Vastek
DePuy Synthes Johnson & Johnson, Monument, CO   **Dec 2017 - Dec 2018**
Supplier Quality Engineer
- Managed CAPA activities, including designing CAPA plans, conducting investigations, developing action plans, and verifying the effectiveness of CAPA implementation for quality issues.
- Maintained organized quarantine cages, effectively tracking parts movement to resolve backorder issues.
- Played a pivotal role in coordinating with key stakeholders and suppliers, assisting internal project teams in investigating and tracking Class III instruments.
- Communicated with suppliers to resolve certificate of compliance (COC) issues related to revision levels, purchase orders (POs), lot/serial numbers, and product descriptions.
- Created, investigated, and evaluated Non-Conformance Reports (NCRs).
- Supported various quality-related activities including Incoming Inspection, Non-Conforming Material, CAPA, Production Support, Document Control, Quality Management Reviews, Quality Audits, Device History Records (DHRs), and Product Complaints.
- Possessed extensive experience in managing supplier-related NCRs, SCARs, product dispositions, and execution actions.
- Led cross-functional teams to identify opportunities for reducing non-value-added inspections of purchased materials based on risk and critical quality attributes.
- Successfully reduced the time to closure for nonconformance, CAPA, and Supplier Corrective Action Requests (SCAR).
- Documented Material Review Board (MRB) forms, conducted investigations, and worked with the MRB team to perform product dispositions.
- Conducted investigation reports on quarantine hold parts, maintaining regular communication with buyers and planners to ensure positive supplier relationships.
- Supported continuous product and process improvement through detailed failure analysis for non-conformances, implementing effective corrective and preventive actions (CAPA Program).
- Identified non-conforming materials, documented non-conformance, and facilitated evaluation, dispositioning, and correction activities.
- Maintained week-to-week reports on hold parts and shared work with appropriate Supplier Quality Engineers (SQEs) as per the organization's approved supplier list (ASL).
- Executed phase-to-phase operation transactions and product disposition transactions using the organization's ERP system (JD Edwards).

Security Analyst
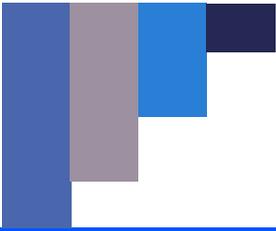
Jonathan Clark / Security Analyst

Summary

Detail-oriented Security Analyst with expertise in developing and maintaining comprehensive documentation of security policies, procedures, standards, and guidelines. Proficient in documenting security controls, configurations, and baselines for IT systems and infrastructure. Skilled in analysing security threats, vulnerabilities, and risks through risk assessments and security audits. Experienced in evaluating security controls to identify gaps and weaknesses, and in performing regular security assessments, vulnerability scans, and penetration tests to proactively address vulnerabilities. Adept at responding to security incidents, breaches, and anomalies by investigating root causes and implementing effective mitigation strategies. Capable of conducting security audits and assessments to ensure compliance with security controls, policies, and procedures. Proven ability to develop risk mitigation strategies and action plans to address identified security risks and vulnerabilities.

Education/Certifications

- Bachelor of Science in Information Technology.
- Certified Information Systems Security Professional (CISSP).
- Certified Ethical Hacker (CEH).

Relevant Professional Experience

State of Ohio Bureau of Workers Compensation   **Apr 2017 – Present**
Security Analyst
- Conduct security assessments and audits to identify vulnerabilities and assess risk levels.
- Implement and manage security measures such as firewalls, intrusion detection systems, and data encryption protocols.
- Develop and maintain comprehensive documentation of security policies, procedures, standards, and guidelines.
- Monitor networks and systems for security breaches, investigating and responding to incidents promptly.
- Develop risk mitigation strategies, controls, and action plans to address identified security risks and vulnerabilities.
- Collaborate with IT teams to develop and implement security policies and procedures.
- Provide training and guidance to staff on security best practices and procedures.
- Stay updated on the latest security threats and technologies to continuously improve security posture.

