



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.

Header 1

List View

General Information | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#) | [Clarification Request](#)

Procurement Folder: 1354530

Procurement Type: Central Master Agreement

Vendor ID: VS0000028707

Legal Name: CLOVITY INC.

Alias/DBA: Clovity

Total Bid: \$0.00

Response Date: 05/07/2024

Response Time: 12:52

Responded By User ID: ClovitySales

First Name: Cameron

Last Name: Starman

Email: sales@clovity.com

Phone: 925-264-6360

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 ESR05072400000006829	1

VENDOR
 VS0000028707
 CLOVITY INC.

Solicitation Number: CRFQ 0705 LOT2400000011
Total Bid: 0
Response Date: 2024-05-07
Response Time: 12:52:53
Comments:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
 (304) 558-8802
 toby.l.welch@wv.gov

Vendor Signature X **FEIN#** **DATE**

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

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

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments: Clovity is responding to CRFQ titled Prequalification Agreements IT Temp Staffing with CRFQ 0705 LOT2400000011 for Agency State of West Virginia.

Extended Description:

Temporary IT Staffing Services

**CENTRALIZED REQUEST FOR QUOTE (CRFQ)
Prequalification Agreements IT Temp Staffing
CRFQ 0705 LOT240000011**

Submitted to: State of West Virginia



Submitted by:

Name: Vikas Soman

Title: Senior Manager - Bid Management

Email: procurement@clovity.com

Phone: 510-916-1697

Website: www.clovity.com

Address: 11501, Dublin Blvd., #200

Dublin, California - 94568

DUE: 05/07/2024



Contents

Centralized Request for Quote	5
Addendum Acknowledgement	6
General Company Overview	7
1. Organizational structure	10
2. Ability to provide the services required	10
Resources and capabilities	11
<i>Organization structure</i>	11
<i>Client Centric Approach</i>	11
<i>Vision</i>	13
<i>Business Excellence</i>	14
Achievements	14
Our Past Success (Last 5+ years)	15
Our Industry Uniqueness	16
Diversified Portfolio	17
Digitalization and Automation	18
Resume of Qualified Placed Candidates	19
1. Business Analyst	19
Resume 1	19
Resume 2	22
Resume 3	29
2. Data Analyst	34
Resume 1	34
Resume 2	37
Resume 3	43
3. Database Administrator	48
Resume 1	48
Resume 2	54
Resume 3	68
4. Help Desk Support	77
Resume 1	77
Resume 2	81
Resume 3	88
5. IT Service Continuity Analyst	97
Resume 1	97



Resume 2	174
Resume 3	179
10. Software Developer/ Engineer	189
Resume 1	189
Resume 2	197
Resume 3	206
11. Systems Administrator	210
Resume 1	210
Resume 2	214
Resume 3	216
12. Technical Writer	221
Resume 1	221
Resume 2	223
Resume 3	229
Client References	232
Client Reference 1	232
Client Reference 2	236
Client Reference 3	240
Designated Contact Form	243



Addendum Acknowledgement

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT2400000011

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

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

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

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

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

Clovity Inc

 Company
DocuSigned by:

A4DCB4610F494DF

 Authorized Signature

05/07/2024

 Date

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



General Company Overview

Established in **late 2008**, Clovity Inc has **15+ years** of focused experience in Recruitment services, IT Staffing, Non-IT Staffing, Healthcare and Medical staffing as well as modern system development and always looks to future-proof their solutions for their clients. Clovity Inc’s business practice and engagement model provides **staffing for Private and Public sector industries**. Clovity Inc has approximately 150+ employees and contractors that both works offshore and onshore. Many of our teams are located with our clients on site in their locations and blended with recruiting teams.

While we are already a highly diverse company and **MBE and SBE (DGS) certified from State of California**, our leadership continues to drive to bring diverse communities, as well as more women into the tech space. Our aim is to always bring in diverse backgrounds and opinions, as that has only made us more successful.



Since the beginning of 2024, we have been honoured with **7+ staffing awards** and secured multiple contracts similar to the West Virginia Lottery Commission's requirements mentioned in this RFP.

In 2021, 2022 and 2023, we were ranked by Inc. 5000 List of "America's Fastest Growing Private Companies" (3 years in a row). Clovity has won the "Fast 100 and Fast 50 Asian American Business Excellence Awards" in both 2023 and 2022 along with the "IoT Innovator Award - Best of IoT - Smart Buildings" in 2022. Prior to that, Clovity was selected as 2020 "Emerging Company of the Year for the Enterprise Market" and then again in 2021 as "Global IoT Innovation Vendor of the Year" by IoT Vendor Breakthrough Awards.

Our Awards / Recognition

- ✚ **2021, 2022 & 2023** Inc's 5000 Fastest Growing Privately Held Co's in US
- ✚ **2022** Gold Winner for Best of IoT – Smart Buildings by IoT Innovator Awards
- ✚ **2022 & 2023** USPAACC Fastest 50/100 Asian American Business
- ✚ **2021** CES IoT Breakthrough Award Global Partner
- ✚ **2020** CES IoT Breakthrough Award Enterprise IoT
- ✚ **2018 and 2019** CIO Review Top 20 IoT Growth Companies in US



We are serving various Public and Private entities in multiple sectors like Information Technology, Health, Banking, finance, Defence, etc.

Of late, we have been working with below mentioned list of top clients:

<i>Public Agency Name</i>	<i>State</i>	<i>Services Provided</i>
1. School of Philadelphia	Pennsylvania	As needed as Staffing Services
2. Illinois Public Higher Education Cooperative (IPHEC).	Illinois	IT & Non – IT staff augmentation services
3. The State of Florida	Florida	Administrative and accounting services
4. Pre- Qualified Vendor for the State of Florida	Florida	IT staff augmentation
5. California's Air Resource Board	California	Clerical staff augmentation
6. Judicial Council of California	California	Temporary staffing Services
8. US Army Corps of Engineers	California	Administrative Staff Augmentation
9. State of MA	Massachusetts	Temporary IT Staffing Services
10. Jasper County Sherriff, State of Missouri	Missouri	Temporary personnel services

11. State of Minnesota	Minnesota	Financial employment services
12. State of Michigan	Michigan	Administrative Staff Augmentation
13. University of Utah Health	Utah	IT staff recruiting services
14. San Antonio Water System in Texas	Texas	Temporary staffing Services
16. UC Davis Health, California	California	Temporary Staffing Services
17. State of Kansas	Kansas	Staff recruiting services
18. Maryland Judiciary	Maryland	Professional and staffing services
19. Baker Ripley	Texas	Administrative Staff Augmentation
20. Rochester Housing Authority	New York	Non – IT Staff Augmentation

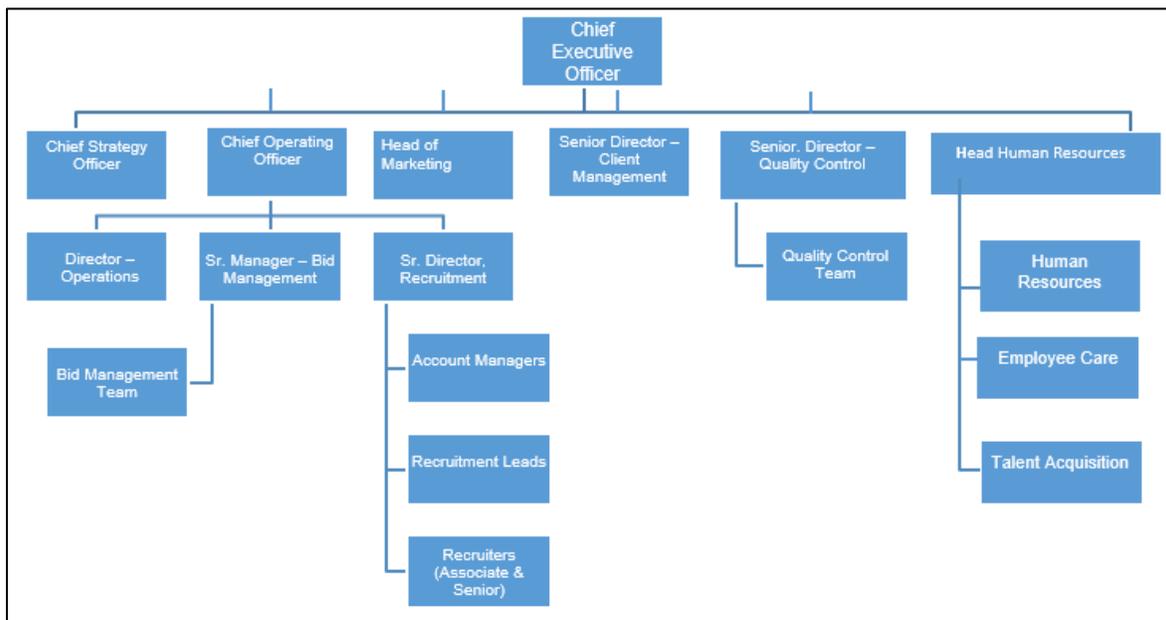
<i>Private Agency Name</i>	<i>State</i>	<i>Services Provided</i>
1. Capital One	Illinois	Walmart Credit Card Partnership & Others and staffing services
2. Best Buy	Minnesota	Administrative Staff Augmentation
3. Core well Health (formerly Beaumont/Spectrum Health)	Michigan	Temporary IT Staffing Services
4. BCBS Michigan	Michigan	Clerical Staffing services
5. Advanta sure	Michigan	Staff Augmentation
6. Twitter	California	Temporary staffing Services
7. Square	California	Administrative Project services
8. Corteva Agri science	Indiana	Project Management services
9. Delta Dental of Michigan	Michigan	Staffing services
10. Cox Communications	Georgia	IT staff augmentation
11. Sony	New York	Employment services
12. Gore	Delaware	IT staff recruiting services
13. Bremer Bank	Minnesota	Administrative and accounting services
14. Woodforest Bank	Texas	Clerical staff augmentation
15. Computacenter/Fusion Storm	California	IT & Non – IT staff augmentation services

1. Organizational structure

Clovity's Response: Our Organization Structure is simplified yet **100% customer centric**. We follow a **functional based hierarchy** with the sole aim to be closest to the customer as much as possible which has helped us to build stronger relationships with our business partners to learn:

- What do our customers need?
- How can we contribute?
- Taking proactive steps to avoid escalations.
- Receiving constant feedback and searching for improvement areas.

This structure serves as the backbone to the success what we have achieved so far.



2. Ability to provide the services required

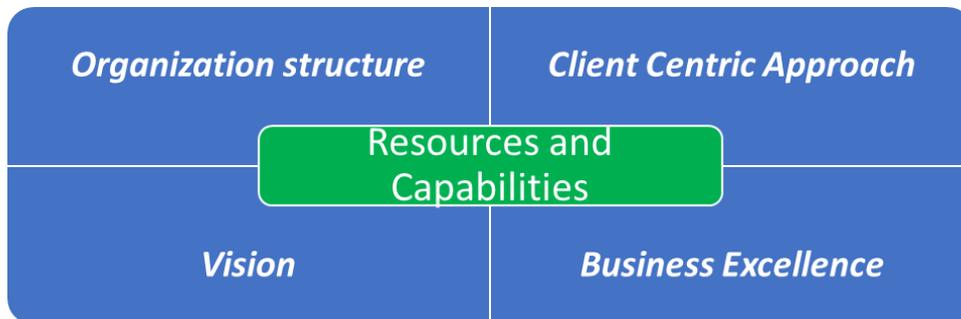
Clovity's Response: We are going to propose ourselves as a sole vendor to accomplish the work outlines in the Scope of Services owing to our qualifications which are built on these 6 pillars as mentioned below:
Clovity's qualifications are built on these 6 pillars:



Resources and capabilities

Clovity have been providing endless support in *Staff augmentation, Recruiting, Temporary and Permanent staffing, professional services, and general services.*

We are categorizing our resources and capabilities into four domains:



Organization structure

Clovity Inc operates under a well-defined organizational structure that fosters collaboration, innovation, and efficiency. The organizational chart provided **under section 1. Ownership Structure**, illustrates the hierarchical framework and key roles within the company.

Client Centric Approach

Our client-centric philosophy places the West Virginia Lottery Commission at the heart of all our endeavours. We customize our staffing services to cater to distinctive needs, nurturing, enduring partnerships founded on trust. At Clovity, our staffing services are fundamentally driven by a client-centric ethos. We place paramount importance on comprehending our client’s individual needs, obstacles, as well as objectives, and then crafting staffing solutions that surpass their expectations. Our unwavering



dedication to excellence guarantees that each resource we offer seamlessly aligns with our client needs, propelling them towards success and nurturing enduring collaborations.

Our Response Time: Clovity Inc assures the West Virginia Lottery Commission that it is capable of providing quality trained temporary and permanent employees to the West Virginia Lottery Commission departments ***within few hours of the request***. We conduct ***Drug test, reference checks and background checks on all temporary and permanent employees***, adhering to applicable federal, state and privacy protection laws, and ensure West Virginia Lottery Commission that we conduct all required background checks of the applicants prior to starting date of assignment.

Customer Satisfaction Score (CSS): We possess a culture of reaching out to our customers ***each quarter*** to know their feedback and fill them in the form of Customer Satisfaction Score. As mentioned, we are proud to say that so far, our score stands out to be 9.2/10.

Below is our feedback form attaching herein as a sample template which was filled by one of our customers.

This space if left blank intentionally.

Feedback QUESTIONNAIRE

Clovity Inc is requesting past performance review. The vendor listed below has identified you as a client for which they have performed work for. We would appreciate you taking the time to complete this survey.

Part A: Vendor Name
 Name of the Vendor: CLOVITY. INC

Part B: Project Background
 Client Name: EOHHS IT, COMM OF MA
 Project Description: STAFF AUG MASTER SERVICE AGREEMENT ITS77
 Location (City/State): MASSACHUSETTS
 Date Complete: ITS77 ENDS 2027
 Project Length: CONTRACT LENGTH IS 3 YEARS AND 2 YR EXTENSIONS

Part C: Reference Evaluation
 Please rate your level of satisfaction in the table below using 1-10 (With 10 representing that you were very satisfied and 1 representing that you were very unsatisfied.).

Criteria	Unit	Rating
Ability to manage contractors	1-10	10
Quality of submittals (contractor candidates)	1-10	10
Overall performance of contractor	1-10	10
Your overall customer satisfaction	1-10	10

Please provide any additional comments (consider: anything you would do differently, the greatest challenges/problems encountered, accomplishments, etc.):

CLOVITY does an exceptional job finding the appropriate candidates for submissions. Their candidates are professional, skilled, and excellent performers. The only problem we encountered was with the time sheet process. Our process is unique for vendors and their back office team communicated with our accounting department and was able to come up with a solution for both sides, this was a first for our accounting department, and a process which we incorporated with other vendors as well. Clovity are great communicators with their own departments as well as ours. I highly recommend them.

Printed Name of Evaluator
 Title
 Phone Number
 Signature

Vision

Clovity is driven by its **core values of Excellence, Collaboration, and Innovation**. At Clovity, we value partnership with every stakeholder – our customers, employees, investors, vendor partners, and the community in general. We believe in building trust, not just products. Our emphasis on building a community is reflected in all our policies. The entire work culture revolves around mutual respect and a commitment to excellence in our field.

Our organizational objective is to always run **Economic Value Add** rather than **Financial Value Add** business wherein we focus on providing value add to all the involved stakeholders. When we talk stakeholders, we always have concern for our:

- Customers
- Business partners

- Employees
- Government
- Subcontractors

Business Excellence

Our technical excellence goes beyond merely supplying staff; we recognize the importance of comprehending the intricate demands and intricacies of the day-to-day operations in recruitment and staffing environments. By offering a diverse array of services, we ensure that our clients receive holistic solutions tailored to their specific needs.

Clovity always follow **FTR approach**. To achieve this, we always confirm candidate qualifications with key criteria's such as technical skills, experience, work habits, interpersonal skills, quality of work performed, etc.

We possess cutting-edge capabilities in IT and Non-IT procurement, ensuring that we stay at the forefront of all industry advancements. Our recruiting team is experienced in broad areas of staffing services for various positions like: *Business Analyst, Data Analyst, Database Administrator, Help Desk Support, IT Service Continuity Analyst, Network Engineer, Accounting, Business, Clerical, Construction, Design Authority, Transportation Marketing Coordinator, Project Support Assistant, Project Manager, Quality Assurance Analyst, Security, Analyst, Software Developer, Software Engineer, Systems Administrator, Technical writer, Fiscal Staff Assistant III, Electrician II, Civil Engineering Associate, Civil Engineer, Design Services, Engineering, Estimating, Human Resources, Industrial Hygiene, Integration Management, Safety and Health, Supply Chain Management, Training, and Talent Acquisition roles.*

Achievements

Clovity has grown **at least 50% year-on-year** since its inception and is entrusted by several prominent private and public sector (full referenceable) customers, with several of them being customers since the company's inception. We are privately owned, have no outside investors, and have recorded **17 consecutive quarters of profitability including 2020, 2021 & 2023**. Clovity business practice and engagement model provides technical and non-technical staffing as well as professional services for Private and Public sector industries.

We also pride ourselves in the ability to bring individuals from a variety of backgrounds and sponsor them to work in the United States. This capability provides us the ability to look far and wide for the best resources for any project with no limitations on who we can engage in our projects.



Our Past Success (Last 5+ years)

By having this multipronged approach, Clovity is exceedingly capable of fulfilling all the needs set forth by any size client with any sized need. It also affords Clovity greater stability as we are less affected by economic changes that can curtail the size and need in the market for each service.

Clovity provides services for the following entities and top customers. We deem these highly relevant engagements as per the requirements of this RFP:

Below are our key clients but not limited to:

Clients where we are offering similar services (Public Entities)	
<ul style="list-style-type: none"> State of Kansas 	<ul style="list-style-type: none"> San Antonio Water System in Texas
<ul style="list-style-type: none"> Illinois Public Higher Education Cooperative (IPHEC). 	<ul style="list-style-type: none"> University of Utah Health
<ul style="list-style-type: none"> The State of Florida 	<ul style="list-style-type: none"> State of Minnesota
<ul style="list-style-type: none"> US Army Corps of Engineers 	<ul style="list-style-type: none"> State of Michigan
<ul style="list-style-type: none"> Judicial Council of California 	<ul style="list-style-type: none"> Executive office of Health and Human Services
<ul style="list-style-type: none"> Jasper The College Sherriff, State of Missouri 	<ul style="list-style-type: none"> Department of transportation Massachusetts
<ul style="list-style-type: none"> San Diego County 	<ul style="list-style-type: none"> UC Davis California
<ul style="list-style-type: none"> Rochester Housing Authority (RHA) 	<ul style="list-style-type: none"> Baker Ripley
<ul style="list-style-type: none"> Maryland Judiciary 	<ul style="list-style-type: none"> School District of Philadelphia

Clients where we are offering similar services (Private Entities)	
<ul style="list-style-type: none"> Corewell Health (formerly Beaumont/Spectrum Health) 	<ul style="list-style-type: none"> Advanta sure
<ul style="list-style-type: none"> Best Buy 	<ul style="list-style-type: none"> Sony
<ul style="list-style-type: none"> BCBS Michigan 	<ul style="list-style-type: none"> Cox Communications
<ul style="list-style-type: none"> Bremer Bank 	<ul style="list-style-type: none"> Delta Dental of Michigan
<ul style="list-style-type: none"> Corteva Agriscience 	<ul style="list-style-type: none"> Square
<ul style="list-style-type: none"> X (Formerly known as Twitter) 	<ul style="list-style-type: none"> Capital One

Our Industry Uniqueness

In contrast to firms that exclusively focus on staffing, Clovity stands out as a partner that comprehensively understands the challenges and opportunities within their industries. We are dedicated to delivering resources that not only meet immediate requirements but also excel in their roles, fostering long-term partnerships with our clients. In an economic landscape where the IT, Non-IT and healthcare staffing sectors play a pivotal role, Clovity's holistic approach is the key to ensuring sustained success and client satisfaction.

Economies of Scale (EoS): Hiring veterans in the staffing and services industry, holding a highly competitive internal staffing team, including strong remote support from India, has helped us to lower down the cost while increasing quality, passing the same advantage to our customers. We achieved EoS about 12 years back and still working with comparatively lower margins to focus on business volume and client relationships.

Centre of Excellence (CoE): Through our Center of Excellence leaders, cross-pollination of different focus areas both for IT as well as non-IT divisions, and comingled knowledge/support structures between staff augmentation and projects teams, Clovity provides a highly refined staffing service in both the IT and Non-IT sector in terms of screening and support. If selected, we will continue that tradition of excellence for the West Virginia Lottery Commission just as we have with our clients across the US in both public and private sectors.

Multi-Talented Experienced Professionals: Clovity is proposing the services of our highly qualified and experienced project management team comprising a primary [Project Manager](#), [Alternate Project manager](#), [Recruitment Manager](#), [Customer Support Executive](#), and a team of the dedicated domain specified [recruiters](#). This team is also handling the contract with State of MA (DOR), State of MA (EOHHS), State of MN, State of California, and State of Maryland successfully. Our dedicated Project Manager will coordinate requests under this contract with the West Virginia Lottery Commission departments.

Robust Contingency Plan: Clovity is proposing the service of alternate Project Manager who will be responsible for working with the primary Project Manager on the West Virginia Lottery Commission's requirements, [in case the primary Project Manager is unavailable](#) (due to vacation, leave of absence, attendance at a conference, day off, etc.), all the communication and management of the contract will be managed by the alternate Project Manager without any uninterrupted services.

What Makes Clovity Inc Specific:

- **Turnaround Time:** Clovity has a turnaround time of 2- 4 hours per candidate with the advantage of 5 electronic resume bulletin boards like- Monster, Dice, Facebook, LinkedIn, Indeed, CareerBuilder etc..

- **E-Onboarding:** We provide you customized onboarding and training programs, which specifically address the requirements. Clovity’s automated system Ceipal (ATS) adds another dimension in the onboarding process or specific to each client’s requirements.
- **Resume Database and domain specified recruitment teams:** We have over 16M highly proficient and experienced candidates out of which around 3M for State of West Virginia of various skill level and services in our resume database. We keep updating our resume database to meet the client’s immediate requirements.
- **Domain Specified Recruitment Team:** Clovity has a team of 120+ recruiters (across levels & domains) with a mix of resourcing background.
- **Dedicated Project Management Team:** Clovity’s project management approach for handling staffing contracts ensures that contract requirements and goals are well supported. For the West Virginia Lottery Commission, we are assigning a local account management team to ensure the right delivery of services. Our Project Manager (PM) will work closely with the West Virginia Lottery Commission and on-site staff. This team has valuable insight into the local marketplace and the best strategies to attract and engage quality temporary employees across all skill sets.

Diversified Portfolio

Clovity has made substantial investments in the IT and Non-IT staffing sectors, positioning itself as a comprehensive solution provider. We specialize in delivering a range of services, including staff augmentation, project services, and both temporary and permanent staffing solutions. Unlike many competitors who solely focus on staff augmentation in IT and Non-IT staffing, Clovity distinguishes itself by possessing a profound understanding of what it truly takes to provide effective solutions to our clients.

IT Staffing	Digital transformation/applications, data and cloud development, analytics and AI /Machine learning.
Non-IT Staffing	Administrative, Finance, Clerical, Teachers, Substitute Teacher, Custodial, Civil Engineer, Electrician
Healthcare Staffing	Medical staffing- Physicians, nurses, Administrative staff, Therapists.

Clovity stands out as a knowledgeable partner that comprehensively understands the challenges and opportunities that can arise within these industries. We are dedicated to delivering resources that not only meet immediate requirements but also excel in their roles, fostering long-term partnerships with our clients.

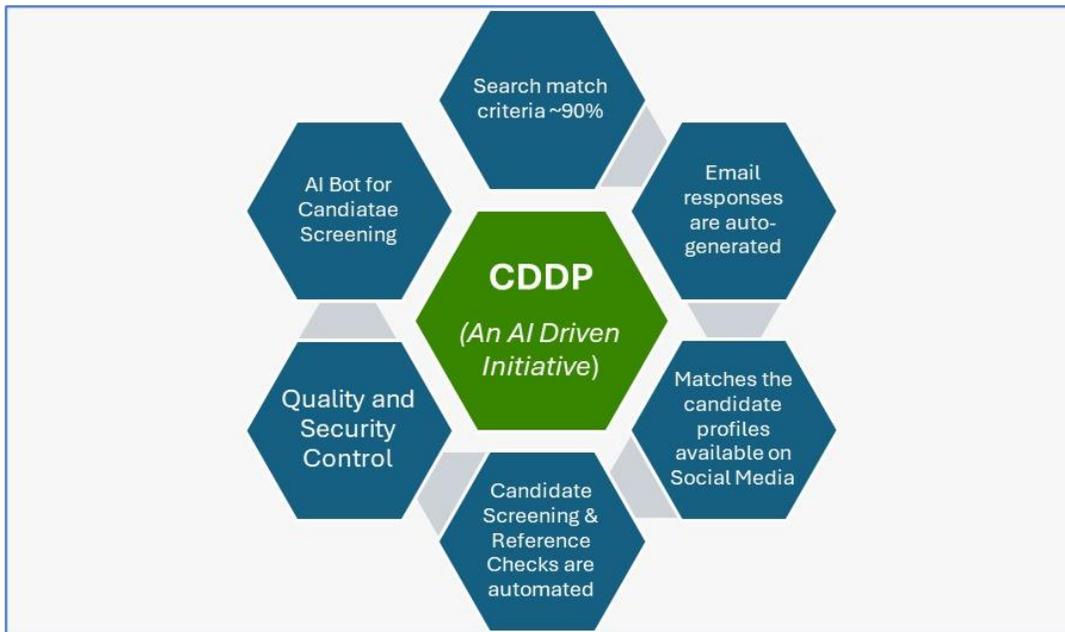
Below is the snapshot of our enterprise trusted customer portfolio



Digitalization and Automation

Our recruitment process is completely AI driven. Thanks to” *CDDP- Clovity Digital Delivery Platform*” – an *in-house developed tool* which is based on *Artificial Intelligence and Machine Learning*.

CDDP is further integrated to Ceipal using APIs to get the Candidate data.



Our screening and sourcing methodology are one of the most robust in the industry for a company of similar size, while many of our competitors are just sending over random profiles that has just a keyword match to a job description.

Resume of Qualified Placed Candidates

1. Business Analyst

Resume 1

Ruth N. Britt – Business Analyst	
Professional Summary	
<ul style="list-style-type: none"> • Six plus years of extensive experience in Requirements, Gap, Workflow, Functional and Data Analyses, Business process improvement and Documentation. • Consistent adaptation and deployment of Software Development in Agile and Waterfall methodologies. • Critical thinker with demonstrated strong analytical and problem-solving skills. Excellent planning abilities to improve design and maximize efficiency. • Experienced nexus between business and IT colleagues with ability to deliver needed outcomes by catching critical defects that need remediation by developers. • Well versed in Development and maintenance of training documents for end users to ensure compliance with regulatory requirements. • Well versed in creation of UML Diagrams. 	
Education	
Salem State University, Salem MA BSc. Business Administration-Marketing, May 2019	
United States International University BA, Psychology, May 2000	
Technical Skills	
<ul style="list-style-type: none"> • Strategic and analytical thinker who consistently resolves ongoing issues or defects. • Problem solver - Consults on problems that have eluded resolution by others. • Proven multi-tasking capabilities with ability to plan, prioritize and manage complex projects under short timelines. • Excellent communication skills with strong research capabilities, team player, result-oriented and a fast learner. • Strong presentation skills and ability to tailor presentations towards different functional areas of business. 	
Professional Experience	
Freedom Mortgage Present IT Business Analyst (Pricing and Products Service Layer) Various Projects Responsibilities	May 2022-
<ul style="list-style-type: none"> • Participate in user writing workshops with product owners to identify, discuss and document user stories • Analyze user stories during grooming exercises, map the user stories in order of their importance. • Create and manage sprint backlog items and tasks. • Work with unit management and personnel to identify, define and document business needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access. 	

- Complete the weekly Product Development project management from the team, and a Bi-weekly Capital Markets project updates to share with upper management.
- Work hands-on a liaison between Capital Markets stakeholders and Developers to collect, analyze and build the business case in the asset management.
- Support the various production readiness tasks such as testing, training, communication, and data migration efforts.

**State of Massachusetts
2022**

May 2021 –May

IT Business Analyst

The Massachusetts Grants Management and Special Education received funding to implement a new Software solution. The goal of the project was to search and recommend ideal software vendors that would improve the Consolidated Monitoring System in Grants and Special Education for the State of Massachusetts.

Responsibilities:

- Participated in sprint planning & sprint review meetings.
- Partook in daily scrum meetings.
- Collaborated with the designs and development teams to ensure viability of new features and proper functionality.
- Supported Agile practices and encouraged the improvement of service.
- Created user stories with the appropriate acceptance criteria.
- Coordinated meetings with stakeholders to collect, analyze and build the business case for Grants Management and Consolidated Monitoring System for State of Massachusetts.
- Collaborated with Stakeholders in Creating Straw Personas and Enterprise Performance Management.
- Worked with the Project Manager on Request for Quote (RFQ) and its accompanying attachments.
- Researched and documented observations of best practices from states with similar school districts and software systems in 10 different states.

**Baycove Human Services
May 2021**

May 2018 -

Business Analyst

The DFORCE project's goal was to implement a new software solution for the Human Resources department from manual system.

Responsibilities:

- Prepared presentation for training materials for end users.
- Assisted the team to making system and process improvements captured in the sprint retrospective meetings.
- Helped with developing test cases and conduct user acceptance testing to test the functionality of the application.
- Created and maintained a project task board to track the project tasks and features.
- Facilitated release planning, to deliver an increment to the product which was done every 3 weeks.

- Participated in Sprint Planning, from the Sprint backlog where the team determined the product backlog items to work on in the upcoming sprint.
- Performed Backlog Grooming sessions to ensure the next few sprints worth of user stories in the product backlog were prepared for sprint planning.

**Children of America
2018**

July 2017- May

Business Analyst

The project's objective changed the manual system to the electronic system, where electronic login by parents and staff, eliminated errors that the manual system posed.

Responsibilities:

- Involved in analyzing the 'As Is' System by creating Business Process Diagram and Creating the use case diagram to depict all the functionalities of the system.
- Elicited requirements including JAD sessions and interviews.
- Executed analysis of the raw requirements and documented the BRD.
- Performed a BRD and FRD walkthrough with the business to ensure that all the requirements were addressed in the document and obtained a sign off.
- Responsible for designing and performing user acceptance test evaluations that ensured adherence to the company's quality assurance standards.

**Suffolk University
– July 2017**

September 2016

Business Analyst

Project initiative implemented an enhancement on a secure web based, password protected application that allowed students to submit assignments through an online portal.

Responsibilities:

- Analyzed existing business processes and procedures, formulated and shared best practices and assisted the business departments in defining, establishing, and promoting business policies and standards.
- Interviewed business stakeholders and translated business and functional requirements into comprehensive UML Diagrams.
- Collaborated with Product Management and end user teams to assure adherence to best practices in solution design.
- Supported the client project teams through implementation which included supporting the design, build, testing and deployment phases of the SDLC.

Resume 2

Rajavardhan Reddy Pakanati – Business Analyst

Professional Summary

Over **9 years** of professional experience as a Business Analyst/Business System Analyst/Scrum Master in Variety of projects under **Healthcare Domain** and strong understanding of **Business Requirement Gathering, Business Process Flow, development, Business & Data Analysis.**

- Extensive working knowledge of all the phases of Software Development Life Cycle (SDLC) from association with end-users for requirements determination, **defining the system scope**, Business Case Development to **testing, implementation, roll out to production, maintenance** and have hands on experience working in traditional methodologies like **waterfall methodology** and **agile methodologies** like **Scrum, Scaled Agile Framework (SAFe 4.0), hybrid methodologies** like **Water-scrum-fall methodology.**
- Highly proficient in working with diverse users and stakeholders to elicit, analyze, communicate, and gather requirements using techniques such as **Brainstorming sessions, workshops like JAD, observations and existing systems documentation /procedures.**
- Well versed with EDI X12 transactions like **837** (Healthcare Claims), **835** (Healthcare Claims payment / Remittance Advice), **834** (Enrollment & Maintenance) **270** (Eligibility request) and **271** (Eligibility Response)
- Knowledgeable around the various types of Medicare plans/ health insurance programs **Medicaid, Medicare (Part A, B, C and D), PPO (Preferred provider organization), HMO (Health maintenance organization), and POS (Point of Service).**
- Excellent Business writing skills in writing **Business Requirements Document (BRD)**, Use Case Specifications, Functional Specifications, **Systems Requirements Specification (SRS)**, Data Requirements and **Workflows.**
- Worked extensively with the **team** to meet **business requirement** and **analyzing workflow** and Worked with **project teams** and **architects** to develop **business process models.**
- Working experience as Software Quality Assurance. Expertise in writing **Requirement Traceability Matrix, identifying different Testing Techniques, identifying and tracking defects and conducted Manual testing.**
- **Knowledge and working experience on Hospital information system.**
- Strong experience in **Data Profiling, Data Migration, Data Conversion, Data Governance, Data Integration, Data Modeling, Data Warehousing.**
- Writes detailed description of **user needs, program functions, and steps** required for development
- Expert in **Data Conversion, Normalization, Denormalization, Multi-Dimensional Modeling** and involved in creation of **Fact Tables, Dimension Tables, Star Schema and Snowflake dimensional schema** using Erwin Tool.
- Well versed in conducting various types of testing including Unit Testing, **User Acceptance Testing (UAT), Black Box Testing, Stress Testing and Regression Testing** and helped in designing and developing **test plans** and **test scripts.**
- Managed **requirements**, tracked **defects** and documented performance reports. Determined the **priority of defect** along with developers and managers based on **business value** of the functionality and helped in resolving it by efficient tracking in **JIRA.**
- Involved in maintaining **product backlog, writing PBIs, sizing user stories.** Managed open issues, removed impediments, & worked with cross-functional teams to improve software quality & test coverage – **JIRA**

Technical Skills



Methodologies	SDLC-Waterfall, Agile-Scrum, Scrum/Waterfall Hybrid, Scrum/Kanban Hybrid, Scaled Agile Framework.
Project Management	Rally, JIRA, HP ALM, MS Project, MS SharePoint
BI tool	Tableau, Power BI, Adv. Excel., Micro Strategy, IBM Cognos
ETL tool	Informatica Power Centre
Database	PostGreSQL, Oracle 11g/12c, SQL Server, PL/SQL,
Data Warehousing	Data Modeling, Data Marts, Data Mapping, OLTP, OLAP, ETL
Business Modeling Tools	MS Visio, Balsamiq, Lucid Chart.
Technology/Reporting TOOLS	Pega 7.1V, 7.3V, Tableau, IBM Cognos
Defect Tracking	JIRA, HP ALM, Rational clear quest
Testing Tools	Postman, SOAP UI
Operating Systems	Windows 7, Windows 10, Mac OS
Web Development	XML, REST, SOAP
Miscellaneous	MS Excel, MS Word, GoToMeeting.

Professional Experience

Commonwealth of Virginia Department of Accounts

Richmond, VA

Business Analyst

June 2022 –

Present

Cardinal Human Capital Management (HCM) is an integrated, streamlined solution for core human resources, health benefits, time management, and payroll business processes across the Commonwealth.

Responsibilities:

- Support the conversion effort from existing legacy systems and excel spreadsheets to the new application.
- Works through various standard system development lifecycle, including design, development and testing of system objects (Reports, Interfaces, Conversion programs, Extensions/Modifications)
- Collaborates with market-facing stakeholders and internal system users to understand and document software product user needs including “as is” and “to be” states.
- Author’s user stories with process flows, mockups, and acceptance criteria in requirements tracking system.
- Supporting the conversion effort from existing legacy systems and excel spreadsheets to the new application.
- Ability to use Excel in generating pivot tables,etc
- Ability to write simple to complex SQL Queries to support validation work.
- Performs research, analysis, identification, and evaluation of data from different agencies (Vendors) to evaluate existing and potential trends and issues.
- Provides IT application support, research of software defects, trouble-shooting, and defining solutions for defects.
- Performs verification and UAT testing, and coordination of UAT testing with business users.
- Utilizes presentation and interpersonal skills to train end users and communicate program progress cross-functionally and to leadership teams.

Technology used: Agile, MS Excel, MS Word, MS Visio, Jira, use cases, SQL

**Advantasure,
Richmond, VA
Business Analyst
2022**

Nov 2020 – June

Description: The scope of RAPS/EDPS project is to build a robust product for RAPS (Risk Adjustment Processing System) and EDPS (Encounter Data Processing System) submission of claims to CMS (Center for Medicare and Medicaid). 837 I (Institutional claims) and P (Professional claims) are received from the clients, converted to flat files, data from the files is stored in the backend for further processing, transformed according to the CMS format and submitted to CMS. Our product also provides clients with User Interface for tracking and reconciling their claims.

Responsibilities:

- Involved in all phases of Software development life cycle by using SAFe agile Methodology.
- Gathered business requirements from stakeholders (Subject Matter Experts (SME) End Users, Businesspeople.) by using different kind of **elicitation techniques** such as **JAD sessions, one-on-one interviews, Focus group and brain storming.**
- Helped the PO in writing User stories and in slicing of Epics.
- Assisted the product owner for **grooming product backlog and prioritizing user stories** based on their business value and ROI
- Used **JIRA** to create and track user stories, **Sprint planning, tracking** to maintain **product backlog** and **sprint backlog.**
- Helped the team in estimating **story points and deciding the sprint backlog** for every sprint.
- Collaborates with market-facing stakeholders and internal system users to understand and document software product user needs including **“as is” and “to be”** states.
- Translates complex requirements from user needs to the development team in an **Agile Scrum** environment.
- Provides IT application support, research of software defects, **trouble-shooting**, and defining solutions for defects.
- Experience in Writing **SQL queries** to extract and analyze data from Database and produce weekly and monthly reports and Performed **Data analysis** and **Data validation** by writing simple to complex **SQL queries.**
- Performs research, analysis, identification, and evaluation of data from assigned problems to evaluate existing and potential trends and issues.
- Performs verification and **UAT testing, including creation of test plans, test scripts and coordination of UAT testing** with business users.
- Utilizes presentation and interpersonal skills to train end users and communicate program progress cross-functionally and to leadership teams.
- Performs Release validation.

Environment: Agile, MS Excel, MS Word, MS Visio, Balsamiq, Jira, use cases, SQL.

**Anthem,
Norfolk, VA
Business System Analyst
Nov 2020**

Dec 2018 –

Description: Solution Central is a Business Process Management application designed for and in conjunction with Anthem. Solution Central is a desktop application which provides Anthem associates with top-to-bottom assistance in all aspects of Call Center Customer service delivery. This new technology takes the guesswork out of members' calls, making it easier to interpret information and quickly solve our member's problems.

Responsibilities:

- Gathered and analyzed business requirements from **stakeholders (Subject Matter Experts (SME) Business Users** and translated into system requirements.
- worked directly with **vendors/partners**, and scheduling meetings and gathering the specific requirements
- Created user stories, use cases, test cases, end to end workflows, interface diagrams and mapping documents.
- Converted the business requirements into **Epics, features and user stories**.
- Documented the user stories using **INVEST Criteria** following (AS a user....., I want..... , So that.....) and **Acceptance Criteria using Gherkin format**.
- Assisting the Product Owner to prioritize the sprint backlog user stories using **MoSCoW model** in JIRA
- Worked with **Product Owners** and **Business Users** to demonstrate the **changes in the system** to ensure all relevant business needs are addressed
- Worked on **API** to integrate between **two Pega based applications**.
- Involved in maintaining **product backlog, writing PBIs**, sizing user stories. **Managed open issues, removed impediments, & worked with cross-functional teams to improve software quality & test coverage – JIRA.**
- Involved in all the **Scrum Ceremonies** such as **Sprint Planning, Daily standup, Sprint Review, Sprint Retrospective**.
- **Involved in all phases of Software development life cycle by using SAFe agile Methodology.**
- Worked with Product Owners and other business system analysts in PI planning session to identify the PI objectives, goals, timelines, dependencies, and risks involved with other cross functional teams
- Collaborated closely with the developers, testers to implement the requirements.
- Writing **SQL queries** to extract and analyze data.
- Performed **Acceptance Test Driven Development (ATDD)** practice, assisted in writing Test cases and Test Scenarios. Also performed Black-Box testing.
- Performed **User Acceptance Testing (UAT)** to make sure the developed system functionality meets the defined acceptance criteria

Environment: Agile, Pega 7.1V , 7.3V, MS Excel, MS Word, MS Visio, Balsamiq, Jira,SQL, REST API, SOAP API, SOAP UI, Postman.

UHG,
Minneapolis, MN
Sr. Business Systems Analyst
Nov 2018

Sep 2017 –

As a managed care institution, the project aimed to expedite claims processing and reduce errors associated with HIPAA transaction X12 837, 835. The project scope is about Troubleshooting Services Delivery and Streamlining Internal Processes through Operational Intelligence for rectifying errors confronted in the Confidence Dashboard.. This project helped the IT capturing the issues identifying the

Root cause of the issues. The Project helped the management to check all the information post the patient claims were submitted.

Responsibilities:

- Studied existing **business application** and **processes, current source system**, collected end user requirements by using **interviews, requirement workshops, brainstorming sessions** and suggested the improvised business process model.
- Worked closely with product owners to develop user stories and acceptance criteria to build incremental business values using Agile, Scrum and JIRA.
- Experienced with the **payer workflow of health insurance**.
- Performed **Document analysis, and GAP analysis** to analyze **As-Is** business process and the **To-Be** system and assisted in fixing the scope of the project and to check the compatibility of the existing system infrastructure.
- Conducted thorough analysis of the Business Requirements and **created design specifications** to accomplish and achieve business needs related to Healthcare **EDI X12** transactions such as **835** and **837**.
- Worked on claim life cycle/Medical bill process.
- Experienced in tracking the workflow and the data transfer of the Encounter life cycle and Submissions and Response.
- Writing **SQL queries** to extract and analyze data from FACETS Database and produce weekly and monthly reports and also Performed **Data analysis** and **Data validation** by writing **SQL queries**.
- Helped the testing team to successfully conduct **User Acceptance Testing (UAT)**, based on the **Design Document** and **User Requirement Document** for the Functional and Performance Testing.
- Helped the team in building Data marts, created conceptual, logical, and Physical data modeling.
- Used SQL to extract and analyze the data.
- Used **JIRA** for **issue tracking, user story management** and **requirement traceability**.

Environment: Agile (scrum), MS Excel, MS Word, MS Visio, Balsamiq, JIRA, TFS, Tableau, Oracle, Axway, Ultraedit, Spyglass, SQL.

DaVita

Denver, CO

Business Systems Analyst

Jan 2016 –

Sep 2017

It offers diagnostics services to Patients. It was a multiphase project of enhancing the Hospital Information system, adding DataMart's and creating an analytics solution to boost the diagnostic process, provide enhanced quality care and improve clinical outcomes. This project also implemented an ETL process using Informatica. This application provides business intelligence analysis to decision-makers.

Responsibilities:

- Elicited requirements from Business users and stakeholders by interviewing and asking them detailed questions, by **JAD sessions, Focus Groups, Brainstorming, Prototyping** and recorded and documented the requirements in a format easily understood and reviewed by both business and technical people.
- Involved in all scrum ceremonies like daily stand ups for sprint progress, sprint review to capture any **feedback or changed requirements** from the stakeholders for **Potentially Shippable Product Increment (PSPI)**.
- Assisted Product Owner in slicing, prioritizing, and estimation of user stories.