Client: Nielsen/Arbitron   **June 2012 – Mar 2017**
Sr. Cyber Security Specialist
- Documented security controls, configurations, and baselines for IT systems and infrastructure.
- Analyzed security threats, vulnerabilities, and risks to IT systems and data through risk assessments and security audits.
- Evaluated security controls and mechanisms to identify gaps, weaknesses, and areas for improvement.
- Performed regular security assessments, vulnerability scans, and penetration tests to identify and address security vulnerabilities proactively.

Norma Abbate / Security Analyst

Summary
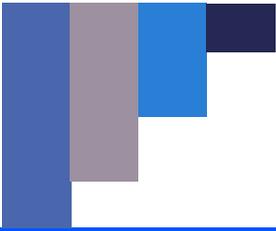
Experienced and detail-oriented Security Analyst with a proven track record of safeguarding organizational assets through comprehensive risk assessments and proactive security measures. Skilled in developing and maintaining robust security policies, procedures, and guidelines to ensure compliance with industry standards and regulations. Proficient in analysing security threats, conducting vulnerability assessments, and implementing effective controls to mitigate risks. Adept at responding to security incidents promptly and efficiently, with a focus on identifying root causes and implementing preventive measures. Strong communication and collaboration abilities, with a commitment to continuous improvement in cybersecurity practices.

Education/Certifications

- Bachelor of Science in Information Technology.
- Certified Information Systems Security Professional (CISSP).
- Certified Ethical Hacker (CEH).

Relevant Professional Experience

IBM, CA   **Apr 2020 – Present**
Senior Security Analyst
- Conduct regular security assessments and audits to identify vulnerabilities and assess the effectiveness of existing security measures.
- Collaborate with cross-functional teams to implement and maintain security controls and mechanisms across IT systems and infrastructure.
- Stay updated on the latest security threats and trends, continuously enhancing knowledge and skills to effectively mitigate risks.
- Provide guidance and training to staff on security best practices and procedures, fostering a culture of security awareness and compliance.
- Evaluate emerging technologies and security solutions, recommending and implementing appropriate tools to enhance the organization's security posture.
- Develop and maintain disaster recovery and business continuity plans to ensure the organization's resilience against security threats and disruptions.

Phia, LLC. Fairfax, VA   **June 2016 – Mar 2020**
Sr. Cyber Security Specialist
- Conducted regular reviews and assessments of security policies, procedures, and controls to ensure alignment with industry best practices and regulatory requirements.
- Collaborated with cross-functional teams to develop and implement incident response plans and procedures, ensuring a coordinated and effective response to security incidents.
- Participated in tabletop exercises and simulations to test the organization's incident response capabilities and identify areas for improvement.
- Investigated security incidents and breaches, analyzing root causes and identifying corrective actions to prevent recurrence.
- Provided regular reports and updates to management and stakeholders on the organization's security posture, including incident trends and emerging threats.
- Assisted in the development and delivery of security awareness training and education programs for employees to promote a culture of security awareness and compliance.

Software Developer/Engineer

Chandu Chava/ Software Developer/Engineer

Summary
6+ years of experience in the IT service industry primarily focused on Analysis, Design, and Development of Microsoft Dynamics CRM Solutions.   - Experienced in full-cycle implementations and upgrades in Dynamics CRM 2015, 2016, and D365.   - Proficient in Software Development Lifecycle (SDLC) methodologies.   - Skilled in customization of Microsoft Dynamics CRM including Entity Customization, Form Customization, View Customization, and Ribbon Customization.   - Developed custom WCF web services, dialog-based plug-ins, workflows, and integrated custom web pages into CRM.   - Proficient in C#, ASP.net, ADO.net, SQL Server for Web/Windows application development.   - Familiarity with HTML, XML, JQuery, JavaScript, and Visual Studio for Web Development.   - Experienced in T-SQL in SQL Server 2008 including creating Tables, Stored Procedures, Views, Triggers, and User Defined Functions (UDFs).
Education/Certifications
- Masters in Computer and Information Science, Magnolia, AR.   - Bachelor of Technology in Electronics and Instrumentation, ANU, India.
Relevant Professional Experience
Application Developer II, Teachers Retirement System, Austin TX, Nov 2018 - Till Date   - Designing and customizing CRM forms, ribbons & Dashboards in D365 CRM.   - Developing Custom Plug-ins, Workflows & Actions.   - Create Azure Policy and managed Azure Resources.   - Implement a tool for publishing Participant and Organization details Messages to Azure Service Bus.   - Create system architecture, design diagrams, and technical specifications to guide the development process.   - Implement software features, modules, and components according to design specifications and coding standards.   - Debug, troubleshoot, and resolve software defects and issues reported by users or identified during testing.   - Implement software updates, patches, and enhancements to address changing requirements and improve system performance.

Prior Experience		
Client	**Position**	**Duration**
Tahoe Partners, Chicago, IL	CRM Developer	June 2018 - Nov 2018
Monsanto, St. Louis, MO	CRM Developer	June 2017 - May 2018
Allegis Group, Bangalore, India	CRM Developer	Aug 2013 - Sep 2015

Nand Joshi / Software Developer/Engineer

Summary

Knowledgeable full-stack software engineer with over 9 years of experience driving all phases of software. development lifecycle, leading design and implementation of robust, high-performance enterprise architecture for corporate clients. Hands-on expertise in enterprise integration patterns using Java, JavaEE and NodeJS with Spring Boot, Play frameworks and ReactJS. Skilled team player with a talent for communication and collaboration with diverse cross-functional teams.

Education/Certifications

- Master's Degree in Computer Science (Completed on 2015)
  Maharishi International University, Fairfield, Iowa
- Bachelor of Computer Engineering (Completed on 2009)
- Advanced College of Engineering & Management, Kupondole, Kathmandu, Nepal
- (Tribhuvan University)
- Java SE 8 MOOC: Lambdas and Streams
- Algorithms: Design and Analysis (www.coursera.org)
- Front-End JavaScript Frameworks: AngularJS (www.coursera.org)
- Front-End Web UI Frameworks and Tools (www.coursera.org)

Technical Skills

Languages	Java, NodeJS, Python
Technology	Docker, JMS, RMI, ActiveMQ, OAuth 2, JWT, JPA, Hibernate, JUnit, TestNG, Mockito, Power Mock, CI/CD,
Web	Angular, AngularJS, ReactJS, Bootstrap, jQuery, JavaScript, ES6, HTML, CSS
Frameworks	Spring, Play, AKKA, JSF, Google Guice, Playwright

Relevant Professional Experience

Senior Software Engineer, Cengage Group Boston, Sep 2021- Present
- Created design documents based on User Requirement of Web-based applications.
- Developed REST APIs using Spring Boot.
- Implemented Token Introspection to validate Access Token.
- Implement software features, modules, and components according to design specifications and coding standards.
- Debug, troubleshoot, and resolve software defects and issues reported by users or identified during testing.
- Implement software updates, patches, and enhancements to address changing requirements and improve system performance.

Prior Experience

Client	Position	Duration
Pearson Inc. Austin, TX, USA	Software Engineer	Dec 2017- Jun 2021
TEKSystems	Java Developer	Jul 2017 – Dec 2017
TEKSystems	Java Developer	Jul 2013 - May 2017

Suresh Nair / Software Developer/Engineer

Summary

- Over 12+ years of experience and involved in all phases of software development life cycle from gathering requirement, development, implementation, testing and support.
- Experience in Business and Systems Analysis with good understanding of Business Process, Flows, Case Tools, and Business Analysis.
- Extensively involved in the complete life cycle of the software projects (SDLC).
- Create system architecture, design diagrams, and technical specifications to guide the
- development process Implement software features, modules, and components according to design specifications and coding standards.
- Debug, troubleshoot, and resolve software defects and issues reported by users or identified during testing.
- Document software changes, release notes, and technical documentation to facilitate knowledge transfer and future maintenance.