- Performed **Impact Analysis** to derive and document requirements for the new **Data Warehouse**. Performed **AS-IS and TO-BE** business process analysis to check the compatibility of the existing system with the new business requirements.
- Assisted in **Normalization** of databases up to **3NF** to put them into the star schema of the data warehouse.
- Helped translate Business processes into Informatica Mappings for **building Data marts** and used transformations of Informatica for various types of **data conversions, and logical data modeling**.
- Assisted the data analyst with **trigger functions** like **Insert, Update and Delete** to maintain the data integrity and set specific procedures for the data flow in the data warehouse.
- Assisted in creating the data profiling stored procedure using **dynamic SQL**, as well as in generating complex scripts to schedule using SQL to test various reports and ETL load jobs in development and QA.
- Executed **SQL Join queries** like **outer join, inner join and cross join** to pull data from multiple tables and validate the data for its accuracy and data integrity.
- Assisted the programmer and the technical writer in designing **API implementation documentation, describing how to effectively use the Software API** for system integration using **Postman**.
- Extensively worked on **JIRA** as an issue tracking tool by creating EPICS, User stories and for resolving issues & bugs.

Environment: Agile Scrum, JIRA, MS Visio, HP ALM, Informatica Power Center, MS outlook, UAT, MS office Suite (Excel, Word, Power point), Oracle, XML, REST API, SOAP, Postman.

Anda

Weston, FL

Business Systems Analyst

Nov 2013 –

March 2015

Responsibilities:

- Elicited requirements from Business users and stakeholders by interviewing and asking them detailed questions, **by JAD sessions, Focus Groups, Brainstorming**, Prototyping and recorded and documented the requirements in a format easily understood and reviewed by both business and technical people.
- Developed and Maintain Business Requirements document (BRD) and Software requirements specification (SRS)
- Develop and maintain Functional Specification Document (FSD)
- Performed **Impact Analysis** to derive and document requirements for the new Data Warehouse. Performed **AS-IS and TO-BE** business process analysis to check the compatibility of the existing system with the new business requirements.
- Created **UI screen mockups and prototypes** for the proposed system, using **Balsamiq**, to provide a user-friendly front end for the proposed system.
- Developed Use Cases, flow diagram, sequence diagram, using UML diagrams in **MS Visio**.
- Helped translate Business processes into **Informatica Mappings** for building Data marts and used transformations of Informatica for various types of data conversions, and **logical data modeling**.
- Assisted the data analyst with trigger functions like Insert, Update and Delete to maintain the data integrity and set specific procedures for the data flow in the data warehouse.
- Executed **SQL Join queries** like outer join, inner join and cross join to pull data from multiple tables and validate the data for its accuracy and data integrity.

Environment: Waterfall, Informatica, MS Word, MS Excel, Outlook, MS Visio, MS Project, HP ALM, SQL, REST API, SOAP UI.

Nice Hospital
Hyderabad, India
Business Analyst
2012 – Nov 2013

Oct

Responsibilities:

- Conducted **formal interviews, Live Meetings and JAD sessions** with business users Subject Matter Experts (SME's) to gather the requirements and transformed those into Business Requirement Document (BRD).
- Prepared detailed **Business Requirement Documents (BRD)** to incorporate high-level business requirements, and **Software Requirements Specification (SRS)** for **functional, non-functional** requirements.
- Monitored and assisted in designing and development of **Use Cases, Activity Diagrams, Sequence Diagrams**, using UML.
- Worked on interface requirements for the Patient Appointment feature in the system that allowed the user to check the Doctor's availability & their schedule before finalizing the patient's appointment.
- Maintained a **Requirement Traceability Matrix** to ensure that all Functional Requirements are addressed.
- Worked with the Doctors & other Medical staff to understand the requirements for new features.
- Documented & validated the requirements for **Patient Care Module** which includes the **IPD & OPD modules**. The main components of IPD & OPD modules were Patient Appointments & Hospital visit history, as well as patient Admission details.
- Worked on capturing the requirements for generating solution for patient appointment & hospital visit history required a unique Patient MRN (Medical Record Number) to be generated so that these details could be tracked accordingly. It also needed the search feature so that a patient could be searched on MRN, Name & DOB.
- Conducted **User Acceptance Testing with UAT cases** and resolved issues with the users.
- Worked in close coordination with the QA analyst and testing team, reviewed and validated test plans, test cases and test scenarios.

Environment: Waterfall, MS Access, MS Visio, Sharepoint, MS Project, H.I.S, Windows XP, MS-Office, RTM, SQL.



Resume 3

Sarah J Clifford – Business Analyst

Professional Summary

Product Marketing | Project Management | Marketing | Cloud Computing |
 Healthcare | User Acceptance Testing | Quality Assurance | Retail
 Business Requirements | Strategic Planning | Operations
 Mentoring | Communications | Business Process Modeling

PROJECT MANAGMENT | AGILE | MARKETING MANAGEMENT
Improving quality and productivity by motivating people and teams to excellence.
Project Management Professional, project managed mission critical applications across organizations. Achievements in managing software development life cycle, project management, program management and business requirement development. Project Lead on numerous enterprise projects at CVS, EMC, Commonwealth of Massachusetts, and Rhode Island State Government.
Experience with State Government Health, Human Service programs.

Education

Bentley University – Bachelor of Science Degree, Marketing Management
 George Washington University – Masters Certificate – Project Management
 Learning Tree – Project Management Coursework

Technical Skills

Proficient: Microsoft Word, Excel, PowerPoint, Project, Visio Aprimo, JIRA, Salesforce, Testing, Roadmaps, Business Cases Mobile Applications, CRM, IVR, Cloud, Qlik Sense, SQL

Professional Experience

Commonwealth of Massachusetts, Executive Office of Education , Boston MA
10/2023 – 3/2024
Business Analyst

Managed the implementation, tracking, and measurement of a Salesforce system for the Executive Office of Education.

- Responsibilities:**
- Developed project plans, Lead requirements, worked on five business unit implementations.
 - Developed requirements to meet business needs and business unit strategy. Responsible for leading requirements gatherings sessions. Enterprise process design experience, build, and documentation.
 - Worked with internal cross-functional IT teams internal users, vendors, and end-users to provide accurate and effective resolutions to issues on the various components of the solutions. Monitored the Salesforce releases, production support, and issue resolution.
 - Worked with business units on testing Salesforce user id creation, and training documentation.
 - Facilitated the definition of project scope, milestones, tasks, deliverables, and resource requirements.

CVS HEALTH, Woonsocket Rhode Island

9/2018 – 8/2023

Business Analyst

Managed the implementation, tracking and measurement of integrated marketing campaigns for the Drive to Digital, Transform Care programs for members with chronic health conditions.

Responsibilities:

- Worked with Salesforce, helping implementing campaigns for Medicaid/Medicare clients and reviewed the analytic data to determine the performance of the campaign, subject lines, and conversion rates.
- Implemented marketing campaigns in salesforce including multi-touch campaigns having two to five releases per campaign for chronic diseases such as diabetes and kidney diseases.
- Responsible for writing and adjudicating Medicare.
- Part D Rxclaim requirements to meet business needs and campaign strategy.
- Responsible for configuration, management, and reporting. Worked with business groups to ensure the platforms are meeting their needs.
- Maintain and manage current state and future state documentation.
- Prepare and document Visio diagrams to outline the future state and systems flows.
- Escalate issues that require executive attention.
- Gather user and system requirements through open-ended discussions, JAD, and brainstorming sessions.
- Facilitate the definition for project scope, milestones, tasks, deliverables, and resource requirements.
- Managed system improvements in coordination with business groups and vendors.

DXC TECHNOLOGY INC (State of RI), Warwick Rhode Island.

1/2018 – 8/2018

Business Analyst

Business Analyst working on the State of Rhode Island Medicaid/Medicare systems.

Responsibilities:

- Utilized SQL to analyze the UHIP file on a daily basis.
- Responsible for developing requirements for ongoing projects and quality assurance.

COMMONWEALTH OF MASSACHUSETTS (Secretary State), Boston Massachusetts.

3/2016

– 11/2017

Senior Business Analyst

Created current state and future state business requirement documents for a Registry of Deeds project.

Conducted data modeling and business process modeling the Registries of Deeds throughout Massachusetts.

Responsibilities:

- Project Managed the Secretary of the Commonwealth Corporations BRD documentation project including twenty-six BRDs.
- Maintain and manage current state and future state documentation.
- Managed system improvements in coordination with business groups and vendors.
- Worked with internal cross-functional IT teams internal users, vendors, and end-users to provide accurate and effective resolutions to issues on the various components of the solutions.
- Escalate issues which require executive attention.
- Lead initiatives to enhance platforms capabilities.
- Facilitate the definition for project scope, milestones, tasks, deliverables, and resource requirements.

QLIK TECH, Newton Massachusetts

3/2015 – 3/2016

Project Manager

Project Manager working on an ecommerce and cloud projects.

Responsibilities:

- Lead requirement gathering sessions, developing current state, future state, strategy, business case.
- Developed executive communication, complexity matrix, project plans, managed project requirements and scope development.
- Lead agile scrum meeting with the development teams.

COMMONWEALTH OF MASSACHUSETTS (Operation Services Division), Boston MA

4/2014 – 3/2015

Project Manager

Project Manager working on a roadmap and business case to replace an existing State auditing system for healthcare business entities

Responsibilities:

- Developed the request for quote, project plan, communication plan, project charter, and procurement schedule.
- Lead initiatives to enhance platforms capabilities.
- Drafted and finalized the Statement of work, budget, status reports and vendor scorecard.
- Experience managing vendor involved in the project.
- Coordinated team meetings, requirements gathering sessions, communications and developing current state, future state, strategy, business case, and scoring tools.
- Maintain and manage current state and future state documentation.
- Work with internal cross-functional IT teams, vendors, and end-users to provide accurate and effective resolutions to issues.
- Lead initiatives to enhance platforms capabilities.

STATE OF RHODE ISLAND – MOTOR VEHICLE DIVISION, Cranston RI

3/2013 – 3/2014

Senior Business Analyst

Responsibilities:

- Senior Business Analyst working on a software development for new system to be deployed for the Registry of Motor Vehicles.
- Lead initiatives to enhance platforms capabilities.
- Managed system improvements in coordination with business groups and vendors. Researched requirements by interviewing State employees who worked in operator control, school bus, and license and permitting areas.
- Facilitate the definition for project scope, milestones, tasks, deliverables, and resource requirements.
- Developed test scripts, analyzed business rules and incorporated into the quality assurance process.
- Extensively performed user acceptance testing on an ongoing basis for numerous releases.
- This position focused on ensuring that the Division of Motor Vehicles systems are meeting the needs of customers.
- Gathered user and system requirements through open-ended discussions, JAD, and brainstorming sessions.

EMC CORPORATION, Hopkinton Massachusetts.

7/2010

– 12/2012

Senior Business Analyst

Responsibilities:

- Business Analyst working on the telephony replacement project for Hopkinton Massachusetts, Cork Ireland, Bangalore India, and Sydney Australia.
- Developed highly detailed test scripts for the corporate IVR system for the enterprise in multiple locations.
- Gathered requirements, documented requirements, and worked with the various locations to ensure a smooth transition to the new telephone system.
- Business Analyst working on an enterprise-wide telephony replacement project for the EMC Corporation.
- Managed system improvements in coordination with business groups and vendors.

DUNKIN BRANDS, Canton Massachusetts.

1/2009 – 6/2010

Business Analyst

Responsibilities:

- Business Analyst working on numerous applications; Point of Sale System (Radiant), Salesforce and the Pricing System.



- Developed Business Requirement documents and functional specifications by eliciting requirements from business stakeholders.
- Estimation of activities required for the releases.
- Performed unit testing, experience in user interface design.
- Updated HTML code for on “Franchisee Central” and “Blue Cube” retail marketing campaign news websites.
- Developed a survey for the Franchises to elicit feedback on new releases.

This space is left blank Intentionally.

2. Data Analyst

Resume 1

Name – Data Analyst
Professional Summary
Data Analyst with proven data reporting/presentation skills to the stakeholders. My main area of expertise includes extracting, collecting, organizing, and interpreting trends in complex data sets and providing insights to the business leaders and other stake holders on our current situation and future projections. I am skilled in writing SQL queries, using SAS macros, MS Excel, and creating Power-BI dashboards. I have excellent communication skills with the ability to understand business requirements and deliver results accordingly.
Education
Masters in IT Management Marshall University Huntington, WV Graduated: 2017
Technical Skills
<ul style="list-style-type: none"> ▪ SQL ▪ SAS ▪ SSIS ▪ SSRS ▪ PowerBI ▪ Spotfire ▪ MS Reports Builder ▪ Visual Studio ▪ MS Excel ▪ SAS ▪ Teradata ▪ power automate ▪ Power apps
Professional Experience
<p>Expert Analyst Advantasure (Subsidiary of Blue Cross Blue Shield of Michigan) Feb 2019 __ Current</p> <ul style="list-style-type: none"> ▪ Performed data profiling, and data validations on regular basis to understand the data so that I can build reports from the tables. ▪ Worked with ETL teams to identify issues to enhance the capabilities of data tables ▪ Build a relationship of trust with stakeholders by delivering the requirements on time and keeping the stakeholders informed on all steps. ▪ Build automated flows using power automate to increase efficiency ▪ Understood the Centers for Medicare risk adjustment model on how members risk score is calculated and after that logic to create a member’s profile and assign risk score as per CMS documentation

- Develop documentation, reports and presentations for stakeholders including executive leadership using MS Power point and/or Power BI
- Write/ enhance SQL code to perform business operations proficiently
- Create interactive Power-bi dashboards to collaborate with business partners and show current/future progression to management
- Collaborate with field operations, product managers, product development team, and other stakeholders to understand and improve reporting deliverables and processes using Microsoft Teams and JIRA
- Perform ad hoc data requests as assigned. Responsible for identifying, collecting, analyzing, and maintaining data to evaluate issues that support prospective business decision
- Perform data quality control, conduct reasonableness checks, and validate data within reporting processes
- Communicate results of analysis to management and greater organization in professional reports and presentations
- Perform root cause analysis to resolve issues, recommend, and implement solutions to identified problems

Achievements:

- 1) Standardized reports for all clients
- 2) Automated Power-bi dashboards
- 3) Build a process that captures members Risk score by using CMS model
- 4) Build automated flows with power automate to decrease manual intervention

Data Reporting Analyst

Accella Performance Materials
– Jan 2019

October 2018

- Improved the organizations analytical and reporting capabilities by providing the tools, technology and data knowledge throughout the organization.
- Translated business requirements into specifications that were used to implement the required reports and dashboards, created from potentially multiple data sources.
- Interpreted data sources, managed large amounts of data and merged data sources together while ensuring consistency of data sets
- Created multidimensional sales and purchasing cube using SSAS
- Created SSRS reports using MS Reports Builder and Visual Studio
- Created new events using Events Manager and modified pre-existing events
- Optimized pre-existing SQL queries to increase process time
- Created dashboards for salesperson using PowerBI
- Developed conceptual data models to perform statistical analysis, data mining and retrieval process of large amounts to data to identify trends, figures and other pertinent information valuable to the business owner
- Presented complex technical ideas in a business-friendly manner
- Provided training and assistance to users for generation of ad hoc reports
- Provided excellent customer service to both internal and external customers

Data Analyst
September 2018
Insight Global Ilc

January 2018 –

- Provide analytical support for business operations in all of the following areas: claims, provider data, member data, clinical data, HEDIS reporting, pharmacy, external reporting
- Designed ETL packages dealing with different data sources (SQL Server, Flat Files) and loaded the data into target data sources by performing different kinds of transformations using SQL Server Integration Services (SSIS)
- Developed SQL queries, functions, stored procedures and triggers to perform testing on data Migrated from different sources (text based files, Excel spreadsheets, and Access) to SQL Server databases using SQL Server Integration Services (SSIS)
- Establishes processes for governing the identification, collection, and use of organization metadata; take steps to assure metadata accuracy and validity.
- Developed Tableau workbooks using time series analysis to perform YTD, QTD and MTD charts which increases profitability
- Created executive weekly view dashboards presenting leads, sales, competition, and forecast for the sales & marketing team bar charts, line charts, and pie charts
- Designed standardized DataMart with aggregated data, calculated metrics to suffice the source data need for various Tableau Reports and worked with ETL developers, DBAs, Data Modelers in implementation
- Worked with a team of developers to create an SSIS ETL solution that would support enterprise level reporting.
- Design and development of numerous SSIS ETL processes that extract data from data warehouse and pushing data into a data model containing multiple dimensions, bridge & hierarchy tables and fact less fact tables.
- Data Validation and Job control mechanisms between source and target process

Technology/Skills: SQL Server, Teradata, SSIS, Data mining, Reporting, Excel, SAS, Tableau

Resume 2

Venu Gopal Reddy Kancham – Data Analyst

Professional Summary

- 17+ years of experience in Analysis, Design, Development and Implementation as a **Data Consultant**.
- **Project/ Product Manager** with 6+ years of global experience in conceptualizing IT solutions for business development across industry verticals, implementing enterprise applications in Agile and Waterfall methodologies, re-engineering business processes, change management and driving process innovations leveraging cutting edge digital technologies.
- Experienced in driving requirements for multiple projects (consulting and implementation) in parallel, by managing a team of Project Managers, Solution Architects, Business analysts, functional consultants and streamlining solution by working with multiple stakeholders/system owners across the organization/departments.
- Change Control Manager responsible for maintaining systems roadmap by planning and prioritizing projects and enhancements based on business value and return on investment.
- Expert in generating on-demand and scheduled reports for business analysis or management decision using **POWER BI**.
- Expert in creating **BI reporting** and **self-service reporting** for any type of business model.
- Extensive experience in working with **Tableau, Power BI, Looker and Informatica PowerCenter**
- Provided and constructed solutions for complex data issues.
- Experience in development and design of various scalable systems using **Hadoop** technologies in various environments. Extensive experience in analyzing data using Hadoop Ecosystems including **HDFS, MapReduce, Hive & PIG**.
- Experience in understanding the security requirements for Hadoop.
- Implemented **Integration solutions** for **cloud platforms** with **Informatica Cloud**.
- Experience in Adobe web analytics that involves collecting, organizing, measuring and visualizing customer activity on web and mobile.
- Experience developing **on premise** and **Real Time processes**.
- Involved in building **Data Models** and **Dimensional Modeling** with **3NF, Star and Snowflake** schemas for **OLAP** and Operational data store (**ODS**) applications.
- Skilled in designing and implementing **ETL Architecture** for a cost effective and efficient environment.
- Expert in writing SQL queries and optimizing the queries in Oracle, and SQL Server.
- Performed complex **data analysis** and provided critical reports to support various departments.
- Work with Business Intelligence tools like **Business Objects** and Data Visualization tools like **Tableau**.
- Extensive Shell/Python scripting experience for Scheduling and Process Automation.
- Experience in troubleshooting test scripts, SQL queries, ETL jobs, data warehouse/data mart/data store models.
- Good exposure to Development, Testing, Implementation, Documentation and Production support.
- Develop effective working relationships with client teams to understand and support requirements, develop tactical and strategic plans to implement technology solutions, and effectively manage client expectations.
- An excellent team member with an ability to perform individually, good interpersonal relations, strong communication skills, hardworking and high level of motivation.
- AHM (Academy of Healthcare Management) certified.

Education

- Bachelor of Engineering, Osmania University College of Engineering, Hyderabad, India – 2004

Technical Skills



BI and Data Visualization tools	Tableau, Power BI, Looker, AtScale, IBM Cognos, Celonis, Adobe Analytics
Databases	COSMOS DB, MySQL, Oracle10g, Microsoft Access, SQL, Teradata, IBM data studio DB2
Data platforms	Databricks, Datalake, Snowflake
Development ETL	Informatica, Atscale, Adobe Analytics, Azure Data Lake
Cloud Computing tools	Cloudera, SAAS, IAAS, PAAS, Elastic
Observability Solutions	Datadog, Kibana, Grafana, Prometheus, Nagios
Web Tools	Hadoop/Cloudera query tools, SQL, PQL, Azure Dev Ops, AWS Dev Ops
Technologies	SQL, DB2, DB2 Visualizer, Tableau, Power BI, Looker, AtScale, Cloudera Bigdata, Data Lake (Ingestion, Transformation and Integration)
Machine Learning	Python 3.7, Jupiter Notebook, Anaconda 3 Installation 4.5.12, OpenCV, Tensorflow (Deep Learning), SciKitLearn, Statistics, Time Series Analysis & Forecasting, Natural Language Processing, OpenCV, Reinforcement Learning.
Methodologies	Agile, Safe Agile, Waterfall and Blended model (Agile + Waterfall)
DevOps Tools	Jira, Bit bucket, GIT, GitHub, Kubernetes, Docker, Docker Swarm, Azure DevOps
Continuous Integration	Jenkins
Data Warehouse	Azure, Snowflake, AWS
Certifications	
Azure certified professional, IBM Big Data, Data science certified, SAFE PMPO, Agile Project Manager, Blueprint, Google Project Management, PMP – PMBOK 6th Edition	
Professional Experience	
Commonwealth of MA – MWRA, Plano, TX	May 2022 to Present
Data Analyst	
Roles and Responsibilities:	
<ul style="list-style-type: none"> • Create BI pertaining to MWRA artifact’s location, media type, retention period that gives an insights of artifacts usage based on location, media type and retention period. • Worked with the Reporting Analyst and Reporting Development Team to understand Reporting requirements. • Identified the issues with the existing reports and provided the necessary solutions to fix the issues. • Create data scrubbing rules and validate the same with the business stakeholders. • Capture all the MWRA artifact’s location, media type and their retention period in Microsoft SQL server. The artifacts include physical type that are non-electronic and electronic type. • Create a method to upload all the artifacts details into an open-text online portal using the data captured in SQL server. • Collaborate with the stakeholders from records department, engineering and ensure alignment of the data artifacts. • Experience in data transformations using Map-Reduce, HIVE for different file formats. • Worked with multiple ETL development teams for business intelligence and Master data management initiatives. • Performed complex joins on tables in hive with various optimization techniques. • Created Hive tables as per requirements, internal or external tables defined with appropriate static and dynamic partitions, intended for efficiency. 	

- Worked extensively with HIVE DDLS and Hive Query language (HQLs)
- Involved in loading data from edge node to HDFS using shell scripting.
- Created ETL Jobs and Custom Transfer Components to move data from Transaction systems to centralized area (Azure SQL data Warehouse) to meet deadlines.
- Deep understanding of building, publishing customized interactive reports and dashboards with customized parameters and user-filters using Tableau 9.4/9.2, Power BI
- Understand and manage Hadoop Log Files.
- Created ETL Pipeline using Hive for ingest data from multiple sources.
- Manage Hadoop infrastructure with Cloudera Manager.
- Created and maintained technical documentation for launching Hadoop cluster and for executing Hive queries.
- Created and developed the stored procedures, triggers to handle complex business rules, history data and audit analysis.
- Build Integration between applications primarily Salesforce.
- Extensive work in Informatica Cloud.
- Expertise in Informatica cloud apps Data Synchronization (ds), Data Replication (dr), Task Flows, Mapping configurations, Real Time apps like process designer and process developer.
- Work extensively with flat files. Loading them into on premise applications and retrieving data from applications to files.
- Prepare TDDs, Test Case documents after each process has been developed.
- Identify and validate data between source and target applications.
- Verify data consistency between systems.

Technologies Used: AWS cloud, Hadoop Bigdata eco-systems, Hadoop, HDFS, Hive, PIG, Cloudera, MapReduce, Informatica Cloud Services, Flat Files, XML files.

**Walgreens, Plano, TX
2022**

June 2020 – May

Product Manager/ Data Analyst

Roles and Responsibilities:

- Analyze and cleanse raw data using HiveQL.
- Experience in data transformations using Map-Reduce, HIVE for different file formats.
- Worked with multiple ETL development teams for business intelligence and Master data management initiatives.
- Involved in Data Pipeline and ETL process and Testing.
- Performed complex joins on tables in hive with various optimization techniques.
- Created Hive tables as per requirements, internal or external tables defined with appropriate static and dynamic partitions, intended for efficiency.
- Performed statistical data analysis and data visualization using Python.
- Worked extensively with HIVE DDLS and Hive Query language (HQLs)
- Involved in loading data from edge node to HDFS using shell scripting.
- Created ETL Jobs and Custom Transfer Components to move data from Transaction systems to centralized area (Azure SQL data Warehouse) to meet deadlines.
- Understand and manage Hadoop Log Files.
- Manage Hadoop infrastructure with Cloudera Manager.
- Created and maintained technical documentation for launching Hadoop cluster and for executing Hive queries.

- Created and developed the stored procedures, triggers to handle complex business rules, history data and audit analysis.
- Build Integration between applications primarily Salesforce.
- Extensive work in Informatica Cloud.
- Expertise in Informatica cloud apps Data Synchronization (ds), Data Replication (dr), Task Flows, Mapping configurations, Real Time apps like process designer and process developer.
- Work extensively with flat files. Loading them into on premise applications and retrieving data from applications to files.
- Develop Informatica cloud real time processes (ICRT).
- Work with WSDL, SOAP UI for APIs
- Write SOQL queries, create test data in salesforce for informatica cloud mappings unit testing.
- Prepare TDDs, Test Case documents after each process has been developed.
- Identify and validate data between source and target applications.
- Verify data consistency between systems.

Technologies Used: Azure cloud, Databricks, Bigdata ECO systems, Hadoop, HDFS, Hive, PIG, Cloudera, MapReduce, Python, Informatica Cloud Services, Salesforce, Unix scripts, Flat Files, XML files.

**Toyota, Plano, TX
2020**

May 2018 – May

Project Manager/ Data Analyst

Roles and Responsibilities:

- Conceptualized and led development of PASA (Parts and Accessory Sales Analytics) to create a singular repository for Parts and Accessory sales data, which would be used for reporting and analytics to influence dealer behavior.
- PASA implemented a unified Business Intelligence (BI) system that allowed data from Financial Data Warehouse and internal enterprise systems to be ingested in Big Data Platform for analytics and reporting.
- Understand the Cloudera ecosystem - Data Lake, BI solution, Data Modeling, Database schema.
- Worked on Financial Report Writing.
- Created BI reports to cater to the needs of the Sales and Marketing team.
- Produced report using Tableau and creating various types of reports.
- Create a Self-service BI based on the requirements given by the Sales and Marketing team.
- Resolved performance issues for canned BI reports and Self-service BI
- Ensured interactive features are made available on Self-service BI.
- Reconciliation of BI reports with Sales and Marketing data

Technologies Used: AWS cloud, Bigdata ECO systems, Hadoop, HDFS, Hive, PIG, Cloudera, SQL Server, MapReduce, Python, Tableau, Salesforce, Unix scripts, FlatFiles, XML files.

**Thomson Reuters, Carrollton, Texas
2018**

June 2013 – May

Data Analyst

Roles and Responsibilities:

- Built reporting data warehouse from ERP system using Order Management, Invoice & Service contracts modules.
- Extensive work in Informatica Power Center.

- Acted as SME for Data Warehouse related processes.
- Performed Data analysis for building Reporting Data Mart.
- Worked with Reporting developers to oversee the implementation of report/universe designs.
- Tuned performance of Informatica mappings and sessions for improving the process and making it efficient after eliminating bottlenecks.
- Worked on complex SQL Queries, PL/SQL procedures and convert them to ETL tasks.
- Worked with PowerShell and UNIX scripts for file transfer, emailing and other file related tasks.
- Used SQL Server Integrations Services (SSIS) for extraction, transformation, and loading data into target system from multiple sources.
- Worked with deployments from Dev to UAT, and then to Prod.
- Worked with Informatica Cloud for data integration between Salesforce, RightNow, Eloqua, Webservices applications.
- Expertise in Informatica cloud apps Data Synchronization (ds), Data Replication (dr), Task Flows & Mapping configurations.
- Troubleshooting performance issues and fine-tuning queries and stored procedures.
- Worked on migration project which included migrating webmethods code to Informatica cloud.
- Implemented Proof of concepts for SOAP & REST APIs
- Built web services mappings and expose them as SOAP wsdl
- Worked with Reporting developers to oversee the implementation of reports/dashboard designs in Tableau.
- Assisted users in creating/modifying worksheets and data visualization dashboards in Tableau.
- Wrote PL/SQL statement, stored procedures and Triggers in DB2 for extracting as well as writing data.
- Tuned and performed optimization techniques for improving report/dashboard performance.
- Assisted report developers with writing required logic and achieve desired goals.
- Met End Users for gathering and analyzing the requirements.
- Worked with Business users to identify root causes for any data gaps and developing corrective actions accordingly.
- Created Ad hoc Oracle data reports for presenting and discussing the data issues with Business.
- Performed gap analysis after reviewing requirements.
- Identified data issues within DWH dimension and fact tables like missing keys, joins, etc.
- Wrote SQL queries to identify and validate data inconsistencies in data warehouse against source system.
- Validated reporting numbers between source and target systems.
- Finding a technical solution and business logic for fixing any missing or incorrect data issues identified
- Coordinating and providing technical details to reporting developers

Technologies Used: AWS cloud, Informatica Power Center 9.5/9.1, Informatica Cloud, Oracle 10g/11g, SQL Server 2005, Tableau 9.1, Salesforce, RightNow, Eloqua, Web Methods, PowerShell, Unix

**BCBSMA, South Weymouth, MA
2013**

April 2011 – April

Data Analyst

Roles and Responsibilities:

- Implemented reporting Data Warehouse with online transaction system data.
- Developed and maintained data warehouse for PSN project.
- Provided reports and publications to Third Parties for Royalty payments.
- Managed user account, groups and workspace creation for different users in PowerCenter.
- Wrote complex UNIX/windows scripts for file transfers, emailing tasks from FTP/SFTP.

- Worked with PL/SQL procedures and used them in Stored Procedure Transformations.
- Extensively worked on oracle and SQL server. Wrote complex SQL queries to query ERP system for data analysis purpose.
- Worked on most critical Finance projects and had been the go-to person for any data related issues for team members.
- Migrated ETL code from Talend to Informatica. Involved in development, testing and post-production for the entire migration project.
- Documented the code.
- Tuned ETL jobs in the new environment after fully understanding the existing code.
- Maintained Talend admin console and provided quick assistance on production jobs.
- Involved in designing Business Objects universes and creating reports.
- Built ad hoc reports using stand-alone tables.
- Involved in creating and modifying new and existing Web Intelligence reports.
- Created Publications which split into various reports based on specific vendor.
- Wrote Custom SQL for some complex reports.
- Worked with business partners internal and external during requirement gathering.
- Worked closely with Business Analyst and report developers in writing the source to target specifications for Data warehouse tables based on the business requirement needs.
- Exported data into excel for business meetings which made the discussions easier while looking at the data.
- Performed analysis after requirements gathering and walked team through major impacts.
- Provided and debugged crucial reports for finance teams during month end period.
- Addressed issue reported by Business Users in standard reports by identifying the root cause.
- Get the reporting issues resolved by identifying whether it is report related issue or source related issue.
- Creating Ad hoc reports as per user's needs.
- Investigating and Analyzing any discrepancy found in data and then resolving it.

Technologies Used: Informatica Power Center 9.1/9.0, Talend 4.x & Integration suite, Business Objects XI, Oracle 10g/11g, Oracle ERP, EDI, SQL Server 2005, UNIX, Windows Scripting, JIRA

**BCBSM, Detroit, MI
2011**

May 2005 – April

ETL Developer

Roles and Responsibilities:

- Gathered business requirements and prepared technical design documents, target to source mapping document, mapping specification document.
- Extensively worked on Informatica PowerCenter.
- Parsed complex files through Informatica Data Transformations and loaded it to Database.
- Optimized query performance by oracle hints, forcing indexes, working with constraint-based loading and a few other approaches.
- Extensively worked on UNIX Shell Scripting for splitting group of files to various small files and file transfer automation.
- Worked with Autosys scheduler for scheduling different processes.
- Performed basic and unit testing.
- Assisted in UAT Testing and provided necessary reports to the business users.

Technologies Used: Informatica Power Center 9.1/9.0, Talend 4.x & Integration suite, Business Objects XI, Oracle 10g/11g, Oracle ERP, EDI, SQL Server 2005, UNIX, Windows Scripting, JIRA



Resume 3

Sindhuja Managani – Data Analyst

Professional Summary

- Overall, 8 years of experience in analysis, data prep, data profiling, statistics, business intelligence, database design, and computer programming.
- Experience with different workflow methodologies: Software development life cycle (SDLC), Waterfall, Agile methodologies, and QA Processes including requirements analysis, testing, defect tracking, metrics, and reporting.
- Experience in relational data modeling and logical /physical database design.
- Extensive working experience in Normalization and De-Normalization techniques for both OLTP and OLAP systems in creating Database Objects like Tables, Constraints (Primary key, Foreign Key, Unique, Default), and Indexes.
- Worked closely with cross-functional team members to identify and solve business challenges utilizing large sets of data in distributed processing environments and to develop marketing & management strategies.
- Experience in analyzing raw data to draw conclusions and recommendations by developing and designing reports through Tableau and Excel
- Experience in advanced Excel functions such as Pivot Table, Charts, Graphs, and Macros.
- Experience in manipulating, cleansing, and processing data using Excel, Access, and SQL.
- Perform an analytical approach to problem-solving and achieve optimal results.
- Experience in Extraction, Transformation, and Loading (ETL) data from various sources into Data Warehouses and Data Marts using Informatica Power Center (Repository Manager, Designer, Workflow Manager, Workflow Monitor, Metadata Manager)
- Experience in data mapping, writing functional specifications, database modeling, development, test cases/test plan documentation, troubleshooting, and customer support.
- Expert in Query Optimization, Debugging and Tuning for performance improvement.
- Document actual data flows, data exchanges, systems interconnections, and interfaces, and ensure alignment with the enterprise data model.
- Realistic understanding of the Data modeling (Dimensional & Relational) concepts like Star-Schema Modeling, and Snowflake Schema Modeling.
- Excellent client relation skills to drive to complete tasks effectively and efficiently where customer service and technical skills are demanded.
- Proficient in the Integration of various data sources with multiple relational databases like Oracle11g /Oracle10g/9i, MS SQL Server, DB2, and Flat Files into the staging area, ODS, Data Warehouse, and Data Mart.
- Knowledge of NoSQL data stores/document stores MongoDB
- Excellent communication, analytical skills, and a good team player.
- Passionate about a challenge with a strong desire to learn and grow.

Technical Skills

Database Tools	Oracle 12C, PostgreSQL, DBeaver 6.3, MS Access, MS-SQL Server Database, IBM DB2, MS Access, HIVE
Analytical /Visualization/ reporting Tools	R, SAS, Tableau, Visual studios, MS Excel, Google Analytics, Informatica
Programming Languages	VBA, HTML, ColdFusion Markup Language, PL/SQL, R, SAS, HIVE Query language



Operating Systems/Computer	Windows, MS-Office- Word, Excel, PowerPoint, Outlook
Data Modeling Tools	Erwin r7.1/7.2, ER Studio V8.0.1 and Oracle Designer
Big Data Ecosystems	AWS PostgreSQL, Netezza, HIVE, Hadoop, Databricks

Professional Experience

BCBS, Boston, MA **Jun 2021 –**
Till Date
Data Analyst/Systems Analyst

Responsibilities:

- Analyzed the existing databases to understand the data requirements, perform the Gap analysis, find data anomalies, create STTMS (mapping documents) and finally load them to IGC (Information Governance Catalog)/Enterprise data governance tool.
- Prepared system requirements specifications and interface design inputs. Coordinated with a diverse group of inter-agency stakeholders, including software developers, healthcare associations, and regulatory experts
- Worked collaboratively with business and IT partners across business units to implement data standards
- Supported initiative for data integrity and normalization to manage master data and provided data quality assurance.
- Gathered and integrated data from disparate sources, perform system analysis integration, data profiling, and gap analysis, and create dashboards in Tableau/Excel
- Performed root cause analysis and implement solutions to correct data problems by investigating data errors or anomalies
- Managed the data governance standards of Critical Data Elements (CDE)
- Ensured the data is under governance by recording the data definitions in the data dictionary and maintaining them as part of metadata management
- Reviewed design solutions, data models, primary keys, foreign keys, business keys from ETL, and reporting team perspective
- Assisted in Business rule maintenance to ensure specific rules are useable
- Created the approval processes of enterprise data standards
- Verified uniqueness across key attributes (no duplication within the database) to address many key client data issues
- Identified the transformation/derivation rules of foreign keys to the surrogate key (i.e., what columns in the source are used to derive the value)
- Participated in issue investigations to identify if critical data elements were incorrect and analyze existing issue records to identify if data elements contributed to the failure
- Partnered with Data Architects and business SMEs to create and maintain a Business Data Model (BDM) for data domain that is aligned across the enterprise.
- Collaborated with business data owners and stakeholders to understand their data needs and business requirements in detail and provide sign-off on the requirements
- Discussed the data model, data flow, and data mapping with the development team to fine-tune the business process

Ad-hoc Requests

- Performed source system data analysis, data profiling, data cleansing, and data validation to confirm data design solution meets business requirements.
- Developed dashboards and report automation processes using VBA and MS Excel to improve turnaround time and reporting capabilities.
- Generated Sub-Reports, Crosstab, Conditional, drill-down reports, Drill through reports, and Parameterized reports using Tableau.
- Scheduled reports for Daily, and weekly reports in Oracle by creating materialized views
- Developed excellent test plans/scripts and rapidly discovered defects.

Environment:

SQL, SAS, R, MS Access, R Notebook, MS Excel, Tableau, HERDS, Git, Erwin r7.1, XML, Oracle 10g, VBA, MS Visio

Fidelity Investments, Nashua, NH

Dec 2018 –

May 2021

Data Analyst/BI Analyst

Responsibilities:

- Identified trends and patterns in complex data to derive insights into helping organizations make data-driven decisions.
- Identified and predicted technology needs related to data and reporting for the organization and proposed technology solutions.
- Created SQL views (Slowly Changing Dimension type 2) for the Finance team by performing data lineage/profiling of the Operational Data Store.
- Performed data mapping between source systems (SAS master Data warehouse) to Target systems (Information system data sources) and created STTM documents for claims data to support end-to-end ETL specifications based on business requirements.
- Developed Physical data models and created DML scripts to create database schema and database objects.
- Analyzed, modeled, and interpreted data warehouse in AWS Aurora (PostgreSQL) using SQL and other analytical tools.
- Provided technical and thought leadership to teams engaged in the implementation of large-scale data warehouse and business intelligence solutions using ETL technologies such as SQL, SAS, and Informatica products.
- Commissioned and decommissioned datasets and query databases to provide data extracts.
- Built templates and tableau dashboards for customized views of the data for each line of business.
- Created technical specifications and updated release documentation to reflect technical modifications and provided implementation support to production support teams.
- Developed mappings that perform Extraction, Transformation, and Load of source data into Derived Masters schema using various power center transformations like Source Qualifier, Aggregator, Filter, Router, Sequence Generator, look up, Rank, Joiner, Expression, Stored Procedure, SQL, Normalizer and update strategy to meet business logic in the mappings.
- Load claims data and Medicare data to validate scores for landmark projects through an ETL process

Environment:

PostgreSQL, IBM DB2, SQL, Oracle12C, HIVE, Tableau, MS Excel, ETL, XML, MS Office, MS Visual Studio, Informatica PowerCenter 10.2, SAS, JIRA, Erwin r7.1, PL/SQL, TFS

Fannie Mae, Reston, VA

Mar 2017 – Nov 2018

Business Data Analyst

Responsibilities:

- Analyzed User Requirement Document, Business Requirement Document (BRD), Technical Requirement Specification, and Functional Requirement Specification (FRS).
- Interacted with the executives and development team to liaison the business requirements to ensure that the proposed upgraded application complies with the business requirements.
- Conducted JAD sessions with SMEs including business owners, sponsors, and analysts.
- Utilized a variety of reporting tools such as SQL for querying underlying database tables and resolving data issues.
- Built templates and dashboards for customized views of the data specific to each group and line of business.
- Managed Requirements, Test Plans, and Test Cases using Test Director/Quality Center.
- Performed ad hoc reporting for special requirements and demands.
- Participated in the Logical and Physical Design sessions and developed Design Documents.
- Designed and implemented basic SQL queries for QA Testing and Report / Data Validation.
- Partnered with the Technical Areas in the research and resolution of System and User Acceptance Testing.
- Develop User Manuals and Training Manuals as per Project Specifications and timelines.
- Responsible for providing analytical support in the Design, Development, and Implementation of projects.

Environment:

SQL/Server, Oracle 12c, MS-Office, SSIS, ER Studio, Advance excel, XML, Business Objects

Client: Fremont Bank - Hayward, CA
Feb 2017 Data Analyst

Jan 2016 –

Responsibilities:

- Analyzed large sets of data using various techniques such as quantitative analysis, advanced analytics, and statistical modeling to find solutions.
- Developed predictive statistical models using statistical analysis and other predictive modeling techniques.
- Performing data loading and extraction functions and monitoring the setup, update, backups, and conversion of Access databases and related systems as required as well as supporting and maintaining access applications with SQL Server 2008 database back-end as required
- Build and analyze queries from databases using SQL.
- Working with clients on customer data by relating from multiple internal and external sources into a central consolidated company-wide customer database.
- Daily movement of users and handling cases, analysis, and Ad hoc Reporting.
- Worked on projects based on agile methodology and provide input to improve customer data processing.
- Participate in weekly staff meetings and collaborate with various teams to develop and support ongoing analyses.
- Discover data trends, interpret data patterns and develop data transformation rules.
- Developed logical and Physical Data Models, writing SQL code to access and manipulate data stored in relational databases.
- Conduct data accuracy analysis and support stakeholders for decision-making.
- Analyzing data using advanced Excel functions such as Pivot Table, Charts, Graphs, and Macros.

- Handled the company's day-to-day reporting and data access needs.
- Developed and implemented a business intelligence strategy that ensures the system data is secure, integrated, and accessible to staff.
- Worked across departments to identify and understand key business questions and standardize key metrics and measures.
- Implemented Complex business logic with User-Defined-Functions, indexes, and Views and created User Defined Data types, Clustered & Non-clustered Indexes.
- Analysis, design, and data modeling of Logical and Physical database using E-R diagrams.
- Highly involved in creating, structuring, and formatting using Report Designer and Report Builder.
- Worked on querying data and creating on-demand reports using Report Builder in SSRS reports and sending the reports via email.
- Designed and created Report templates, dashboards, Heat, tree, geo maps, scatter plots, bar graphs, and pie charts based on the customer data.

Environment:

SQL Server , Tableau, MS Excel/Advanced, MS PowerPoint, PL/SQL, Tableau, SSIS ETL, SSRS, HTML, XML, Visio

Avalon Software Services, Hyderabad, INDIA

May 2014 –

Dec2015

Data Analyst

Responsibilities:

- Created systems for data collection, management, reporting, and analysis. Advised the agency on technology needs to maximize efficiency and support a culture of managing data.
- Assisted in the creation and documentation of the business processes for data collection, entry, reporting, review, and use of data to strengthen performance management.
- Implemented logical and physical data modeling.
- Developed PL/SQL stored procedures for the end-user report requirements.
- Created many simple, complex, and Ad hoc reports using reports as main data providers and having Powerful functionalities like @functions and formulae.
- Created queries for multidimensional analysis using slice, dice, and drill modes.
- Analyzed complex business needs to be presented by the user community and/or clients and recommended technical solutions to improve the reporting environment.
- Accomplished Performance tuning of SQL queries and stored procedures using Database tuning advisor in SQL Server
- Trained end-users in basic and advanced ad hoc reporting skills.
- Performed data cleaning (including imputation techniques), and a range of exploratory analyses to identify trends/patterns.
- Identified, and analyzed source data to understand business keys and relationships to datasets.
- Performed data analysis, data interrogation, validation, and defined data pruning rules.
- Discovered data trends, interpreted data patterns, and developed data transformation rules
- Developed logical and Physical Data Models and accessed/manipulate data stored in relational databases using SQL.
- Built, and published interactive reports and dashboards in Excel using Pivot charts and Pivot tables.