Education/Certifications

- Master in Information Technology (MSC – IT)
- Bachelors in Science – Physics (BSC- Physics)
- Microsoft Certified Solution Developer (MCSD)
- Oracle Certified Associate (Oracle 9i database administration)

Technical Skills

Languages:	C#, VB.NET, T-SQL, HTML, XML
.Net Technologies	ASP.NET, WCF, ADO.NET, Web Services, Web Forms, Win Forms, SOAP, Web API.
Web:	HTML5, ASP, ASP.NET, JavaScript, JQuery, Web API, VBScript, Ajax, CSS, Micro Services.
Database Systems	MS SQL Server , Oracle, SSRS, SSIS.

Relevant Professional Experience

Senior .Net Engineer, State Compensation Insurance funding, Dec 2017 – Present

- Architect, design, and build analysis and search workbench to search against terabytes of structured and unstructured data.
- Responsible for developing core frontend components of a fast, scalable, complex desktop-class web application (C#, .NET, MVC, HTML5,CSS, JavaScript) using libraries and frameworks (e.g. Angular JS, JQuery, TypeScript, Knockout JS, Ember JS, Batman JS, Closure).
- Work with others to get requirements, implement feature requests, and resolve production issues.
- Design and implement search platform leveraging big data platform (HDFS and Hbase).
- Collaborate with other teams to ensure on-time delivery of scalable architecture.

Prior Experience

Client	Position	Duration
Tesla Inc, Fremont, CA	Staff Application Engineer	Aug 2015 – Oct 2017
Advertising Specialty Institute, PA.	Technical Lead	Oct 2013 – July 2015
Wells Fargo, CA.	Sr. Dot Net Developer / Analyst	Aug 2008 – Sep 2013
Chevron Corporation, CA	Sr Developer	Aug 2005– Aug 2008

Systems Administrator

Nam Hoang Nguyen/ Systems Administrator

Summary
Have 8 years of experience with Power Apps, Power Automate (Flow, Workflow), and MS Forms. Experience with On-premises data gateway for Power BI with DAX, Power Apps (Canvas and Model-Driven), and Power Automate, working with more than 275 connectors within Power Platform. Expert in installing and configuring operating systems, software applications, and hardware components on computer systems and servers. Set up and deploy network infrastructure devices such as routers, switches, firewalls, and wireless access points. Install and configure server hardware, including rack-mount servers, blade servers, and virtualization hosts. Experience in performing routine maintenance tasks such as software updates, patches, and security fixes to ensure system stability and security.

Education/Certifications
• BS in Management, Rochester Institute of Technology, Rochester, NY • Master Certificate in Project Management, The George Washington University, Washington, D.C.

Relevant Professional Experience
TekWissen @ Otsuka Pharmaceutical, Power Platform and SharePoint Migration Consulting, Jul 2023 – Present • Discover, assessment, present architecture concepts, implementation, deployment, and validation by using my simple phase approach method for the M365 (O365 Exchange, On-Premises Exchange, Box, SharePoint • Online with over 15530 sites world-wide, SharePoint 2013 on-Premises with over 1735 sites world-wide, • OneDrive, Power Platform center of excellence (CoE), Power Platform and MS Entra Administrator center) • Custom design and development all new or existing forms in Microsoft Forms, SharePoint Lists and Power Apps with Power Automate. • Migrate Box and Box Drive with over 35TB of data and SharePoint 2013, Network Drives to SharePoint Online by using, MS Migration Tools, ShareGate and Cloudfuze. • Provide direction and technical leadership to members of the team.

Prior Experience		
Client	**Position**	**Duration**
FPT-Intellinet Point32Health	M365/Power Platform Solution Architect	Apr 2022 – Jan 2023
Experts, Inc.	SharePoint Online/ OneDrive Migration Engineer	Sep 2021 – Feb 2022
Saicon Inc.	SharePoint Migration/ Power Platform Developer	Apr 2021 – Jun 2021
eTeam Onsite Consultant	Senior SharePoint Migration/ Power Platform Developer	Sep 2007 – Jan 2021

Nathan Hooft/ Systems Administrator

Summary
An effective IT System Administrator resume should emphasize the candidate's ability to implement and maintain robust security measures, optimize system performance, and provide user support. Expertise in implementing security measures, developing backup and recovery plans, and maintaining network infrastructure. Experience in designing and maintaining network infrastructure and system security policies can demonstrate expertise in enhancing network speed, reducing latency, and ensuring compliance with industry regulations. Proficient in implementing and enforcing security policies, access controls, and encryption mechanisms to protect computer systems, networks, and servers. Maintain accurate and up-to-date documentation of system configurations, network diagrams, and technical procedures.

Education/Certifications

- DeVry University, B.S. CIS - Web Development and Administration,

Relevant Professional Experience

System Administrator, Catapult Systems, Jan 2019 – Present
- Monitors, maintains, and resolves software, hardware and network issues and ensures security
- Develops automated processes for software and system administration
- Manages user accounts and passwords, user privileges and access controls
- Installs, configures, and maintains local and remote servers, workstations and peripheral equipment.
- Deploys and configures application software, system updates, and security patches.
- Troubleshooting issues on user workstations and network devices.
- Installs, configures and maintains network hardware such as routers, switches, and wireless access points.
- Creates and manages system backup and disaster recovery plans
- Develops and maintains technical documentation
- Analyze system logs and events to identify possible issues

System Administrator, the Bainbridge Companies, Feb 2018 – Oct 2018
- Installed, configured, and maintained operating systems, application software, and system management tools.
- Monitored system performance and troubleshot issues.
- Developed and implemented system security measures, such as firewalls and data encryption
- Created and maintained user accounts, permissions, and access rights
- Monitored and maintained network infrastructure, such as routers, switches, and firewalls
- Monitored and maintained server hardware, such as storage, memory, and processors
- Developed and maintained system documentation, such as user manuals and procedures
- Managed and maintained databases, such as Oracle and SQL

Prior Experience

Client	Position	Duration
TBC Corporation, Juno Beach, FL	SharePoint 2013 Administrator	May 2017 – Oct 2017
Comcast Cable Inc.	SharePoint Administrator	Aug 2006 – May 2017

Qing GU (Shirley) / Systems Administrator

Summary
15+ years of IT industry experience with in-depth knowledge of IT infrastructure; Network, OS, Database, ERP systems. Strong experience with ERP System administration aptitude, especially PeopleSoft. Experience in system maintenance and server infrastructure/data-center operations management. Proven track record of success in developing, deploying, and evaluating systems to improve uptime and efficiency. Sound leadership and interpersonal skills, effective liaison between technical team and business. Skilled at translating business requirements into technical specifications.

Education/Certifications

• Long Island University
  MS candidate in Pharmacology/Toxicology
• Shanghai Fudan University Medical Center
  MD in General Medicine
• Sun Solaris System Administration
• Oracle database Administration (OCP from version 7.3)
• SQL Server Architecture/NT Administration
• PeopleSoft System Administration/PeopleTools

Relevant Professional Experience
Sr. ERP System Admin/Planview Admin, NJM Insurance Companies, Jan 2013 – Present • Standardize and enhance policies and procedures for the ERP system development life cycle. • Oversee and balance technical resources to ensure on-time, in-scope delivery. • Closely work with Project Managers and Resource managers to troubleshoot issues related to WBS, Time & Resource management, Reporting etc. • Establish effective working relationships with project team members and vendors. Skillfully guided project teams to timely and successful project completions. • Develop SOP for various tasks for different systems. Train and share information with team members. • Responsible for leading the technical governance of the PeopleSoft system architecture and infrastructure. • Partner with 3rd party software companies for project enhancements and support. • Actively support internal and external audits, provided sophisticated audit reports. • Support annual Disaster & Recovery practice.

Prior Experience

Client	Position	Duration
Guest Supply, A Sysco Company	Tech leader/Sr. PeopleSoft Admin & DBA	Jan 2007 – Jan 2013
Engelhard Corp/BASF, NJ	Sr. Oracle DBA/PeopleSoft Admin	Aug 2001 – Jan 2007
World Medical Leader Inc., New York, NY	Oracle DBA/Developer	Sep 2000 – Jun 2001
Renaissance Worldwide Inc., Waltham, MA	Technical consultant	Apr 1999 – Sep 2000

Technical Writer

Margaret Dawn/ Technical Writer

Summary

Experienced technical writer and technical editor documenting hardware and software for multiple-experience-level audiences. Experience producing many types of documentation, including context-sensitive online help, procedure guides, troubleshooting guides, report manuals, assembly guides, and quick-start guides.