Environment:

Windows XP/2000 Advance Server, SQL Server 2008, SSRS, ETL, MS Excel, MS Word, MS PowerPoint, VBA

3. Database Administrator

Resume 1

Zeal Baja – Database Administrator	
Professional Summary	
A proactive SQL Server Database Administrator with 8 plus years of extensive experience (SQL 2008 – 2022) in SQL Server installations and configurations; high availability and disaster recovery solutions; server upgrades and database migrations; query tuning and optimizations; process automation; ETL and SSRS reports; proven ability to implement and maintain high-performing and secure database systems; and strong analytical and problem-solving skills, with a focus on data integrity and availability.	
Education	
Bachelor of Science in Engineering, Jimma University, Jimma, Ethiopia Advanced 4-year Diploma in Information Technology, Openo Polytechnic College, Gambella, Ethiopia	
Technical Skills	
<ul style="list-style-type: none"> ❖ Installing, configuring, and patching SQL Servers. ❖ Always on Availability Groups, SQL Server Failover Clustering, Database Mirroring, Log-Shipping, Transactional Replication, and Azure SQL Database geo-replication. ❖ Azure: data factory, SQL database, SQL VM ❖ AWS: EC2, RDS, s3 ❖ Side-by-side and in-place SQL Server upgrades. ❖ Database migrations. ❖ Implementing server and database-level security ❖ Database design, RDBMS ❖ Code reviews and script deployments. ❖ Creating database maintenance plans. ❖ Supporting very large databases (VLDBs). ❖ Point-in-time and point-of-failure database recovery. ❖ Query performance tuning and optimization. ❖ Developing, deploying, and troubleshooting SSIS\ETL packages. ❖ Encryption: TDE, column-level encryption. ❖ Developing and deploying SSRS (.rdl) reports. ❖ Creating databases, tables, indexes, views, stored procedures, triggers, and functions. ❖ PowerShell scripting ❖ Excellent problem-solving, communication, and interpersonal skills. ❖ Documentation, Agile methodologies, and Confluence. 	
Tools	SSMS ♦ RDBMS ♦ Azure Data Studio ♦ SQL Server Configuration Manager ♦ Extended Events ♦ PerfMon ♦ Database Tuning Advisor ♦ SSIS ♦ SSRS ♦ Visual Studio ♦ Power BI ♦ Report Builder ♦ Report Builder
Software	Sql Sentry ♦ splunk ♦ SQLdm ♦ Grafana ♦ TFS ♦ Git ♦ Jenkins ♦ SQL Server ♦ Windows ♦ Azure DevOps Aurora DB ♦ MySQL ♦ PostgreSQL
Programming	T-SQL ♦ CMD ♦ PowerShell ♦ C# ♦ HTML ♦ CSS
Cloud Technology	AWS: RDS, EC2, s3



	Azure: Azure SQL database, SQL Server on Azure VM, Azure data factory, Azure DevOps-Git
Certifications	
Microsoft certification 70-462 MS SQL servers 2012 and 2014 AWS Certified Solutions Architect – Associate (AWS SAA)	
Professional Experience	
SQL Server Database Administrator/ Application DB support	March 2023 –
Current	
Tufts Medicine	
Burlington, MA	
<ul style="list-style-type: none"> ▪ Managed SQL Server versions 2019, 2017, 2016, 2014, and 2012 across Production, Staging, and Development environments, handling installation, configuration, and support using RDBMS. ▪ Employed PowerShell for unattended installations of SQL Servers. ▪ Configured and maintained various SQL Server features, including Always on Availability Groups, Log Shipping, Database Mirroring, and Transactional Replication. ▪ Successfully migrated databases from Oracle to SQL Server on AWS Cloud. ▪ Oversaw the migration of SQL Databases from On-premises to Azure and AWS, configuring geo-replication for high availability and managing databases on elastic pools. ▪ Conducted migrations of over 100 databases from SQL Server 2014 and 2016 to SQL Server 2019. ▪ Collaborated with the development team to design and implement security measures for Azure SQL databases. ▪ Worked on transactional (OLTP) and data warehouse (OLAP) database design projects. ▪ Proficiently resolved various database and server performance issues. ▪ Executed in-place rolling upgrades of clustered SQL Servers from SQL 2014 to 2016. ▪ Developed and implemented a PowerShell process to transfer on-premises backups to AWS S3 buckets for database recovery. ▪ Ensured the timely backup of all production databases and regularly tested restores to meet recovery time objectives (RTO) and recovery point objectives (RPO). ▪ Automated and streamlined processes and reports using PowerShell, SSIS ETL, and SSRS. ▪ Managed user access requests by creating logins, database roles, and granting permissions. ▪ Created maintenance plan jobs for automated backups, index management, statistics updates, and database consistency checks. ▪ Recovered databases at specific points in time after accidental data changes. ▪ Maintained and updated documentation and inventory of SQL Servers. ▪ Installed and configured SQL Server Reporting Services (SSRS). ▪ Improved query performance by identifying and implementing missing indexes. ▪ Prioritized and addressed tickets using the Jira ticketing system. ▪ Troubleshooted failed jobs and resolved issues promptly. ▪ Enforced security policies by creating logins, and users, and granting the least privileges. ▪ Implemented SQL Server encrypted connections (TLS) for client connections. ▪ Developed and deployed Azure Data Factory processes for Azure SQL database weekly index maintenance. ▪ Created and deployed SSIS/ETL packages and SSRS reports. ▪ Administered and managed Cloud databases such as PostgreSQL, MySQL, and Aurore DB. 	



- Configured server and database level audits for critical servers and databases.
- Resolved tempdb and log file space issues.
- Regularly applied cumulative updates and service packs to SQL Server instances.
- Documented server and database-level configurations, resources, jobs, and security policies.
- Investigated and resolved unexpected SQL Server shutdowns and failovers.
- Implemented Transparent Data Encryption (TDE) on critical production databases.
- Optimized stored procedures by investigating and creating missing indexes as needed.
- Conducted code reviews and deployed scripts to multiple servers.
- Periodically refreshed Staging, QA, and Dev environments with production databases.
- Regularly monitored SQL Servers using the SQL Sentry tool.
- Participated in an on-call rotation schedule.

Environment

AWS | Azure | On-prem | SQL 2012 - 2019 | Windows Server 2008 - 2019 | SSRS, SSIS, SSAS | Visual Studio, ADF | SAN, VMWare ESXi | Profiler Trace, PerfMon, Extended Events, Database Engine Tuning Advisor | Always on Availability Groups, SQL Server Failover Clustering, Database Mirroring, Log Shipping, Replication | Jira | RedGate SQL-Multiscript tool.

**SQL Server Database Administrator/ Application DB support
 2022 - May 2023**

November

**NIH Contractor
 Rockville, MD**

- Administering SQL Server databases, including installation, configuration, and support for versions 2019, and 2016, and maintaining 2014, 2012, and 2008 across diverse environments.
- Maintained up-to-date SQL Server instances by applying updates, patches, and service packs.
- Developed and tested disaster recovery plans, ensuring data redundancy and business continuity in cases of emergencies.

**Database Administrator/Technical Consultant
 November 2022**

September 2021 –

**Ahead
 Chicago, IL**

- Administered SQL Server databases, including installation, configuration, and support for versions 2019, and 2016, and maintained 2014, 2012, and 2008 across diverse environments.
- Administered and managed Cloud databases such as PostgreSQL, MySQL, and Aurore DB using RDBMS.
- Implemented and managed backup and recovery strategies, ensuring data integrity and efficient recovery processes.
- Designed and enforced security measures, including user authentication, authorization, encryption, and auditing.
- Responsible for creating Database Backup and Restore.
- Conducted performance tuning by monitoring server resources, optimizing indexes, and improving query performance.
- Established proactive monitoring and alerting systems for timely issue detection and resolution.
- Maintained up-to-date SQL Server instances by applying updates, patches, and service packs.

Developed and tested disaster recovery plans, ensuring data redundancy and business continuity in cases of emergencies.

Environment

Azure | SQL Server 2008 - 2019 | Windows Server 2008 R2 - 2016 | SSRS, SSIS, SSAS | Visual Studio | *SQLdm* | SAN, VMWare ESXi | Profiler Trace, *PerfMon*, Extended Events, Database Engine Tuning Advisor | Always on Availability Groups, Log-Shipping, Replication.

Cloud Database Engineer
May 2022

October 2019 -

Services Employee International Union SEIU
Washington, DC

- Administered SQL Server databases, including installation, configuration, and support for versions 2017, and 2016, and maintained 2014, 2012, and 2008 across diverse environments.
- Administered and managed Cloud databases such as PostgreSQL, MySQL, and Aurore DB using RDBMS.
- Implemented and managed backup and recovery strategies, ensuring data integrity and efficient recovery processes.
- Designed and enforced security measures, including user authentication, authorization, encryption, and auditing.
- Conducted performance tuning by monitoring server resources, optimizing indexes, and improving query performance.
- Established proactive monitoring and alerting systems for timely issue detection and resolution.
- Maintained up-to-date SQL Server instances by applying updates, patches, and service packs.
- Developed and tested disaster recovery plans, ensuring data redundancy and business continuity in cases of emergencies.

Environment

AWS | Azure | On-prem | SQL 2008 - 2019 | Windows Server 2008 - 2019 | SSRS, SSIS, SSAS | Visual Studio, ADF | SAN, VMWare ESXi | Profiler Trace, PerfMon, Extended Events, Database Engine Tuning Advisor | Always on Availability Groups, SQL Server Failover Clustering, Database Mirroring, Log Shipping, Replication | Jira | RedGate SQL-Multiscript tool.

Jr. SQL Server Database Administrator
October 2019

September 2018 –

TransCore
Dallas, TX

- Administered SQL Server databases, including installation, configuration, and support for versions 2017, 2016, 2014, 2012, and 2008 across diverse environments.
- Administered databases on Clustered MS SQL Server 2016 HADR systems, ensuring their performance, availability, and security.
- Executed established policies, procedures, and operational guidelines, maintaining a high standard of data management.

- Assisted in meeting project timelines and operational milestones within the database administration realm.
- Monitored databases, promptly identifying anomalies and deviations from operational standards and taking remedial actions as needed.
- Collaborated with the DBA team, providing guidance and support when required.

Carried out additional duties as assigned, demonstrating adaptability and versatility in a dynamic work environment.

Environment

Azure | SQL Server 2008 - 2016 | Windows Server 2008 R2 - 2016 | SSRS, SSIS, SSAS | Visual Studio | *SQLdm* | SAN, VMWare ESXi | Profiler Trace, *PerfMon*, Extended Events, Database Engine Tuning Advisor | Always on Availability Groups, Log-Shipping, Replication.

Jr. SQL Server Database Administrator
– July 2018

October 2017

Mercedes Benz U.S. (MBUS)
Tuscaloosa, AL

- Installed and patched SQL Server 2014/2016/2017 SSDS, SSAS, SSIS, and SSRS ensuring system integrity and security.
- Managed security and permissions across SSDS, SSAS, SSIS, and SSRS, implementing best practices to safeguard sensitive data.
- Implemented change control procedures for code promotion, ensuring smooth deployment of database resources.
- Participated in on-call rotation, providing 24/7 operational support and troubleshooting service problems to determine root cause and provide effective resolutions.
- Produced comprehensive documentation on database standards, policies, and procedures.
- Monitored database performance, identified performance issues, and implemented solutions to optimize performance.
- Provided guidance to developers on good database design and implementation practices to enhance application performance.
- Conducted capacity planning for database systems to ensure optimal performance and scalability.
- Ensured database backups and restores were performed regularly and efficiently.
- Participated in disaster recovery testing and execution to ensure business continuity.
- Collaborated in a team environment, sharing workload and responsibilities to meet project deadlines.
- Ensured compliance with database policies and procedures, maintaining a high level of data integrity and security.
- Performed object creation and alteration according to established change control procedures.
- Maintained up-to-date knowledge of relevant operating system, network, and storage principles related to database platforms.

Environment

AWS | Azure | On-prem | SQL 2008 - 2016 | Windows Server 2008 - 2016 | SSRS, SSIS, SSAS | Visual Studio, ADF | SAN, VMWare ESXi | Profiler Trace, PerfMon, Extended Events, Database Engine Tuning



Advisor | Always on Availability Groups, SQL Server Failover Clustering, Database Mirroring, Log Shipping, Replication | Jira | RedGate SQL-Multiscript tool.

This space is left blank intentionally.

Resume 2

Vineeth Reddy Mallipeddi – Database Administrator

Professional Summary

- Having around 10+ years of IT experience in Design, Development, Maintenance and Support of Big Data Applications.
- Exposure to Spark, Spark Streaming, Spark MLLib, Scala and Creating the Data Frames handled in Spark with Scala.
- Hands on experience in working on Spark SQL queries, Data frames, and import data from Data sources, perform transformations; perform read/write operations, save the results to output directory into HDFS.
- Hands on experience in developing SPARK applications using Spark tools like RDD transformations, Spark core, Spark MLLib, Spark Streaming and Spark SQL.
- Experience in developing and deploying IBM DataPower policies and configurations to enable secure and efficient connectivity between applications and systems
- Hands on experience in installing, configuring Cloudera Apache Hadoop ecosystem components like Flume, Hbase, Zoo Keeper, Oozie, Hive, Sqoop and Pig.
- Handled importing of data from various data sources, performed transformations using Hive, Map Reduce, loaded data into HDFS and extracted data from MYSQL into HDFS vice-versa using Sqoop.
- Stored data in AWS S3 like HDFS and performed EMR programs on data stored.
- Wrote AZURE POWERSHELL scripts to copy or move data from local file system to HDFS Blob storage.
- Strong understanding of various technologies used in DataPower such as Web Services Security (WSS), Simple Object Access Protocol (SOAP), Representational State Transfer (REST), and XML-related technologies.
- Hands on experience on working in multiple domains such as Retail, and Healthcare etc
- Hands on experience with CCL for retrieving and manipulating data within the Cerner Millennium suite of applications, which includes electronic health records (EHR), clinical decision support.
- Experienced on implementation of a log producer in Scala that watches for application logs, transform incremental log and sends them to a Kafka and Zookeeper based log collection platform.
- Developed Python code to gather the data from HBase and designs the solution to implement using spark.
- Experience in job workflow scheduling and monitoring tools like Oozie and good noledge on Zookeeper.
- Hands on experience in installing configuring and using Hadoop ecosystem components like Hadoop Map Reduce HDFS HBase Hive Sqoop Pig Zookeeper and Flume.
- Strong experience and knowledge of real time data analytics using Spark, Kafka and Flume.
- Hands on experience in Capturing data from existing relational databases (Oracle, MySQL, SQL and Teradata) that provide SQL interfaces using Sqoop.
- Extract Transform and Load data from Sources Systems to cloud Azure Data Storage services using a combination of Azure Cloud Data Factory, T-SQL, Spark SQL and U-SQL Azure Data Lake Analytics.
- Proficient in designing, developing, and maintaining AbInitio graphs and plans for ETL workflows.

- Demonstrated expertise in designing and executing data validation tests using QuerySurge to compare data between source and target systems, ensuring data accuracy and integrity.
- Experience in creating Docker Containers leveraging existing Linux containers and AMI's in addition in creating Docker containers from scratch.
- Developed Spark/Scala, Python for regular expression (regex) project in the Hadoop/Hive environment with Linux/Windows for big data resources.
- Installed and configured Hive, Pig, Sqoop, Flume and Oozie on the Hadoop cluster.
- Implemented a Continuous Delivery pipeline with Docker, and Git Hub and AWS
- Implemented Technics with Spark for improving the performance and optimization of the existing algorithms in Hadoop using Spark Context, Spark-SQL, Data Frame and Spark YARN.
- Developed Pig Latin scripts to extract the data from the web server output files to load into HDFS.
- Leveraged QuerySurge's data masking capabilities to ensure data privacy and compliance with data protection regulations.
- Extensive usage of Azure Portal, Azure PowerShell, Storage Accounts, Certificates and Azure Data Management.
- Virtualized the servers using Docker for the test environments and Dev environments needs, also configuration automation using Docker Containers.
- Developed Scala scripts using both Data frames/SQL/Data sets and RDD/Map Reduce in Spark for Data Aggregation, queries and writing data back into OLTP system through Sqoop
- Worked on Implementation of a log producer in Scala that watches for application logs transform incremental log and sends them to a Kafka and Zookeeper based log collection platform
- Productionize models in cloud environment, which would include, automated process, CI/CD pipelines
- Worked with teams in setting up AWS EC2 instances by using different AWS services like S3, EBS, Elastic Load Balancer, and Auto scaling groups, VPC subnets and Cloud Watch.
- Proficient in writing and optimizing Kusto queries using KQL to extract, analyze, and visualize data from large datasets.
- Designed and optimized data models and schemas within Azure Synapse Analytics to ensure efficient storage, retrieval, and querying of data, resulting in improved performance and reduced cost.
- Experience working with SAN infrastructure to store and manage large volumes of data used in data pipelines and analytical processes.
- Worked with NoSQL databases like Hbase, Cassandra, dynamo DB (AWS) and MongoDB.
- Proficient in using Datagaps ETL Validator to conduct end-to-end data testing and validation of ETL pipelines.
- Created and maintained various Shell and Python scripts for automating various processes and optimized Map Reduce code, pig scripts and performance tuning and analysis.
- Developed workflow in Oozie also in Airflow to automate the tasks of loading data into HDFS and pre-processing with Pig and Hive.
- Development of cloud service including Jenkins and Nexus on Docker using Terraform
- Developed workflow in Oozie to automate the tasks of loading the data into HDFS and processing.
- Designed and architected integration solutions using IBM App Connect Enterprise/IIB to connect disparate systems, applications, and data sources, enabling seamless information flow and business process automation.



- Successfully implemented an ESB pattern using IBM App Connect Enterprise/IIB, enabling the decoupling and mediation of services, simplifying integration complexity, and facilitating service.
- Developed business components by using Spring Boot, Spring IOC, Spring AOP, Spring Annotations, Spring Cloud) & Persistence layer by using Hibernate/JPA along with Web Services (RESTful).
- Deployed Spring Boot based microservices and Docker container using Amazon EC2 container services using AWS.
- Developed error handling mechanisms and exception management strategies using IBM App Connect Enterprise/IIB, ensuring reliable and robust integration flows, and facilitating error resolution and fault tolerance.
- Thorough knowledge of Software Development Life Cycle (SDLC) with deep understanding of various phases like Requirements gathering, Analysis, Design, Development and Testing.

Education

Technical Skills

Big Data Ecosystem	Hadoop, MapReduce, Pig, Hive, Flink, YARN, Kafka, Flume, Sqoop, Impala, CI/CD, Oozie, Zookeeper, Spark2.0, Ambari, Mahout, MongoDB, Cassandra, Avro, Storm, Parquet and Snappy.
Hadoop Distributions	Cloudera (CDH3, CDH4, and CDH5), Hortonworks, MapR and Apache
Languages	Java, Python, Jruby, SQL, HTML, DHTML, Scala, JavaScript, XML and C/C++
No SQL Databases	Cassandra, MongoDB and HBase
Java Technologies	Servlets, JavaBeans, JSP, JDBC, JNDI, EJB and struts
XML Technologies	XML, XSD, DTD, JAXP (SAX, DOM), JAXB
Development Methodology	Agile, waterfall
Development / Build Tools	Eclipse, Ant, Maven, IntelliJ, JUNIT and log4J
Frameworks	Struts, spring and Hibernate
App/Web servers	WebSphere, WebLogic, JBoss and Tomcat
DB Languages	MySQL, PL/SQL, PostgreSQL and Oracle
Cloud Technologies	AWS, Azure

Professional Experience

Client: Ulta Beauty, AZ **Nov 2020 - TILL DATE**
Role: Data Engineer
Responsibilities:

- ✓ Collaborated with Business Analysts, SMEs across departments to gather business requirements, and identify workable items for further development.
- ✓ Partnered with ETL developers to ensure that data is well cleaned and the data warehouse is up-to-date for reporting purpose by Pig.
- ✓ Selected and generated data into csv files and stored them into **AWS S3** by using **AWS EC2** and then structured and stored in **AWS Redshift**.
- ✓ Built reports for monitoring data loads into **GCP** and drive reliability at the site level

- ✓ Performed the migration of **Hive** and **Map Reduce** Jobs from on - premise **MapR** to **AWS** cloud using EMR and **Qubole**.
- ✓ Extensively used SQL Server Import and Export Data tool. Created database users, logins, and permissions to setup.
- ✓ Analyzed existing database, tables, and other objects to prepare to migrate to Azure Synapse.
- ✓ Loaded data from various sources like flat files, to SQL Server database Using SSIS Package.
- ✓ Implemented Side - by- Side Migration of MS SQL SERVER 2016.
- ✓ Experience setting up Kafka cluster in AWS using MSK
- ✓ Worked as a Data Modeler to generate Data Models using Erwin and developed relational database system.
- ✓ Implemented Spring boot Microservices to process the messages into the Kafka cluster setup
- ✓ Developed REST API's using Spring MVC and Spring boot, hosted all micro services on PCF.
- ✓ Used Micro service architecture with Spring Boot based services interacting through a combination of REST and Apache Kafka message brokers.
- ✓ Developed Golang Micro services and converted the user stories into backend logic in service classes.
- ✓ Used Golang 1.10 and Developed Micro services using Channels, go routines, functional interfaces, and various frameworks.
- ✓ Experience in Database Design and development with Business Intelligence using **SQL Server 2014/2016, Integration Services (SSIS), DTS Packages, SQL Server Analysis Services (SSAS), DAX, OLAP Cubes, Star Schema, and Snowflake**.
- ✓ Implemented Sqoop to extract data from a variety of databases, such as **Oracle, MySQL, and MS SQL Server**, and load it into **Hadoop Distributed File System (HDFS)**.
- ✓ Deployed and managed CDP clusters on-premises to handle big data workloads.
- ✓ Integrated SAN solutions into data backup and disaster recovery strategies to ensure data resilience and business continuity.
- ✓ Demonstrated ability to optimize data loading processes in Azure Synapse Analytics for high concurrency and parallelism.
- ✓ Utilized Apache Spark with Python to develop and execute Big Data Analytics and Machine learning applications, executed machine Learning use cases under Spark ML and Mllib.
- ✓ Experience in Python handling File I/O, building GUI's with Tkinter, performing complex calculations using NumPy. Scipy. Matplotlib, and Pandas. Also, have a familiarity with web scraping using BeautifulSoup, and machine learning concepts. including Natural Language Processing.
- ✓ Hands on Experience the data structures, algorithms and object oriented (OO) features using python.
- ✓ Got Involved in migrating on prem Hadoop system to using GCP (Google Cloud Platform).
- ✓ Experience in working with product teams to create various store level metrics and supporting data pipelines written in GCP's big data stack.
- ✓ Utilized CDP DataFlow (Apache NiFi) to process and analyze streaming data in real-time.
- ✓ Configured **Ansible** to manage AWS environments and automate the build process for core AMIs used by all application deployments including Auto Scaling and Cloud Formation scripts.
- ✓ Developed **Spark** code using **Scala** and **Spark-SQL/Streaming** for faster testing and processing of data.
- ✓ Designed and implemented data ingestion pipelines to bring in data from various sources into CDP for processing and analysis.
- ✓ Developed and customized DataPower services/models, including building custom message headers, message processing, error handling, and logging
- ✓ Integrated Druid with Hive for High availability and provide data for sla reporting on real time data.

- ✓ Automated the sap applications deployment using Ansible and terraform.
- ✓ Added authentication to the **Flink** dashboard by using Nginx to ensure **Flink** jobs running safely.
- ✓ Creating **Talend ETL** JOBS FOR Data services with Talend open Studio (version: 6.5.1) using ETL methodologies and best practices.
- ✓ Implemented Agile Methodology for building the data applications and framework development
- ✓ Developed and optimized SQL queries and scripts within QuerySurge to validate data transformations, aggregations, and business rules.
- ✓ Experience with SSIS, SSRS, SSAS, Power BI Desktop. Power BI Services, M Language Interactions
- ✓ Used **Ansible** to manage systems configuration to facilitate interoperability between existing insrastructure and new infrastructure in alternate physical data centres or cloud(AWS)
- ✓ Involved in **SQOOP** implementation which helps in loading data from various RDBMS sources to **Hadoop** systems and vice versa.
- ✓ Handled data migration between different storage systems or SAN devices to optimize storage performance or accommodate changing data requirements.
- ✓ Knowledge of industry and regulatory standards such as PCI, HIPAA, and SOX, and experience in implementing DataPower policies to meet those standards.
- ✓ Demonstrated experience in design and implementation of Statistical models, Predictive models, enterprise data model, metadata solution and data lifecycle management in both RDBMS, Big Data environments.
- ✓ Used Agile Method for daily scrum to discuss the project related information.
- ✓ Developed data remediation tool in Marklogic
- ✓ Built various Enterprise level applications and software using PEGA middleware integration technology.
- ✓ Successfully led the implementation and deployment of IBM Cloud Pak for in a large enterprise environment.
- ✓ Demonstrated expertise in leveraging IBM Cloud Pak to develop and deploy cloud-native applications using containers, Kubernetes, and microservices architecture, resulting in improved scalability, reliability, and portability.
- ✓ Designed and implemented hybrid cloud solutions by integrating IBM Cloud Pak with on-premises infrastructure and public cloud platforms, such as IBM Cloud, AWS, or Azure, enabling seamless data and workload mobility.
- ✓ Troubleshooted issues in DataPower environment, including identifying and addressing performance bottlenecks, application errors, and connectivity issues Stood up clusters on both Confluent and Amazon Managed Kafka Service (MSK) platforms
- ✓ Experience on druid ingestion and segments.
- ✓ implemented the Hadoop server's integration Marklogic servers for replication of data and monitoring the replication
- ✓ Perform code deployments, importing Pega code packaged in JAR files into Pega Designer Studio via the import wizard tool and also Powershell command terminal to deploy numerous batches of code into a variety of servers via a Windows Server OS
- ✓ Documentation of ther capture machine deals to Asser taman./dation
- ✓ Involved in designing/developing Logical Data Analyst & Physical Data Analyst using Erwin DM.
- ✓ Solely responsible for the **Voice** server (dynamic rendering IVR using speech recognition, Text-to-Speech and high availability.
- ✓ Implemented error handling mechanisms in QuerySurge to capture and report data discrepancies, facilitating prompt issue resolution.
- ✓ Developed flask Restful API endpoints for accessing through UI and uploadingETLdata
- ✓ Demonstrated experience in design and implementation of Statistical models, Predictive models,

- ✓ Automated the data processing with **Oozie** to automate data loading into the **Hadoop** Distributed File System.
- ✓ Utilized Grafana's data transformation capabilities to aggregate, filter, and manipulate raw data into meaningful insights and visualizations.
- ✓ Leveraged Grafana's time series analysis features to analyze historical data trends, identify patterns, and make informed decisions.
- ✓ Designed and developed custom Grafana dashboards to visualize key performance indicators (KPIs), metrics, and real-time data for monitoring purposes.
- ✓ Support for all Oracle databases in all phases of development lifecycle
- ✓ Performed ASP .Net Web Developer role to combine embedded SSRS and Power BI report parts into a single dashboard
- ✓ Implemented the project development using Agile processes in Kanban boards and 2-week sprints
- ✓ Have good hands on experience with ansible, used it to streamline infrastructure management, configuration, and deployment processes. By leveraging Ansible's automation capabilities, increased the productivity, reduced manual effort, and maintained a reliable and scalable data engineering ecosystem.
- ✓ Utilized AbInitio transformations to clean, transform, and enrich data according to business requirements. And loaded data into target data warehouses, data marts, or operational databases using AbInitio's loading mechanisms.
- ✓ Plan Design Maintain and Production Support of 60 Physical Marklogic Clustered Environment.
- ✓ Root to top level analysis of the Blue Ridge mountain region market for the Food products
- ✓ Implemented design approach using Pega Guardrail rules
- ✓ Lead the team in developing real time streaming applications using pySpark. Apache, **Flink**, kafka, Hive on distributedHadoop Cluster.
- ✓ Analyzed Data sources and requirements and business rules to perform logical and physical Data modeling.
- ✓ Educate Developers on how to commit their work and how can they make use of the **CI/CD** pipelines that are in place.
- ✓ Delivered BI reporting solutions in Power BI. Reporting Services (SSRS).
- ✓ Developed a Queryable state for **Flink** by Scala to query streaming data and enriched the functionalities of the framework.
- ✓ Integrated Cosmos DB with application code using Cosmos DB SDKs or REST APIs for seamless data access.
- ✓ Configured and monitored distributed and multi-platform servers using **Nagios** and Splunk.
- ✓ Got involved in migrating on prem Hadoop system to using **GCP** (Google cloud Platform)
- ✓ Created private cloud using **kubernetes** that supports DEV, TEST, and PROD environments
- ✓ Hands on experience in installing configuring and using **Hadoop** ecosystem components like **Hadoop Map Reduce HDFS HBase Hive Sqoop Pig Zookeeper** and **Flume**
- ✓ Strong experience in writing scripts using **Python API, PySpark API and Spark API** for analyzing the data.
- ✓ Worked on creating comprehensive MongoDB API and Document DB API using Storm into Azure Cosmos DB
- ✓ Used the Agile Scrum methodology to build the different phases of Software development life cycle
- ✓ Used ansible to automate the provisioning of infrastructure resources required for data engineering tasks by setting up and configuring cloud instances, virtual machines, containers, or clusters.
- ✓ Created Custom Spout and Bolt in Storm application by into Cosmos DB according to the business rules.

- ✓ Designed and developed Prometheus metric collection mechanisms, instrumenting applications and services to expose relevant metrics.
- ✓ Developed custom exporters using Prometheus Exporter libraries to collect metrics from specialized systems and applications.
- ✓ Developed advanced PromQL queries to retrieve and aggregate metrics for analysis and troubleshooting.
- ✓ Helped individual teams to setup their repositories in bit bucket and maintain their code and help them setting up jobs which can make use of **CI/CD** environment.
- ✓ Experience in using **Kafka** and **Kafka** brokers to initiate **spark** context and processing livestreaming.
- ✓ Used **PySpark** and **Pandas** to calculate the moving average and RSI score of the stocks and generated them into data warehouse.
- ✓ Experience other **Hadoop** ecosystem tools in jobs such as **ZooKeeper**, **Oozie**, **Implala**
- ✓ Experience in working with **Map reduce** programs, **Pig** scripts and **Hive** commands to deliver the best results
- ✓ Designed and implemented efficient data models and schemas in Cosmos DB, optimizing data storage and query performance.
- ✓ Created a Serverless data ingestion pipeline on AWS using MSK Kafka and lambda functions.
- ✓ Migrated previously written cron jobs to airflow/composer in **GCP**
- ✓ Proficient in big data tools like **Hive** and **Spark(Java)** and relational data ware house tool Teradata etc.
- ✓ Integrated Datagaps ETL Validator with ETL tools (e.g., Informatica, Talend, DataStage) to validate data transformations and mappings.
- ✓ Utilized **Spark**, **Scala**, **Hadoop**, **HBase**, **Kafka**, **Spark Streaming**, **MLLib**, **Python**, a broad variety of machine learning methods including classifications, regressions, dimensionally reduction etc.
- ✓ Expertise in writing the **Scala** code using higher order functions for the iterative algorithms in **spark** for performance consideration.
- ✓ Worked with Cosmos DB's SQL API, leveraging NoSQL data modeling techniques to store semi-structured and unstructured data.
- ✓ Strong skills in using Views, View Models. Temp data. Temp tables and Action Filters in ASP.NET MVC.
- ✓ Setup full **CI/CD** pipelines so that each commit a developer makes will go through standard process of software lifecycle and gets tested well enough before it can make it to the production.
- ✓ Experience in **GCP** Dataproc, GCS, Cloud functions, BigQuery, Azure Data Factory DataBricks.
- ✓ Work on Spark, Spark Streaming Hive, Pig, Sqoop, Flume, and Kafka scripts/Configuration to Stream, cleanse, prepare, load data to Data Lake. Data warehouse, Advanced Analytics, and ML Processing
- ✓ Installed and configured Oracle WebLogic for database connectivity using Oracle Virtual Directory and Microsoft Active
- ✓ Configured **Zookeeper**, worked on **Hadoop** High Availability wif **Zookeeper** failover controller, add support for **scalable**, fault-tolerant data solution.
- ✓ Build Data Pipelines in airflow in **GCP** for ETL related jobs using different airflow operations.
- ✓ Designed and developed Flink pipelines to consume streaming data from kafka and applied bussiness logicto massage and transform and serialize raw data.
- ✓ Responsible for building **scalable** distributed data solutions using **Hadoop** and involved in Job management using Fair scheduler and Developed job processing scripts using **Oozie** workflow.
- ✓ Exploring with **Spark** to improve the performance and optimization of the existing algorithms in **Hadoop** using **Spark context**, **Spark-SQL**,**postgreSQL**,**Data Frame**,**OpenShift**, **Talend**,**pair RDD's**
- ✓ Migrated an existing on-premises application to **AWS**. Used **AWS** services like EC2 and S3 for small data sets processing and storage.

- ✓ Utilized Datagaps ETL Validator's data comparison features to compare data between source and target systems, identifying data inconsistencies and data drift.
- ✓ Assisted with development of web applications Flask, Pyramid, Django, and Plone.
- ✓ Defined and managed software dependencies and configurations across multiple machines or environments using ansible.
- ✓ Experience in using **Kafka** and **Kafka** brokers to initiate spark context and processing **livestreaming**.
- ✓ Implemented metadata management strategies using AbInitio's Metadata Hub or other tools to track data lineage and data governance.
- ✓ Developed **Pig** Scripts, **Pig** UDFs and **Hive** Scripts, **Hive** UDFs to load data files.
- ✓ Used **Spark** Streaming to receive real time data from the **Kafka** and store the stream data to HDFS using **Python** and **NoSQL** databases such as **HBase** and **Cassandra**
- ✓ Experience in **Oracle Cloud** Services (OCS, JCS, ICS, IoT, Paas, Iaas).
- ✓ Involved in integration of **Hadoop** cluster with **spark** engine to perform **BATCH** and **GRAPHX** operations.
- ✓ Developed robust error handling and logging mechanisms in AbInitio to ensure data accuracy and identify data issues.
- ✓ Utilized Services and Factories with dependency injection (DI) in Angular JS and ASP.NET MVC.
- ✓ Responsible for importing data from **Postgres** to **HDFS**, **HIVE** using **SQOOP** tool.
- ✓ Experienced in migrating **Hive QL** into Impala to minimize query response time.
- ✓ Implemented Avro and parquet data formats for **apache Hive** computations to handle custom business requirements.
- ✓ Responsible for creating process flows, views in Pega Express, create access groups and access roles.
- ✓ Developed applications using Java that reads data from MSK(kafka) and writes it to Dynamo DB.
- ✓ Implemented the **Spark Scala** code for Data Validation in **Hive**
- ✓ Imported data from **AWS S3** into **Spark** RDD, Performed transformations and actions on RDD's.
- ✓ Developed various Mappings with the collection of all Sources, Targets, and Transformations using **Informatica** Designer.
- ✓ Configure **Zookeeper** to coordinate and support **Kafka**, **Spark**, **Spark** Streaming, **HBase** and HDFS
- ✓ Experienced in developing **Map Reduce** programs using Apache **Hadoop** for working with Big Data
- ✓ Performed data preprocessing and feature engineering for further predictive analytics using **Python Pandas**.
- ✓ Developed dynamic Django and flask SQL web apps utilizing CSS, HTML5, JavaScript and MySQL
- ✓ Used the **AWS-CLI** to suspend an **AWS** Lambda function. Used **AWS** CLI to automate backups of ephemeral data-stores to S3 buckets, EBS.
- ✓ Used **Hbase/Pheonix** to support front end applications that retrieve data using row keys
- ✓ Developed custom **Kafka** producer and consumer for different publishing and subscribing to **Kafka** topics.
- ✓ Everyday Capture the data from OLTP systems and various sources of XML, Excel and CSV and load the data into **Talend ETL** tools.
- ✓ Generated report on predictive analytics using **Python** and **Tableau** including visualizing model performance and prediction results.
- ✓ Generated reports and charts by connecting to different data sources like excel, sq, server and implemented drill down functionality using Power BI tool.
- ✓ Utilized **Agile and Scrum** methodology for team and project management.
- ✓ Configured custom data validation rules in Datagaps ETL Validator based on business requirements and data validation criteria.
- ✓ Expertise in using **Docker** to run and deploy the applications in multiple containers like **Docker Swarm** and **Docker Wave**.

- ✓ Used **Sqoop** to channel data from different sources of **HDFS** and **RDBMS**
 - ✓ Involved in extensive data validation by writing several complex SQL queries and Involved in back-end testing and worked with data quality issues.
 - ✓ Architect and design serverless application CI/CD by using **AWS Serverless (Lambda)** application model.
 - ✓ Developed **stored procedures/views in Snowflake** and use in **Talend** for loading Dimensions and Facts.
 - ✓ Developed merge scripts to **UPSERT** data into **Snowflake** from an ETL source
- Environment:** Hdfs, Hive, Spark, Kafka, linux, Python, Numpy, Pandas, Tableau, GitHub, AWS EMR/EC2/S3/Redshift, Lambda, Pig, Map Reduce, Cassandra, Snowflake, Unix, Shell Scripting, Git.

Client: Gilead Sciences, Foster City, CA
2020

Mar 2018 – Oct

Role: Big Data Engineer

Responsibilities:

- ✓ Developed **Crawlers** java ETL framework to extract data from Cerner client's database and Ingest into HDFS & **HBase** for Long Term Storage.
- ✓ Created **Oozie workflows** to manage the execution of the crunch jobs and vertica pipelines.
- ✓ Experience developing **Kafka** producers and **Kafka** Consumers for streaming millions of events per second on streaming data
- ✓ Performed upgrades from Oracle 10g to 11g
- ✓ Utilized CDP components like Apache Hadoop, Apache Spark, and Apache Hive for distributed data processing and analytics.
- ✓ Setting up **Azure** infrastructure like storage accounts, integration runtime, service principal id, app registrations to enable **scalable** and optimized utilization of business user analytical requirements in **Azure**
- ✓ Set up monitoring and alerts to track Cosmos DB performance metrics and identify potential issues.
- ✓ Migrate data into RV Data Pipeline using DataBricks, Spark SQL and Scala.
- ✓ Experience in GCP Dataproc, Dataflow, PubSub, GCS. Cloud functions, BigQuery, Stackdriver, Cloud logging. IAM. Data studio for reporting etc.
- ✓ Extensive use of cloud shell SDK in GCP to configure/deploy the services like Cloud Dataproc (Managed Hadoop). Google
- ✓ Installed **Oozie** workflow engine to run multiple **Hive** and **Pig** Jobs.
- ✓ Design, Architect and Support Hadoop cluster: Hadoop. MapReduce, Hive. Sqoop, Ranger, Presto and high performance SQL query engine, Druid for indexing etc.
- ✓ For Log analytics and for better query response used Kusto Explorer and created alerts using Kusto query language
- ✓ Oracle Real Application Cluster. This allowed room for growth not available with EMC storage
- ✓ implemented drill down functionality by building hierarchies in Power BI visualizations.
- ✓ Analyzed the SQL scripts and designed the solution to implement using **Scala**.
- ✓ Utilized **Waterfall** methodology for team and project management.
- ✓ Integrated data quality checks and validations into Ablnitio workflows to ensure data integrity and consistency.
- ✓ Configured and managed Kusto clusters, including scaling, performance tuning, and resource allocation.
- ✓ Used Druid for ingesting the event data from log files and analysis.
- ✓ By using **Zookeeper** implementation in the cluster, provided concurrent access for **hive** tables with shared and exclusive locking

- ✓ Used **Zookeeper** to provide coordination services to the cluster. Experienced in managing and reviewing **Hadoop** log files.
- ✓ Experienced Python Developer working on multiple Python frameworks with OOP, (web, HTTP(S), Testing, built-ins and various 3rd party modules.
- ✓ Handled large-scale data processing tasks by automating the deployment and management of resources across multiple machines or cloud instances using ansible playbooks.
- ✓ Worked with Oracle Cloud, MS- Azure and AWS.
- ✓ Experienced of building Data Warehouse in **Azure** platform using **Azure** data bricks and data factory.
- ✓ Implemented data ingestion pipelines to ingest data from various sources into Kusto, ensuring data integrity and real-time data availability.
- ✓ Utilized Kusto's query capabilities for data shaping, transforming, and aggregating data to meet specific analysis requirements.
- ✓ Have experience in building dashboards using power bi service
- ✓ Implemented appropriate indexing strategies to improve query performance and reduce data retrieval times.
- ✓ Used Databricks for encrypting data using server-side encryption.
- ✓ Implemented data governance policies, access controls, and encryption mechanisms in CDP to ensure data security and compliance.
- ✓ Optimized AbInitio graphs and workflows for better performance and resource utilization.
- ✓ Kubernetes Regional Cluster is created for both Jenkins & Druid integrated with OKTA, Active Directory
- ✓ Installed and configured **Hadoop Map Reduce**, HDFS, developed multiple **Map Reduce** jobs in java and **Scala** for data cleaning and pre-processing
- ✓ Experience in writing **SQOOP** Scripts for importing and exporting data from RDBMS to HDFS.
- ✓ Experience in using **Zookeeper** and **Oozie** operational services to coordinate clusters and scheduling workflows.
- ✓ Implemented monitoring solutions to track the health and performance of CDP clusters and conducted performance tuning for optimal resource utilization.
- ✓ Extensive usage of **Azure** Portal, **Azure** PowerShell, Storage Accounts, Certificates and **Azure** Data Management.
- ✓ OVONET Web Services Confidential. WPF, Web Art Silverlight 4.0/3.0, UND. Entity Framework, is SOAP XML DOM, HTML Java Script Visual Studio AJAX ADO.Net
- ✓ Designed and implemented **Sqoop** for the incremental job to read data from DB2 and load to **Hive** tables and connected to Tableau for generating interactive reports using **Hive** server2.
- ✓ Utilized Cosmos DB Change Feed to enable real-time processing of data changes and updates.
- ✓ Writing **Pig** Scripts ecrtto generate **Map Reduce** jobs and performed ETL procedures on the data in HDFS.
- ✓ Integrated CDP with business intelligence (BI) tools like Tableau, Power BI, or Looker to enable data visualization and reporting.
- ✓ Involvement in working with Azure cloud stage (HDInsight, Databricks, Data Lake, Blob, Data Factory, Synapse, SQL DB and SQL DWH).
- ✓ Reviewed the logical model with Business users, ETL Team, DBA's and testing team to provide information about the data model and business requirements.
- ✓ Designed and Developed Real Time Data Ingestion frameworks to fetch data from **Kafka** to **Hadoop**.
- ✓ Developed **Airflow** DAGs in **python** by importing the **Airflow** libraries.
- ✓ Utilized **Airflow** to schedule automatically trigger and execute data ingestion pipeline.
- ✓ Inserted data from multiple csv files into **MySQL**, **SQL Server**, and **PostgreSQL** using **spark**.