Able to quickly learn new processes, systems, and industries. Strong experience leading meetings for software design and development, and process improvement. Excellent verbal and written communicator. Comfortable working as a single writer or on a team of writers.

Education/Certifications

- The University of The Rockies, Denver, CO (Online campus), University of Arizona Global Campus
- Master of Arts: Organizational Development and Leadership
- Bachelor of Arts: English, Greenville College, Greenville, IL

Technical Skills

Languages	CSS, Information Mapping, Structured writing, Minimalism.
O/S	Windows 10, Windows 7, UNIX.
Industries	Accounting, Banking and Finance, Behavioral Health, Campus Bookstores, Healthcare, IT Certification Testing, Medical Billing, Mortgage Insurance, Prescription Functionality, Retail, and Telephony.
Software	ACE Project, Adobe products including Acrobat, Creative Suite, Illustrator, InDesign, and Photoshop; FrameMaker, JIRA, Madcap Flare, Microsoft Office Suite, Microsoft Project, RoboHelp, SharePoint, Visio.

Relevant Professional Experience

Technical Writer, MGIC, Milwaukee, WI, Jan 2023 – Present

- Rewrite existing documents to apply new document templates, correct writing style and organization using the new documentation standards.
- Apply knowledge of banking and finance to ensure proper terminology and concepts.
- Create a glossary of mortgage industry terms and acronyms.
- Develop user manuals and guides for software applications, hardware devices, and technical systems to assist end-users in understanding product features and functionalities.
- Collaborate with subject matter experts (SMEs) and product managers to gather information and ensure the accuracy and completeness of user documentation.
- Write concise and informative help content covering everyday tasks, functions, and features tailored to target users' needs and skill levels.
- Design and develop online documentation portals, knowledge bases, and FAQs to serve as centralized technical information and resources repositories.

Prior Experience

Client	Position	Duration
Federal Reserve Bank, Chicago, IL	Technical Writer	June 2022 - Oct 2022
Google, Seattle, WA	Technical Writer	Sep 2021 - Oct 2021
Costco Logistics, Schaumburg, IL	Technical Writer	Jan 2020 - May 2021
Chicago Transit Authority (CTA), IL	Technical Writer	Dec 2019 - Jan 2020

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.

Reference's

Business Analyst

Reference#1	
Client Name	**NJM Insurance**
POC Name	Ameya Narvekar
Phone No	609-883-1300
EMail	anarvekar@njm.com
Individual Name	**Ajit Jaiswar**

Reference#2	
Client Name	**NRG Energy, Inc.**
POC Name	Terry Eric
Phone No	713.537.3066
EMail	eric.terry@nrg.com
Individual Name	**Sunny P. Jain**

Reference#3	
Client Name	**Federal Reserve Bank**
POC Name	Elizabeth Wilson
Phone No	704-860-5837
EMail	bethwilliams@agile1.com
Individual Name	**Alexis Robinson**

Data Analyst

Reference#1	
Client Name	**Federal Reserve Bank**
POC Name	Elizabeth Wilson
Phone No	704-860-5837
EMail	bethwilliams@agile1.com
Individual Name	**Ravi Shanker Ayyadevara**

Reference#2	
Client Name	**NJM Insurance**
POC Name	Ameya Narvekar
Phone No	609-883-1300
EMail	anarvekar@njm.com
Individual Name	**Benjamin Dicarlo**

Reference#3	
Client Name	**NRG Energy, Inc.**
POC Name	Terry Eric

Phone No	713.537.3066
EMail	eric.terry@nrg.com
Individual Name	**Kevin Sam**

Database Administrator

Reference#1	
Client Name	**Federal Reserve Bank**
POC Name	Elizabeth Wilson
Phone No	704-860-5837
EMail	bethwilliams@agile1.com
Individual Name	**Ayo Adio**