- ✓ Utilized the clinical data to generate features to describe the different illnesses by using **LDA** Topic Modelling.
- ✓ Hands-on use of **Spark** and **Scala** API's to compare the performance of **Spark** with **Hive** and SQL, and **Spark SQL** to manipulate Data Frames in .
- ✓ Involved in designing and deployment of **Hadoop** cluster and different Big Data analytic tools including **Pig, Hive, HBase, Oozie, ZooKeeper, SQOOP**, flume, **Spark**, Impala, and Cassandra with Horton work Distribution.
- ✓ Ensured data quality by implementing data validation and cleansing processes in CDP, and maintained data lineage information.
- ✓ Created a data service layer of internal tables in **Hive** for data manipulation and organization.
- ✓ Developed **Oozie** coordinators to schedule **Pig** and **Hive** scripts to create Data pipelines.
- ✓ Developed and optimized partitioning strategies, stored procedures and triggers for server-side processing within Cosmos DB.
- ✓ Performed time series analysis using Kusto's built-in time functions and capabilities for analyzing time-based data.
- ✓ Performed information purging and applied changes utilizing Databricks and Spark information analysis.
- ✓ Worked on migrating **Map Reduce** programs into **Spark** transformations using **Spark** and **Scala**.
- ✓ Used broadcast variables in **spark**, effective & efficient Joins, caching, and other capabilities for data processing.
- ✓ Extensive expertise in Data Warehousing on different database (s), as well as data modeling, both logical and physical data modeling tools like Erwin, Power Designer and ER Studio.
- ✓ Involved in continuous Integration of application using **Jenkins**.
- ✓ Data Ingestion to one or more Azure Services - (Azure Data Lake, Azure Storage, Azure SQL, Azure DW) and processing the data in in Azure Databricks.
- ✓ Used **OOZIE** Operational Services for batch processing and scheduling workflows dynamically.
- ✓ Supported in setting up QA environment and updating configurations for implementing scripts with **Pig, Hive** and **Sqoop**.

Environment: Ubuntu, Hadoop, Spark, PySpark, Nifi, Jenkins, Talend, SparkSQL, Spark MLib, Pig, Python, Tableau, GitHub, AWS EMR/EC2/S3, and Open CV

Client: CareFirst, Reston, VA
2018

Apr 2016 – Feb

Role: Big Data engineer

Responsibilities:

- ✓ Developed **Spark** scripts by using **Scala** shell commands as per the requirement.
- ✓ Worked on analysing **Hadoop** cluster using different big data analytic tools including Flume, **Pig, Hive, HBase, Oozie, Zookeeper, Sqoop, Spark** and **Kafka**.
- ✓ Developed **Scala** scripts, UDFs using both Data frames/SQL/Data sets and RDD in **Spark** for Data Aggregation, queries and writing data back into OLTP system through **Sqoop**.
- ✓ Built Big Data analytical framework for processing healthcare data for medical research using **Python, Java, Hadoop, Hive** and **Pig**. Integrated R scripts with **Map reduce** jobs.
- ✓ Start working with **AWS** for storage and holding for terabyte of data for customer BI Reporting tools
- ✓ Building data pipelines for CI/CD in **spark** which cleans the data, applies business logic, and creates solutions on data.

- ✓ Interacted with Cerner's HIT systems and customized workflows and reports to meet the specific needs of organization using CCL.
- ✓ Responsible for building and run resilient data pipelines in production and have experience implementing ETL/ELT in stream sets to load a multi-terabyte enterprise data warehouse.
- ✓ Queried databases using CCL to extract specific data elements, perform calculations, and generate reports based on the retrieved information.
- ✓ Configured **Hadoop** tools like **Hive**, **Pig**, **Zookeeper**, Flume, Impala and **Sqoop**.
- ✓ Experienced with the **Scala**, **Spark** improving the performance and optimization of the existing algorithms in **Hadoop** using **Spark** Context, **Spark** -SQL, Pair RDD's, **Spark** YARN
- ✓ Selecting appropriate **AWS** services to design and deploy an application based on given requirements.
- ✓ Migrated to **Hadoop-Spark** framework from SAS and achieve 10x-50x better performance and speed.
- ✓ Championed JIRA sprints across the products that improved team engagement and productivity.
- ✓ Used **Apache Nifi** for the movement of data between the layers.
- ✓ Experience in configuring the **Zookeeper** to coordinate the servers in clusters and to maintain the data consistency which is important for decision making in the process.
- ✓ Developed **Map Reduce** programs in Java for parsing the raw data and populating staging Tables.
- ✓ Experience in ingesting data using **Sqoop** from HDFS to Relational Database Systems (RDBMS)- Oracle, DB2 and SQL Server and from RDBMS to HDFS.
- ✓ *Experienced in working with **AWS Athena** Serverless Query Services.*
- ✓ *Experience in working from scratch gathering business requirements from users, building road maps, writing user stories, planning, and executing developments, writing documents and working with cross functional agile teams.*
- ✓ Migrated **HiveQL** queries on structured into **SparkSQL** to improve performance.
- ✓ In part of upgradation to the existing data processing systems, Converted major logical units of **hive** queries to data frames in **SparkSQL** for better performance gain.
- ✓ Involved in Functional Testing, Integration testing, Regression Testing, Smoke testing and performance Testing. Tested **Hadoop**, **Map Reduce** developed in **python**, **pig**, **Hive**.
- ✓ Used **Customer Health Record (CHR)** repositorya database of patient information collected from various clinical IT systems. A **CHR** is centralized and allows **healthcare** providers to quickly access patient information at the point of care. A **CHR** designed to hold **data** specifically for analytics is a clinical **data** warehouse.
- ✓ Worked on CICD pipeline, integrating code changes to **Git** repository and build using **Jenkins**. Utilized **Kafka** to capture and process near real time streaming data.

Environment: AWS Services, S3, EMR, Spark, Oozie Teradata, Unix, TDCH, Python, PySpark, Scala.

Client: Lending Tree, Charlotte, NC

Jun 2014 - Mar 2016

Role: Data Engineer

Responsibilities:

- ✓ Worked on development of data ingestion pipelines using ETL tool, Talend & bash scripting with big data technologies including but not limited to **Hive**, Impala, **Spark**, **Kafka**, and Talend.
- ✓ Experience in developing **scalable** & secure data pipelines for large datasets.
- ✓ Gathered requirements for ingestion of new data sources including life cycle, data quality check, transformations, and metadata enrichment.
- ✓ Developed **Map reduce/Spark Python** modules for machine learning & predictive analytics in **Hadoop** on **AWS**.

- ✓ Developed data pipeline using **Flume, Sqoop, Pig** and **Java Map Reduce** to ingest customer behavioral data into HDFS for analysis.
- ✓ Supported data quality management by implementing proper data quality checks in data pipelines.
- ✓ Build machine learning models to showcase Big data capabilities using **Pyspark** and **MLlib**.
- ✓ Enhancing Data Ingestion Framework by creating more robust and secure data pipelines.
- ✓ Implemented data streaming capability using **Kafka** and Talend for multiple data sources.
- ✓ Involved in **SQOOP** implementation which helps in loading data from various RDBMS sources to **Hadoop** systems and vice versa.
- ✓ Worked with multiple storage formats (Avro, Parquet) and databases (**Hive, Impala, Kudu**).
- ✓ S3 – Data Lake Management. Responsible for maintaining and handling data inbound and outbound requests through big data platform.
- ✓ Used **Sqoop** to transfer data between relational databases and **Hadoop**.
- ✓ Knowledge on implementing the JILs to automate the jobs in production cluster.
- ✓ Worked with SCRUM team in delivering agreed user stories on time for every Sprint.
- ✓ Worked on analyzing and resolving the production job failures in several scenarios.
- ✓ Implemented UNIX scripts to define the use case workflow and to process the data files and automate the jobs.

Environment: Spark, Redshift, Python, HDFS, Hive, Pig, Sqoop, Scala, Kafka, Shell scripting, Linux, Jenkins, Eclipse, Git, Oozie, Talend, Agile Methodology.

Client: Target Corporation, Minneapolis, MN
– May 2014

Sep 2012

Role: Hadoop Developer

Responsibilities:

- ✓ Installed/Configured/Maintained Apache **Hadoop** clusters for application development and **Hadoop** tools like **Hive, Pig, Zookeeper** and **Sqoop**.
- ✓ Implemented Partitioning, Dynamic Partitions, Buckets in **HIVE**.
- ✓ Installed and Configured **Sqoop** to import and export the data into **Hive** from Relational databases.
- ✓ Administering large **Hadoop** environments build and support cluster set up, performance tuning and monitoring in an enterprise environment.
- ✓ Close monitoring and analysis of the **Map Reduce** job executions on cluster at task level and optimized **Hadoop** clusters components to achieve high performance.
- ✓ Used **Python& SAS** to extract, transform & load source data from transaction systems, generated reports, insights, and key conclusions.
- ✓ Designed and Developed data mapping procedures **ETL-Data Extraction, Data Analysis** and Loading process for integrating data using **R programming**.
- ✓ Monitoring the **Hadoop** cluster functioning through MCS and worked on **NoSQL databases** including **HBase**.
- ✓ Used **Hive** and created **Hive tables** and involved in data loading and writing **Hive** UDFs and worked with Linux server admin team in administering the server hardware and operating system.
- ✓ Designed, developed and did maintenance of data integration programs in a **Hadoop** and RDBMS environment with both traditional and non-traditional source systems as well as RDBMS and NoSQL data stores for data access and analysis.
- ✓ Configured **Spark Streaming** to receive real time data from the **Kafka** and store the stream data to **HDFS**.



Environment: Hadoop YARN, Spark, Spark Streaming, Spark SQL, Scala, Pig, Python, Hive, Sqoop, Map Reduce, No Sql, HBase, Tableau, Oracle, Linux

This space is left blank Intentionally.



Resume 3

Jere A. DeLaune – Database Administrator

Professional Summary

Database Administration

- Configuring SQL Server Instances
- Performing server issue prioritization and resolution.
- Defining and Implementing Security Protocols
- Managing and automating Active Directory
- Managing DNS
- Configuring High Availability Groups
- Monitoring SQL Server Farms
- Migrating SQL Server to Azure/AWS
- Implementing backup procedures and policies.
- Provisioning resources. VMWare, HyperV, AWS, AzureVM
- Performance Analysis, Tuning, Maintaining Indexes, Custom Maintenance Jobs
- Reviewing Execution Plans
- SQL Server 2000 to 2022
- Implementing software.
- Business Continuity Planning
- Diagnosing and triaging critical database performance issues
- Implementing Encryption
- Performing, Creating, editing, rescheduling, and removing SQL Jobs as needed
- Data Integrity Reviews
- Data Migration
- Designing Data Retention Policy practices
- Powershell Automation
- Utilizing Azure DevOps and GitHub

Development

- Proficiency in DAX, T-SQL, P-SQL, .NET, Python, PHP
- PowerBI Reports, Dashboards, Tennant
- SSIS ETLs for APIs, FTP, SFTP, CSV, Snowflake, Azure, AWS, Servers, Data bricks, Datalake
- Rapid development using CI CD Pipeline with GIT, VS, Redgate
- Stored Procedures, Views, Jobs, Schemas, Functions, Indexes, Triggers, Dynamic SQL.
- Leading Multiple development Teams
- Integrating applications
- Developing Data Models
- Custom Applications
- Communicating with users and leadership for requirements gathering, business logic and strategic technical agenda.
- Power Pivot, Power View, Power Maps and Power Query BI tools
- Data Cleansing
- Analyzing large datasets
- Trend Analysis, Statistical Models, Algorithms
- Automating data collection
- T-SQL, P-SQL, R, Python



Education
<p>Austin Peay State University, Clarksville, Tennessee Studied for Database Administration BS 200</p> <p>New Horizons, Memphis, TN SharePoint 2010 Configuration & Administration Certification</p>
Professional Experience
<p>PelicanSoft, LLC – 100% Remote Houston, TX Oct 2021-Present CEO & Contract DBA and Developer</p> <ul style="list-style-type: none"> • Utilizing AI to develop insights into data warehouse projects. • Utilizing CI CD Pipelines for ERP, CRM, HRIS, TimeKeeping, Production Accounting, Forecasting applications. • Developing numerous data lake and data warehouse solutions extracting data from API, CSV, Linked Servers, Oracle, Proprietary Databases, Unidata and many others using DAX, T-SQL, Python, PHP, .NET. • Deploying automated workflows for scalable data ingestion, enabling advanced analytics and performance benchmarking. • Conducting comprehensive data analytics across diverse sectors, encompassing Manufacturing, Production, SCADA, ERP, HRIS, CRM, and timekeeping platforms for multiple enterprises. • Migrating database servers and databases to AWS, Azure. • Configuring multiple High Availability Groups. • Architecting multi-faceted analytic solutions tailored for interdepartmental and cross-functional utility. • Spearheading development squads in data migration initiatives, bespoke application engineering, SQL platform enhancements, integration projects and much more. • Utilizing SSIS, SSMS, SSRS, SSAS, Power BI, Power Query, Python, R, PHP, Powershell, HTML, GitHub, Azure DevOps. • Employing CI/CD pipelines to swiftly develop incremental solutions. <p>Indigo Minerals- 100% Remote February 2017 -- Oct 2021 Database Administrator/SQL Developer/SharePoint Administrator</p> <ul style="list-style-type: none"> • Exporting and importing data to and from the state entities. • Automating new hire process for AD provisioning of SQL/Application access through AD Groups. • T-SQL, PL-SQL, PHP, Java Script • Training users on developing reports in more user friendly tools such as PowerBI from MS. • Worked with the infrastructure team to create server farm in AWS.

- Leading development teams to design custom applications, business intelligence assets, and change procedures.
- Embedding PowerBI and SSRS into custom applications with mobile functionality.
- Assessing development activities and practices to improve development standards,
- Developed Indigo Data Warehouse incorporating SCADA Data, Measurement , ERP, HRIS, Production Accounting, and Reserves data.
- Administration, Development, Configuration, and performance tuning Oracle instances/databases.
- Providing mission critical data and analysis with MS Power BI.
- Working with front end developers to design custom applications for field and corporate users with integration into vital systems of record.
- Implementing M-Files for document management and workflow functionality
- Creating data connections for tagging metadata to imported documents and integrating M-Files with ERP for automated importation of newly attached documents.
- Installing, configuring and maintaining SQL Server enterprise.
- Installing, configuring and maintaining SharePoint Enterprise server.
- Configuring SharePoint with SSRS to provide real-time reports on drilling and production for applications across the company.
- Developing integration between various databases for mission critical applications.
- Assisting in the process of changing businesses practices to incorporate newly implemented solutions such as SharePoint.
- Maintaining SQL environment for all production and test environments.
- Developing software development lifecycle for organization.
- Working with system analyst team to define an appropriate SQL and SharePoint backup strategy.
- Meeting with vendors to provide strategy for software implementation for the company.
- Introducing user base to new capabilities with training courses.
- Working with vendors to develop solutions around bug fixing for company environment.
- Automating AFE approval process for entire organization.

Transwestern – 100% Remote

April 2014 – Feb 2017

Senior Operations Database Administrator

- T-SQL, PL-SQL, PHP, Java Script
- Converted infrastructure to AWS from VMWare
- Installing, configuring, and maintaining multi-subnet SQL 2012/2014 Always On availability groups.
- Managing offshore team of DBAs and Developers.
- Coordinating development efforts and managing business expectations based on development constraints.
- Utilizing offshore development team's time differences to allow for 24 hour development cycles for rapid development.
- Configuring SharePoint 2013 to function with SQL Always On for multi-subnets giving us redundancy and DR
- Working as part of the Infrastructure team to ensure high level of support for all aspects of production environment.

- Stabilizing Existing SQL environment and planning the future SQL environment with focus on redundancy.
- Monitoring all production databases.
- Working to improve change management procedures and communication of expectations and delivery.
- Configuring SharePoint 2013 Site collections for internal and external use.
- Developing a dashboard for SQL servers for senior IT management to inform of the space and number of connections on production applications to assist in future planning for infrastructure.
- Preparing the move from SQL Server 2008 R2 to SQL Server 2012 utilizing always on.
- Supporting the upgrade of major production applications.
- Supporting Rapid Development
- Preparing for, performing, and supporting in a data center move.
- Developing company's first true DR solution for SQL Servers.
- Developing ETLs for integration.
- Advising SQL developers on proper design of integration and SQL development for enterprise applications.
- Utilizing availability group replica for reporting providing real-time reporting
- Planning the creation of a true test environment.
- Introduced proper IT policy such as document retention standards, authorization requests, data access requests.
- Advised and assisted senior staff on data access and proliferation policies.
- Designing Data Models for Power Pivot, Power View, Power Maps and Power Query reports for business power user consumption.
- Implementing GIT via TFS for source control.

Museum of Fine Arts Houston

March 2013 – March 2014

Senior Database Administrator & SQL Developer

- T-SQL, PHP, Java Script
- Managing development teams to integrate and develop custom solutions for all departments.
- Providing visual representation of actionable data with Power View and Power Pivot.
- Utilizing SharePoint 2010 for the publication of dashboard, static reports, and customizable power pivot worksheets.
- Monitoring all production databases utilizing RedGate SQL Monitor
- Instituting SDLC best practices for SQL Development and BI Development.
- Advised leadership on application selection, use, and archiving of data.
- Advised infrastructure team on best practices on the virtualization of SQL Server machines.
- Prepared the move from SQL Server 2008 R2 to SQL Server 2014 utilizing always on.
- Re-engineered the integration process between disparate applications.
- Developed a functional data warehouse for reporting with updates as soon as three seconds behind production utilizing data from Siriusware, Ultipro and custom applications.
- Planned the creation of a true test environment.
- Introduced change management practices and procedures.
- Advised and assisted senior staff on data access and proliferation policies.

Southern Graphics Systems Intl

August 2012 – March 2013

Manager Data Warehouse\Database Administration

- Managing 5 on-shore and 5 off-shore DBAs.
- Reviewing work products and project status with developers and assisting in streamlining processes and change control.
- Working with on and off-shore teams to develop SQL code that provided high performance, scalability and stability.
- Developing plans to separate read statements from transactional data to improve performance and scalability for the globalization of the IT department.
- Developing development standards for data sources with regard to the potential usage of the data across the company including Great Plains , Microsoft Dynamics, and custom applications..
- Developing reporting portals for facilities across the globe.
- Implementing current technologies to replace antiquated applications.
- Diagnosed critical performance and stability issues during periods of degradation and failure. This effort was significant given the interconnectivity of three transactional databases and an ERP solution.
- Preparation for the virtualization of all physical SQL clusters.
- Developing, implementing and maintaining ETL packets (SSIS).
- Developing complex reporting structures accounting for constant master data changes. (SSRS)
- Administration and maintenance of all production and application databases.
- Inventory and remediation of SQL Sprawl.
- Inventory and remediation of disparate reporting solutions.
- Performing SQL RAP with Microsoft to help determine current state of production SQL Servers.
- Managing Database administrator & offshore reporting resources.
- Instituting monitoring for SQL instances.
- Training development staff on proper SQL syntax and procedures.
- Reviewing pre-deployment code for production and UAT.
- Instituting Report Request procedures
- Instituting Service account procedures for SQL
- Utilizing established industry standards to evade critical infrastructure failure and managed recovery of failures due to previous lack of standards.
- Developing plans to stabilize an environment in serious critical deficiency.
- Documenting data structures and locations for widely dispersed solutions.
- Managing the implementation of SQL compliance applications.

Covenant Dove

September 2011 – August 2012

Database Admin / Lead Developer

- Developed company data warehouse utilizing data from Great Plains, Kronos and other applications.

- Developed Business intelligence utilizing SSRS + SharePoint 2010 for the business that was previously managed manually and in the first six months, was able to save the company \$6 million. This solution is still saving the company more than \$1 million a month to this day.
- Developed ETL packets (SSIS) for the exportation, transformation, and importation of highly sensitive HIPPA data.
- Administration and maintenance of all production and application databases.
- Engineered and Administered company's first data warehouse with more the 55 million records in less than 3 months.
- Developed and maintained over 70 SharePoint 2010 sites and sub-sites maintaining HIPPA regulations.
- Utilized SharePoint 2010 as reporting portal.
- Developed reporting from proprietary applications such as American Health Tech and KRONOS for the company's largest integration of Business Intelligence into daily operations.
- Developed a report request system to control scope and development of reporting environment.
- Educated users in the functionality of SSRS and SharePoint 2010.
- Educated and managed team of developers for IT department.
- Virtualized 5 SQL Clustered databases and integrated with virtualized disaster recovery solutions.

NuVasive Memphis

February 2011 –September 2011

SQL Business Intelligence Consultant

- Working in the role of DBA as well as developer for an internationally utilized SQL server.
- Learning ABAP to begin developing reports in SAP to match those in SSRS.
- Editing ETL/SSIS packages created by former DBA and reverse engineering new ETL/SSIS packages.
- Modifying and creating functions for use in reports and data transformation.
- Created automated subscriptions of report data for over 3,000 recipients.
- Working with tables in the background of SAP software.
- Developing, editing, and maintaining executive reports
- Utilizing optimization for proper report response times.
- Creating complex Stored Procedures, datasources, and datasets for specialized reports.
- Importing and transforming external data into SQL 2008 R2 for new reporting services.
- Creating, editing, rescheduling, and removing jobs as needed.
- Determining issues causing failures in reporting.
- Building special expressions in XML to display data in proper formats.
- Managing, creating and rebuilding indexes for faster table scans.
- Building solutions to manage the manufacturing, ordering, inventory and dissemination of medical devices and products.

Agape IT Services

August 2010 – September 2011

SSRS Developer

- Editing ETL packages created by former DBA and reverse engineering new ETL packages.
- Created automated subscriptions

- Working with tables in the background of SAP software.
- Developing reports for chief officers of large and spread out organization.
- Utilizing optimization for proper report response times.
- Configuring report server to extend timeout settings and maxlength settings for extended query requests.
- Importing reports from MS Access database into SSRS.
- Deploying report servers for company with millions of records.
- Creating complex Stored Procedures, datasources, and datasets for specialized reports.
- Importing and transforming external data into SQL 2008 R2 for new reporting services.
- Determining issues causing failures in reporting.
- Building special expressions in XML to display data in proper formats.
- Worked on contracts for Direct Line, NuVasive, and Creative Remodeling.

Computers On The Go

November 2003 – July 2010

Application/Database Developer

- Editing ETL /SSIS packages created by former DBA and reverse engineering new ETL/SSIS packages.
 - Created automated subscriptions
 - Utilized SSRS to allow users the ability to search for and print many reports including but not limited to: Personnel information, inventory records, dates of importance (shipping ...etc.), tool reports, projections for sales, and fluctuations in business.
 - Developed forms in ASP.Net that were beyond the capabilities of SSRS.
 - Used SSRS to allow all users of a non-profit organization to manage, maintain, and monitor disabled clients.
 - Moved over 30 Crystal Reports over to SSRS for a Construction Company.
 - Developed methods to report on trends and future possibilities for sales, caregiving, inventory, personnel.
 - Imported information from manufacturing, medical, and personnel tracking databases into one data warehouse utilizing SSIS to transform and import the data.
 - Exported and transported information both automatically and manually for specific distributors, backups, and customers with ETL.
 - Due to limited capabilities of SSIS in a severe situation, I was forced to automate a data transformation that encompassed over 13000 records. This required a specific number to be translated into a date and work order number from one source.
 - Utilized SSRS to automatically print sales reports, customer status reports,
 - Developed ticket system and tracking software to track work orders, financial status, and business needs.
 - Routinely utilized ASP.NET and Java to produce front end applications for a specialized databases.
 - Data recovery and redundancy for records imperative for organization operations.
 - Authoring and instituting organizational standards and guidelines for future operations.
 - Troubleshooting failures and rollbacks within SQL server
 - Maintaining network security and functionality for large and spread out organization.
 - Problem solving network and application failures
- Database design:
- Gearing towards productivity, ease of use, and inclusion.

- For businesses, with emphasis on work order tracking, redundancy, and remote availability.
Data control
- Web design for non-profit organization for announcements and web presence.
- Upgrading and increasing web content.
- Desktop and Laptop repair.
- Diagnostics for software, hardware, networks, databases, and providing proper training.
- Repaired custom database application designed for pharmaceutical compounding.
- Worked with more than 20 proprietary databases from many differing companies to edit, debug, and add to interfacing, reporting, data entry and more.
- Recovered three years of lost information on a title company's database from more than 20 years ago.
- Designed databases for special needs.
- Repaired a customer, in-house built database for a non-profit disability resource company with thousands of clients.
- Developed security measures to protect data from SQL injection and other methods of data theft.
- Analyzed and repaired failures and rollbacks within SQL server before client knew there was anything wrong.
- Designed database for non-profit organization to track purchase orders.
- Repaired SQL Server installation with backup and application errors.
- Redesigned interface and database structure of a multi-million-dollar database with over 30years of company data.
- Developed and instituted backup protocols for all clients.
- Worked with antique Operating System and Unix based Database software to export information into SQL.
- Developed new front-side applications for working with data from multiple services.
- Authoring database and web application proposals for prospective clients.
- Conducted server migrations and installations and subsequent client migration..
- Provided intrusion detection and precaution
- Suggested backup and recovery solutions.
- Finding solutions for special IT Circumstances.

Friendship World Outreach Waverly TN
September 2008 to November 2010
Database Advisor/Administrator & IT Technician

- Used tables embedded in specialized membership tracking software to import information into secondary reporting software.
- Developed queries to show complex patterns of attendance.
- Used a combination of SQL and VB script to format data in a uniform manner.
- Developed application for automatic data importation and report printing.

US Army, Ft. Campbell, KY 42223
16 March 1998 – 15 September 2005
Information Management Officer

- Developed a database for over 10,000 personnel tracking hundreds of records per person still in use today.
- Created, edited, and maintained DTS packages for external proprietary databases and Excel spreadsheets.
- Developed graphical user interfaces for multiple databases.
- Utilized data transformation service for importing and exporting information long before SSIS was instituted.
- Automated personnel tracking practices utilizing Microsoft Jet forms and T-SQL.
- Developed security measures to protect data from SQL injection and other methods of data theft.
- Developed complicated queries to extricate specific data required for migration to new database.
- Developed database for tracking thousands of incoming wounded soldiers and their treatment process and improvements.
- Specially selected to work in executive officer position directly reporting to command team.
- Worked with Operating systems such as: Microsoft Windows ME, 2000, and XP.
- Maintaining network security and functionality for large and spread out organization.
- Problem solving network and application failures.
- Maintaining regulatory control on specified area of wide area network.
- Maintaining network security from inside and outside threats.
- Authoring and instituting organizational standards and guidelines for future operations.
- Purchasing and evaluating necessity of new information technology equipment.
- Gearing towards productivity, ease of use, and inclusion.
- With emphasis on medical treatment, improvement, status, and evaluation
- For field operations tracking of operations and status.
- For businesses, with emphasis on work order tracking, redundancy, and remote availability.
- Streamlining processes utilizing software development to reduce need for personnel.
- Data migration for thousands of records with hundreds of linked tables and information.
- Data recovery and redundancy for records imperative for organization operations.
- Design for large government organization with emphasis on regulated dissemination of information.
- Desktop and Laptop repair.
- Negotiating with multiple hardware and software vendors for pricing and agreements.
- Advising executive staff on purchases, activity, security, and feasibility.
- Providing repair, support and training on specific devices.
- Supervising technical team with oversight of information management.
- Administering corrective council and training to personnel.
- Developing training and standards for every day operational procedures.
- Preparing team contingency for unforeseen events or disasters.
- Experience in high-risk situations including conflicts located in Iraq and Kosovo.

4. Help Desk Support

Resume 1

Charles G. Valverde – Help Desk Support	
Professional Summary	
<p>Possess excellent organizational, technical and communication skills. Windows10, WIN7,WinXP, Microsoft Windows Server 2008, 2008R2, 2012, 2012 R2: Software, hardware and Printer upgrades, installs, configuration, and troubleshooting; Email program installs, configurations, data migration and creation of user accounts, MS Exchange, MS Outlook 2003,2007,2010.Support Network configurations for LAN\WAN and TCP/IP, DHCP, DNS,WDS,WSUS,RA (VPN),NPS (RADIUS, NAP), NLB, Hyper-V,GPO, SCCM.</p> <p>Experience in WiFi/networking, and Firewall configurations, routers, Active Directory, User State Migration Tool. Field support planning roll out and deployed product, System Integration and Testing (SI&T) and verification testing of new features SW releases and functionality for subscriber head-end products.</p>	
Education	
<p>Pinnacle Training: Stoneham, MAM.C.S.E. Certificate Program Courses Network Essentials: 803 Implementing and Supporting MS Windows NT Workstation 4.0: 922 Supporting MS Windows 4.0 Core Technologies: 689 Microsoft NT 4.0 Enterprise Technologies: 826 Creating and Configuring a Web Server</p>	
Professional Experience	
<p>Harvard University Business School-Boston, MA Covid19 Onsite Fulfillment project Zoom Studio Desktop Technician</p> <ul style="list-style-type: none"> • Deploy devices and set up Zoom Studio for Professors on Campus as a tech in TSS IT Department. • Set up and deploy Monitors, desktops, laptops, video cams, microphones, printers • GVM Ring Light stand, Logitech Zone Wireless Headset, Dell 27" and 32" Monitors, Dell WD19TB Thunder Bolt Docking Station, Logitech Brio Webcam, Logitech Desktop Speakers. • Update and close out ServiceNow Tickets. 	<p>2020 Nov-Dec</p>
<p>MASSPORT AUTHORITY Logan Airport-Boston, MA March Hardware Refresh Project PC Deployment Engineer</p> <ul style="list-style-type: none"> • Install and deploy new Dell PC's. Install and configure end-users local and network printers. • USMT used to Backup and Restore documents, Network Share Drives and data files from old pc's to new computers. • Install and Configure applications, Microsoft updates and Group Policy Settings. 	<p>2020 Feb-</p>
<p>Raytheon, Tewksbury, MA Oct-2020 Jan IDS Future Tech Windows 10 Refresh Project Desktop Technician</p> <ul style="list-style-type: none"> • Laptop Reimaging (enable PXE boot) and Replacement installs on premises. • Backup & Restore user data files, Network Share Drives and Printers. 	<p>2019</p>

- Add Laptops and Users to Active Directory.

Shire Pharma.com, Lexington, MA

2019

Feb-Oct

- Backup & Restore user data files, Outlook Office365
- Configure Cisco Jabber and Skype for business 2016 and Office 365
- Export & Import IE favorites and Google Chrome Bookmarks
- **Install Printers and software from Software Center via remote and onsite.**
- Laptop Models deployed for the project: *Dell Latitude 7390 and 7490.*
- *Troubleshoot Laptops and Desktops used in the lab environment.*
- Maintained Inventory Asset Management Database of Imaged Laptops

Experis.com-Foley & Lardner LLP Boston, MA

2018 Nov-Dec

Windows10 Migration Refresh Project

Desktop Technician

- **Used intermediate technical troubleshooting skills to aid in the operational support of law firm technologies. Had regular interaction with attorneys and numerous legal and administrative staff, and was responsible for client service and onsite support.** The Technology was responsible for maintaining and supporting department and firm wide goals.
- Performed the following Actions in Configuration Manager: Machine Policy Retrieval, User Policy Retrieval and Hardware Inventory Cycle.
- Performed QA Checklist Items- configured Microsoft Suite Apps, set Power Options for laptops and installed approved software for users.
- Installed and configured Skype for Business 2016 and Outlook 2016.
- Wiped Hard drives using WipeDrive8 Software on Lenovo T400 Laptops and Lenovo Think Centre M700 Thin Layer Clients.

Hexaware-Parexel International-Billerica, MA

2018 April-August

- Windows10 Migration Upgrade Project
- **Laptop Reimaging (enable PXE boot) and Replacement installs on premises.**
- Backup & Restore user data files, Outlook 2016 PST,s
- Configure Skype for business 2016 and Office 365
- Configure Cisco Anyconnect and VPN tokens
- Install Printers and software from SoftwareCenter
- Laptop Models deployed for the project: *Lenovo Thinkpad T450s, L460, T470s, L480, T480s*Maintained Inventory Asset Management Database of Imaged Laptops
- Logging Details in Windows10 Deployment Excel Spreadsheet- includes details of asset tags, computer name, serial numbers, device models, and assigned users, dates of upgraded machines as well as user names of user's assigned new machines.

CompuCenter- Sanofi/Genzyme-Cambridge, MA

2018

January -March

LifeCycle PC Install/Replacement Refresh Project

Windows 7-10 Deployment Support Engineer

.Laptop, Desktop & Monitor replacement installs remote and on premises

- -Backup & Restore of user data, Outlook PST's, Network drives.
- -Export & Import IE favorites and Google Chrome Bookmarks



- -Install user's printers
- -Ship FedEx equipment back to Insight Asset Depot site
- *Troubleshoot Laptops and Desktops used in the lab environment*

IT Tech Direct-GSA-Boston, MA
October

2017 September -

Windows 7-10 Hardware Migration Refresh Project

PC Refresh Support Tech

- Supporting IT equipment in a large corporate environment.
- Restoration and migration of user data.
- Shipping, receiving and disposal of IT equipment.
- Inventory management of IT assets including asset auditing.
- **Windows hardware and software troubleshooting skills and onsite experience.**

Merge IT- Philips Health Care-Andover, MA
June

2017 March-

PC Replacement/ Refresh Support Tech

- Reimage HP desktops and laptops.
- Windows 7 and Windows 10 64-bit OS image.
- Image machines using an MDT network server at the user's workplace
- **Perform New Hire setups onsite and remote.**
- Remote setups required FedEx shipment orders to both remote sites and remote users nationwide. Create and send pre-paid FedEx label.
- Hardware Delivery & Return Asset Management in Philips SNOW database.

MERCK EMD SORONO-Billerica, MA
August-January

2016- 2017

Desktop Support Engineer

- Responsible for installation, integration and service of both company and multi-vendor systems which include hardware, software and networking products as well as operating systems.
- Troubleshooting. Includes IMAC, Break Fix tickets via Service Now Incidents and Tasks.
- **Laptop and Desktop PC, Install/Support on premises.**
- HP Laser Jet printers troubleshooting and maintenance.
- Experience with Active Directory/Exchange/Outlook
- Image New Systems with v1.1.0 BIOS, using PXI Boot.
- Enable encryption security via Bit Locker TPM 2.0 to install removable drives. And devices.
- *Troubleshoot Laptops and Desktops used in the lab environment*

NTAI- NETWORK TECHNOLOGY ACADEMY INSTITUTE-Malden, MA
August

2015-2016 August-

MCSA Microsoft Certification course- Administering Windows

Server 2012 and Server 2012 R2.

- Installed and Configured the following Roles and Features in a Lab and Virtual Environment:
- ADDS, DNS, DHCP, Hyper-V, RA, VPN, WDS, WSUS, IIS.
- Configuring NPS Policies, NAP- Network Access Protection and GPO-Group Policy Objects.
- Basic Private Cloud, VMM, App. Controller, Orchestrator, SCOM, SCSM, DPM, **SCCM.**



INTERNAL REVENUE SERVICE-Boston, MA

2009-2015

September-June

MITS-Desktop Support Analyst

- Government security clearance.
- Technical support in person, remotely, and by the phone.
- Troubleshooting hardware and software problems and suggesting improvements to management.
- Resolve Break-Fix trouble tickets through Peregrine Service Center and HP KISAM Service Manager. Installs and upgrades of operating systems, hardware and software.
- Communicating with vendors in regards to software and hardware enhancements.
- Hardware and software updates and upgrades for both PCs and laptops
- TDM (Tivoli Distributed Monitoring) and MS Remote Desktop Tools.

MASSPORT AUTHORITY at Logan Airport-Boston, MA

2009 June-

September

Hardware Rollout Tech

- Install and deploy new Dell pc's. Install and configure local and network printers.
- Export and import data, documents and files from old pc's to new computers.
- Install applications and patches for software updates
- Service Pack 3 for Windows XP, Service Packs for MS Office Applications and McAfee Antivirus.

This space is left blank Intentionally.



Resume 2

Stephen Spinelli – Help Desk Support

Professional Summary

Over 15 years of experience of Tier 2/3 Technical Support. Proven track record of exceeding employer/customer expectations.

Education

Technical Skills

Operating Systems:

Windows ME, Windows 2000, Windows Vista, Windows XP, Windows 7/8/8.1/10 (Ultimate/Enterprise/Pro), DOS, UNIX (AIX/HP) and Ubuntu/Linux Mint

Microsoft Products:

Office (95, 97, 2000, 2003, 2007, 2010, 2013, 2016, 365), Internet Explorer, BitLocker, Security Essentials, Defender, Forefront Endpoint Protection, Picture It, PowerToys, Windows Updates, Messenger, Lync (and Windows 7/8 to Windows 10 Migration)

Misc Applications/Programs/Features:

Symantec/Norton/McAfee/Comodo/Avira Antivirus, PGP, Malwarebytes, TDSSKiller, Spybot, AdwCleaner, CCleaner, Roxio, Nero, TCP/IP, Imaging, Encryption, BIOS Settings, BIOS Flashing, BIOS Update, Regedit/Windows Registry, LAN/WAN Settings, Active Directory, SCCM, Blackberry/Android/iPhone support, VPN, Meditech, EMR, Joining Domains, Mapping Network Drives, Driver Installs/Updates, Citrix Installs, Printer Adds, Print Servers, Sound Drivers, Drive Formatting, Drive Letter Assignment, Disk Management, Msinfo32, Msconfig, Ipconfig, Skype, Sophos SafeGuard, Tethering, Router Configuring, Safe Mode, LANDesk, Centricity, OpenScape, Firefox, Chrome, Backup Of Users Profile Data, PST Files, Adobe Flash/Reader/PDF Creator/CS, Java, NetWare, Classic Shell, Novell, DirectTalk, Proxies, VMware Player, TeamViewer, Dropbox, FTP, WinRaR, Zip, Partition Magic, ImgBurn, Port Forwarding and Removal of Spyware/Cookies/Temporary Files

Misc Hardware:

Printers, Fax Machines, Scanners, Category 5 Cable, Network Interface Controllers, Power Supplies, Fans, Mother Boards, RAM, PCI Cards, Video/Graphics Cards, USB, FireWire, CD-ROMS/Writers, DVD-ROMS, Hard Disk Drives, Removable Devices, Flash/Thumb Drives, Routers, Hubs, PS/2/Parallel/Serial Connectors, Monitors, Keyboards, Mice, Laptops, Tablets, Audio/Video Setups and Screens/Projectors

Professional Experience

Merck/Millipore – Billerica, MA

4/2022 - Present

Lab IT Support Specialist

- Desktop Support/Customer Service
- Windows 10 imaging on Dell laptops and desktops
- Add/delete users/devices in Active Directory
- Ensure medical devices/spectrometers are properly connected to the PC
- Use ServiceNow for multiple purposes
- Patch network cables from ports to switches to active wall jacks
- Install requested applications by users
- Install/troubleshoot Microsoft (Office) 365

- Troubleshoot network connectivity issues
- Troubleshoot network drive/folder issues
- Map drives

**Watson-Marlow - Wilmington, MA
7/2021**

7/2020 -

Technical Support Specialist

- Windows 10 imaging on Dell laptops and desktops
- Update drivers/firmware and troubleshoot issues with Dell laptops and desktops
- Initiate imaging process from USB drive
- Use Cherwell Service Management for incidents
- Troubleshoot Teams issues/Office/Outlook
- Reset TPM, set system/admin password and modify/update BIOS
- Remotely log into users machines using BeyondTrust/Bomgar
- Run Windows/Dell Command updates
- Swap out laptop keyboards/monitors
- Pair keyboards/mice using the Logitech Unifying Utility
- Setup Outlook/OneDrive
- Setup/configure Cisco VPN and Cisco Secure Endpoint
- Modify/delete/create mail accounts in Outlook
- Add/delete users/devices in Active Directory
- Obtain BitLocker recovery keys from Active Directory
- Change/modify User Account Control settings/power options
- Run gpupdate and install misc apps the via Software Center
- Set up docking stations, monitors, network cables and local printers
- Troubleshoot/resolve dual monitor issues/headphone issues
- Transfer users data onto a new machine through the network or directly from hard drive

**Biogen - Cambridge, MA
9/2019 – 7/2020**

Desktop/Technical Support

- Windows 7 to Windows 10 migration/imaging on Lenovo laptops and desktops
- Update drivers/firmware and troubleshoot issues with Lenovo Thunderbolt dock
- Initiate imaging process from USB drive
- Use USMT for backups/restores
- Use the ServiceNow portal for incidents
- Reset TPM in BIOS and modify/update BIOS
- Obtain BitLocker recovery keys from BitLocker Administration and Monitoring
- Remotely log into users machines from Configuration Manager Remote Control
- Run Windows updates
- Add/remove RAM
- Swap out laptop keyboards/monitors
- Pair keyboard/mice using the Logitech Unifying Multi-Connect Utility
- Setup Outlook/Skype For Business/OneDrive
- Modify/delete/create mail accounts in Outlook

- Change the User Account Control settings/power options, run gpupdate and install misc. apps the Software Center
- Set up docking stations, monitors, network cables and local printers
- Troubleshoot/resolve dual monitor issues/Jabra headphone issues
- Transfer users data onto a new machine through the network or directly from hard drive
- Scan machine returns into Excel via asset tags

Ledvance - Wilmington, MA

4/2018 - 3/2019

Desktop/Technical Support

- Windows 7 to Windows 10 migration/imaging on Dell/HP laptops and desktops
- Initiate imaging process from USB drive
- Configuring/setting up Cisco VoIP phones
- Reset TPM in BIOS
- Manage/modify BitLocker
- Obtain BitLocker recovery keys from Active Directory
- Delete/bind machine names in Active Directory
- Move users from one OU to another in Active Directory
- Add users to groups, disable accounts and reset passwords in Active Directory
- Delete machine names from SCCM
- Add machine names into SCCM
- Remotely log into users machine from SCCM
- Run Windows updates
- Give users local admin rights
- Import .pst files into Outlook
- Modify/update BIOS
- Add/remove RAM
- Change the User Account Control settings/power options, run gpupdate and install misc. apps from a script via USB drive
- Set up docking stations, monitors, network cables and local printers
- Find out the machines assigned name prior to imaging it via notepad/searching the NetBIOS name to prevent conflicts with SCCM
- Transfer users data onto a new machine through the network or directly from hard drive

Analog Devices - Wilmington, MA

8/2015 -

11/2017

Windows Migration/Technical Support

- Windows 7 to Windows 10 migration/imaging on Dell/HP laptops and desktops
- Initiate imaging process from USB drive
- Modify Legacy/UEFI settings in BIOS
- Reset TPM in BIOS
- Manage/modify BitLocker
- Obtain BitLocker recovery keys from Active Directory
- Delete/bind machine names in Active Directory
- Move users from one OU to another in Active Directory
- Add users to groups, disable accounts and reset passwords in Active Directory

- Delete machine names from SCCM
- Remotely log into users machine from SCCM
- Run Windows updates
- Give users local admin rights
- Import .pst files into Outlook
- Modify/update BIOS
- Add/remove RAM
- Set up docking stations, monitors, network cables and local printers
- Change the User Account Control settings/power options, run gpupdate and install misc. apps from a script via USB drive
- Find out the machines assigned name prior to imaging it via notepad/searching the NetBIOS name to prevent conflicts with SCCM
- Transfer users data onto a new machine through the network or directly from hard drive
- Scan all new/old machines coming in and going out via asset tags
- Keep track of all new machines/loaners coming in and going out via Excel Worksheet

BAE Systems - Burlington, MA
5/2015

1/2015 -

Windows Migration/Technical Support

- Responsible for the refresh project; migrating Dell laptops/desktops to HP laptops/desktops
- Modify BIOS settings, image the machine from the PXE server and join it to the domain
- Change the User Account Control settings/power options, run gpupdate and install misc. apps from a script via USB drive
- Install VMware Player, VMware Workstation, Eclipse, MATLAB, XML Spy, Tortoise, Apache Ant, JDK, Cygwin, Git, Visual Studio and Windows updates
- Configure SCCM, map network drives, add printers and add/delete machines in Active Directory
- Set up docking stations, monitors, network cables and local printers
- Transfer the users data onto a new machine through the network

Charles River Labs - Wilmington, MA
12/2014

9/2014 -

Encryption Installation/Technical Support

- Responsible for encrypting over 200 Dell laptops using the Sophos SafeGuard application
- Schedule installs with users via Lync and/or Outlook
- Remotely log into the users machine using Lync, Remote Desktop or join.me
- Verify machine model, check/update BIOS, check for pending Windows updates and run a scan for bad sectors
- Install the SafeGuard application by either remotely using a script through DOS, transferring the files through Lync/Remote Desktop/join.me or copying the files over from a network drive/USB flash drive
- Verify the installation was successful, synchronize it with the server and confirm the hard disc drive is encrypting
- Manage/modify issues, search for user/machine names, reset SafeGuard passwords and view encryption statuses using the SafeGuard Management Center Console
- Troubleshoot any issues after the installation

Boston Medical Center - Boston, MA

5/2014 - 7/2014

Windows Migration/Technical Support

- Upgrade Dell laptops/towers from Windows XP to Windows 7
- Image Dell laptops/towers through network or USB drive
- Add wireless network cards to laptops
- Reinstall printer drivers, map network drives and install applications
- Add/replace memory in Dell laptops
- Servicing/rebuilding the carts on wheels throughout the hospital
- Responsible for all break/fix issues throughout the day via a ticketing system
- Upgrade hardware, replace monitors, keyboards, mice and network cables.
- Troubleshoot/fix printers

SAP - Burlington, MA

11/2013 - 3/2014

Windows Migration/Technical Support

- Upgrade Windows 7 (SAP's build) to the newest version on HP, Lenovo and Dell laptops
- Image older or new machines with Windows 7 (SAP's build)
- Back up users data and restore it onto their laptop after migrating to Windows 7
- Troubleshoot/resolve any issues users may encounter after the migration
- Provide support for typical break/fix issues throughout the day

Hallmark Health/Lawrence Memorial Hospital - Medford, MA

1/2013 - 3/2013

Service Desk/Technical Support

- Provide help/support for 3000+ users within the Hallmark Health System
- Reset passwords and add users to groups in Active Directory
- Assist in helping with Windows issues, printers, fax machines, scanners, upgrades, updates, installations, mapping of network drives/printers, resetting/changing passwords and hardware/software requests
- Walk users through VPN setup/issues on iPhones, Android, BlackBerry, laptops and other devices
- Familiar with Active Directory, Meditech, LANDesk, Centricity, Citrix, EMR, OpenScape and Outlook
- Handle a call volume between 90 and 110 calls per day along with 10 to 15 fax requests using a ticketing system

SPINTEKK PC Repair

3/2004 - 2015

Technical Support/PC Repair

- Build, set up and configure new desktop PCs
- Set up and configure laptops, tablets and other similar devices
- Migrate/back up data from old/existing PCs to newer ones

- Install/configure all software, printers, scanners, network adapters/cards and other common devices
- Ensure all drivers are installed for all hardware
- Set up home/business networks, configure routers/modems/hubs/switches and firewall/port settings
- Set up and configure cloud drives, manage drive access and file/folder permissions on the network
- Image systems/mirror hard disc drives for backup purposes
- Remove pop-ups, browser hijackers, viruses, spyware/malware/adware/trojans/rootkits
- Cleanup/repair the Windows registry and system files
- Uninstall/reinstall applications that work incorrectly
- Ensure all Windows updates/service packs are recent
- Flash/update BIOS
- Replace/upgrade previous versions of Windows to 7/8/8.1
- Install/configure Linux on laptops/desktop PCs
- Remotely log into machines to perform maintenance/troubleshoot issues
- Provide phone support to users with general inquires

Boston Medical Center - Boston, MA
10/2003

8/2003 -

ITS (Information Technology Services) - Field Technician

- Responsible for technical support of 7000+ end-users at the 39 buildings that make up the BMC campus
- Add new PCs to the BMC infrastructure after imaging them, joining them to the domain, entering their MAC address/PC name into bootp and patching them into network
- Install new local/network printers, maintain existing local/network printers and reinstall/add printer drivers
- Install/upgrade software applications including all Microsoft operating systems. Backup/restore users data to network drive
- Oversee the ordering, removal and replacement for the hardware for all PCs/systems

CitiStreet - Quincy, MA
5/2002

8/2001 -

IT/VRU (Voice Response Unit) Group - Technical Analyst

- Provide desktop support for all users in the group. Reformat hard disk drives, Install/Reinstall Windows 98/00, software applications, drivers and map drives
- Install network cards, CD-ROMS, CD Writers and hard disk drives
- Service the VRUs using IBM's DirectTalk application on an AIX platform
- Recycling servers, running clean-up scripts, testing and backups
- Maintain the Callpath application by adding extensions, resetting daemons and recycling servers

Gillette Company - Boston, MA
8/2001

12/1997 -

CIT Department/Data Center - Technical Operations Specialist

- Launch and maintain user accounts on HP/AIX UNIX and Novell servers (Using SAM/SMIT in UNIX and NetWare Administrator in Novell)
- Use Clarify to log problems on a daily basis
- Oversee cc:Mail accounts using Lotus cc:Mail administration
- Prepare and administer user accounts on SAP
- Familiar with mapping drives, most network protocols, Windows 95/98/ME/2K settings and Novell Syscon for 3X/4X servers
- Install and configure Windows 95/98/00/ME operating systems and most other common business applications.
- Member of the EOC Group and CIT Security

Windows Migration Experience

- Windows XP to Windows 7
- Windows 7 to Windows 10
- Flash/update the BIOS and Image approximately 15 to 20 desktops/laptops daily
- Print asset tag labels for devices
- Use Windows Easy Transfer (when backing up multiple user profiles from one machine)
- Install PGP/add memory to machines/map network drives/run gpupdate
- Deploy Imaged desktops/laptops
- Back up users data (Outlook PST files, bookmarks, documents, AppData, OneNote, Lotus, etc.)
- Swap out devices, join devices to domain/OU, install Citrix, update Microsoft Security Essentials and add/remove devices/issue computer names in Active Directory
- Add local/network printers to devices
- Replace monitors/video cables
- Restore users personal files and help user with new set up
- Logging all information/using checklist after migration has been completed

Financial Services Firm Experience

- Fidelity (Boston) - Monitor systems in the server room, report any critical issues to the EOC (expert on call) and monitor/support tape backup machines (Silo).
- Bank of Boston / BankBoston (Boston) - Technical support/Help Desk. Assist users with day to day common issues such as: password resets, granting access, modifying user accounts and other computer issues.

Resume 3

Zachery Bynum – Help Desk Support

Education

CCS Learning Academy

05/2021 - 05/2022

CompTIA Cybersecurity Analyst (CySA+) (CS0-002) self pace

Compass Technical Training

03/2022 -04/2022

SY0-601 CompTIA Security+

New Horizons Computer Learning Center, Boston, MA

01/2014 - 06/2015

Cisco Interconnecting Cisco Networking Devices part 1 & 2 (CCNA), CompTIA Security +

New Horizons Computer Learning Center, Waltham, MA

11/2003 - 11/2004

Certifications: A+ Hardware & Software, Network +, MSCP & Server, MS Network & O/S, Managing MS Network Environment (MCSA)

Computer Processing Ins, Cambridge, MA

01/1992 - 11/1992

Computer Operations, IBM mainframes (MVS/VM), VM, DOS/VSE O/S, devices, software, JCL, JES2, VTAM, Novell NetWare, DOS, setup LAN & WAN.

Professional Experience

Harvard University College

07/2022 – 10/2022

IT Support Engineer Refresh Team

*Performed: Image laptop & Desktop using USB thumb drives, Harvard University IT Tool Kit Domain Joining Utility, install updates using SCCM Scanning utility, *Dell Command Updates, install software using Remote Access Server, Software Center, Adobe Creative Cloud, Ninite.com multiple software installer & other *website. *Restoring Clients Tools used: SQL Server Reporting Services (SSRS), Local Administrator Password Solution (LAPS), Client Management Tools *for Registration of *MAC Address (Clear PASS) (NOC Tools MAC Address). Import & Export settings for printers, device & clients Roaming profile for software *browsers. Performed *network speed test of clients connections & profile size for timing length of backup and restore. Created and troubleshoot Local Admin *accounts locally & remotely. *Remote and troubleshoot desktop and laptop connections for backups and restores using USMT Frontend tools, Bomgar Remote, *Cisco AnyConnect Secure Mobility *& Harvard Wireless Secured for On and Off Campus Remote Connections. Check and restore Static IP & properties. Managed *tickets using Help Desk Service- Now (SNOW) Online Ticketing System. Reach out to clients for scheduled remote sessions & computer pickups. Inventory *assets delivered for daily workload. *Tracked all client assets with AssetTrack Managing system, delivery of client's assets & enabling client's wireless access to *Harvard University Secured Wireless Network

US Housing and Urban Development

1/2020 - April 2022

Field Service Technical Manager: Serve as main, in-person point of contact for IT related issues for all new and existing HUD staff for REGION 1 of HUD Federal Housing Program for All New England Area Offices

- Create Regional accounts in Windows 10: Active Directory Users and Computers & Administration for those users, computers, MS 365 Outlook, Teams & One Drive
- Imaged, Installed, troubleshoot Windows 10 O/S, MSO 365 Apps & Products, ActivID Active Client 7.2.1 MS Info Path 2013, Printer Logic Printer Install Client 25.0 Citrix Workspace 20.8, Citrix Workspace 20.8, SharePoint , Computer Self Help, McAfee Agent & other software
- Performed & troubleshoot Data transfers, restore of client's data, syncing Microsoft OneDrive & client's profiles issues
- Install software and Drivers via HUD Software Servers & HUD Desktop Deployment Software Center, manufacture's websites & manually.
- Identify and remove viruses and malware, install updates, patches, BIOS Updates etc.
- Setup and Troubleshoot PIV, PIV BYPass and LAN Logins Account & procedures via LAN & MIFI VPN to ensure clients Login & remote capabilities
- Remote client's machines using Windows Remote Desktop Connection, Windows Remote Assistance, Remote BYPass GUI, Sonic Wall Secure Mobile Access 12.1 and Microsoft Teams v1.0
- Setup desktop, laptop, and tablet computers, test for network connectivity & troubleshoot Client-side network and System network issues
- POC & lead technical service provider for Break-Fix technicians @ Region 1 New England remotes sites.
- Performed Break-Fix services for: Battery, Hard drive, SSD, keyboards & other laptop & desktop components
- Test, Troubleshoot & Perform Preventive maintenance on all Training & Conference room computers, equipment, printers and multi- function devices, Large Screen Monitors, Overhead video projectors etc.
- Track open issues through the use of Ca Service Desk v 17.0 ticketing system
- Attend daily and weekly meetings for IT Administration and IT Technical issues
- Demonstrate excellent customer service in providing in-person & phone support to all members of HUD
- Troubleshoot and resolve issues by utilizing Standard Operating Procedures; escalate as needed
- Active Federal Government Secret Security Clearance
- Active Security Plus Certification

Portsmouth Naval Shipyard, Portsmouth, NH

08/2020 – 11/2020

US Navy, SUBMEPP, Help Desk Specialist

- Prepare pre-certification application packaging documentation for Hardware Certification; Software Certification; Software Distribution; Software Transition information.
- Create, test, and prepare for deploying the standard packaging solutions as defined in NMCI standards for deployment.
- Provide NMCI required documentation for any changes to infrastructure or applications supported.
- Manage and configure of Science and Technology (S & T) Seat and dual desktops.
- Manage NMCI New User Account Orientation and provide initial user workstation set up in accordance with GFI 13.2.36.

- Monitor NMCI service level agreements in accordance with GFI 13.2.36 by evaluating NMCI customer support for tickets and move/ add/change (MAC) actions.
- Utilize desktop remote tools to analyze and resolve enterprise issues and outages.
- Perform NMCI Customer Technical Representative (CTR) functions as defined on NMCI Homeport website.
- Initiate and manage application sunsets under NMCI – Manage continual process of reduction or update of applications used under NMCI.
- Maintain and monitor information system entries in the Integrated Solutions Framework (ISF) Tools (ISF Tools) database daily.
- Prepare statements of objectives or Requirements Award Program Tool (RAPT) actions for various NMCI contract line item numbers (CLINs) purchased through the NMCI support contract.
- Resolve Level 2 technical issues in accordance with section 18 regarding NMCI operations, applications connectivity, server reach back, B1/B2/B3 boundaries and 403M/host file changes.
- Support NMCI printing – coordinate printer issues under NMCI, provide planning to support changes and provide inventory and track the status of printer supplies as supplies are consumed or replenished.
- Maintain existing and when required create new work procedures (WPs) on LAN in support of this task for common Help Desk processes and activities.

New England Army Corps of Engineers, Concord, MA

09/2018 – 03/2020

IT Support Specialist II

Federal Government Secret Security Clearance, CompTIA Security + CE & Windows 10 certification

- Handles daily unclassified systems maintenance and monitoring for Army Corps Engineers
- Provide support to Army Corps Engineers network users for desktop computers, mobile & wireless computing devices, Peripherals & Print Server Management,
 - * configuration, PKI Certificates, CAC Pin Reset, encryption, network connectivity, VPN, LAN, Military & Government websites, Java & other technical issues
 - * utilizing Altiris & Utilities, BomGar, Remote Desktop Protocol, Active Directory and desk-side services
- Installs and configures systems in compliance with Army Corps Engineers policies and asset management requirements
- Ensures workstations, peripherals, communications devices, and operating system/application software are properly configured for network operation,
 - * are on-line using McAfee Virus Protection and are available to users and remote clients
- Support client voice issues, to include Analog & VoIP services support
- Supports lifecycle management of existing and new hardware inventory using standard desktop images and enterprise client management tools to build, patch
 - * secure, apply security fixes and deploy desktop computer systems and devices
- Work daily phone shifts utilizing ACD Phone Agent Call Center, Serves as part of the system troubleshooting team
- Respond to Remedy work orders, resolving hardware and software issues including; WIN 10, MS Office (2010, 2013, 2016, Outlook OWA &
 - * Office 365 cloud applications), MS SharePoint & Adobe products; documenting the resolution details
- Travel to remote Army Corps Engineers locations through-out New England to deploy new Laptops & Desktops, peripherals devices, setup & configuration,

restore clients, data, apps and mail services.

66th Air Base Group, Hanscom Air Force Base, Bedford, MA

01/2016 –09/2018

SMS Data Products Group IT Support Specialist II

Federal Government Secret Security Clearance, CompTIA Security + CE & Windows 10 certification

- Handles daily both classified and unclassified systems maintenance and monitoring for Hanscom AFB
- Provide support to Hanscom network users for desktop computers, mobile & wireless computing devices, Peripherals & Print Server Management, configuration,
 - * PKI Certificates, CAC Pin Reset, encryption, network connectivity, VPN, LAN, Military & Government websites, Java & other technical issues utilizing
 - * DameWare Remote Desktop & Utilities, Data Recovery Agent (DRA), Active Directory and desk-side services
- Installs and configures systems in compliance with AFNet polices and asset management requirements
- Ensures workstations, peripherals, communications devices, and operating system/application software are properly configured for network operation, are on-line
 - * using McAfee Virus Protection and are available to users and remote clients
- Support client voice issues, to include analog, VoIP and SIP services support
- Supports lifecycle management of existing and new hardware inventory using standard desktop images and enterprise client management tools to build, patch
 - * secure, apply security fixes and deploy desktop computer systems and devices
- Work daily phone shifts utilizing ACD Phone Agent Call Center, Serves as part of the system troubleshooting team
- Respond to Remedy work orders, resolving hardware and software issues including; WIN 10, MS Office (2010, 2013, 2016, Outlook OWA & Office 365 cloud applications), MS SharePoint & Adobe products; documenting the resolution details

Santander Bank /Produband

IT Support Technician

03/2015- 10/2015

- Provided standardized system setup and deployment
- Completed hardware and software upgrades and migrations
- SCCM /ConfigMgr Image WIN 7 O/S and MS Office (365) software installations on laptops and Desktop
- Break/Fix 4hr and 4day SLA from GESTI & Tech Help ticketing System
- Troubleshoot, installation for all HP, Compaq, Dell & IBM, Workstation, Desktops, Laptops
- Provide Remote Desktop Services and Help Desk Phone support
- Symantec Endpoint & McAfee Protection and Symantec encryption support
- Cisco, Avaya phones and voice mail setups/deployment and support
- Smartphone and Blackberry mobile device support
- Resolved DNS issues, TCP/IP conflicts, RSA & VPN network connectivity issues
- Interaction with all levels of management

**United Health Group | OPTUM | Quality Software Services Inc(QSSI); Boston, Ma.
05/2014- 02/2015**

IT Support/Network Technician

- Provided standardized system setup and deployment
- Test, Troubleshoot, software, hardware, network, wireless, VPN, RSA Token, DNS, TCP/IP and technical issues.
- Physical support provider for a firm of 250 users at three locations and backed remotely by QSSI Technical Staff.
- BomGar Remote Desktop Services and Help Desk Phone support
- Break/Fix 4hr and 4day SLA from Spice Works ticketing system
- Completed hardware and software upgrades and migrations.
- Cisco and Avaya office phone setup and support
- mobile phones and mobile hotspot device support
- Symantec Endpoint Protection and Symantec encryption support
- Interaction with all levels of management.
- Installation of Cisco WAP & run Cat 5E Cable thru out building using T568B Wiring Standard
- Punch Down Cisco WAP cat 5e cables to Patch Panel
- Installed Surface Mount Module cat 5e Ports and Ethernet Cord Coupler
- Installed RG58 coaxial cable, Security Camera system and monitored.
- Part of a team that installed, configured and setup a new network from the ground up at a Ma. State facility
- Implement Disaster recovery
- Asset Manager

**ST MicroElectronics (Unisys), Burlington, Ma
08/2011-05/2014**

IT Support Engineer

- Provided standardized system setup and deployment.
- Completed hardware and software upgrades and migrations.
- RIS Server Image WIN 7 & 8 O/S and MS Office (365) software installations on laptops and Desktop
- Break/Fix 4hr and 4day SLA from UNISYS ticketing system
- Troubleshoot, ordered parts & installation for all HP, Compaq, Dell & IBM, Workstation, Desktops, Laptops, Servers & UPS, Scanners, Printers, Projectors, Video Monitors, AXEOS Communication Equipment.
- Troubleshoot software, network and technical issues.
- Smart and Blackberry mobile phones and hotspot device support
- Provide Remote Desktop Services and Help Desk Phone support
- Symantec Endpoint & McAfee Protection, and Symantec encryption
- LANDesk and Active Directory
- Sole Physical support provider for a firm of 100 users and backed remotely by Unisys Technical Staff.
- Interaction with all levels of management.
- Resolved DNS issues, TCP/IP conflicts, network, VPN and RSA Token connectivity issues.
- Installation of network cabling and rj45 jacks
- Tear down Server Room and networking devices, computers, printers, from Lexington office

- Setup Server room and networking devices, computers, printers and other nodes at the new office in Burlington.
- Implement disaster recovery and Iron Mountain PC Backup
- Asset Manager

New Balance, 2011

01/2011 – 03/2011

IT Support Technician

- Provided standardized system setup and deployment.
- RIS Server Image XP O/S and MS Office software installations on laptops and Desktop
- Completed hardware, software install & upgrades and migrations.
- Transfer users data
- McAfee Protection and Symantec encryption install and troubleshoot.
- Troubleshoot software, network and technical issues.
- Configured disaster recovery laptops
- Interaction with all levels of management.

Rohm Haas, DOW

11/2010 -12/2010

IT Support – IBM Technician

- Provided standardized system setup and deployment.
- SCCM /ConfigMgr Image XP O/S and MS Office software installations on laptops and Desktop
- Completed hardware, software install & upgrades and migrations.
- Transfer users data
- McAfee Protection and Encryption install and troubleshoot.
- Troubleshoot software, network and technical issues.
- Interaction with all levels of management.

Pfizer-Wyeth Research, Andover, MA

09/2010-11/2010

Asset Manager

- Track, Inventory and document all laptop, desktop, monitors and devices
- Wiped all laptop and desktop hard drives
- RIS Server Image XP O/S and MS Office software installations on laptops and Desktop
- Antivirus Protection and Symantec Encryption installation
- Fixed all repairable desktops, laptops and monitors for redeployment
- Salvaged useable parts from expired equipment
- Ready all expired equipment for redemption pickup
- Staged old equipment to be shipped out
- Asset Management

Hewlett Packard, Tewksbury, MA

01/2010 – 07/2010

HP Server Technician

- Tested Hewlett Packard, Compaq and all 3rd party servers including IBM, Dell, Sun, Symmetric, Fitujis and Apple file servers, components for functionality performance.

- Performed hard drive wiping.
- Tested and installed the following components: memory, CPU's, Hard Drives, network and PCI Cards etc.
- Troubleshot technical issues.
- Configured server BIOS and O/S's.
- Updated and installed firmware; assembled and disassembled servers; removed hard drives and other components.
- Audited servers & components for inventory.

Raytheon, Tewksbury, MA
10/2009 – 12/2009

IT Support Technician

- Imaged new desktops and laptops.
- Built machines to individual user's software usages.
- Completed backup of end user data.
- Deployed and installed units.
- Restored user data and network settings.
- Troubleshot issues.
- Removed user's old monitors, desktops, laptops, docking station, and peripheral devices.
- Took inventory of all assets throughout several buildings.
- Created work orders for lease refresh to close tickets.
- Inventory all laptop, desktop, monitors and devices
- Staged old equipment to be shipped out.
- Interaction with all levels of management.

State Street Corp., Quincy, MA
12/2007 – 06/2008

IT Support Technician

- Provided standardized system setup and deployment.
- Complete hardware and software upgrades and migrations.
- Image XP O/S and MS Office software installations and on laptops and Desktop
- Complete backup and restore of user data
- Troubleshot Windows, Networking and technical issues
- BES Administration and Blackberry mobile device support
- working knowledge of DNS & DHCP.
- Took calls and supported in-house users with day to day issues.
- Troubleshot MS Office & in-house products, various O/S. VPN Remote Access, remote users desktop via SMS, Net meeting & Windows Remote Session.
- Utilized Active Directory, System Management Service, Path Manger, Print Manager, Remedy, Lotus Notes Net meeting, MS Outlook, Cisco Phone
- * Manager, Message Manger, Notes 7.5 Chat.

Blue Raven Technology, Wilmington, Ma.
08/2006 – 05/2007

IT Support Technician

- Perform failure assessments, diagnostics, and identification of specific laptop and desktop components.
- Repaired all laptop and desktop hardware failures.

- Set up RIS Server & Deployed O/S images to laptops and desktops, including drivers and software.
- Reflow chips, solder dc jacks and usb ports on motherboards.
- Troubleshoot and install proper lcd screens in laptops
- Hardware models included Dell, HP, Compaq, IBM, Toshiba, Sony, Gateway, Panasonic, Acer, Avertec desktops and laptops

Wyeth Research, Cambridge, MA

11/2005 – 07/2006

IT Support Technician

- Provided standardized system setup and deployment support.
- Completed hardware and software upgrades and migrations.
- Provided installations and reimaging of O/S, Break/Fix 4hr and 4day SLA.
- Troubleshoot, ordered parts & installation for all HP and Compaq Towers, Mini Towers, Workstation, Desktops, Laptops, Scanners, Printers.
- Troubleshoot software issues escalated from the Helpdesk.
- Interaction with all levels of management.
- Resolved DNS issues, TCP/IP conflicts.
- Resolved network and dialup connectivity issues.
- Network connectivity resolutions.
- Installation of network cabling and rj45 jacks in new user locations
- Inventory all laptop, desktop, monitors and devices
- Ready all expired equipment for redemption pickup

Qualxserv Technology Services, Tewksbury, MA

11/2004 – 11/2005

IT Support Technician

- Serviced the Boston and Quincy surrounding areas. Next Business Day Warranty Service.
- Repaired, replaced, and troubleshoot for all Dell Towers, Mini Towers, Workstation, Desktops, Laptops.

Beth Israel Deaconess Medical Center, Boston, MA

11/1997 – 11/2003

System Operator

- Monitored IS Systems, Network and devices.
- Performed Mainframe, Silo, Servers, Storage Units and Clinical system checks.
- Monitored production schedules, detected errors, implemented authorized corrections, documented system malfunctions,
 - * start and monitor backups and image copies, served as technical resource agent for users, and generated reports and paychecks
- Coordinated on-site system repair activities with vendors.
- Interaction with all levels of management.
- Resolved DNS issues, TCP/IP conflicts.
- Resolved network and dialup connectivity issues.
- Network connectivity resolutions.
- Implement Disaster recovery



KeyPort Life Insurance Company, Boston, Ma

12/1992 – 04/1997

System Operator

- Monitored IS Systems, Network and devices.
- Performed Scheduler, Processors and Servers system checks.
- Monitored production schedules, detected errors, implemented authorized corrections, documented system malfunctions, start and monitor backups and image copies, served as technical resource agent for users, and generated reports and paychecks.
- Coordinated on-site system repair activities with vendors.
- Interaction with all levels of management.
- Resolved DNS issues, TCP/IP conflicts.
- Resolved network and dialup connectivity issues.
- Network connectivity resolutions.
- Implement Disaster recovery

MILITARY SERVICE

United States Marine Corps Camp Lejeune, Jacksonville, NC

08/1983 – 8/1987 Honorable discharge

Heavy Construction Equipment Operator

- licensed on: 450; 1150; D7-G, D9 Bulldozers, 130G Road Grader, 420C Vibratory Sheep foot Roller, 4,000lb; 6,000lb & 10,000lb forklift w/bucket & clam, 7 ½ton Grove Crane, 60 ton Grove Crane permit, MRS 100 Tractor, 1½ ton Pickup truck, Field Tractor, 1st & 2nd echelon maintenance on all equipment.

This space is left blank Intentionally.

5. IT Service Continuity Analyst

Resume 1

Isaac Amoako – IT Service Continuity Analyst	
Professional Summary	
Experienced cybersecurity professional with expertise in vendor risk management, IT governance, risk, and compliance (GRC). Proficient in regulatory frameworks like ISO 27001, SOX, HIPAA, and COSO/COBIT, with a strong track record in conducting IT audits, risk assessments, Disaster recovery, Business Continuity and vulnerability analyses. Skilled in communication, training, and stakeholder coordination, with a focus on optimizing processes through standardization, automation, and innovative technology to enhance cybersecurity posture.	
Education	
<ul style="list-style-type: none"> • BSC Information Technology Management – KNUST • Certified Information System Manager (CISM) 	
Technical Skills	
<ul style="list-style-type: none"> • IT Governance Risk and Compliance • Third-Party Risk Management (TPRM) • Disaster recovery (DR) • Microsoft Office (PowerPoint, Outlook, Excel, word, outlook, Visio) • Effective communication • IT Security Strategy • Enterprise Risk Management • LogicGate, RSA Archer, ServiceNow, OneTrust • Vulnerability assessments 	
Professional Experience	
Anderson power products Vendor Risk Analyst - Contractor	July 2021– January 2024
<ul style="list-style-type: none"> • Managed the third-party assessment process by reviewing vendor assessment questionnaires including Soc 2 reports. • Created draft reports for management and client review. • Performed third party vendor risk assessments, identified control gaps, and recommended remediation initiatives. • Assist in the reporting of vendor risk management activities. • Partnered with third-party executives and staff members to suggest mitigation solutions for risk areas. • Analyzed controls and performed control assurance testing activities. • Provided professional day to day execution of third-party and operational vendor compliance assessments. 	

- Evaluated Third Party responses to IT questionnaires and test answers as appropriate.
- Reviewed vendor compliance from a BCP/DR and Data Security perspective.
- Reviewed vendor performance related to Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) and verified inclusion of these terms in contracts related to SaaS cloud and other business critical deployments that involve PII, PHI, and other business critical suppliers.
- Assisted IT teams with the development of policies, standards, procedures, and guidelines.
- Assisted in the drafting of Artificial Intelligence (AI) Policy for enterprise wide.

GVS

Third Party Risk Analyst- Contract

July 2018 to June 2021

- Third Party Risk Management of enterprise third party relationships including pre-contract screening, onboarding, InfoSec contract provision review, engagement risk assessment (ERA), and vendor termination.
- Interface with Legal, Contract Review Administration, Information Security, and other internal control organizations to coordinate efforts between stakeholders.
- Work with inherent risks to ensure adequate controls are in place to reduce control gaps, resulting in acceptable residual risks consistent with policies and procedures.
- Conducted 3rd party risk assessments to enable the business and ensure compliance with laws and contractual requirements.
- Conducted vendor risk assessment using Standardized Information Gathering Questionnaire (SIG Core/SIG-Lite) to assess service providers during onsite or virtual assessments.
- Applied experience in audit, security and regulatory frameworks including ISO 27001, SOX, HIPAA, HITRUST.
- Conducted related ongoing compliance monitoring activities to ensure effectiveness of implemented controls.
- Produced third Party Vendor Assessment reports that clearly articulate risks.
- Reviewed vendor compliance from a BCP/DR and Data Security perspective.
- Review vendor performance related to Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) and verify inclusion of these terms in contracts related to SaaS cloud and other business critical deployments that involve PII, PHI, and other mission critical suppliers.

- Third Party Risk Management of enterprise third party relationships including pre contract screening, onboarding, InfoSec contract provision review, engagement risk assessment (ERA), and vendor termination.
- Interface with Legal, Contract Review Administration, Information Security, and other internal control organizations to coordinate efforts between stakeholders.
- Produced reports of analysis results for distribution to appropriate insider threats, management, and team members that are concise, accurate, and timely.
- Implement controls to deal with various internal and external threats.
- Maintain and support existing metrics, KPIs, reports and dashboards, troubleshoot production issues and performance tuning.
- Work with inherent risks to ensure adequate controls are in place to reduce control gaps, resulting in acceptable residual risks consistent with security policies and procedures.

Columbia Tech

IT Security Analyst / IT Auditor - Contract

June 2014 to June 2018

- Performed audit of IT general and application controls, information security, systems development, change management, business continuity, disaster recovery and computer operations.
- Performed IT Infrastructure Audit to test default account, vendor update & patches, password setting and unnecessary services running over the application such as Unix, Window, Mainframe, Network devices, Firewall, Database and Active Directory
- Developed, maintained, and monitored compliance with information security policies. Oversaw security policy education/awareness across the organization.
- Led IT implementation and testing of internal controls over financial reporting. Sarbanes Oxley Act (SOX) performs Walkthroughs of controls and evaluates operating effectiveness of controls.
- Utilized NIST and ISO frameworks developed and executed an information security assessment procedure.
- Assisted in planning, execution of audit and worked closely with financial teams, operations teams, as well as the risk management team.



Resume 2

Ward Thrasher – IT Service Continuity Analyst

Professional Summary

- Accomplished strategist in knowledge management from start-up through multinational environments, having architected libraries, enterprise data maps and other knowledge repositories. These initiatives begin with identifying “what do we know about what we know” and move through knowledge capture and automation.
- In-depth management experience, operationally as well as technically, in industries including higher education, financial services, retail and wholesale, light manufacturing, professional services, law, and more.
- Committed technologist who guides clients to technology solutions that meet their needs today while enabling growth tomorrow, all while integrating strong security and business continuity policies and practices.
- Operations professional possessing significant experience in change management in domains including financial and insurance, healthcare operations, education and professional services. Strong leadership in software development, cloud virtualization and mobile applications demonstrated through effective communication, client focus and team development.

Education

Quinnipiac School of Law , Hamden, CT <i>JD, Law</i>	University of Maryland , Adelphi, MD <i>MSc Management Information Systems & Accounting</i>
University of Bridgeport , Bridgeport, CT <i>BSc International Business, Magna Cum Laude</i>	Bryant University Executive Develop Ctr , Smithfield, RI <i>Project Management Certification Program</i>
Berklee College of Music , Boston, MA <i>Audio Engineering, two years completed</i>	Case Western Reserve University , Cleveland, OH <i>Chemical Engineering, one year completed</i>
New Horizons , Lincoln, RI <i>CompTIA Security+</i>	

Technical Skills

Knowledge and skills		
Professional Scrum Master	Risk Control Management	Financial Regulatory Compliance
Agile Software Testing	Financial Accounting	Insurance Regulatory Compliance
Agile/Waterfall Project Mgmt.	Managerial Accounting	Anti-Money Laundering
Information Technology Initiatives	Business Operations Management	Budgeting / P&L Responsibility
Management Information Systems	Cyber Security	Contract Drafting and Management
Data Analysis	Disaster Recovery / BCP Planning	Vendor Management
Requirements Analysis	FedRAMP cybersecurity guidelines	Property and Casualty Insurance
Use Case Development	Security Control Selection	Commercial Insurance



User Story Development	Stakeholder Management	Team Building and Leadership
Risk Modeling	Reporting and Communications	Training and Development
Contract Negotiation	Contract Enforcement	Various CRMs

Technical skills

Asana	Paradox	Service Now
Crystal Reports	Pascal	Share Point
EDI	Python	Smart Sheets
Frontier	Ruby on Rails	SQL
Jira	Sage 100 / 300 / 500	Tableau
MS Office Suite	Salesforce	Visual basic
MS Project	Cloud Computing	

Certifications

Professional Scrum Master – Scrum.org Certified Tester Foundation Level – Agile Testing
Microsoft MCP

Professional Experience

Northampton, MA **02/2023 – 06/2023**

Contractor Senior Project Manager Business Analyst
Client: Big Y World Class Markets

Brought in to conclude an EDI implementation for a billion-dollar grocery chain. Also participated in setting up a PMO. Managed an internal development team working on establishing an EDI solution with third-party vendor Open Text. Mulesoft was primary API management tool to hook EDI functionality. Development followed agile principles while delivery and third-party vendor management followed PMBOK practices. Daily activities encompassed trading partner and stakeholder communications and management, task scheduling against compliance deadlines, financial management, RACI management and risk tracking and mitigation. Executive report dashboards built using PowerPoint. Project management handled in Asana with ancillary work handled in Excel. Train staff how EDI will impact their roles and change operations.

Folsom, CA **09/2022 – 02/2023**

Contractor Senior Implementation Project Manager
Client: Thales Group

Grow project teams implementing software entitlement management and digital rights enforcement systems for clients in projects valued at MM\$0.5 to MM\$1.0. Involved from bid, RFP preparation to final SOW. Off-shore development teams managed following agile principles and scrums and client-facing project activities delivered through traditional waterfall (PMBOK). Financial and project KPIs managed with Salesforce while planning, scheduling and risk is in Smart sheets. Stakeholder management relies on custom reports, Teams and Share Point. Depending upon the client, various API tools used for management. Jira tracks development and bug remediation. Implementations often included migrations of business applications and ERP systems to new, secure environments, including addressing firewall, cybersecurity (NIST and CMMC standards), disaster recovery and other systems' configuration. Trained new clients how the software worked and integrated into their operations. Projects often achieved NIST 800-53 compliance.

Marblehead, MA

03/2022 –

09/2022

Senior Implementation Project Manager Business Analyst Scrum Master

Working with city and/or county governments, implement computer assisted mass appraisal software for real and personal property tax valuation. Involved from bid, RFP preparation to final SOW. Product configuration followed agile practices with system delivery adhering to PMBOK principles and waterfall. Projects often addressed cybersecurity (NIST and CMMC standards), and disaster recovery concerns. Daily activities include risk tracking and mitigation, backlog management, stakeholder communications, change management, agile ceremonies and scheduling. Projects tracked in Smart Sheets, development managed in Jira, internal communication through Teams/Share Point. CRM used was Salesforce. Management dashboards created in PowerPoint and Tableau.

McLean, VA

12/2021 – 03/2022

Contractor Project Manager Business Analyst

Client: Lynn Electric

Integrate a business with parent company's Sage 100 ERP. Lead an internal development team in a traditional waterfall project delivery. Served as a BA for ETL work and ERP screen modifications. Deliver ERP training to acquired company trainers in train the trainer model. Manage five external vendors providing EDI, infrastructure including Windows configuration and management, configuration and other services in support of integration project. Develop Salesforce functionality/implementation for workflow management and integration with ERP. Daily activity included risk tracking/mitigation, stakeholder communication, scheduling and vendor management. Crystal Reports development for production and management.

Chicago, IL

06/2021 – 12/2021

Contractor Corporate Trainer

Client: PNC Financial Services Group

Deliver remote training to new bankers, both new hires and staff acquired through purchase of a regional bank. KYC, AML, branch operations, salesmanship and issues resolution were covered. Work with senior training leadership to redesign and improve the training experience to improve efficiency, trainee compliance and retention of materials covered.

Creative Financial Staffing, Shelton, CT

04/2021 – 12/2021

Contractor Project Manager Systems Implementation Scrum Master

Client: Five Star Products, Inc.

SME and project manager for manufacturing business process review and Sage X3 ERP system upgrade to achieve cyber resiliency, cyber security, disaster recovery, firewall configuration and cloud security (NIST and CMMC standards), in Azure 2.0. Redesign GL for improved financial management capabilities. Serve as scrum master for systems remediation sprints. Enabled EDI capabilities to improve inventory management and move closer to lean management. Daily activities included scheduling, vendor management, risk mitigation, backlog grooming, user stories and stakeholder communication.

CapGemini, New York, NY

09/2018 – 02/2021

Manager Financial Services Business Unit

Client: Manulife

Consulting to a Top 25 global insurance firm (Manulife), found more than \$10MM in Year One technology spend savings, with Five Year savings projected at \$25MM for the Global Wealth division. Achieved through contract management, financial modeling, building use cases and establishing internal controls. Architected and lead development of risk management app for reinsurance product. Scrum master for data center virtualization project, moving more than 200 physical servers to Azure 2.0 to achieve cyber resiliency, cyber security and cloud security among other goals (NIST and CMMC standards). Cleansed and verified data for application upgrades and migrations. More than 125 applications moved, including 75 SaaS and 8 PaaS, and over 250 impacted applications managed. APIs used to set up communications between applications with Mulesoft, Azure and Apigee primary API management tools. Firewall configuration and optimization was a major part of the project. Through application of a combination of PMBOK and agile practices, managed in excess of 25 business system owners and support, internal technical and external vendor teams. Projects were managed in MS Project, Jira, Salesforce and Workday. Projects addressed enhanced data governance, compliance and privacy controls. Educated system owners and support teams in changes needed to achieve zero trust model. Reconciled divisional financials to contracts and identified incorrect charges to group. Lead development and implementation of an application to capture divisional data requests as a vendor billing control, leading to \$700,000 savings. Built analytical models to determine greatest application consolidations savings with lowest functional impact. Developed various divisional managerial financial reports using Access and Oracle databases. OSs were Windows, Linux.

Manpower, Boston, MA

01/2018 – 08/2018

Contractor Risk IT Project Manager Business Analyst

Client: Citizen's Bank

Late-stage project manager added to AML/CTR system implementation in AWS to manage remediation of system gaps against contract, RFQ and AML regulations. Designed training materials and program for use in training branch staff in use of new AML system. Served as analyst to correctly assess gap impacts. Architected possible solutions for SaaS development teams with such solutions meeting KYC and AML compliance, BSA and reporting requirements and cyber resilience. Traditional PMBOK/waterfall methodologies were used throughout the project.

Axelon Services, Manhattan, NY

04/2017 – 01/2018

Contractor Project Manager Business Analyst

Client: Bank of America

Developed plan to migrate an MS Access-based line of business database from the Global Financial Controller's department to a SQL database maintained by corporate IT services as part of risk control and mitigation initiative. Automated account audits for global operations to ensure compliance with business processes and regulatory requirements. Data pulls were from Frontier and Oracle OBIEE. Added compliance, privacy and governance controls to audit systems for BSA, AML and other compliance. Developed audit systems that ensured AML compliance was maintained throughout global divisions. Developed specifications and built new applications to more efficiently and effectively analyze financial data through integration of SAP CRM and Axiom financial data.

Excellintech, Seymour, CT

07/2016 – 04/2017

Contractor Solutions Architect Project Manager Scrum Master

Working with the founder of this start-up Managed Service Provider (MSP), provide operational guidance and support including contracts negotiations, recommend internal systems for time and billing, client management and communications and general business operations. Manage client needs analysis, change plans, budgets, project scope, change control and support proposals. Involved from bid, RFP preparation to final SOW. Provide Salesforce SaaS implementation consulting, administration, training and support to clients. Make OS recommendations to clients, including Windows or Linux. Customize various Salesforce features to more closely serve and meet client needs. Recommend cloud and general security solutions to better manage risk exposures. Implement disaster recovery and business continuity solutions, including solutions for regulated businesses.

Vertafore, Inc., Bothell, WA
03/2014 – 07/2016

Project Manager Business Analyst Training Specialist

Travel nationally (85% travel) to property and casualty insurance client sites to provide needs analysis through systems roll-out. Implement SaaS systems with customization, systems and data migrations. Infrastructure upgrades to achieve cyber resiliency, enhanced business capabilities and reduce TCO, including Windows and Linux. Customize and deliver new product training and provide on-site client support. Develop workflows, guide clients through process redesign initiatives, implement and configure AMS360, Producer Plus and Vertafore Platform software. Implement AML controls, compliance, data privacy and data governance procedures. Implement information and systems security and recommend additional risk mitigation approaches. Stakeholder communication, change management, risk management and resource scheduling were all parts all projects.

Applied Mobile Data, LLC, Seymour, CT
02/2013 – 03/2014

Chief Operating Officer Solutions Architect

Establish operational policies and controls to launch a mobile app development firm. Develop revenue models based on app functionality and target audience demographics. Conduct business, revenue and operations analysis in support of new product launch ROI. Implement business continuity, disaster recovery and information security policies. Create and present pitches for VC, Angel and Mezzanine financing.

University of Bridgeport, Bridgeport, CT
10/2011 – 01/2013

Dean International Academic Initiatives

Through data analytics and modeling, implement strategic plan to expand the global recruiting network resulting in 200% increase in applications from previously under-performing regions. Departmental Project Manager for Ellucian Colleague systems implementation / upgrades, evaluating data warehousing options, process re-engineering and projects including vendor selection and management. All activity ensured FERPA compliance.

University of Bridgeport, Bridgeport, CT
02/2005 – 10/2011

Assistant Dean MBA Director School of Business

Develop data-based risk assessment and control models to manage enrollment and school finances. Manage faculty of 25, adjunct faculty of 60 and 5 administrative employees. SME in performance assessments, teaching and curriculum remediation and reporting leading to the school's first ten-year reaccreditation. Develop new courses to strengthen programs and review syllabi against learning and

outcomes metrics. Develop reports and enhance system functionality in Ellucian Colleague. All activities enforced and were in compliance with FERPA. Visit foreign universities and partners to develop collaborative programs, reversing 20% decline in enrollment. Implement ACT! as a departmental CRM. Built an application to track program enrollments and ensure correct class sequencing for students. Handle crisis communication following reporting of University's relationship with the Times Square Bomber.