Reference#2	
Client Name	**State Compensation Insurance Fund**
POC Name	Betsy A. Crabtree
Phone No	707-452-7706
EMail	BACrabtree@scif.com
Individual Name	**Pavan Chintha**

Reference#3	
Client Name	**NJM Insurance**
POC Name	Ameya Narvekar
Phone No	609-883-1300
EMail	anarvekar@njm.com
Individual Name	**Vimal Patel**

Help Desk Support

Reference#1	
Client Name	**Federal Reserve Bank**
POC Name	Elizabeth Wilson
Phone No	704-860-5837
Email	bethwilliams@agile1.com
Individual Name	**Cedric Chaffold**

Reference#2	
Client Name	**NRG Energy, Inc.**
POC Name	Terry Eric
Phone No	713.537.3066
Email	eric.terry@nrg.com
Individual Name	**Lakeisha Armstrong**

Reference#3	
Client Name	**NJM Insurance**
POC Name	Ameya Narvekar
Phone No	609-883-1300

EMail	anarvekar@njm.com
Individual Name	**Leon Northington**

IT Service Continuity Analyst

Reference#1	
Client Name	**Federal Reserve Bank**
POC Name	Elizabeth Wilson
Phone No	704-860-5837
EMail	bethwilliams@agile1.com
Individual Name	**Blake Howard**

Reference#2	
Client Name	**NJM Insurance**
POC Name	Ameya Narvekar
Phone No	609-883-1300
EMail	anarvekar@njm.com
Individual Name	**Aishwarya Singh**

Network Engineer

Reference#1	
Client Name	**Federal Reserve Bank**
POC Name	Elizabeth Wilson
Phone No	704-860-5837
EMail	bethwilliams@agile1.com
Individual Name	**Bhavin I Patel**

Reference#2	
Client Name	**NJM Insurance**
POC Name	Ameya Narvekar
Phone No	609-883-1300
Email	anarvekar@njm.com
Individual Name	**Hakeem Bankole**

Reference#3	
Client Name	**NRG Energy, Inc.**
POC Name	Terry Eric
Phone No	713.537.3066
Email	eric.terry@nrg.com
Individual Name	**Hari Bellary**

Project Manager

Reference#1	
Client Name	**Federal Reserve Bank**
POC Name	Elizabeth Wilson
Phone No	704-860-5837

Email	bethwilliams@agile1.com
Individual Name	**Peeyush Bhardwaj**

Reference#2	
Client Name	**NRG Energy, Inc.**
POC Name	Terry Eric
Phone No	713.537.3066
EMail	eric.terry@nrg.com
Individual Name	**Tariq S. Sanda**

Reference#3	
Client Name	**NJM Insurance**
POC Name	Ameya Narvekar
Phone No	609-883-1300
EMail	anarvekar@njm.com
Individual Name	**Terrilynne Jenkins**

Quality Assurance Analyst

Reference#1	
Client Name	**NRG Energy, Inc.**
POC Name	Terry Eric
Phone No	713.537.3066
EMail	eric.terry@nrg.com
Individual Name	**Cornelius Hil**

Reference#2	
Client Name	**NJM Insurance**
POC Name	Ameya Narvekar
Phone No	609-883-1300
EMail	anarvekar@njm.com
Individual Name	**Devon Middleton**

Reference#3	
Client Name	**Federal Reserve Bank**
POC Name	Elizabeth Wilson
Phone No	704-860-5837
EMail	bethwilliams@agile1.com
Individual Name	**Ramgopal Reddy Kota**

Security Analyst

Reference#1	
Client Name	**NRG Energy, Inc.**
POC Name	Terry Eric
Phone No	713.537.3066
EMail	eric.terry@nrg.com

Individual Name	Jonathan Clark

Reference#2	
Client Name	NJM Insurance
POC Name	Ameya Narvekar
Phone No	609-883-1300
EMail	anarvekar@njm.com
Individual Name	Norma Abbate

Software Developer/Engineer

Reference#1	
Client Name	Teachers Retirement System
POC Name	Sherryl Nelson
Phone No	212-612-5426
EMail	ANetram@TRS.NYC.NY.US
Individual Name	Chandu Chava