University of Bridgeport, Bridgeport, CT
08/2003 – 01/2013

Visiting Professor

Develop and deliver undergraduate classes in financial accounting and statistics, graduate engineering classes in new product development and commercialization, and MBA classes in financial accounting, managerial accounting, information security, data systems design, marketing, general management, operations management, project management, business law and statistics.

Shanghai DianJi University, Shanghai, PRC
05/2011 – 01/2013

Guest Lecturer

Deliver hybrid classes in China three times each year, including graduate courses in management information systems, accounting, business ethics and law, management and marketing. Provide mentoring to university's junior faculty. Visit high schools and universities in the province to recruit students.

Zhejiang Gongshang University, Hangzhou, PRC
11/2008 – 12/2012

Guest Lecturer

Deliver hybrid classes in China four times each year, including graduate courses in management information systems, accounting, business ethics and law and supply chain management. Visit high schools and universities throughout China to recruit students.

DaYeh University, Changhua, RoC
04/2006 – 06/2008

Guest Lecturer

Deliver hybrid classes in Taiwan four times each year, including graduate courses in international accounting, international economics, international finance, and supply chain. Provide operations and marketing consulting to manufacturing businesses in central Taiwan. The Taiwanese government also invited me to make presentations on a variety of topics. Consult with international cultural training companies to teach Taiwanese ex-pats cultural norms and practices which differed between Taiwan and the United States.

Thrasher Tech, Bridgeport, CT
03/2002 – 12/2008

Founding Consultant Solutions Architect

Founded a business technology consulting firm focusing on enhancing business efficiency and profitability through business analysis, scoring, predictive modeling, process redesign, business and technology systems integration, information systems support, software and hardware selection, installation and customization, systems security, data security, desktop and mobile device security, training and programming. Handled bid, RFP preparation to final SOW. Many projects involved



migration of ERP systems from internally developed to commercial systems. Design, configure, customize and implement financial and accounting solutions achieving compliance with regulations including HIPAA and Sarbanes-Oxley. Manage infrastructure projects including Windows/Linux recommendations, new network design and installation and physical and information security.

Positive Impact Corporation, Stamford, CT

03/1999 – 03/2002

General Manager Solutions Architect

Provide operations management including HR, operations policies, vendor relations, on-going professional education, strategic planning, new business development and sales management. Involved from bid, RFP preparation to final SOW. Develop an IT services division comprising 40% of firm's revenue without adding staff or overhead. Project Manager for infrastructure projects focusing on Windows and Linux, LAN/WAN, VoIP, remote access systems, information/data security implementation. Activities include vendor management, stakeholder management, budget control, risk modeling and mitigation and communications management. Develop client security solutions for physical access control, systems security and BDR planning.

This space is left blank intentionally.



Resume 3

Name – IT Service Continuity Analyst
Education
<p>Master of Science, Information Assurance Jun '11 Norwich University, Northfield, VT</p> <p>Bachelor of Arts, Computer Information Systems May '95 St. Leo College, St. Leo, FL</p>
Technical Skills
<ul style="list-style-type: none"> • Risk management and assessments • Vulnerability assessments • Security Compliance (HITRUST/HIPAA, SOX, FERPA, MA Privacy etc) • Business Continuity, Disaster Recovery and Emergency Management • Policy Development • Vendor assessments • Training and Instruction • Supervision and Team building • Project Management • Cost Containment/Budgeting • Personnel Evaluations • Vendor Relationships
Certifications
<p>Coursework, Security, Privacy, and Usability May 13 Harvard University Extension School, Cambridge, MA</p>
Professional Experience
<p>Jun'19 – Present Sr IT Security Analyst <i>PointRight, Cambridge, MA</i></p> <ul style="list-style-type: none"> • Performed annual review and updates of all policies. Documented all standard operating procedures. • Responded to all customer’s RFP information security assessments. • Coordinated annual penetration test. Monitored issues to complete mitigation. • Adopted HITRUST framework; performed gap analysis with goal of the company obtaining certification Q1/2021. • Review and update Business Continuity, Disaster Recovery, and Security Incident Response Plans. • Expanded online security awareness training through company LMS. Implemented Microsoft Teams Information Security Awareness channel, posting notices and alerts to all employees, and access to relevant security files and policies.

- Implemented monthly dynamic scans; monitoring and coordinating with Development and SaaSops to ensure all findings are mitigated.

Jan'18 – Feb'19

Sr Information Security Analyst

SmashFly Technologies, Concord, MA

- Responded to all customer's RFP information security assessments, typically from Fortune 1000 companies. These came through in various formats; CAIQ, SIG, spreadsheets and online portals.
- Reviewed GDPR requirements identified gaps and worked with Legal, IT, and Engineering to close the gaps (including "right to be forgotten" process) in time for the May 2018 deadline
- Conducted risk assessment with 3rd party using NIST guidelines for a gap analysis. Reviewing with Leadership team for approval, acceptance and mitigation.
- Implemented online security awareness training course through company LMS. Implemented quarterly phishing tests to supplement online training.
- Monitored and coordinated Developers, CloudOps, and Product ensuring all findings from vulnerability scan and penetration tests were mitigated.
- Championed the company to seek SOC II certification, engaging an audit firm in Q4/2018
- Performed annual review and updates of all policies. Implemented BYOD policy, Information Security Awareness Policy, and Authentication Policy.

Jun'16 – Jan'18

Platform Risk & Compliance Manager

Applause App Quality, Framingham, MA

- Interacted with customers, in support of Sales, explaining Applause's security posture and answering any questions they presented. Managed customer external penetration tests of the Applause security test environment and collaborated with Engineering to resolve any issues customers found.
- Expanded the vulnerability management program increasing the frequency and expanding coverage with static code analysis and implementing a web application firewall.
- Point of contact for two successful SOC II audits and engaged other teams in prepping for next year's audit cycle and the new GDPR regulations ('right to be forgotten' etc).

- Updated information security policies, disaster recovery/business continuity plan, employee awareness annual training and evaluated expanding to quarterly training with third party software.

Apr '11 – Aug'13

Risk and Security Administrator

Harvard Law School, Harvard University, Cambridge, MA

- Assisted Faculty researchers with ensuring they had controls in place that met Institutional Research Board (IRB) compliance
- Developed and implemented a security awareness program that employed a website, blog, quarterly advisories, reminder cards, and expanded the annual security training to all personnel
- Expanded the vulnerability management program increasing the frequency and adopting web application vulnerability testing and metadata scans
- Represent the school as the primary internal and external contact regarding risk and security including the Risk Steering Committee, Clinical Standards Task Force, Information Security Officers Group, and the Security Best Practices Group
- Facilitated non-technical senior management understanding of threats, vulnerabilities, and qualitative and quantitative aspects of risks resulting in the development of the Top Risks list

Apr '08 - Sep '10

Manager of Information Technology

Charter Communications, Worcester, MA

- Project Manager of Enterprise IT Disaster Recovery, leading the development of a test, training, and exercise schedule
- Lead team that supports over 600 users throughout New England at over 10 sites
- Initiated contest to motivate team to improve adherence score from 82% to 95%; including security metrics for hard drive encryption, patch management, elevated rights, unauthorized software

Nov '06 - Aug '07

IT Supervisor

Comcast Spotlight, Wellesley, MA

- Implemented schedule that has the centrally located IT team members visit remote offices improving the customer experience and IT visibility throughout region
- Modified new hire setup procedures to be compliant with Sarbanes-Oxley, managed user access controls through AD
- Managed project as vendor upgraded Cisco Call Manager and Unity Voice Mail for VOIP system

Sep '00 - Dec '05

Systems Support Manager

Worcester Telegram, Worcester, MA

- Hired and supervised a staff supporting 700+ users, 50+ servers, 60+ laser printers, multiple databases in a 24x7 production environment, including main offices, printing plant and 21 remote offices
- Documented IT systems, ensuring all systems and processes were in compliance with internal and external audits
- Implemented vulnerability network scanning and patch management
- Managed \$1.4 Million annual operating budget as well as all vendor relations. Worked with dept heads and managers ensuring purchases meet business needs and IT standards
- Wrote IT policies and setup disaster recovery plans and testing that resulted in a successful Sarbanes-Oxley audit, the company had failed the 2 prior to my arrival.
- Allocated space and equipment to implement offsite data center as part of disaster recovery plan, plan tested and signed off on by business managers
- Supervised \$200K network upgrade to fiber backbone. Managing internal team and coordinating outside vendors, along with several server upgrades improved reliability resulting in staff hours reduced 40% and after hour support calls reduced 80%

Jan '00 - Sep '00

Technical Support Engineer

SeaChange International, Maynard, MA

- Provided onsite and remote primary support for the Broadcast Media Cluster, Guest Services, and Interactive Television server products
- Talked PBS station technician through remote upgrade to 3 node cluster without ever losing broadcast to air

Sep '98 - Jan '00

PC-Network Technician

Becker College, Worcester, MA

- Supporting 350 PCs, 8 servers, and 25 Macs on 2 campuses in multiple NT Domains
- Upgraded and converted Blackbaud's The Raiser's Edge from Novell to Windows NT

May '97 - Sep '98

Account Executive

PCs Compleat, Marlborough, MA

- Consulting with customers on server, desktop, mobile, and networking solutions

Jan '81 - Feb '97

Chief Petty Officer (E-7)

US Coast Guard, Various, US

- Combination of technician, manager and leader. Knowledgeable in all areas of machinery operation and maintenance from internal combustion engines (gas/diesel gas turbines) to environmental support systems (heating/ventilation/air conditioning), hydraulics, basic electricity and areas of hazardous material recovery and control
- Rewrote preventative maintenance procedure for the hydraulic fin stabilizer system, reducing completion time by 50%
- Instructor, Hydraulics Group, CG Engineering School. Taught classes up to 32 students in classroom and lab situations using performance based instruction. Completed Basic Instructor Course
- As Officer of the Day supervised 15 personnel in search and rescue and federal law enforcement missions
- Completed Law Enforcement Boarding Officer course and conducted numerous boardings enforcing all applicable federal laws, regulations, and treaties
- Completed Shipboard Firefighting training

6. Network Engineer

Resume 1

Akshay Iyer – Network Engineer	
Professional Summary	
Network Engineer with over 9 years of extensive and in-depth experience in network technologies, providing network solutions, integration, implementation and troubleshooting of complex network systems. Able to work in a team and individually and provide robust solutions to network problems. Certified as CCNA and CCNP with an active desire to learn and grown.	
Education	
Master’s in Information technology, Rutgers the State University of New Jersey	Sep 16 to Dec 17
BS in Information Technology, Mumbai University	June 06 to June 09
Technical Skills	
<ul style="list-style-type: none"> • Experience in Network Integration role for project with New York MTA that involved providing solutions for a service provider network deploying layer 3 and layer 2 services beginning with design, analysis, configuration, and network testing. • Configure ASR 9010, ASR 903, Catalyst series 9407, 4500, 3850, 3650, 9500, 9300, 9200, 2960 switches in Data networks and Industrial Ethernet switches for use in Field networks. • Deploy configuration on Cisco ASR9K, C7600, and C2951 series routers. • Knowledge on configuring, designing, and troubleshooting security policies, NAT policies, routing, and different failover mechanisms on Palo Alto 3k Series (PA-3260), FortiGate and Checkpoint firewalls. • Deploy configuration on Juniper Ex9208, Ex4550, QFX3500 and SRX550 Routers/Switches. • L3 trouble shooting of BGP and MPLS Network related issues. • Good knowledge of Routing Protocols (BGP, OSPF and EIGRP). • Good knowledge of Layer 2 Switching (MSTP, RSTP, STP, Vlan) • Proficient troubleshooting knowledge on BGP, MPLS and L3VPN Network. • Proficient in Juniper CLI • Experience implementing monitoring infrastructure including SolarWinds, Zabbix, Nagios, WhatsUP Gold, PRTG and Wireshark. • Knowledge of different OS such as VMWare, Linux, Windows. 	
Professional Experience	
Senior Network Engineer Present MassDOT Boston, Massachusetts, United States	2021 -
<ul style="list-style-type: none"> ○ Designing, configuring, troubleshooting complex networks, and implementing new network solutions and/or improving the efficiency of current networks. Configuring and administration of Solar Winds Orion network monitoring tool using NCM. ○ Deployment of routing protocols (WAN, OSPF and BGP) in a mixed environment and 	



<p>Layer 2 technologies such as LAN, VLAN, EtherChannel ,VTP and STP protocols. Configuring and deploying Wireless Cisco 819 Routers for Mass Dot network. Configuring Cisco AnyConnect for new users and team members. Configuring Cisco ISE as per network stand requirements and integrating various network devices with ISE to centralize password repository using TACACS+. Configuring various network devices with SNMP v3 and v2 and then integrating them into SolarWinds monitoring. Participate with the team to design and test network changes and additions to ensure very minimal disruption to the production system. Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades, and collaborating with network engineers on network optimization. Coordinating with MassDot Comms Team to work on physical links and DWDM links via Ciena. Collaborated with the information security team to monitor, identify, and solve the security concerns which arose including troubleshooting and supporting IPsec and SSL VPN connections & access-list. Procuring network equipment and managing subcontractors involved with network installation and remote troubleshooting and fault finding if issues occur upon initial installation Report network operational status by gathering and prioritizing information and managing projects Upgrade data network equipment to the latest stable firmware releases. Provide remote support to on-site engineers and end users/customers during installation. Undertake capacity management and audit of IP addressing and hosted devices within data centers. Creating & updating Network Visio Diagrams as when required.</p>	<p>Securitas ES through PRO IT Inc. Jersey, USA April 19 to 2021 Network Engineer</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Experience in Network Integration role for project with New York MTA that involved providing solutions for a service provider network deploying layer 3 and layer 2 services beginning with design, analysis, configuration, and network testing. • Analysis of network/system requirements to determine hardware, network infrastructure and provide Design analysis for network implementation. • Provide Design documents for Layer 3 OSPF, BGP & Layer 2 network providing network services to interfacing communication systems. • Provide Configuration plans and implementation scheme for network devices including Cisco IOS, IOS-XE, IOS-XR, SCALANCE Siemens Industrial Ethernet Switches and Etherwan switches.
--	---

- Submit network drawings, design layout, routing protocol information, VRF Routing diagrams for network design.
- Configure ASR 9010, ASR 903, Catalyst series 9407, 4500, 3850, 3650, 9500, 9300, 9200, 2960 switches in Data networks and Industrial Ethernet switches for use in Field networks.
- Design & documentation for Industrial Ethernet based Field networks for use in SCADA network & Control systems.
- Configure SCALANCE Industrial Ethernet switches (XM-204 and XM-408) and Etherwan switches (EX78931) for use in Tunnel ventilation, Power SCADA system and Building management systems.
- Validate network configuration and implementation in lab environment for redundancy, network convergence and Quality of Service assurance.
- Conduct Regression testing of network devices for design analysis using Traffic Generator tools for test documentation and verification.
- Knowledge on configuring, designing, and troubleshooting security policies, NAT policies, routing, and different failover mechanisms on Palo Alto 3k Series (PA-3260).
- Submit Test procedure for network deployment phases for Factory acceptance (FAT), Local site and Installation tests and Integrated system tests (IST).
- Develop test plans using Ixia traffic generator/testing tool for simulating traffic conditions on test network.
- Implementing monitoring infrastructure including SolarWinds and Wireshark.

Comcast Business, Ohio, USA

Apr

18 to Feb 19

Network Engineer

Responsibilities:

- Responsible for validating, implementing, and managing the device configurations of Comcast Business, Managed Enterprise Services deployed network devices. Interfacing with Network Design Engineers and Project Management Office and Client Technical staff in deploying network equipment for MES Clients.
- Act as a key contributor in a large complex environment. Providing training and mentoring for junior engineers utilizing the established processes and methodologies. Creating test plans, executing testing procedures and fault correction, documenting resolution and share findings.
- Validating configurations as a primary technical resource on a broad spectrum of network devices utilizing various network technologies (BGP, OSPF, and EIGRP), firewalls, cellular routers, managed switches, and access points. Developing and maintaining detailed network designs and documentation.
- Provides and maintains proper documentation ensuring that all detailed designs and methodologies adhere to network standards.

Netmagic Solutions Pvt. Ltd, Mumbai, India

Dec

13 to Au

Senior Network Engineer

Responsibilities:

- Designed, analyzed, modified, configured, maintained, and documented corporate network & cloud infrastructure using devices like Cisco, Juniper switches, routers, load balancers and

firewalls using respective protocols.

- Prioritized and resolved network related tickets, monitored, and responded to incidents and provide proactive maintenance to the LAN, WAN & Wireless LAN network and virtual environments. Resolved production issues minimizing system down time and ensuring that the network is operational.
- Collaborated with various teams throughout system development and implementation. Monitored the helpdesk queue and ensured tickets were assigned and tickets owned were resolved as quickly as possible and within the SLA time.
- Coordinated with various multi-vendor team to troubleshoot and find resolutions for problems that has occurred in the network Lan/Wan and wireless network. Participated in network operations team's on-call schedule for after-hours and weekend support and maintenance.

Freelance Network Engineer, Mumbai, India
13 Dec 12

Nov

Responsibilities:

- As part of a team, implemented and maintained all routers, switches, terminal servers and firewalls, in an enterprise class network to ensure optimum performance at all times.
- Participated with the team to design and test network changes and additions to ensure very minimal disruption to the production system. Collaborated with the information security team to monitor, identify and solve the security concerns which arose including troubleshooting and supporting IPsec and SSL VPN connections & access-list creation at the request from clients.
- Troubleshooted, resolved and suggested improvement for systems security and network problems at an advanced level across converged/multiple solutions platforms and services.
- Carried out resource and capacity planning to assess existing network systems to recommend resources and expand or maintain as necessary.
- Prepared recommendations for implementation of new procedures, systems and organization standards

Netmagic Solutions Pvt. Ltd, Mumbai, India
10 to Nov 12
(Technical Support Engineer)

Oct

Responsibilities:

- Provided Tier1 technical support and assist users facing network problems. Performed advanced troubleshooting, diagnostics and provide tier/level-1 solutions to network failures.
- Actively monitored the network health using network diagnostic and network analytics tools across all locations and identified and proposed solutions to potential problems/issues before they happened. Monitored parameters such as Interface status, Interface I/O traffic, Link reliability. Checked the Status of the link by logging into the Routers & Switches.
- Executing orders of senior network engineers in correcting flaws. Preserving, manipulating and collecting data as required.
- Supporting senior engineers with project management and data collection. Conducting testing on network designs and preparing presentations on vendor performance.
- Presenting and evaluating reports of new communication technologies. Developing and researching innovative tools and techniques for reliable solutions



Resume 2

Mohammed Chughtai – Network Engineer	
Professional Summary	
<p>An accomplished customer driven leader and a technical network enterprise architect with an outstanding history of delivering measurable, high quality IT solutions to government, financial, retail, insurance, and health-care firms. Recognized as a visionary, a leader and a team player with outstanding skills in problem solving, problem analysis, and problem resolution while providing all levels of management and hands-on technical support. An exemplary systems, infrastructure, cloud, network, voice, security manager, and lead architect with expert level skills in systems, cloud, network design and architecture, network integration and implementation, network systems, systems integration, storage, high performance computing, Low Latency Networks, virtualization, technology datacenters, IaaS, PaaS, Software development, data engineering, data mining, Cloud integration and migration, converged Networks, VoIP, Trader Voice, WAN/LAN/MAN/MPLS, Software Defined Networks (SDN's), Global SIP Core, Next Generation Data centers, Global Cores, Security and Perimeter design, Network Management, and project management. A proven leader in innovation, datacenter, cloud, systems, security, network and business strategies, translation of business requirements and technology abstracts into IT strategies and specified technical solutions, efficient and focused on high quality solutions and results. Experience spans across public and private sectors with Fortune 50 companies.</p>	
Education	
University of Minnesota - 1988 BS in Electrical Engineering/Mathematics	University of P BS, Information
Technical Skills	
<p>extensive experience in data networks, WAN/LAN/SDN's/wireless/telephony/security, datacenter designs, migrations and implementations, Cloud and hybrid-cloud design, formation and migrations, Data, Voice, Security network architecture and engineering, Network Management, Systems development, Systems integration, Program and Project Management, IT and Business Strategies and Innovations, Management Consulting, Sourcing, IT Transformation, Infrastructure Management, Business Case Development, Vendor Management, Mergers and Acquisitions, Data Center technologies, Virtual/Public and Private Cloud, Product development, Solution development and deployment, Cyber Security, CDMs, Zero Trust Architecture (ZTA), Infrastructure automations and zero touch deployment, Low Latency Networks, ITSM, ITIL v2/3, Event and configuration management, Network Optimization, Performance and Capacity management, Network and Data Center Engineering and Operations, Wintel, Unix, Storage, Automation and Orchestration, Virtualization and SDN's / NFD's, converged and unified networks, VoIP, Trader-Voice and SIP strategies and designs.</p>	
Certifications	
<ol style="list-style-type: none"> 1. CCIE 2. CCNP 	
Professional Experience	
<p>Clearance Level Active Level 6 Public Trust</p>	
<p>Successful Career Highlights</p>	

- Designed the DRaaS enterprise solution for HHS/CMS and migrated applications to active/active DRaaS next gen datacenters and supported SDN based automation solutions
- Designed and implemented SDWAN solution for the enterprise with WAN, regional and site access optimization with ZTA, ZTD deployment, SASE access and path optimization and orchestration
- Designed enterprise and carrier LAN/WAN solutions, a private and hybrid cloud and migrated mission critical application to cloud services for major federal government agency
- Led a team of over 50 senior Data and Voice Network, Security, Firewall and Voice Architects and Engineers in support of VDC Hosting services across multiple geographically diverse data centers, campus and remote offices for CMS/HHS
- Migrated and modernized NIH Datacenter to 100G networks with Cisco ASR/CSR and Nexus 9k/7k/5k/2k stack
- Architecture, designed and implemented Enterprise Security policies and maintaining enterprise security posture for NIH/CIT, Bank of America and HP
- Managed and spearheaded Bank of America datacenter, enterprise infrastructure and networks along with WAN optimizations
- Designed, architected, managed, and supported large scale AT&T Carrier ISP MPLS network with ASR 9k, 1K, CSR with multi-tenant Federated network
- Designed and architecture next generation data center and global WAN, SDWAN, WAN optimizations and consolidated networks utilizing next generation Cisco ACI, Nexus, Arista Spine and Leaf, NSX and VMware technologies
- Led architecture and engineering team to redesign BGP/MPLS/ISIS based global core network and implement a major and complex rollout of LAN/WAN/MAN design consisting of over 150,000 nodes nationwide and internationally, while providing over \$150 million in annual cost savings
- Designed and implemented a complex dual carrier MPLS WAN network based on a BGP core
- Delivered high-risk projects on time with highest quality with least negative impact while managing and maintaining optimal vendor and customer relations
- Architected, designed, and implemented DMVPN / PFR based iWAN SDN, SDWAN carrier class solutions for AT&T
- Architected, designed, installed, and managed enterprise-wide traffic shaping, CoS/QoS policies for optimal performance and availability of low latency, real-time, and business critical application across global enterprise
- Designed and led network strategies for integration of large networks at global level, large and complex data centers, large-scale networks as part of mergers and acquisitions of major businesses for integration with minimal impact on business
- Trained and educated network staff on core network technologies, MPLS and QoS, network security, firewalls, IPT, SIP, ITIL, system development, monitoring and management technologies and platforms, core ITIL principles, and project management

Professional Experience

**Sr Consultant / Principal Solutions, Network, Cloud and Datacenter Architect – CDS
(Washington DC Feb 2020 – Present)**

As a senior member of the team, I am responsible for

- Building, stand up and operationalizing two new enterprise class datacenters and enterprise class networks and relative services for CMS that will serve as consolidated networks and an on-prem solution for the agency
- Tasks including building full-service solutions for network as a service (WAN/LAN/Cloud, SDWAN), infrastructure as a Service, its related strategies, designs, architecture, product selection, building “as a service” solutions for next- gen modern on-prem datacenters based on private cloud model and architecture that are geographically diverse and highly available.
- Build network transformations in WAN, Cloud, Campus and datacenter technologies to build collapsed and consolidated micro-segmented tenant-based environment that is highly secure, segmented with data privacy based on applications and zone segmentation.
- Develop innovations in design, infrastructure automations with SDN’s, SDWAN, zero touch deployment that is based self-service model while minimizing human intervention and overheads
- Solve, Integrate and provide innovative solutions to address challenges related technology, application, platforms, systems and environment consolidations
- Providing support and resolution of network problems on the LAN/WAN on L3, using tools like SolarWinds and StealthWatch.
- Participate and build DRaaS automation platform for ease of tenant migration and adoption of services with end results in successful consolidation, migration and collapse of other central and regional enterprise network and data center services into AWS Cloud, Ashburn and Kent facilities.
- This includes architecting active/active data centers, networks, user-based services, migration of applications and core enterprise services, and standing up operations model to support these environments.
- Configured WAN connections with Meraki and FortiGate SD WAN
- Provide vision, strategy and solutions for shared infrastructure and shared enterprise network services under a unified and uniform consolidated architecture
- Standup, standardize and migrate shared and federated enterprise services under single management for a multi- tenant environment
- Provide leadership in application and business migration into a new tenant based multi-segmented hybrid private cloud architecture that included business continuity, DR services, data protection in real-time or cold storage
- Ensure seamless functionality of all services within CMS during migration utilizing model-based solutions, planning, designing and execution

**Sr Network & Security Services Lead/Principal Solutions Architect – Leidos
(Baltimore MD Dec 2017 to Feb 2020)**

As a Sr Network and Security Service lead/Principal Network and Solutions Architect:

- Architected, designed, supported and managed global network that includes LAN, WAN, SDWAN, Core networks based on MPLS, BGP, OSPF and ACI for the agency enterprise
- Led a team of professional system integrators, innovators, developers, technology specialists, security, Data and Voice networks, Unix, mainframe, Wintel, data, voice, security, and firewall architects and engineers in providing VDC Hosting services across multiple geographically diverse data centers, campus and remote offices for HHS/CMS supporting over 400 applications

- Led product development team in developing new executive, engineering and operations dashboards combining unique functions by integrating various data points of interest into a single real-time dynamic view for a given application and its dependent underlying infrastructure, depicting a graphical representation of application operability and monitoring in hosting BDC and LMDC datacenters
- Stood up direly needed practice of architectural discipline in the organization with enacting industry best practices and architectural frameworks across all functional areas
- Designed and oversaw the agency migration of internal email to Office 365
- Developed and delivered enterprise Citrix based VDI solution and VPN solutions based on PA and ZScalers

**Team Lead and Principal Network Architect – CSRA
(Dec 2017)**

(Bethesda, MD June 2016 to

As an HHS/NIH/CIT/TIC Team lead and principal Architect for HHS/NIH/CIT

- Led a team of over 20 senior professionals consisting of TIC architects, engineers, PMO's and HHS/TIC Ops in key initiatives at CIT/NIH/HHS for support of the Trusted Internet Connection, Security and the perimeter network for the US Department of HHS and its affiliated Opdivs including, CMS, CDC, FDA, Office of Secretary, NIH and CIT, and related IC's
- Played a principal role in network architecture, design, network Ops, and security program management of NIH 100G infrastructure, TIC services, resource management, budgeting, finances, forecasting, procurement, team hiring and building, RFI/RFP's, Fed government executive reporting to CIO's and CTO's
- Provided leadership in technical network architecture, design, and deployment of critical projects and initiatives such as E3A as driven by DHS, and security perimeters hardening under SOC initiatives while maintaining five nines availability for CIT infrastructure, data centers, and TIC network SLA's
- Led successful execution of federal HHS/NIH/CIT tasks and mandates while maintaining key program initiatives as directed and dictated by federal requirements and guidelines
- Led and supported upcoming and strategic initiatives such as architecting, engineering, and managing deployment of CIT/NIH and HHS/TIC infrastructure tech refresh architecture, modernization, design and test, proof of concept, and implementation of future TIC MPLS ISP network across all TICAPS nationwide
- Architected the development of design, support and monitoring automation for Cisco ASR 9k,1K, Cisco Nexus 9K,7K,5K,2K,FI,ACI and, Cisco ASA and PA next generation 7080 firewalls
- Built and network integrated systems for automation and self-healing HHS/TIC infrastructure
- Deployed network design, implemented and rolled out, migrated and modernized NIH/HHS datacenter utilizing Cisco datacenter and perimeter stack, Juniper, F5 and PA technologies for all of NIH and its 26 IC's
- Other responsibilities included managing and providing day-to-day and strategic technical and program related guidance, mentoring and training to HHS/TIC architects, engineers, PM and operations staff which entailed aligning TIC team with NIH/HHS and federal mandated strategies and guidelines for maintaining a successful operability of CIT/NIH and HHS/TIC program

Team Lead/Principal Datacenter/Sr. Network Architect – HP/Bank of America (Sept 2008 to June 2016)

- **Team Lead, Sr. Strategic Architect @ Bank of America (222 Broadway, NYC April 2014 – May 2016)**
 - Managed and led strategic network architectural and engineering teams of over 45 senior professionals for BAC, GENS, and network service tower under TI spanning across APAC, EMEA, and America global regions
 - Provided guidance, leadership, and strategies in datacenter, infrastructure, system developers, network services, network operations, architecture and engineering, and network management domain for over 150,000+ node global data and voice network, BAC global WAN, metro network and datacenter networks
 - Worked with BAC TI leadership, strategic architectural teams, and BU CTO's in delivering key strategic business and technical initiatives, which includes deployment of SDN's, WAN optimization, data center consolidation, perimeter optimization and redesign, and cloud services adaption
 - Architected, designed, built and deployed BAC global network, WAN aggregates, Next generation greenfield data center, network system tools, network monitoring and management strategies, automation platforms and solutions to insource for all CI's under networks, systems, infrastructure, data, voice, security and IP services currently being managed by BAC vendors and managed service providers
 - Designed complex and comprehensive strategies, architecture, systems, applications and solutions for BAC global network modernization, Low Latency networks and data centers, data center consolidations, WAN and network optimization across BAC global domains
 - Architected cloud-based networks utilizing SDN's based solutions
 - Deployed regional and global perimeter network solutions with Cisco ASR, Juniper and checkpoints and data center network solutions based on Cisco Nexus 9k, 7k, 5k and 2k and Arista based Spine & Leaf technology for low latency networks
 - Architected applications, systems and solutions for event, configuration and problem management that is built upon Service Oriented architecture and spans across service layer (BSM) to edge and end devices utilizing big data concepts, event aggregation, true end to end correlation, event orchestration, automation and self-correction, auto healing, auto notification and auto ticketing
 - Provided leadership, workshops, communications and work with multiple teams across all domains, CTO's and tower leaders to make vision and strategies a reality
 - Other responsibilities included managing network services vendor/s such as Cisco, AT&T, Verizon, HP, IBM and others with design and service delivery SLA's

**Principal Strategy & Innovation Architect/Team Lead @ HP (Bank of America, NYC)
April 2008- April 2014)**

- Led Strategy and Innovations team at HP/BOA reporting into chief technology officer (CTO) to build strategies and sound innovative technical solutions in support of \$10B contract with Bank of America
- Architected, designed, and created Day2 operations support model for GENS/GBAM supporting trading community and Low Latency and high-volume Networks responsible for \$1.3T trade on daily basis
- Architected and deployed HP systems and tools, state of the art innovative technology and processes needed to support GENS business model
- Created, managed and enabled processes, procedures, polices, structures and functions for R&D, product development, product management, product testing and certification, in sourcing core HP service and systems, and integrating vendor systems and services to

provide best of the breed solutions and technologies for BAC, yet keeping within the confines of budgetary constraints

- Architected and deployed global SBC/SM SIP core that transformed TDM based dealer board IPC technology to IP and SIP based global IP Turrets migrated to IP converged networks
- Architected state of the art next generation data centers and global MPLS WAN based on BGP, MP-BGP, ISIS and OSPF and metro Ethernet hubs in major US, AMRS, EMEA and APAC regions
- Designed, developed and integrated Voice and TraderVoice systems and Applications for Trading floors and clearing houses
- Designed and developed SDN based soft Trader Voice turret and recording solutions for Trading Community
- Developed and built Voice-in-Box SDN solution for HP and Bank of America

Principal Network Architect/ AT&T MPLS Core and Backbone Architect and Engineer – MPLS Service Provider Core network – AT&T (April 2006 to Sep 2008)

- **AT&T Principal Strategic Network Architect @ Ameriprise (Minneapolis, MN)** – Reported to Chief Technology Officer and Network and Enterprise Architect under the office of AT&T and Ameriprise.
 - Provided leadership and expertise in long/short term network strategies, network design, network standards for data, voice, video, data center, mainframe, remote sites, third party, b2b, b2c, NAC and security services in a mature enterprise with over 10 data centers, 250 plus remote sites and over 3500 external direct affiliated sites
 - Provided an overall technology roadmap from point of departure (POD) to Point of arrival (POA) for next 5-7 years for AT&T and Ameriprise Enterprise
 - Introduced and designed Service Oriented Network Architecture (SONA) based architecture to align itself with corporate strategic direction of SaaS application architecture. Developed a business and technical model for Network as a Utility
 - Provided leadership and technical expertise in development of ITIL based network business model. Provided leadership in development and implementation of Cloud-Computing; ASP architecture for out-sourcing Ameriprise financial advisor applications with providers such as IBM and CSC
 - Provided technical leadership in AASI - H&R block M&A and integration into AT&T and Ameriprise network. Served as a technology consultant with venter agnostic approach to AT&T and Ameriprise service delivery organization
 - Played critical and strategic role in migration and implementation of AT&T and Ameriprise WAN to ATT AVPN, EVPN and Ethernet MPLS cloud. Additionally provided leadership and technical role in ATT's LCM team for overall support and management of ATT-Ameriprise managed services contract
- **AT&T Principal Architect @ Best Buy (Richfield, MN)** –
 - Provided AT&T core services for internal MPLS cloud services
 - Worked on AT&T core provider edge MPLS and internal core network
 - Worked on data center consolidation, optimization and simplification of backbone and core network by elimination complexities that included multiple interior and exterior routing protocols, multiple VPN's, VRF's, MPLS tagging, OSPF, EIGRP, mGRE tunnels to a single routing protocol namely BGP and MPLS with Cisco based modular network design

- Architected QoS and fixed Wireless solutions for 1000 plus retail stores nationwide and international, campus and data centers
- Implemented 4G based backup solutions for retail stores in the event of DR and BCP.
- Worked directly with vendors, third party clients and customers to achieve optimal cost effective solutions meeting sonar design guidelines and PCI compliance as required by government regulations
- **AT&T Strategic Network Architect @ Deluxe Corporation (Shoreview, MN) –**
 - Provided onsite support and guidance to new and emerging technologies
 - Provided technical leadership and strategic direction to management on utilizing and optimizing new and existing technology with a major push towards technology refresh and overhaul of network to meet their current and future needs for sustaining and growth of their business
 - Worked closely with local AT&T Engineers, and level 2 and 3 support teams to provide point of escalation and resolution to all technical issues relating to both voice and data network on local campus, data centers and across remote sites on AT&T MPLS network
 - Provided strategic directions, network designs and architectural solutions for Corporate Internet, VPN, Data Center and remote site to optimize and design and implement high available networks
 - Provided hands on support on strategic, planning and engineering organizations on capacity management, security management, technology best practices and standardizations.

**Sr. Network Engineer (Minneapolis LAN/WAN Lead) - UHG/UHT
(Plymouth, MN February 1995 to 2006)**

- Architected, designed and implemented major technologies refresh for LAN/WAN & MAN for all UHG sites (over 100,000 nodes) across the nation and the globe
- Designed and deployed dual carrier MPLS WAN on core BGP and OSPF routed network
- Strategized, architected, and designed network integrations for major mergers and acquisitions and new corporate sites
- Designed and provision Multicast and Class of Service within campus and remote LANs & MAN's, campus and MPLS WAN to support Nurse lines and contact centers and major mission critical applications including IP Telephony, video/voice, IP agent and other RTP based applications
- Engineered and deployed converged network IPT design and supported IP Telephony across UHG Enterprise
- Deployed and supported Frame Relay, ATM, ATM IMA, MLPPP, Private Line, ISDN, Ethernet, DS3, OC3, DWDM, 10 Gb Ethernet; Traffic shaping with QoS support for DSCP, COS and IP Precedence. Installed and troubleshoot RIPI, RIPII, OSPF, BGP, EIGRP, Spanning Tree, 802.1q, 802.11g/b, IP NBAR, PPP, IPsec, RADIUS, TACACs, HSRP & NAT
- Designed and implemented enterprise Remote Access Solution supporting domestic, International (Unet X.25) and VPN customers. Lead and owner of LAN/WAN/MAN platform for over 100,000 nodes. Platforms include Cisco 7200, 7500, 3845, 2800, Concord, Vitalnet; Cisco VPN 3000, Cisco AS5300's, 6500 sup 720c, 4500, 3750's, 2800, 2600XM, 2500, 3600, 3700, 4000, 3550, 3548, 2900, Cisco ASA & PIX Firewall, Cisco Access Control Server (ACS), Cisco Content Switches, WAAS, Internet Performance Monitor (IPM), Web-Cache Engine; Catalyst 6509 w/ MSFC3 sup 720, Cat5000 and 4500
- Provided vendor management, circuit inventory management, identify cost save opportunities (\$25M/year to- date), and manage vendor issue lists, etc.

- Assisted design MAN, Qwest's Geomax and QMOE technology

**Network / Systems Engineer – Pami / RCMT
April 1995)**

(Golden Valley, MC June 1994 to

- Worked as consultant for various organizations, Implement and administer VPN /RAS technology
- Provided network, infrastructure and systems support and RAS training documentation and presentation for NOC level 1 and 2 support staff
- Provided network, infrastructure and systems troubleshooting at packet level with Network Associates distributed sniffer platform, along portable sniffers, also Provided SecurID administration via ACE
- Designed and installed MDF's and IDF wiring closets
- Protocols supported: PPTP, IPsec, FDDI, Ethernet, PPP, HDLC, HSSI, RIP, RIPII, NAT, ATM, and Frame Relay. Platforms and/or vendors: Shiva LanRovers, IPass, Indus River (now Enterasys) VPN; Wellfleet BLN
- Cisco platforms, systems and tools: 4000, Catalyst 5500. Implemented Novell native IP, Windows NT rollout.

Support IBM's Tivoli and HP OpenView

**Network / Systems Engineer- Burlington Northern RR
1994)**

(October 1993 – May

- Developed and worked on Major OS2 Design with SID process and rollout of a standard Desktop
- Developed Microsoft Access Database creation, along with Microsoft Visual Basic, C++.
- Created standards and procedures
- Provided WAN/LAN support in the NOC on 3745 IBM controllers, SNA, SNI environment

**MIS Specialist – Gov of Saudi Arabia
September 1993)**

(June 1989 –

- Integration and migration into PC environment from NCR Terminals
- Managed the project from conception to finish



Resume 3

Kiran Kumar – Network Engineer

Professional Summary

- CCNA, CCNP, PCNSE CERTIFIED professional with Over 15 years of experience in network Design, Implementation, and L3-Support. Routing, switching, firewall technologies, system design, implementation and troubleshooting of complex network systems.
- Experience in NGFW's, Cisco, FTD, Palo Alto, Virtual-Palo-Alto Forcepoint firewalls.
- Experience with Firewalls, Cisco ASA, Meraki MX and Juniper.
- Experience with Cisco Routers, ISR and Cisco IOS Switches, Nexus Switches (N9K, N5K, N2K) and IBM Mellanox and Cumulus Switches.
- Experience with SDWAN VMWare/Velocloud, Orchestrator, Edges.
- Experience with AZURE & AWS Cloud Networking & Security.
- Experience with f5 Load Balancers LTM and GTM.
- Experience with Cisco ISE for Tacacs and Radius authentication
- Experience with Data Center Setup, Maintenance, and modifications as necessary.
- Experience with IPS/IDS configuration on Cisco Firepower / Palo Alto.
- Experience with Network Design and Architecture.
- Experience with Migration projects, EOL, Enhancements, Code Upgrades, and Hardware Upgrade.
- Experience with Meraki Firewalls, Switches and Wireless devices.
- Cisco traditional WLC and Access points configuration and troubleshooting.
- Experience with Bluecat DDI (DNS, DHCP and IPAM).
- Experience with POC setup to explore the new products for project requirements.
- Adhere to company policies and comply with all security controls.
- Experience with Ansible tower automation for Network devices configuration changes.
- Software Code/IOS upgrade activities for all network devices.
- Knowledge sharing by providing technical training to the team members.
- Managing a team of 15 members for multiple projects IT support.
- Microsoft Office (Word, Excel, PowerPoint) skills to document the KB articles, project documents, and RCA.
- Experience with Monitoring tools Solar Winds, Nagios and Troubleshooting tools Wireshark.
- Creating the Network LLD and HLD diagrams through Microsoft VISIO
- Experience in installing and configuring DC, ADC, DNS, DHCP servers.
- Deployment of DNS, DHCP and IPAM infrastructure as per business requirements.
- Experienced in administering and diagnostics of LAN and WAN with in-depth.
- Hardening the network devices as per the security standards.
- Proficient in setting up IT infrastructure including wide area networks (WAN), local area networks (LAN), security management systems, and network device administration.
- Adhere to the Change management process and timely documentation (Word, Excel, and VISIO).

Education

- BSc Computer Science, Karnataka University Bangalore, INDIA. (2008 – 2011)
- Diploma in Electrical and Electronics Engineering, JNTU, HYD, INDIA. (2001 – 2004)

Technical Skills

- Azure Cloud Network



<ul style="list-style-type: none"> • Palo Alto Firewall • NGFW Cisco FTD • ASA Firewall • Nexus Switch
Certifications
<ul style="list-style-type: none"> • PCNSE (Palo Alto) • CCIE-Security (Written) • CCNP • CCNA • ITIL
Professional Experience
<p>MBIT Associates Tech Mahindra, Ashburn VA Jun 2021 – Till Date Solenis, Cynosure, JTEKT, PayPal, DowJones, Sigura, CSD</p> <p>Senior Network Engineer/ Network Security Architect / Network/Security Lead Responsibilities:</p> <ul style="list-style-type: none"> • Expert in Designing, configuring, and maintaining of Data centers and network infrastructures. • Network architecture designing for network infrastructure and information security. • Part of NOC /NSOC team to support the client and corporate network infrastructure. • Migration of multiple client networks from legacy network to new infrastructure. • Providing complete Data Center support, racking & stacking of hardware devices, configuring, implementing, managing, and troubleshooting. • Extensive knowledge of troubleshooting the networks issues within the SLA to avoid business impacts. • VMWare SDWAN Velocloud, Profile Configurations, Business Policy, Dynamic multi-path Optimization, Link Steering Options, Edge Template and VPN configurations. • VMware SDWAN implementation, management and troubleshooting Velocloud Orchestrator. • Profile creation and object group creation to attach the policies for SDWAN functionality. • SDWAN, Configure, Monitor, Diagnose of VMWARE VCO Functions. • VPN Tunnel configuration on VMWARE Velocloud SDWAN • Velocloud SDWAN Gateway Functions configurations, management, and troubleshooting. • Configuring, managing, troubleshooting multiple Palo Alto firewalls through Panorama. • Configuration, and implementation of Azure VM Palo alto Firewalls. • Troubleshooting Palo Alto firewalls from cli for quick resolution. • Expertise in packet analysis and network traffic flow identification • Fast troubleshooting and problem-solving skills on Palo Alto • Ability to analyze network packet traces (PCAP). • Hands-on experience with PA FW Site-to-Site VPN tunnels • Palo Alto firewall rule modification, implementation, NAT configuration through Panorama. • Threat defense, URL Filtering, and Antivirus management from Panorama. • Security policies configuration based on User-ID, App-ID, and Content-ID. • Ability to analyze network packet traces (PCAP). • Code upgrade of Panorama and Palo Alto to enhance security features and mitigate the bugs. • Experience with AZURE Cloud Networking. • Configuring the VNETs and designing the IP Network schema to avoid overlapping.

- Configuring the Network Interfaces and associating the Basic/ Standard Public IP's.
- Experience with Azure routing and VNET Peering for communication between diff VNETS.
- Configuring and troubleshooting of HTTPS & Non-HTTPS Load Balancers.
- Configuring the private network access for Azure services.
- Configuration & troubleshooting of Express route, VWAN and private Endpoints.
- Configuration of internal and external Load Balancers.
- Application Gateway configuration and troubleshooting.
- Configuration of Azure Front door for applications.
- Creating VPN tunnels from Azure on non-cloud environments.
- Implementation of the custom Network VM's Palo Alto firewalls.
- Resource group creations for isolation and managing the environments.
- Configurations of Static routes, VNET Peering, VPN Gateway Connection.
- Network and Application security group creations for access control and security restrictions.
- Creating the application gateways and Azure front door WAF.
- Configuration of UDR on Azure for Custom Routing Rules, Internet Traffic Control, Effective Routes,
- Experience with ISE configuration for TACACS and Radius authentication.
- Policy configurations for end user devices authentications, authorizations.
- ISE, Certificate based user authentication over the LAN and WIFI.
- Validating the ISE logs to troubleshoot the authentications/login issues.
- Experience with AWS Cloud networking and security.
- VPC, DNS, configuration, and modifications.
- AWS VPC traffic monitoring and troubleshooting.
- VPN peering, VPC gateway configuration and troubleshooting.
- AWS transit gateway configuration and troubleshooting.
- Configuration of ingress/egress Network security policies NACL's
- Configuration of AWS Direct connect for on prem connectivity.
- Experience with Ansible Tower Automation for network requests processing.
- Creating and modifying playing books in Ansible.
- Creating the repositories and deploying the configuration through GitLab.
- Experience with visual studio for script creation modification.
- Ansible Tower creation, modification & troubleshooting of Organization, inventory, project, template, and jobs.
- Cisco ASA Configuring and troubleshooting of multiple site-site VPN tunnels, Cisco Any-connect and SSL VPNs. Configured around 300 Tunnels of IPsec Ver1 and IPsec Ver2.
- Access control list, objects, objects-groups configuration on ASA firewall through cli.
- Static NAT, Dynamic NAT, Source NAT, Destination NAT configuration on ASA firewalls.
- Experience with context base firewalls, active-standby, and active-active HA pairs.
- IOS code upgrade for ASA firewalls (every quarter around 50 ASA Firewalls).
- Upgraded the IOS software for all the network devices to fix the bugs and improves performance.
- Firewalls policy configuration, modification, rollback.
- Static routing, Policy based routing configuration on routers and firewalls.
- DPI to manage network traffic, allocate resources, and ensure quality of service (QoS).

- Experience with DPI to identify patterns associated with malicious activities, such as malware propagation, denial-of-service attacks, and unauthorized access attempts. By analyzing packet payloads.
- Experience with DPI to enforce content filtering policies, such as blocking access to specific websites, applications, or types of content.
- Static routing, dynamic routing BGP on Cisco ASA Firewalls and Switches.
- Experience with f5 load balancer for VIP, pool, node creations.
- Experience with configurations of iRules, SNAT, Security profiles.
- VIP load balancing operations mechanism configurations and troubleshooting.
- SSL certificate renewal for VIP on f5 load balancers.
- Configuration and troubleshooting of f5 WAF for application security.
- Bluecat DDI solutions experience for DNS (internal & external) , DHCP, IPAM.
- VLAN, VTP. STP Configuration on Cisco IOS and Nexus Switches.
- HSRP, VRRP redundancy protocols configuration for HA.
- Configuration of Juniper Routers, Switches and Firewalls.
- Port Channel configuration and troubleshooting on Cisco Nexus Switches.
- Port channel and vPC configuration to increase the redundancy and increase port speed.
- Configuration and troubleshooting of Linux based Cumulus and juniper switches.
- Troubleshooting the LAN and WAN issues to avoid the service impact.
- Configuration and managing the cisco WLC, Cisco Meraki wireless.
- Automation of network devices configurations using Ansible Tower.
- BGP Experience, iBGP, EBGP configuration and troubleshooting.
- Creating Route maps, Path manipulation, re-distribution of BGP.
- BGP configuration and troubleshooting of Multi home.
- Managing the service requests and providing the support within defined SLA.
- Resolved P1 & P2 tickets as top priority and update the status on running bridge call and provide the RCA for P1/P2 issues.
- QOS configuration for bandwidth allocation for all the clients as per the requirements.
- Collecting the logs and validating to resolve the network issues.
- Troubleshooting and resolving the issues on live t-shooting calls to minimize the service impact.
- Responsible for handling all kinds of Network issues and end to end support.
- Keep track of all tickets resolved, ending and share data to management for monthly review.
- Present all changes in CAB meeting and complete successfully with prior planning and execution.
- De-commissioning of legacy network devices and migrating to the existing network.
- Configuring the network devices firewalls, routers, switches with AAA for tacacs authentication.
- Creating the POC setup for the new product analysis to meet the customer needs.
- Security policy review configuration and troubleshooting in ASA Firewall in Datacenter.
- Maintenance and troubleshooting of LAN, WAN, IP Routing, and Multi layers Switching.
- Monitor network performance and troubleshoot problem areas as needed.
- Create and maintain documentation and Visio diagrams as it relates to network configuration, network mapping, processes, and service records.
- Network asset management, including maintenance of network component inventory and related documentation and technical specifications information.

Tech Mahindra, Ashburn VA

Dec 2013 – Jun 2021

**Solenis, Cynosure, JTEKT, PayPal, DowJones, Sigura, CSD
Senior Network Engineer/ Network Security Architect / Network/Security Lead
Responsibilities:**

- Expert in Design, configuring and maintaining of Data centers and network infrastructures.
- Network architecture designing for network infrastructure and information security.
- Migration of multiple client networks from legacy network to new infrastructure.
- Providing complete Data Center support, racking & stacking of hardware devices, configuring, implementing, managing, and troubleshooting.
- Extensive knowledge of troubleshooting the networks issues within the SLA to avoid business impacts.
- VMWare SDWAN Velocloud, Profile Configurations, Business Policy, Dynamic multi-path Optimization, Link Steering Options, Edge Template and VPN configurations.
- VMware SDWAN implementation, management and troubleshooting Velocloud Orchestrator.
- Profile creation, Object groups creation to attach the policies for SDWAN functionality.
- SDWAN, Configure, Monitor, Diagnose of VMWARE VCO Functions.
- VPN Tunnel configuration on VMWARE Velocloud SDWAN
- Velocloud SDWAN Gateway Functions configurations, management, and troubleshooting.
- Configuring, managing, and troubleshooting multiple Palo Alto firewalls through Panorama.
- Configuration, and implementation of Azure VM Palo Alto Firewalls.
- Troubleshooting Palo Alto firewalls from CLI for quick resolution.
- Expertise in packet analysis and network traffic flow identification
- Fast troubleshooting and problem-solving skills in Palo Alto
- Ability to analyze network packet traces (PCAP).
- Hands-on experience with PA FW Site-to-Site VPN tunnels
- Palo Alto firewall rule modification, implementation, NAT configuration through Panorama.
- Threat defense, URL Filtering, Antivirus management from Panorama.
- Security policies configuration based on User-ID, App-ID, Content-ID.
- Ability to analyze network packet traces (PCAP).
- Code upgrade of Panorama and Palo Alto to enhance security features and mitigate the bugs.
- Experience with AZURE Cloud Networking.
- Configuring the VNETs and designing the IP Network schema to avoid overlapping.
- Configuring the Network Interfaces and associating the Basic/ Standard Public IP's.
- Experience with Azure routing and VNET Peering for communication between diff VNETS.
- Configuring and troubleshooting of HTTPS & Non-HTTPS Load Balancers.
- Configuring the private network access for Azure services.
- Implementation of the custom Network VM's Palo Alto firewalls.
- Resource group creations for isolation and managing the environments.
- Configurations of Static routes, VNET Peering, VPN Gateway Connection.
- Network and Application security group creations for access control and security restrictions.
- Creating the application gateways and Azure front door WAF.
- Experience with ISE configuration for TACACS and Radius authentication.
- Policy configurations for end user devices authentications, authorizations.
- ISE, Certificate based user authentication over the LAN and WIFI.
- Validating the ISE logs to troubleshoot the authentications/login issues.

- Cisco ASA Configuring and troubleshooting of multiple site-site VPN tunnels, Cisco Any-connect and SSL VPNs. Configured around 300 Tunnels of IPsec Ver1 and IPsec Ver2.
- Access control list, objects, objects-groups configuration on ASA firewall through cli.
- Static NAT, Dynamic NAT, Source NAT, Destination NAT configuration on ASA firewalls.
- Experience with context base firewalls, active-standby, active-active HA pairs.
- IOS code upgrade for ASA firewalls (every quarter around 50 ASA Firewalls).
- Upgraded the IOS software for all the network devices to fix the bugs and improves performance.
- Firewalls policy configuration, modification, rollback.
- Static routing, Policy based routing configuration on routers and firewalls.
- Static routing, dynamic routing BGP on Cisco ASA Firewalls and Switches.
- Experience with f5 load balancer for VIP, POOL, node creations.
- Experience with configurations of iRules, SNAT, Security profiles.
- VIP load balancing operations mechanism configurations and troubleshooting.
- VLAN, VTP. STP Configuration on Cisco IOS and Nexus Switches.
- HSRP, VRRP redundancy protocols configuration for HA.
- Configuration of Juniper Routers, Switches and Firewalls.
- Port Channel configuration and troubleshooting on Cisco Nexus Switches.
- Port channel and vPC configuration to increase the redundancy and increase port speed.
- Troubleshooting the LAN and WAN issues to avoid the service impact.
- Configuration and managing the cisco WLC, Cisco Meraki wireless.
- Automation of network devices configurations using Ansible Tower.
- BGP Experience, iBGP, EBGP configuration and troubleshooting.
- Creating Route maps, Path manipulation, re-distribution of BGP.
- Managing the service requests and providing the support within defined SLA.
- Resolved P1 & P2 tickets as top priority and update the status on running bridge call and provide the RCA for P1/P2 issues.
- QOS configuration for bandwidth allocation for all the clients as per the requirements.
- Collecting the logs and validating to resolve the network issues.
- Troubleshooting and resolving the issues on live t-shooting calls to minimize the service impact.
- Responsible for handling all kinds of Network issues and end to end support.
- Keep track of all tickets resolved, ending and share data to management for monthly review.
- Present all changes in CAB meeting and complete successfully with prior planning and execution.
- De-commissioning of legacy network devices and migrating to the existing network.
- Configuring the network devices firewalls, routers, switches with AAA for tacacs authentication.
- Creating the POC setup for the new product analysis to meet the customer needs.
- Security policy review configuration and troubleshooting in ASA Firewall in Datacenter.
- Maintenance and troubleshooting of LAN, WAN, IP Routing, and Multi layers Switching.
- Monitor network performance and troubleshoot problem areas as needed.
- Create and maintain documentation and Visio diagrams as it relates to network configuration, network mapping, processes, and service records.
- Network asset management, including maintenance of network component inventory and related documentation and technical specifications information.

McAfee, Bangalore INDIA

Jul 2013 – Dec 2013

Senior Network Engineer

- Troubleshooting and analyzing the traffic on McAfee firewall
- Experienced in Integration, configuration and maintenance of Cisco Router, Catalyst Switches and Firewalls.
- Responsible for all routing, switching, VPN, network security, and server load balancing.
- Monitoring the network and ISP links status and health conditions using the tools like Solarwinds, HP Openview.
- Coordination with ISP service Providers for link issues and resolutions.
- Troubleshooting of Cisco Routers and switches.
- Troubleshooting of routing protocols BGP and taking the necessary decisions.
- Troubleshooting of RSA authentication, allocation of tokens and managing the database.
- Creation of VIP's on f5 Load balancers LTM, GTM. DNS creation, modification, and troubleshooting.
- Configuration of Pools, Nodes for VIPs.
- F5, Configuration and troubleshooting of iRules, Security Profiles for VIPs
- F5 GTM configuration for region base access to distribute the load.
- DNS creation on f5 load balancers.
- Cisco any connect configuration and troubleshooting.
- Monitoring of WAN links and working with ISP provider if any issues and work till closure.
- Sending the network reports daily.
- Taking backup of the network devices on regular basis.
- Monitored and troubleshoot WAN, LAN infrastructure.
- Rules creations, validations, troubleshooting, Code update on McAfee Firewalls.
- Experience in L2/L3 Switching Technology Administration including creating and managing VLANs, Port security, Trunking, STP, Inter-Vlan routing, LAN security.
- Security policy review and configuration in MacAfee Firewall in offices and Datacenter.
- Configured and monitored Firewall logging, DMZs, and related security policies.
- Responsible for service request tickets generated by the helpdesk in all phases such as troubleshooting, maintenance, upgrades, patches, fixes, and all-around technical support of 24*7.

Infosys BPO Ltd, Bangalore INDIA

Oct 2008 – Jul 2013

Systems and Network Engineer

Responsibilities

- Complete end to end projects support, Desktop, Server, Networking.
- Network hardware migrations from legacy network to new infrastructure.
- Data Center support, racking & stacking of hardware devices, configuring, implementing, managing, and troubleshooting.
- Implemented the Cisco ACS server for TACACS authentication for large number of network devices.
- Configuring the network devices firewalls, routers, switches with AAA for tacacs authentication.
- Configuring and troubleshooting the multiple site-site and Cisco Any-connect VPNs.
- Troubleshooting the LAN and WAN issues to avoid the service impact.
- Upgraded the IOS software for all the network devices to fix the bugs and improves performance.

- Managing the service requests and providing the support within defined SLA.
- Resolved P1 & P2 tickets on top priority and update the status on running bridge call.
- Bandwidth allocation for new projects and modification for existing.
- Collecting the logs and validating to resolve the network issues.
- Troubleshooting and resolving the issues on live to minimize the service impact.
- Responsible for handling all kinds of Network issues end to end support.
- Keep track of all tickets resolved, ending and share data to management for monthly review.
- De-commissioning of legacy network devices and migrate to the existing network.
- Configured the virtual port channel, etherchannel on nexus switches.
- Configuring/Modifying of the ACLs, NAT on the cisco ASA, and FWSM as per the customer requirements.
- Configuring the POC setup for the application team and providing network support.
- Configuring the rules and policies on checkpoints and ASA firewalls.
- Troubleshooting of CISCO ASA firewalls like connectivity issues, access issues.
- Ensuring connectivity and communication among networks, servers, and clients inside and outside the department.
- Configured multicast groups and QoS.
- Maintenance and troubleshooting of LAN, WAN, IP Routing, and Multi layers Switching.
- Configuration and troubleshooting of windows servers, AD, DNS, DHCP, WSUS, AV.
- Troubleshooting Server issues, domain authentications, FSMO roles, DNS resolution issues.
- Create and maintain documentation and Visio diagrams as it relates to network configuration, network mapping, processes, and service records.
- Ensure network connectivity of all servers, workstations, and other network appliances.
- Practice network asset management, including maintenance of network component inventory and related documentation and technical specifications information.

Peak XV Networks, Bangalore, INDIA

July 2006 – Oct 2008

Jr. Network Engineer

Responsibilities:

- Migration of client networks from legacy to robust environment.
- Configured the routing protocols for Lab Environment.
- Implemented ISL and 802.1Q for communicating through VTP.
- Working with Client teams to find out requirements for their Network Requirements.
- Designing solutions for frozen requirements using Cisco Routers and
- Installing & Managing Windows 2003 Server Enterprise and Standard Edition.
- Configuring and Troubleshooting Active Directory Services (ADS), DNS and DHCP Services
- User, Group & Organizational Units Creation, Implementing Group Policies
- Configuration of Cisco Routers and establishment of routing.
- Configuration of access control list on routers.
- Configuration of Static routing, Default routing, floating static routing.
- Initial configuration of UTM's like Watch Guard, Cyberoam, Fortigate.
- Configuration and troubleshooting of NAT on Cisco Routers
- Configuration on VLANs on Cisco switches
- Installation of Symantec antivirus for Servers and Clients (250+systems)
- Password recovery, Backup, and restoration of IOS and Startup configuration in the Cisco routers & Pix Firewalls



- Upgrade and Configure network equipment for use on operational networks.
- Analyzing the User networks network and suggesting the necessary upgrades.

This space is left blank Intentionally.

7. Project Manager

Resume 1

Swathi Mall – Project Manager	
Professional Summary	
<ul style="list-style-type: none"> • More than 10 years of experience in Project Management, Business and research analysis/ testing, Biotechnology & proficient knowledge in Hospital, laboratory and healthcare systems. • Experienced in research Data analysis, Electronic medical records and Statistics. • Created Tables, listings and graphs using Microsoft and bioinformatics tools for the projects. • Experienced in handling laboratory techniques and experimental data. • Competent knowledge in standard molecular biology techniques (PCR, cloning, Western blotting, etc.) and techniques such as qRT-PCR, ELISA, Northern Blot, Quantitative Real Time PCR Arrays, cDNA microarray. • Have comprehensive knowledge of traditional Software Development Life Cycle (SDLC) methodology variants such as Waterfall and Spiral as well Agile, Rapid Application Development (RAD), prototyping model, spiral model and the Rational Unified Process (RUP). • Experience in collecting requirements, creating Use Cases, Class diagrams, Activity diagrams, Sequence diagrams, Unified Modeling Language (UML) using MS Visio and Rational Rose, creating Business Requirement and Technical Requirement Documents. • Experienced as Project Manager with extensive knowledge of Business Process • Strong analytical skills and leadership quality coupled with outstanding verbal and communication skills. • Experienced in creating PMO documents such as vision documents, Project charters, Governance plan, Workflows using VISIO, Check points documents, best practices documents (technical and managerial), Communication plans, Release plan and project closure documents etc. • Experienced in managing projects across various environments with multiple stakeholders from both IT and Management. 	
Education	
Master of Business Administration (GPA 3.8/4.0) Sullivan University, Louisville, KY 40205, USA.	June 2013- April 2015
Master of Science, Biotechnology (GPA 3.7/4.0) Stephen F. Austin State University, Nacogdoches, TX 75962, USA.	Aug 2008- Dec 2010
Bachelors of Technology in Biotechnology (GPA: 3.8/4.0) Jawaharlal Nehru Technological University, Hyderabad, India.	Aug 2003 -May 2007
CERTIFICATIONS:	
Portfolio Management Professional (PfMP®) Project Management Institute	July 2019



License #2602542	
Program Management Professional (PgMP®) Project Management Institute License [REDACTED]	June 2018
PMI Agile Certified Practitioner (PMI-ACP®) Project Management Institute License [REDACTED]	June 2017
Project Management Professional (PMP®) Project Management Institute License [REDACTED]	May 2013
Professional in Business Analysis (PMI-PBA)® Project Management Institute License [REDACTED]	Oct 2020
Scrum Master Certified SCRUMstudy - Accreditation Body for Scrum and Agile License [REDACTED]	July 2015
ITIL Foundation Certified EXIN License [REDACTED]	Dec 2015
Certified SAFe 4 Agilist Scaled Agile Framework (SAFe) Certificate ID [REDACTED]	Aug 2018
Certified ScrumMaster® ScrumAlliance Certificate ID [REDACTED]	May 2020
Certified Scrum Product Owner® ScrumAlliance Certificate ID [REDACTED]	May 2020
Technical Skills	
Business Management and Project Management Tools	Rational Suite (RUP, Rose, Requisite Pro, Clear Quest, Clear Case), Touch Point, Agile, UML, MS Project, Microsoft Office tools- Visio, Outlook, Word, Excel, PowerPoint, Technical Report writing, Business Requirement Documentation, PMBOK tools, Certified Project Management Professional.
Programming Languages	C, C++, SQL, HTML
Version Control System tools	Rational Clear Case, Share Point



Soft wares	Quality Center, QTP, Bio-informatics tools: BioEdit, VMD, BLAST, Pathway, Win surge and EMR (Electronic Medical Record) application
Operating Systems	Windows 7, 98, 2000 and 2003 server /NT/XP/Vista, Mac OS
RDBMS Databases	MS Access, NCBI, PDB

Project Management Expertise:

Project Management Expertise:

Project Management	PMI-PgMP®, PMP® & ACP® certified, Scrum Master Certified®, ITIL Certified, SAFe Agilist certified, Agile & Traditional Project Management, Kanban, XP, Waterfall, Concept-Build Management, Business Analysis & Business Intelligence, Project Plans & Documentation, Project Cost Estimates, Cross-Functional Team and Resource Management.
Initiating/ Planning	Kick off meetings, Project Charter, Project scoping, budget planning, strategic planning, implementation planning, As-is and to-be analysis, GAP analysis, Risk Analysis, Cost-Benefit Analysis, Resource planning, ROI analysis and SWOT analysis; Communication plan.
Execution	Release Management; PMO; Business process re-engineering; Business process improvements; creating Business Requirements documents (BRD), Use-Case Specifications, System Requirements Specifications (SRS), Development of test plans, test cases, test scripts; Master validation plan.
Monitoring/ Controlling	Status reports, Performance metrics, Quality metrics, stake holder management, change management.
Closure	Traceability matrix, UAT, transition planning, lessons learned sessions.

Professional Experience

Technical Project Manager	
State Of MA (Department Of Revenue)	Nov 2022 - Present
<ul style="list-style-type: none"> • Responsible for coordination with projects or programs. • Responsible for tracking, documenting, and assist with the resolution of issues for a project for the full inventory and life cycle of the project/program • Develop and maintain work plans with leadership • Responsible for establishing a record of accomplishment of solid project delivery, superior relationship building and excellent teamwork. • Updating the project tasks on a daily basis with updates on MS project and MS excel and keeping informed about the project status to concerned parties and the management. • Document findings of study and prepare recommendations for implementation of new systems, procedures, or organizational changes. • Review forms and reports to ensure that applicable CHFS (Cabinet for Health and Family Services) - OATS system design life cycle processes are followed. 	

- Work with other Project Managers to know the performance of various resources and arrange training in required areas.
- Coordinate other CHFS resources as needed to support the development and implementation process.

Ventois, Inc:

July 2013- Nov 2022.

HEXstream

Jan 2020- Nov. 2022

- Took responsibility for the day-to-day management of the engagement, including all aspects related to managing our consulting team, resulting in a successful delivery and a satisfied, reference-able client.
- Understood & managed complexities of a large program and provide guidance for the development teams.
- Interacted with product managers and other organizational units such as QA, operations, and external IT partners.
- Negotiated scope, schedule, and funding with external IT and business partners.
- Established common goals across multiple teams and define useful metrics and reporting to track team performance.
- Managed milestones across multiple teams.
- Lead teams of engineers through the completion of all phases of the project.

**Maryland Department of Human Services
Linthicum, Maryland**

July 2018- Dec 2019

- Management of specific agile project teams and work performed under assigned Task Orders.
- Day-to-day management of the project teams, identification of issues and risks and recommending possible issue and risk mitigation strategies associated with the project.
- Acts as a facilitator between a State agency and IT contractor teams.
- Ensure that work performed under TOs is within scope, consistent with requirements, and delivered on time and within budget.
- Identify critical paths, tasks, delivery deadlines, quality assurance, and acceptance criteria.
- Provide solutions to improve efficiency (e.g., reduce costs while maintaining or improving performance levels).
- Monitor issues and provide resolutions timely and accurate status reports.
- Lead preparation of artifacts related to policies and procedures, design business process workflows.
- Manage agile scrum teams engaged in the MD THINK project and provide leadership to Program increment planning and product Backlog grooming.
- Implement industry standard SAFe methodology, use full capabilities for Agile Lifecycle Management tools such as VersionOne and Jira for end to end lifecycle management from tracking and assignment of Business Value to Epics to closing of Features and Stories based on the “definition of done”.
- Engage with System and Business stakeholders for realization of Business value in specific application release trains.

**State of Nebraska- Department of Education
Lincoln, Nebraska**

Feb 2017- June 2018

- Work closely with NDE project stakeholders to manage concerns, problems, changes and escalation for “Advanced Data Views Improving Student Educational Response (ADVISER)” project and other NDE projects as assigned.
- Ensure their projects are structured, well planned and executed.
- Create exceptional quality project setup documents detailing scope, assumptions, success criteria, risks, governance structure (as it relates to wider IT Road map governance)
- Uphold the IT project management methodology and look for improvements to discuss with the Program Manager.
- Work within the PMO to manage the key interdependencies within the Agency.
- Manage changes in project scope, costs, resources and timing within the framework of agreed governance and change control processes.
- Diligent risk management with close management of effective mitigation, escalating risks and issues in project governance where necessary.
- Manage supplier relationships to ensure ongoing cost effective and high quality delivery during project execution.
- Produce and present project highlight reports regarding risks & issues to the PMO.
- Manage stage gates with a focus on continued business justification.
- Prepare project status reports and progress reviews to ADVISER & other related projects and communicate to the various stakeholders.
- Develop detailed work plans, schedules, project estimates, priorities and resources plans
- Review and analyze project plans and make recommendations regarding project feasibility, direction and prioritization;
- Performs other NDE projects as assigned by the PMO Manager.

**Commonwealth of MA- Executive Office of Health and Human Services
Quincy, Massachusetts.**

June 2016- Nov 2016

- Work with IT and business stakeholders to develop the project plan with detailed milestones and activities.
- Implement the plan and reporting status and risks on a weekly basis to stake holders.
- Defining project requirements with key business stakeholders
- Coordinating project activities for adherence to project plan and goals
- Monitoring results against established timelines, deliverables, tasks, dependencies and associated technical specifications
- Developing detailed project plans, work breakdown structures, project checklists and budgets to meet established time frames, funding limitations and staffing availability
- Preparing comprehensive supporting plans in the areas of quality control, risk management, change management, testing and other associated project management areas
- Managing project development process to include monitoring project scope and change control processes
- Performing work in association with industry recognized standards, guidelines and practices

Schlumberger

Nov 2015- April 2016

Houston, Texas

- Worked closely with Product owner in establishing Agile-Scrum method for multiple projects and helped in tracking and managing schedule and expectations using JIRA tool.
- Managed and facilitated scrum meetings such as stand-ups, sprint planning, sprint review and retrospective meetings.
- Discussed and set scope and applies best schedule with timely updates to all stakeholders
- Discussions over estimation and authorization of budget and been accountable for costs against budget
- Provided technical and analytical guidance to project team
- Tracked project status, updates on user stories and code maintenance using Team Foundation Server (TFS) on daily basis.
- Recommended solutions to problems as they arise, implements solutions, elevates issues to leadership when needed
- Created initial schedules and maintains scheduled tasks regularly
- Worked with data scientists to understand and explain the features of current data to the development team to make useful reports.
- Provided weekly status reports to internal team and external stakeholders
- Worked on MS- Project on a regular basis to track project progress

Client: Blue Cross Blue Shield of Tennessee.
Chattanooga, Tennessee

June 2015- Oct 2015

- Responsible for coordination with projects or programs.
- Responsible for tracking, documenting, and assist with the resolution of issues for a project for the full inventory and life cycle of the project/program
- Develop and maintain work plans with leadership
- Responsible for establishing a record of accomplishment of solid project delivery, superior relationship building and excellent teamwork.
- Responsible for communication among various parties and stakeholders
- Perform analysis and develop content to support process improvement recommendations.
- Drive for high quality results.

Client: Horizon Blue Cross Blue Shield of New Jersey.
Ewing, New Jersey

Jan 2015- May 2015

- Responsible for coordination with projects or programs.
- Responsible for tracking, documenting, and assist with the resolution of issues for a project for the full inventory and life cycle of the project/program
- Develop and maintain work plans with leadership
- Responsible for establishing a record of accomplishment of solid project delivery, superior relationship building and excellent teamwork.
- Responsible for communication among various parties and stakeholders
- Perform analysis and develop content to support process improvement recommendations.
- Drive for high quality results.

Client: Commonwealth of Kentucky, Cabinet for Health and Family Services (Office of Administrative and Technology Services)

Frankfort, Kentucky

April 2014- Jan 2015

- Responsible for communication, coordination, planning and organization of the development and implementation activities for the Medicaid Enterprise Management System (MEMS).
- Responsible for performing analysis and negotiation of project scope, budget and schedule and perform management of vendor contract.
- Providing input and clarifications to the vendor for developing the deliverables.
- Information gathering for interface requirements and working with various business partners. Responsible for multiple implementations or conversion projects.
- Assist with planning resources and problem solving.
- Monitoring and tracking project risks and subsequent decisions and maintaining the SharePoint.
- Updating the project tasks on a daily basis with updates on MS project and MS excel and keeping informed about the project status to concerned parties and the management.
- Document findings of study and prepare recommendations for implementation of new systems, procedures, or organizational changes.
- Review forms and reports to ensure that applicable CHFS (Cabinet for Health and Family Services) - OATS system design life cycle processes are followed.
- Work with other Project Managers to know the performance of various resources and arrange training in required areas.
- Coordinate other CHFS resources as needed to support the development and implementation process.

Client: Newyork Langone Medical Center

New York City, NY

Sep 2013-March 2014

- Worked as BA/PM for Meaningful Use Stage 2 Certification plan.
- Managed communication with Providers to join the business, maintaining contract and signoff sheets with the benefit of participating in ehealth exchange.
- Managed coordination and communication with the technical and managerial teams on a daily basis by setting meetings, calls and conferences to discuss project plans, implementation methods, progress and changes.
- Coordinated with engineers and developers in writing Technical and Functional Requirement Documents explaining specifications of databases, communication systems, computer or storage area networks, security or network programs.
- Helped in tracking down the issues and subsequent decisions and maintaining the SharePoint.
- Updated the project tasks on a daily basis with updates on MS project and MS excel.
- Managed communications with third parties and contracts.
- Handled records and documentation by maintaining communications with on-site and off-shore teams.

Gemini Consulting and Services:

July 2012 – May 2013

Client: AmeriPath /Quest Diagnostics
Addison, Texas.

- Lead cross-functional and/or cross divisional task forces to identify, collect and document the current and future states of business and functional requirements, user workflow and system specifications.
- Building HL7 Interfaces with various IT, client and vendor business teams for Healthcare applications including feature enhancements with an Electronic Medical Records (EMR) application.
- Managed projects and served as intermediary between the lab and clients.
- Defined and maintained project plan and schedules ensuring compliance with project scope, timeliness and deliverables.
- Translated business requirements and functional specs into specific LIS systems, vendor applications and internal designs for creating and secure deliver electronic medical records.

The Methodist Hospital Research Institute:
Houston, Texas.

Jan 2011 - July 2012

- Successfully worked on different strains of Vibrio Cholera to know about the cholera toxin and generated statistical analysis of protein production in different strains using RT-PCR tool.
- Documentation of laboratory procedures and results using MS Office tools.
- Reviewing and managing protocols, Case Report Forms, Statistical Analysis Plans for clinical trials as per the Hospital management systems.
- Experience with writing and optimizing software that handles large datasets.

Stephen F. Austin State University:
Nacogdoches, Texas.

Aug 2009-Dec 2010

- Successfully coordinated with supervisor in various research projects
- Performed cost Analysis for laboratory chemicals, equipments and collected literature on the topic of Cancer research.
- Managed projects and protocol documentation.
- Provided feedback on student assignments.
- Helped students work effectively in teams during individual and group projects.

Resume 2

Brian Moss – Project Manager

Professional Summary

Project Management Professional (PMP Certified) with over 20 years of project management experience. Results-driven, influential leader with a career-long track record of delivering successful results in the areas of: client relationships, organizational planning, financial management, project and schedule management, software delivery, resource planning, performance management, billing, and reporting.

Education

Project Management Institute

Certifications

PMP®, Project Management Professional
 Bachelor of Science in Business Management
 Supply Chain Management Certification
 Five Element Project Management
 Five Element Human Resources
 Decision Analysis and Resolution

Professional Experience

Actium - El Dorado Hills, CA

Nov, 2014 - Present

Senior Project Manager

Senior Project Manager providing leadership support in the project management cycle in the efforts of preparing end to end project management documentation starting from project charter presentation and Kick Off through the complete spectrum of project Management artifacts to project completion.

Responsibilities included but were not limited to:

- Managing multiple individuals and disciplines including: Project Managers, Independent Department Readiness Assessor, Technical Writers, Quality Assurance, developers, business analysts, and Oversight
- Maintaining and growing strong client relationships through proactive communication and consistent, on-time deliverable submission and ownership/management of team issues
- Communicating effectively with executives within Actium to identify needs and evaluate alternative solutions and strategies
- Creating, maintaining and sharing project work plans providing project milestones, tasks, responsibilities and timeframes for successful completion of the projects
- Conducting training and mentoring to staff in areas of Project Management, Quality Assurance, Decision Making, and Project Governance
- Consistently championing change and successfully managing the implementation of sub-projects
- Underscoring a strong and solution focused team mentality throughout, both on client projects and internal initiatives
- Participating in programs and enforcing policies relating to performance evaluations and career development planning
- Identifying, Analyzing, Planning, Tracking, and Mitigating risks, bringing significant risks to the attention of the business sponsor in a timely manner
- Promoting the development of team members and aiding them in setting goals
- Providing transparency to the executive management in issues as they are discovered while providing possible solutions

- Managing teams/vendors and is the primary point of contact to ensure completion of project tasks within schedule and budget, including regular communications/meetings, compliance with statement of work, joint vendor project plan, and invoice review

FI\$Cal - Sacramento, CA

Mar, 2013 – Nov, 2014

Senior Project Manager, State of California FI\$Cal Project PMO

Senior Project Manager in the PMO for the Financial Information System for California (FI\$Cal) program in association with California Department of Finance including the growth and leadership of the VIP team on the Project. FI\$Cal is a project with a budget of \$682 million (in 2014). FI\$Cal executives provided VIP the highest score, twice, on RFO references based on the work and interactions FI\$Cal had with the VIP team.

Responsibilities included but were not limited to:

- Managing multiple individuals and disciplines including: Project Managers, Independent Department Readiness Assessor, and Quality Assurance
- Shaping, executing and sustaining management processes and disciplines in the areas of: project schedule, quality management, communications management, human resource management, cost management, risk / issue management, and change management
- Providing all necessary documentation for the project, including meeting agendas and summaries, communications plans, project plans, action items, and status reports
- Disseminating project information to appropriate project stakeholders and team members
- Communicating effectively with executives within FI\$Cal to identify needs and evaluate alternative solutions and strategies
- Garnering trust of clients and contract partners through consistent on time deliverable submission and ownership/management of team issues.
- Conducting training and mentoring to State project staff in areas of Project Management, Quality Assurance, Requirements Management, Configuration Management, Change Control, Risk and Issue Management, Decision Making, and Project Governance
- Provided management insight and governance for major effort to recognize the marketing effectiveness, improving customer experience and enhancing operational efficiencies on multiple projects
- Participated in project plan development along with PMO office on multiple initiatives
- Consistently championing change and successfully managing the implementation of sub-projects
- Underscoring a strong and solution focused team mentality throughout, both on client projects and internal initiatives
- Participating in programs and enforcing policies relating to performance evaluations and career development planning
- Providing transparency to the State executive management in issues as they are discovered while providing possible solutions

Dynamics Research Corporation (DRC) - Folsom, CA

Sept, 2011 – Mar, 2013

Manager, State of California CDCR SOMS Project

Responsible for management of Dynamic Research Company's involvement in the Strategic Offender Management System (SOMS) program in association with California Department of Corrections and Hewlett-Packard.

Responsibilities included but were not limited to:

- Managing multiple disciplines including: Project Manager, Project Scheduler, Project Coordinator, Team Leads, Instructional Designers, Technical Writers, Graphic Designers, and Quality Assurance
- Shaping, executing and sustaining management processes and disciplines in the areas of: project schedule, quality management, communications management, human resource management, cost management, risk / issue management, and change management
- Mentoring staff in methodology and consulting excellence while encouraging best practices in project management and project planning
- Securing relationships with contract partners and client partners
- Evaluating pipeline forecasts and financial picture to ensure proper utilization and resource planning
- Reviewing status reports of project and team managers while addressing risks and issues as warranted
- Communicating effectively with clients to identify needs and evaluate alternative business solutions and strategies
- Providing senior-level resolution to client issues
- Garnering trust of clients and contract partners by being professional, transparent, consistent, and their advocate
- Consistently championing change and successfully managing the implementation of new ideas
- Underscoring a strong and solution focused team mentality throughout, both on client projects and internal initiatives
- Participating in programs and enforcing policies relating to performance evaluations and career development planning
- Promoting the development of team members and aiding them in setting pertinent goals
- Effectively communicating relevant divisional information to Director, appropriately managing up
-
-

Telesto Group, LLC - Rock Island, IL

Mar, 2010 – Sep, 2011

Program Manager, Department of Defense LMP Project

Responsible as the Program Manager overseeing Telesto Group's United States Army/Department of Defense contract for the Logistics Modernization Program which included seven separate projects under the umbrella of ownership. Responsible for the prime contract and managing the subcontractor deliverables. LMP involved a diverse contract partner list that included Metters and Computer Science Corporation (CSC) which Brian was able to establish a strong relationship with each contract partner..

Responsibilities included but were not limited to:

- Managing all disciplines including: Project Managers, Team Managers, Business Analysts, Business Process Architects, Quality Assurance, and Customer Support across four geographical areas
- Shaping, executing, and sustaining program management processes and disciplines in the areas of: program schedules, quality management, communications management, human resource management, cost management, procurement management, risk / issue management, and change management
- Mentoring staff in methodology and consulting excellence and encouraged best practices in project management, client relations, and project planning
- Evaluating pipeline forecasts and broad-based financial picture to ensure proper utilization and resource planning
- Reviewing status reports of managers addressed issues as warranted

- Imparting expertise to internal teams and task forces
- Implementing a vertical, cross functional organization to better support the needs of the customer
- Communicating effectively with the client Director to identify needs and evaluate alternative business solutions and strategies
- Supplying senior-level resolution to client issues
- Creating and implemented organizational change communication plan
- Garnering trust of clients by being honest, professional, transparent, and consistent
- Consistently championing change and successfully managing the implementation of new ideas
- Underscoring a team mentality throughout organization, both on client projects and internal initiatives
- Creating and managing the strategic direction of the project through meetings with my direct management staff, their staff (company employees and consultants), customer senior directors, and the senior company management (CEO, COO, CFO, managing partners)
- Participating in all programs and enforced all policies relating to performance evaluations and career development planning; gauged management evaluations for consistency
- Promoting the development of project managers and senior managers and aided them in setting pertinent goals
- Collaborating with CFO to ensure the program stayed on budget and worked through invoicing issues proactively
- Developing and meeting revenue targets and other financial goals
- Precisely forecasting revenue, profitability, margins, bill rates and utilization across division
- Reporting profit and loss figures to Executive team weekly
- Consolidating and analyzed profitability, revenue, margins, bill rates and utilization across division
- Involved in representing Telesto in the negotiation of the contract
- Nurturing long-term relationships with clients and capitalized on partnership opportunities
- Identifying and guided new business opportunities for Telesto
- Diligently ensuring CEO, COO, CFO, and managing partners were well informed at all times, of changes and news-worthy events
- Effectively communicating relevant divisional information to my management team ensuring the right information was disseminated to the organization
- Handling difficult personnel situations directly, using appropriate discretion, HR advice, and respect for the individual

Training Lead, Lockheed Martin - Orlando, FL (Virtual)

Nov, 2007 – Mar, 2010

Worked with the project manager and change control manager to define, create, and deliver training material for the Lockheed Martin SAP implementation.

Responsibilities included but were not limited to:

- Provided training and performance improvement expertise to the project and stakeholders as part of the design and implementation process
- Generated processes and facilitated training of all customer support personnel
- Created business process procedures and technical documents which were used for cycle testing
- Managed training content pilots

- Created instructor-led training courses including instructor demonstrations and student practice exercises within SAP
- Provided change management support along with performance and process improvement consulting for users in SAP modules
- Managed a team of instructional designers through their development of each training item from initial concept to implementation

Program Manager/Pacifico Financial – Folsom, CA

Sep, 2006 – Nov, 2007

Responsible for developing and leading a project team to deliver a multi-million dollar system to support a single process and software aimed at increasing the company efficiency by creating a single platform on which the company operated.

Responsibilities included but were not limited to:

- Managed all project team members including Business Analysis, Architecture, Development, Graphic Design, Quality Assurance, Database Administration, and Security
- Maintained the project P&L; reviewed and updated weekly to reflect: actual and forecasted % complete, resource allocation, billing, as well as managed forecasted enhancement work
- Conducted weekly status reporting to the CEO and COO
- Generated project plans and managed release deliverables and deadlines
- Responsible for performance management of all team members
- Managed client expectations and satisfaction
- Developed and implemented change management plans which included a communication plan, roadmap, coaching plan, and training plan

Manager, Program Management/ Intel Corporation - Folsom, CA

May 1996 – Sep 2006

Managed an organizational structure of 20 plus personnel across four geographies which included Japan, Asia, Europe, and the Americas. Principally responsible for end-to-end delivery of the software development projects and the training of the new software, including but not limited to; enhancements, new services, and technical improvements.

Responsibilities included but were not limited to:

- Managed and mentored staff on project processes, deliverables and performance expectations
- Generated all project plans and chaired training document review meetings
- Maintained accurate records of changes completed and outstanding during, project lifecycle
- Created and maintained detailed project schedules, which included all cross-functional activities
- Judiciously managed project resources, budgets, schedules and dependencies, and escalated problems to resolution
- Tracked and reported projects risks, action items, status and issues
- Ensured product defects and enhancements were properly scheduled, addressed in the appropriate timeframe, and verified before project sign off
- Performed heavy cross-functional engagement within Engineering (Development, QA, DB) as well as with other teams (Marketing, Client Services, Sales, Customer Support) within the company
- Identified cross-functional issues, recommended and implemented contingency measures, and drove them to closure
- Maintained strategic customer contact, incorporating product requirements feedback



- Cultivated a positive environment using skills in: relationship-building, leadership, communication, negotiation, and team management
- Implemented numerous high value, complex solutions such as Web Order Management, Supply Line Management, Intel Business Link, and SAP
- Identified the need and implemented modularized job based training utilizing learning objects on a Learning Content Management System and SCORM
- Worked hand in hand with Customer Support to evaluate the impact of various implementations and ensure that all CSR's were trained to respond to customer inquiries
- Closely monitored customer inquiries and escalations to ensure that issues were prioritized and addressed expeditiously
- Provided direct support to CSR's when questions were specific to software functionality
- Worked with senior management in each geography where I identified potential acceptance risks, review the change management plan, and take ownership of the change management in each geography

This space is left blank Intentionally.



Resume 3

Manishkumar Khichy – Project Manager

Professional Summary

Techno-Functional Project Manager with Project Management Professional (PMI-PMP) and Agile Certified Practitioner (PMI-ACP) certification offering over 9 years of experience. Worked for the State of New York Health Exchange (NY HIX) and Texas Health and Human Services.