Reference#2	
Client Name	NRG Energy, Inc.
POC Name	Terry Eric
Phone No	713.537.3066
EMail	eric.terry@nrg.com
Individual Name	Nand Joshi

Reference#3	
Client Name	State Compensation Insurance Fund
POC Name	Betsy A. Crabtree
Phone No	707-452-7706
EMail	BACrabtree@scif.com
Individual Name	Suresh Nair

Systems Administrator

Reference#1	
Client Name	Federal Reserve Bank
POC Name	Elizabeth Wilson
Phone No	704-860-5837
Email	bethwilliams@agile1.com
Individual Name	Nam Hoang Nguyen
Reference#2	
Client Name	NRG Energy, Inc.
POC Name	Terry Eric
Phone No	713.537.3066
EMail	eric.terry@nrg.com
Individual Name	Nathan Hooft
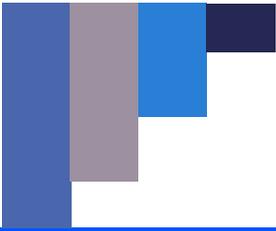
Reference#3	
Client Name	**NJM Insurance**
POC Name	Ameya Narvekar
Phone No	609-883-1300
EMail	anarvekar@njm.com
Individual Name	**Qing GU (Shirley)**

Technical Writer

Reference#1	
Client Name	**Federal Reserve Bank**
POC Name	Elizabeth Wilson
Phone No	704-860-5837
EMail	bethwilliams@agile1.com
Individual Name	**Margaret Dawn**
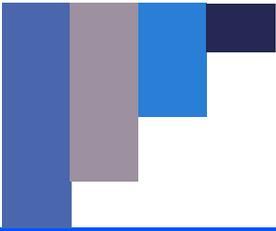
3.3 **Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.**

THIS CERTIFIES THAT

Compunnel Software Group, Inc.

NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **NEW YORK & NEW JERSEY MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 561311; 561320; 541214

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

05/18/2023
Issued Date

NY04672
Certificate Number

Ying McGuire
NMSDC CEO and President

06/17/2024
Expiration Date

Terrence Clark, President & CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.
* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®
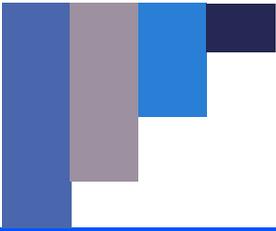
3.4 Lottery shall require resources to hold current certification for target technologies, the certifications would include but not be limited to cybersecurity or vendor-specific certifications such as Cisco and Microsoft.

Our proposed candidates hold all the certifications which is required by the Lottery.

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:	Addendum No 2 - Prequalification Agreements IT Temp Staffing	Addendum No 2 is issued to publish questions 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:

Vendor Name :   Compunnel Software Group, Inc.

Address :   103 Morgan Lane, Suite 102

Street :

City : Plainsboro

State : New Jersey

**Country :** USA   **Zip :** 08536

Principal Contact :   Ashish Yadav

Vendor Contact Phone: 609-606-9010   **Extension:**

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

Vendor Signature X _[signature]_   **FEIN#** 58-2137105   **DATE** 05/07/2024

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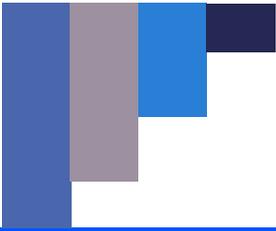
Addendum Acknowledgement

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ LOT24*011

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

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

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

[✓] Addendum No. 1   [ ] Addendum No. 6

[ ] Addendum No. 2   [ ] Addendum No. 7

[ ] Addendum No. 3   [ ] Addendum No. 8

[ ] Addendum No. 4   [ ] Addendum No. 9

[ ] Addendum No. 5   [ ] Addendum No. 10

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

Compunnel Software Group, Inc.
_____
Company

_____
Authorized Signature

05/07/2024
_____
Date

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT2400000011

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

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

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(Check the box next to each addendum received)

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

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Compunnel Software Group, Inc.
_____
Company

_____
Authorized Signature

05/07/2024
_____
Date

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