- Experienced in delivering large and complex projects within budget and schedule constraints
- Ability to interact with individuals at all levels, leveraging technical and business knowledge to clarify business/project objectives and convey complex information to the team and stakeholders
- Proficient with project plans, procurement, requirement elicitation, gap analysis, risk assessment and strategic vision
- Thorough understanding of DevOps concepts and tools such as containerization, CI/CD pipeline, Kubernetes, Jenkins, GitHub
- Substantial experience with Azure, AWS cloud migration, integration and maintenance of large and complex enterprise systems
- Subject matter expert in Medicare and Medicaid (MAGI/ NON-MAGI) policies
- Experienced working in multi-vendor environment
- Strong testing experience in HIPAA EDI
- Experienced in reviewing/supervising test plans, test cases and test scripts for manual and automated testing
- Expertise in eligibility/enrollment rules, notices generation process, EDI processing, eMedNY claims processing and payments
- Strong leadership ability with excellent decision making and solid communication skills
- Distinctively detail-oriented, with strong interpersonal, analytical and organization skills
- Familiar with Agile, and Waterfall methodologies

Education

- Master’s in Information Technology and Management, IIT Chicago, IL
- Bachelor’s in Information Technology, SGBAU, India

Technical Skills

Testing Tool	HP Quality Center/ALM, Mercury Test Director, Load Runner
Business Modeling Tools	Microsoft Visio, Balsamiq
Project Management	MS Project, Requisite Pro, JIRA, IBM Rational Team Concert, CA Clarity, MS SharePoint
Programming Languages	SQL, PL/SQL, Python, HTML, Java
Web Technologies	Word, Excel, PowerPoint, XML, Drools, GIT, GitHub, CSS
General	AWS, Azure

Professional Experience

Oct 2021 - Present Project Delivery Lead Blue Cross Blue Shield of North Dakota

- Led the release planning process, working closely with the PMO
- Subject Matter Expert in Eligibility and Enrollment rules for the Medicaid, Child Health Plus (CHIP), Essential Plan (EP), APTC and QHP programs

- Spearheaded business rules Extraction of the As-Is Eligibility and enrollment of the various NON-MAGI programs per the CMS MITA standards
- Worked on IT operational support and monitoring ensuring the vendor adhered to the service level agreements
- Collaborated with the stakeholders from state and federal agencies
- Reviewed business cases, flow charts, process models, use cases, business, and technical requirements document for consistency
- Collaborated with the Business, Development, Operations and Policy team
- Spearheaded business rules Extraction of the As-Is Eligibility and enrollment of the various NON-MAGI programs per the CMS MITA standards
- Worked on IT operational support and monitoring ensuring the vendor adhered to the service level agreements

May '21 – Oct 2021 *IT Project Manager, Texas Health and Human Services Austin, TX*

HHS created a modernized and intelligent cloud architecture platform “System Wide Business Enablement Platform” to centralize the management of infrastructure, security and tools. HHS anticipated the total cost of ownership for application services in the cloud are less than half the cost of traditional data center costs, while also providing the ability to automatically allocate and share resources according to workload needs, thereby reducing the risk of underutilized physical resources. To validate the fluency of the BEP, a cloud-based case management system framework is created and implemented to be utilized by the Legal Services team.

- Communicated with the business owners and the IT teams
- Created project charters, work plans and other related project artifacts, as necessary
- Provided technical support both during work hours and on-call, as necessary
- Created weekly report for the CTO and monthly report for the Executive Steering committee
- Reviewed and followed the process under the State of Texas Project Delivery Framework
- Communicated complex technical designs and implementations as well as complex business processes
- Served under analyst capacity as required
- Worked on risk management and mitigation to balance requirements and issues
- Used proven mediation skills for dealing with business units with conflicting requirements
- Resolved conflicts and team impediments
- Established and maintained sprint backlogs and the Kanban board
- Worked on agile projects utilizing Scrum and Kanban

Environment: Azure Cloud, ServiceNow, Microsoft Visio, MS Project, JIRA, MS SharePoint, Word, Excel, PowerPoint, Veracode, Dynatrace, Thycotic

Nov '14 – Apr '21 *IT Project Manager, New York Health Benefit Exchange Albany, NY*

Drove million-dollar large-scale healthcare systems projects to completion within the “New York Health Benefit Exchange” (Affordable Care Act) division as part of a 10 member team, collaborating with up to 40 staff on any given project, planning and balancing three to five projects of varying complexity at one time while adhering to tight deadlines and attention to detail.

- Managed the implementation of the Web service that uses the demographic matching Algorithm to identify individual's eligibility in another system improving interoperability and reduce duplicate eligibility for multiple systems
- Developed an automated process to generate notices in four alternative accessible formats (Braille, Large print, Data CD, and Audio CD). Conducted business analysis, data analysis, managed vendors selection, guided requirements, development, design, and testing
- Improved business performance by reducing returned mail for 6 million recipients by 50% in collaboration with the IT architecture team through selection, testing and implementation of the Melissa data tool to validate consumer addresses upon entry into the database, resulting in substantial cost savings
- Managed onboarding of new vendor partner for alternative notice formats
- Led the release planning process, working closely with the PMO
- Subject Matter Expert in Eligibility and Enrollment rules for the Medicaid, Child Health Plus (CHIP), Essential Plan (EP), APTC and QHP programs
- Spearheaded business rules Extraction of the As-Is Eligibility and enrollment of the various NON-MAGI programs per the CMS MITA standards
- Worked on IT operational support and monitoring ensuring the vendor adhered to the service level agreements
- Collaborated with the stakeholders from state and federal agencies
- Reviewed business cases, flow charts, process models, use cases, business, and technical requirements document for consistency
- Collaborated with the Business, Development, Operations and Policy team
- Reviewed and maintained the Interface Control Document (ICD) and Electronic Data Interchange (EDI) supplemental guide
- Aided analytical support and Subject Matter Expertise on business rules, systems analysis, system design, identifying application irregularities, and prioritizing change requests
- Participated in the design review meetings and translated the requirement for development team
- Worked on the AWS Cloud migration of the notices
- Managed operations team to counsel the defect triage meetings and ensure the defects, operational issues are resolved per the SLAs with a focus on quality improvement
- Facilitated the User Acceptance Testing (UAT) for the stakeholders and user training
- Managed projects using Agile and Waterfall Software Development methodologies

Environment: Java/J2EE, Spring, Hibernate, Drools, AWS, DB2, Mercury Test Director, Load Runner, Microsoft Visio, MS Project, JIRA, IBM Rational Team Concert, CA Clarity, MS SharePoint, SQL, PL/SQL, Python, HTML, Word, Excel, PowerPoint, XML, Drools, GIT, GitHub, CSS, AWS

Jan '12 - Oct '14 *Business Analyst, NY State Department of Labor Albany, NY*

Unemployment Insurance System Modernization is the effort of the NY State Department of Labor to modernize and automate the NY State Unemployment Insurance program. The goal of this project was to bring benefits such as faster claim handling, compliance with the US Department of Labor guidelines for resolution of claim issues and payments, reduction in overpayments, and integration of different processes of various business lines such as Benefits, Employer charging and Appeals. The objective was to determine the eligibility and building of an improved end to end process which caters to a variety of businesses and user requirements. The project also brings intangible benefits

such as ease in governance and quick responsiveness to change in legal, policy and legislation changes to the UI program.

I worked on different modules in the UISIm project such as initial claims to determine the eligibility, certifications, claim maintenance, non-monetary, employer registration and collections.

- Worked with the UIPPD and UID team to gather the requirements
- Functioned as the primary liaison between the business line and the technical areas throughout the project cycle
- Prepared packages and conducted JAD sessions and user interviews to gather and analyze requirements
- Incorporated Agile methodology in all the phases of the project
- Worked on establishing eligibility for users who applied for unemployment insurance through the initial claim and certification module
- Assisted project teams in preparing Functional and Non-Functional Requirement and Technical specification documentation
- Documented use cases for all the modules
- Gathered and documented requirements for Workflow Management
- Prepared mockup screens to demo the functionality to the team using Visio, Microsoft PowerPoint and Balsamiq tools
- Performed Gap Analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements
- Prepared UI specifications and navigational flow documents
- Prepared activity and Sequence Diagrams to model the processes
- Identified test scenarios and related test cases in Rational Manual Tester and used Clear Quest to log and track the defects
- Assisted with user testing of systems (User Acceptance Testing), developing and maintaining quality procedures, QA test plans and ensuring that appropriate documentation was in place
- Worked with development and testing teams to accomplish timely release objectives
- Extensively worked on Microsoft Excel, Word, and PowerPoint
- Worked with all members of the project team, following the project through the Systems Development Life Cycle and ensuring that the business objectives were met

Environment: JAVA/J2EE, WAS 6.1/7, Clear Case, Clear Quest, UML, WBM, HP Quality Center/ALM, Balsamiq, Requisite Pro, SQL, HTML, Word, Excel, PowerPoint

8. Quality Assurance Analyst

Resume 1

Sujata Sudhakar Avirneni – Quality Assurance Analyst
Professional Summary
<p>Experienced Six Sigma Yellow Belt Certified Software Quality Assurance professional with proven experience in leading testing effort on web based and client/ server-based applications developed in Agile and water fall development methodologies. Healthcare IT software QA specialist with subject matter expertise in HIPAA ANSI X12 transaction sets and paper claims. Familiarity with quality engineering practices, proven expertise in identifying most defects early and often (Defect Removal efficiency 99%) due to excellent requirement review skills, understanding system design and ability to create maximum possible test scenarios. Particularly enjoy working closely with the team and supporting team. Extremely dedicated, and accomplished IT professional with key strengths integrity, creative, taking initiative, attention to detail, dependable. Solid understanding of how the various parts of the application, clearinghouse with indirect interfaces to the main application and their own complex set of maintenance systems work together, where the failure points are when there are failures. Received appreciation for dedication, positive attitude, technical excellence, collaboration and hard work from management, frequent positive feedback from team about excellent testing skills, troubleshooting, and problem-solving skills and strive to catch all defects.</p> <p>Agile Methodologies Requirement Analysis Process Improvement Estimations Schedules Test Planning Test Case Design Test Scenarios Test Data Test Execution Defect Tracking Test Automation Selenium Web Driver JAVA Test Matrices Status Reporting Defect Tracking HIPAA ANSI X12 transaction sets (837P, 837I, 837D, 835, 270/271, 276/277, 997/999) Paper Claims Git SVN PostgreSQL JIRA ALM TFS RabbitMQ Troubleshooting SQL Node.js UNIX C Eclipse SQL Server Oracle Postman Soap UI Kibana</p>
Education
<p>Georgia Tech 2019-2021 Master of Science in Analytics, 2019-2021</p> <p>ISYE 6501 – Introduction to Analytics Modeling Project – Denial management – Patient and Payer responsibility Programing Language - R</p> <p>CS6040 – Computing for Data Analysis Python</p> <p>MGT 6203 – Data Analytics in Business - Programing Language - R</p> <p>ISYE 6644 – Simulation and Modeling for Engineering and Sciences, ARENA</p> <p>ISYE 6420 – Bayesian Statistics (Currently taking)</p> <p>Programing Language – R, MATLAB, Octave, WINBUG, OPENBUG</p> <p>Nagpur University, Ramtek, MH, INDIA B. E. Computer Engineering and Technology Tata Unisys, Chennai, TN, INDIA Oracle DBA training</p>
Professional Experience
Data Quality Engineer - EDI Developer Data Quality Engineer - EDI Developer

**Xtend Healthcare, LLC Full-time Mar 2021 - Present ·
Murfreesboro, Tennessee, United States**

- Good understanding of EDI X12, DICOM, HL7, FHIR standards.
Design and develop ETL framework for 837 P/I, 835, 277/276 transactions using mirth interface, java script and SQL
Created channels, edit transformer steps on source and destination connectors.
Connect to DB MSSQL Management studio using microsoft SQL server driver
Wrote SQL code to insert data into DB.
Scheduling ETL jobs using airflow, python
Perform quality assurance and manual, automated testing using spec-flow/selenium/C#/.net
Prepare batch of EDI test files run tests using python script to transform data through redis server
Analyze errors and create preprocessor scripts using mirth interface/JAVA/SQL and code transform data and load in DB.

EDI Integration - Data Quality Engineer EDI Integration - Data Quality Engineer

Advanta sure/ Clovity · Feb 2020 - Jan 2021

Glen Allen VA

835/EOB support for providers for backout claims integration and provider level adjustments

Cares Act suspension of 2% Medicare sequestration for clients BCBSMI

270/271 Phase1/2 changes related to deductible static and remaining, out of pocket static and remaining, Co-insurance / Co-pay amounts, In/out of network variances, service type specific financial benefit information both static and remaining LIMIT

Next Blue North Dakota / Vermont – Denta Quest integration and solution

270/271 Covid-19 cost share for all clients

276/277 Production support

Clinical trial ID product enhancement

Premera Ancillary code modification

837 I/P Encounter to AccumTech

UCARE Hix projects

Optum (OCN) DPG Consolidation of TEC, PCN and NPN

835 testing support for MIPS Changes for all client

Hold harmless payment for total reimbursement for scan

SME level support to product management, compliance team, BPO team, Configuration team and client, Data preparation for all EDI Transactions, UAT support for BPO team, end client, production support, working session with end client on production environment

End-to-end testing effort as a lead QA Engineer on all EDI transactions such as 835, 270/271, 837P, 837I, 276/277, 834 for major clients Premera, BCBS-major states, KS, NE, AR, LASSO, SCAN, UCARE, ND, VT health plans in an agile development methodology.

835/EOB support for providers for backout claims integration and provider level adjustments – Mocked 5000 claims with 12 providers and loaded, completed end-to-end testing by using alternative approach with EDI integration process as there was a defect related to manual adjudication process
Created requirement traceability matrix, presented test plan review, test results review, defect resolution, impact analysis, production support, issue resolution in production environment, compliance discussion with end client on 270/271 project

Evaluated EOC and conducted presentations related to the configuration for the client/compliance/product team

Paradies Lagardere, Atlanta GA (10/2017-11/2018)

Quality Assurance Analyst

QTest Explorer | QTest | POS Systems | Workforce Management Systems | HRIS | XML | Mobile application testing Android and iOS | Selenium | Python | EMV

I was responsible for leading test planning, system integration testing, test execution, defect tracking, defect resolution, supporting production go live, UAT testing with the Business team on the following systems.

Workforce Management Systems, HRIS, POS systems, Micros, SAP Systems

- Created detailed test plans and system integration test scripts, ETL Testing, API Testing, UAT test scripts, functional test cases related to HR, Payroll and Store Operations modules, reporting testing status to management.
- Working with the development team on system integration testing. Validated employee and metric import files are mapped as per the business requirement documents.
- Using Filezilla to import files into Workforce Management System.
- Executing test scripts and communicating test results.
- Working with the development team to resolve issues.
- Involved in functional, system and peripheral device testing on POS systems such as integrated pin pad, printers, bar code readers etc.
- Supported Workforce Management System go-live on all major Business Unit platforms such as Atlanta, Lax, JFK, Toronto, Knoxville, Columbia, Huntsville. Supported testing on around 35 BU's
- Involved in testing and supported Canada Integrated project and FCCD deployment.
- Used postman to send the request to get the shoppers track.
- Trained BA on the workforce management system
- Created ETL Test scenarios, test cases, and test execution.
- Trained payroll team to UAT testing and validate pay statements matching with the timecard statement.
- Trained payroll team in testing to validate, shift premium, overtime calculations, blended overtime calculations for union and nonunion employees
- Implemented cross browser testing page object model framework using TestNG/Selenium/JAVA .
- Created automation regression test scripts with data driven framework.
- POS system testing and working on freedom pay portal and working closely with the team to resolve issues

Navicure, Suwanee, GA (02/2016-08/2017)

Quality Assurance Analyst

SQL Developer | MobaXterm 8.6 | Ultra Compare | Ultra Edit | FileZilla | JIRA | Confluence | Agile Methodologies | SVN | Github | Jenkins | HIPAA ANSI X12 transaction sets (837P | 837I | 837D | 835 | 270/271 | 276/277 | 997/999) | Python | Java | Selenium | Test NG | Jenkins | Eclipse

Navicare claim flow cloud based streamlines the entire claims process from claim submission to denial and appeal management. Claim Flow dashboard enables users to manage eligibility, claims, remittance, rejections and denials from one single location. I worked in EDI production team and Shield team as a QA Analyst, helped other teams as needed.

- Day to day responsibilities – attending scrum calls, review requirements, test planning, testing, defect tracking.
- Creating ANSI X12 test data to check into automated regression test suite and maintaining automated simple, complex, alchemy regression test suites.
- Working with development team to resolve issues.
- Creating ANSI X12 data for the team and helping team members to create X12 data.
- Participated in Idea-thon and presented on topic “Loop wise ad hoc test scenario creation and working with X12 files”.
- Maintaining QA-test-repo in Github.
- Helped Kraken team with COB and forms testing.
- Helped Navicare Analytics team with Remittance data and helped them load remittance data.
- Excellent knowledge of RCM analytics for both professional and institutional claims, advanced analytics, KPI's (Key Performance Indicators) related to Submission, Cash Flow, Rejections, Denials and A/R.
- Helped INFRA team with LCD/NCD edits, Created ANSI X12 files for LCD/NCD edits testing. Created around 250 scenarios and checked in automation test suite.
- Implemented cross browser testing framework using Test NG/Selenium/JAVA for Admin GUI Project. Identified web elements that do not have unique identifiers for automation testing.
- Used JAVA Mail API and configured small program that sends out emails with the attachment automated test results in the HTML format.
- Contributed in selenium test automation using nose/python/selenium framework for Navicare patient payments team. Helped team members in identifying web elements that are used in angular.js and java script.
- Participated in Idea-thon competition conducted by Navicare.
- Presented product improvement ideas to the Development manager, VP of product development and BA team for the RCM solutions, Analytics and Patient Payment solutions.

NextGen Healthcare (NG), Atlanta, GA (02/2014-Jan 2016)

EDI QA Analyst

JAVA | PostgreSQL | JIRA | Confluence | Agile Methodologies | Eclipse Luna | Eclipse Kepler 2.0 | Selenium web driver | Test NG | JMeter | AWS | SVN | GIT | Jenkins | Maven | postman | Putty | Vagrant | Oracle VM Virtual Box | TortoiseSVN | NextGen file creator utility | Claredi | SOAP UI | Sumo Logic | RabbitMQ 3.0.1 | Via track-Request Manager | Claim Manager | Source Tree | Bit bucket | Github | Node.js | JSON | XML | HIPAA ANSI X12 transaction sets (837P | 837I | 837D | 835 | 270/271 | 276/277 | 997/999)

Project: NG Now is EHR/PM AWS cloud-based ambulatory application developed in agile development methodology.

- Single-handedly led manual and automated (UI Automation and Backend) testing efforts with major focus on EDI and supported PFS team.
- Day-to-day activities included requirements review, estimation, test planning, test cases, creating test data, test execution, troubleshooting, defect tracking, reporting, Configuration Management (CM), mentoring and documentation.
- Created automated test plan and automated test scripts using selenium web driver and Java.
- Used Git Bash for check-in and check-out automated tests in QA repository.
- Setup development environment in **Eclipse Luna IDE** and started running unit tests using **Test NG**.
- Installed vagrant box, initial deployment, monitored the fullstack.log file and provided to dev. ops team when there were issues with the full stack deploy, extensively used PUTTY to deploy full stack.
- Wrote user stories with acceptance criteria.
- Involved in API testing during Java conversion project using SOAP UI and Postman, checked- in JSON and data files to the QA repository.
- Generated ERA Files using ERA File creator utility and uploaded ERA Files in via track ERA Manager.
- Monitored services and processes that are running, queues, channels, connections in RabbitMQ.
- Uploaded and imported ERA files without the interface using Node.js scripts for testing ERA's, prescription benefits, statements and ERx enrollments.
- Created documentation in confluence to document process for ERA Upload, Import process, and X12 files.
- Verified JSON claim structure and X12 mapping in via track request manager.
- Analyzed claims in Claredi.
- Created and maintained SQL test scripts.
- Created test summary reports, defect reports, and traceability report at the end of each sprint cycle.
- Conducted WebEx demo sessions on ERA, ERA exceptions and EDI workflows.

Metlife, Alpharetta, GA (08/2013-11/2013)

Lead QA Analyst

CICS | DB2 | TSO | Schedules | Estimations | Resource plan | Cogno's Reports | ALM

Managed and led team of 20 offshore QA Engineers. Day-to-day duties included but were not limited to assigning tasks to offshore team, contributing in test planning, estimation and schedules, peer to peer test scenario, test case reviews and mentoring, interviewing. Led testing effort on multiple mainframe applications such as specialized benefit resources (SBR), vantage repetitive payment system (VRPS), financial management system (FMS), financial workstation (FWS), group annuity payments (GPAY), pension closeout tracking system (PCTS)

Project: FATCA (Foreign Tax Compliance rules on all the above products)

- Attended project kick off meetings, reviewed project plan, timelines, small project request specifications (SPRS) prioritization with BSA to go over the IT-QA capacity.

- Reviewed estimates and submitted L0/L1/L2 estimates in estimation in estimation repository.
- Participated in BRD/FRD walkthrough and mentoring the team scope, current state and future states of the project.
- Created test plan/strategy documents.
- Conducted test plan/strategy and test cases reviews with business and development team.
- Conducted daily status call with offshore team.
- Reviewed testing dashboard, updated and sent to client QA Manager.
- Conducted test schedule meetings, reviewed schedules and updated.
- Created daily and weekly test execution status report and defect status report.
- Coordinated with offshore team for test execution and results review.
- Coordinated with AD/Business on defect triage, estimation reviews, project document reviews, and signoff.

McKesson, Alpharetta, GA (10/2010-05/2013)

Sr. QA Analyst

ASP.NET | C# | .NET | Visual Studio 2012 | SQL Server 2012 | TFS | Test manager | Agile Methodologies | Mirth connect | HL7 Versions 2.x & 1.x | ADT | XML Schema | HCFA 1500 | SQL | Silverlight | SSRS | SSIS | ICD 9 & ICD 10

Led testing effort on following products at McKesson

Practice Choice

MediSoft

Lytec

Revenue Management

Watchdog

Interoperability - Practice Choice Integration with MediSoft/Lytec, Practice Partner Integration with Medisoft/Lytec

Project: Practice Choice - Physician Practice Solution

Practice Choice is **SaaS** based **EHR/PM** web based application. Led testing effort on modules such as electronic claims, eligibility and ERA's, paper claims, daily updates, payments, scheduling, statements, progress notes, CCD (Continuity of care document), data migration, patient history, medication history, Practice Choice (EMR Only) Integration with MediSoft/Lytec, patient receivables (collections), reports, lab orders.

- Day-to-day activities included requirements review, estimation, test planning, test cases, creating test data, test execution, configuration management (CM), troubleshooting, defect tracking, reporting, mentoring and documentation.
- Worked closely with the development team on Data Migration (Bulk upload process) and demonstrated exceptional skills during Practice Choice EMR Only testing.
- Supported customer support/BA's when there was a support call for the Practice Choice EMR Only.

- Analyzed EDI X12 related production support requests and wrote bugs, product backlog items (PBI) in Team foundation server (TFS).
- Used the Kanban/AGILE Scrum methodology approach to testing, participation in sprints and gathering data throughout full SDLC.
- Closely worked with development team to fix bugs and issues.
- Set up test data and supported development team with seed data for spec flow tests.
- Tested Practice Choice integration with MediSoft/Lytec.
- Involved in testing Practice Choice and Relay health interface areas of integration are patient demographics, prescriptions, medication list, prescription refills, CCD/Chart exporting, immunizations.
- Tested HL7 messages sent from Medisoft/Lytec to Practice Choice.
- Involved in Data Migration testing – Imported data from MediSoft/Lytec and uploaded data through CSV files into the choice.
- Tested EDI transactions such as 837P, 4010/5010, 270/271, 835.
- Researched production/test claims in collaboration compass (Relay health tool), reprocessed the claims as needed to generate claim files.
- Involved in running batch claim jobs, ERA jobs.
- Tested hot fixes in a time pressure, involved in research and met the overnight deadlines for such issues.
- Worked with technical writer to review release notes.

Project: Watch Dog

Involved in testing Watchdog. Watchdog monitors and starts communication manager service when it stops. Watchdog was deployed it via click once to quickly resolve crashing processes. Delivered high-quality and working version of Watchdog (<http://medisoft.com/watchdog>), which was essential to resolve our clients messaging reliability issues. Watchdog fully monitors services and processes, automates some windows functionality, as well as scheduling and email features.

Wrote batch test scripts to start and stop the service.

TEKsystems, Atlanta, GA (07/2007-12/2007)

Client: Macy's Systems and Technology, Atlanta, GA

QA Consultant

Java | SQL | Teradata | ETL testing | XML | Teradata SQL assistant 7.2.0.2 | Mercury Quality Center | Windows 2000/XP

Projects: Fed BAT Basic Analysis Tool, Big ticket business review

Fed BAT stimulates long-term growth in sales and provides common procedures and processes, by incorporating Macy's Midwest and north store business into the Macy's home store business model. After the

data transformation, MCH data includes MMW and MNO home store data. MST also removed home departments from MMW and MNO department hierarchies.

- Day-to-day activities included requirements review, estimation, test planning, test cases, maintained
- suite of test cases, test data, test execution, troubleshooting, defect tracking, reporting.



- Worked with BA and developers to have the clear understanding of business needs and vision.
- Designed test cases for functional tests, system, report data validation, DB validation, end-to-end
- testing.
- Involved in test execution and test execution status reporting.
- Participated in department quality improvement initiatives and adhere to existing processes\
- Involved in testing bestselling, worst selling, and all mark style reports.

This space is left blank Intentionally.

Resume 2

Viraj R Jejurkar – Quality Assurance Analyst

Professional Summary

- **Over 14** years of experience in Automation/Functional Testing of high volume and large-scale Software Products and Web Applications.
- Experienced working in **STLC** (Software Testing Life Cycle), **SDLC** (Software Development Life Cycle) and **Agile** methodology.
- Experienced in identifying User Acceptance Criteria, developing Test Strategy, Test Scenario Design, Test Plans, Test Cases, Test Execution and Test Review.
- Experience in mapping all the Test cases with the requirements in Requirements Traceability Matrix.
- Extensive experience in functional, regression, system, integration, database, UAT, End-End testing.
- Extensively used **TFS, HP Quality Centre and JIRA** for reporting.
- Experienced in automating test cases, writing test scripts, UI and functional automation using SOAPUI with groovy scripting, Selenium WebDriver in JAVA and Continuous Integration with Jenkins and identifying web elements based on XPath, CSS selectors etc.
- Experience in implementing **Page Object Model, Data Driven frameworks, TDD** with **Selenium Web Driver** (Test Driven Development) **BDD** using **Cucumber, TestNG and Junit, Maven, GIT, CI/CD** with **Jenkins**.
- Extensive experience in testing of REST full and SOAP web services, API Testing using **SOAP UI, Postman**, XML, JSON formats.
- Well versed in the QA processes and procedures to manage project delivery including the application metrics to evaluate the health and progress of the Project.
- Experience working with Onshore/Offshore testing team for the test progress and resolving issues.
- Diversified experience in domains such as Healthcare, Insurance, Financial, Telecom Services products.
- Experience in creating Test Summary, Defect Reporting, Daily/Weekly status reports.
- Experience with UAT testing along with data setup, Environment setup and coordination between users, Development, Business Analyst and Product Management teams.

Education

Masters of Science in Telecommunication Engineering, Rochester Institute of Technology, NY.
 Graduation 2013

Technical Skills

Languages	HTML, XML, Java Script, SQL &PL/SQL
Testing Tools	QTP, Selenium WebDriver, Appium, SpecFlow, SoapUI, REST API
Testing Framework	Junit, TestNG, Data Driven, POM, Visual Studio
Build tools	Maven, ANT, Jasmin
Continuous Integration	Jenkins, Gradle, TeamCity, GitLab
DW / ETL Tools	Informatica, QuerySurge
Reporting tools	Tableaue, Jira, Confluence, BugZilla, Redmine, MS Project

Professional Experience

Commonwealth of Massachusetts, Quincy, MA

QA Lead

January 2019- till date

Software implementation of a COTS software to facilitate the RMV service center users with capacities to issue Registration and Title to the vehicle owners of the state.

Responsibilities:

- Planned, executed and reviewed the project scope with a team of 6 quality analyst resources for quality deliverables within schedule.
- Implemented SCRUM methodology, best QA practices, and optimized processes and led the daily SCRUM to track the sprint progress, remediate impediments to meet the committed intake through streamlined processes.
- Manifested status reports, sprint metrics including velocity, commitment reliability, capacity utilization, estimation variance, backlog health check, impact of scope changes, and traceability matrix in addition to test plan creation with QA leadership.
- Conducted weekly meetings with leadership to review the progress, opportunities for improvement, re baseline over changes, priorities, and plan contingencies with resources allocations, task estimates and risk forecast.
- Managed releases with approved changes per priorities, corrections per severities. Engaged with change control committee for approvals over code migrations.
- Lead **functional testing, GUI testing, UAT, Integration testing, System testing, Regression testing, End to End testing, Back-end testing, Smoke testing, Data-Driven testing, Regression testing, Performance testing, Web services testing.**
- Developed Test Strategies, Test Plans, **Manual and Automated** test cases, test scripts, Defect Reports, traceability matrix.
- Tested **Restful web services** using **SOAP UI** and **Groove scripting**
- Automated test cases using **SpecFlow framework with Behaviour Driven Development (BDD) and Gherkin**
- Developed automated tested using **Appium framework on Android, iOS, and Windows platforms** for Native Mobile Applications

Visiant Health, Southborough, MA

QA Lead

March 2016- January 2018

Software implementation Project: Implementation of a new Medicare software instance for an existing Health Plan with Data conversion, instance split, change requests.

Re-architecture of EDI solution Project: Seamless integrated solution of enrollment to EDI extracts

Responsibilities:

- Planned, executed and controlled the project scope a team of 8 onsite and 4 offshore resources.
- Successfully delivered complex projects with aggressive timelines within schedule, cost and with quality requirements. Few **highlights** are:
 - A) Software instance split with data conversion delivered in 2 months with 0 defects in production.

B) Automated solution delivery saved time by 89%, cost by 77% and produced ROI of \$5.4M per year per estimated NPV and CBR.

- Prioritized the scope change requests by analyzing risk and impact to the activities on the critical path and overall project timelines.
- Managed releases through defined types, severity, processes for defect workflow and approvals for deployment with change control committee and retrospectives with internal cross-functional teams.

Automation:

- Converted manual functional and regression scripts to keyword data-driven automated scripts using **Selenium Web Driver**, with **Java** and **TetsNG** Page Object Model.
- Developed SQL scripts to validate relational database tables SQL Server and Oracle using QuerySurge for backend automation.
- Hands on with continuous integration (CI/CD) tools such as Jenkins, TFS to schedule builds of daily automated QA test scripts
- Created Azure Test Plans in Azure DevOps Server
- Created requirement-based suites, add clauses per work items by the iteration path for the sprint.
- Assigned to testers and scheduled test query runs and reported results metrics notifications.
- Worked with Snowflake data warehouse built on top of the Azure cloud infrastructure
- Worked with Snowflake Automate user provisioning, de-provisioning to SaaS applications with Azure Active Directory.

Tools used - MS Project, Eclipse, Selenium, Jenkins, PL-SQL, SSMS, Informatica, QuerySurge, Jira, Confluence.

eClinicalworks, Westborough, MA

Technical Account lead

March 2015 – Feb 2016

- Liaison with strategic clients with enterprise LOB and internal development, product owner teams to achieve seamless delivery of change/ service requests through product life cycle and software upgrades.
- Maintained MySQL, MSSQL databases, Apache Tomcat application server for EMR software application based on 3-tier SaaS architecture.

Tools used - PL-SQL, MS SQL, MySQL, Apache Tomcat, SSMS, Jira.

Azimuth Systems, Acton, MA

Software QA engineer

June 2013 –February 2015

Achievements:

- Created and executed manual and automated tests to replicate specification centric use cases.



- Worked on consolidating feature requests from product management team into use cases, test plans and test cases in the subsequent software releases through Agile methodology.
- Performed agile testing, review the stories and participated in Daily Scrum, Iteration Planning and Release Planning meeting and used Rally Tool.
- Participated in all phases of the Software Testing Life Cycle (STLC).
- Involved in the design and development of test plan from business and Functional requirements which includes test objectives, test strategies, test environments etc.
- Participated in peer review with team and developers to review test cases/test scripts.
- Performed System, Integration, Smoke, Sanity, Functional, Back-end, Positive and Negative and monitored the behavior of the applications during different phases of testing using testing methodologies.
- Regression testing was performed after each build release of the application and updated the Scripts by executing the Regression suites built using Selenium and approve for regression suit.
- Built framework in SoapUI which is integrated with the Maven and CI tools
- Script is built in groovy language
- Created SoapUI Test cases for automation

Tools used – Maven, SoapUI, PL-SQL, MS SQL, MySQL, Apache Tomcat, SSMS, Jira.

Cisco Systems, Boxborough, MA

QA Engineer

December 2012 –June 2013

Experience: Data Center

- Functional testing of ARES 5000(ST40), ARES 5500 chassis used for LTE-MME and their configurations.
- Implementing features and configuration over Cisco 7206 Router, Cisco 4900, 3750, Cisco Nexus 5596, 5548, 2248 FEX.
- Scheduled testing job and set up the flag to run automation script every time developer commits new code and make a new build.
- Actively communicated with the end users and business users to create realistic test cases.
- Provide test summary documentation and analyze test results, identifying trends and/or root causes of problems.
- Developed training materials, system maintenance and operating manuals for the QA environment and used the same to train the users.
- Establish business continuity through Knowledge Transfer and mentoring of new resources.

Tata Tele Services Ltd.

Designation: Senior Quality Engineer, Data and Mobile Services

September 2008 – March 2011

- Platform testing and Operations of Internet core network for wireless Data services (EVDO, 1X, 2G) and including nodes core routers Cisco 7609, area routers Cisco 7206, 3745 & 3845, Cisco switches 6509, 3750 and 2950. SS7 platform testing for mobile (voice and value added) services.
- Implementation of document assemblers in order to generate a mapping for the
- HPX tools.
- Involve in creating particular test cases for each correspondence notice.
- Involve on the design of notice's storyboards.
- Design and implementation of multiple notices for the Correspondence module.
- Maintaining multiple versions for each notice according to each change request
- from the client.
- In charge of analyzing correspondence delivery data.
- Implementation of a batch process to keep daily counts for each notice in
- Correspondence module.
- In charge of leading and teaching HPX and Correspondence process flow to
- the incoming developers.
- Design and implementation of manual screens for Correspondence.
- Participate in requirements, functional design, technical design and release
- notes walkthroughs.

This space is left blank intentionally.

Resume 3

Suma Chitturi – Quality Assurance Analyst

Professional Summary

- GC holder.
- 10 + years of professional IT experience in Software Development and Quality Assurance testing in finance, Retail and insurance sectors. Worked with client/servers, GUI, Mobile and Web based applications using manual and automated testing and used tools like Mercury Interactive Tools (Win Runner, Test Director, QTP and ALM Quality center).
- Proficient in managing, implementing, and writing test strategies, test plans, Test Scenarios, Test cases, I have extensive experience in black box testing.
- Proficient in functional, negative, regression, system integration (SIT), acceptance (UAT), security and browser compatibility.

Education

- Bachelor of Electronics Engineering, SHIVAJI University, Warnanagar, India
- MS Information Systems Engineering & Management, Harrisburg University of Science and Technology, Harrisburg PA

Certifications

- International Software Testing Qualifications Board (ISTQB)
- Certified Scrum Master

Professional Experience

Jun 2022–Present

Quality Engineer State of MA, Braintree, MA

- Involvement in the Sprint Planning, User Story Sizing meeting and Sprint Retrospection meetings.
- Involving in the Daily Scrum Meetings to discuss about the day to day accomplishments, plan for the next day and the impediments.
- Capacity Planning and workload management of the team.
- Managing and reviewing the deliverables of the QA offshore team.
- Compatibility testing of the **Java** based web applications in different OS platforms and web browsers.
- Manually calculate the expected the result for different Business conditions.
- Compare the expected result with actual results using comparison tool.
- Check-in the test data in GIT using source tree.
- Jenkins FTP/ Secured copy from GIT repository (Source Control repository) csv file to Unix server.
- Load Test Data (CSV) into database using ETL's.
- Validate the Test Data load.
- Review Test Scenario's with delivery team.
- Managing and reviewing the deliverables of the QA team.
- Test conditions documents and one-liner test cases for the Agile (Scrum) based projects.
- Test Plan Preparation.

Jan 2019– Jun 2022 Quality Engineer RMV (MASS DOT), Quincy, MA

Mass dot uses a legacy system built on mainframe technology used for issuing Licenses, MASS ID's, Title and Registration from ALARS. RMV MASSDOT is developing a web-based ATLAS application which is intended to mimic all Business operations of ALARS.

New ATLAS is a business-led project which will transform the RMV from a transaction-driven organization to a customer- focused service organization with the support of 21st century technology. All services and **transactions** related to: Vehicle Registration and Title, Insurance Validation and Uninsured Motorist, Owner Civil Motor Vehicle Citations, Inventory Management, Vehicle Inspection Process, Excise and Non-Renewal, Revenue Collection, and Documents Scanning at Point of Sale.

- Created traceability matrix to map the existing test cases with the Business Requirements laid down by the Business users.
- Identified the gaps in the requirement while creating the traceability matrix, created report to for each module to showcase the coverage.
- Analyzed and executed the existing test case to understand the functionality and reported the defects found.
- Created the scenarios for the modules not covered by the business users.
- Helped the new team members in on boarding and knowledge transfer to bring up to speed.
- Involved in web services testing using Ready API tool.
- Created test cases for web services.

Environment: Bamboo, Jenkins, Jira, Oracle, API ready, Postman, Soap UI.

Oct' 2017– June 2018 QA Analyst Mobile Ahold, Quincy, MA

Ahold USA is part of Ahold Delhaize, a Dutch-based international retailing group that operates quality supermarkets in the United States and Europe. Ahold USA supports four regional divisions in the northeast United States - Stop & Shop New England, Stop & Shop New York Metro, Giant Landover, and Giant Carlisle. Together they operate nearly 750 supermarkets with more than 100,000 associates in 13 states and the District of Columbia along with Peapod, its online grocery shopping/delivery service.

- Created and executed manual smoke, functional, regression, system, compatibility, integration and exploratory tests.
- Analyzed Functional Requirements and Business Specification as part of static Testing on earliest stages of SDLC
- Identified, analyze, and document defects using Jira defect tracking systems.

- Developed and implemented QA Methodologies for the department. This included, but is not limited to development of test case standards, requirements traceability matrix, and testing metrics.
- Acted as liaison between development and business teams – provided visibility and clarity into business requirements to the development teams.
- Coordinated QA, SIT and UAT sessions and executed UAT scenarios with end users for final approval and user signoff.
- Participate in weekly test planning, project status meetings and reviews
- Participated in grooming and refining of user stories.
- Testing Soap and Restful services using Ready API and Postman.
- Functional testing on different versions of OS on both Android and IOS
- Functional testing on different IOS and Android devices.
- Tested coupons with POS.
- Mobile Testing using mobile test tools

Environment: Mobile devices: iOS, Android, Bamboo, Jenkins, Jira, Money talk, SQL developer, Oracle, API ready, Postman.

Aug '16 – Oct 2017 QA Engineer Amadeus, Boston, MA

Amadeus is European based company and its expertise in Hotel and travel Industry. Hotel IT has Rate configuration Rule. A chain has a contract with a corporation. In the contract period, the chain must offer rooms that conform with the terms and conditions in the contract.

For example, IHG negotiated a contract with Amadeus in 2016 and it must apply flat rate with KING room at \$142 ,Extra person charge \$20; Must not apply travel agent commission 3 blackout dates only: 2016-01-01 (New Year), 2016-11-24 (Thanksgiving), 2016-12-25 (Christmas)

- Participate in User Stories Grooming sessions.
- Analyzing the User Stories Project following Agile (Scrum) methodology.
- Develop Test Scripts in Python using Test Tool server.
- Write test cases and Review with the team to get the sign off.
- Upload test cases and maintain the status of test cases in ALM.
- Rest and XML Webservices Testing using Ready API.

Environment: Test Tool Server, Jira, GIT, Jenkins, Ready API,

Feb '16 – Jun 2016 QA Lead, Fidelity Investments, Boston, MA

Fidelity offers Managed accounts all over the business units in retail Organization PAS-P and in workplace it's PAS-W. Investors hire a Managed account provider to take all of their assets and professionally manage it so that they can sign up for the service and know it's going to be managed by investment professional on ongoing basis. Fidelity does not have offering for independent financial institution market. Fidelity never offered Managed account service externally, it always was part of Fidelity core offering. Fidelity PAS_IRK is originated with the desire to help participants meet the retirement goals by offering Managed account services integrated in IRK (Relius, Schwabs etc...) core solution.

The Fees and Billing Engine (FBE) will be a standalone fee engine that aims to support the fees and billing processes for PAS-IRK product, it will be adaptable to other managed accounts of the future. FBE major offering is calculation of Net advisory fees in addition to billing process and supporting downstream process performance calculations, invoicing, pricing analysis, fee tolerance validation, and reporting.

- Defined QA process for the QA Deliverables.
- Participate in User Stories Grooming sessions.
- Analyzing the User Stories Project following Agile (Scrum) methodology.
- Preparation of Test Scenario's.
- Preparation of Test data Synthetically following business rules for critical Business Scenario's to mimic the actual feeds.
- Manually calculate the expected the result for different Business conditions.
- Compare the expected result with actual results using comparison tool.
- Check-in the test data in GIT using source tree.
- Jenkins FTP/ Secured copy from GIT repository (Source Control repository) csv file to Unix server.
- Load Test Data (CSV) into database using ETL's.
- Validate the Test Data load.
- Review Test Scenario's with delivery team.
- Managing and reviewing the deliverables of the QA team.
- Test conditions documents and one-liner test cases for the Agile (Scrum) based projects.
- Test Plan Preparation.
- Involvement in the Sprint Planning, User Story Sizing meeting and Sprint Retrospection meetings.
- Driving and involving in the Daily Scrum Meetings to discuss about the day to day accomplishments, plan for the next day and the impediments.
- Capacity Planning and workload management of the team.
- Functional and regression testing of the application in different Sprints.
- Execution of test cases in ALM Quality Center.
- Defect Reporting and tracking using ALM (12.20). Driving the Defect Triage Meetings.
- Preparation of the Sprint Summary Reports.
- Database Testing (SQL joins, row count, file comparison)
- ETL testing and Batch job testing.
- UAT testing.

Environment: GIT, Jenkins, Source tree, Control M, Unix , Beyond Compare 4, Oracle, Winscp, ALM, Jenkins, Jira(Atlassian), SQL server.

Aug '13 – Dec ' 2015 QA Lead, Provenir, Parsippany, NJ

Prism provides dashboard views based on each user's role within a transaction. Relationship managers are provided with a view where they are able to see the current status of all their outstanding customer requests, while users responsible for executing daily tasks are provided with tailored queues. Supervisors can manage the business with customized views such as transactions awaiting final approval or those that are in danger of missing client SLAs. Prism allows the management of individual and business relationships to identify common stakeholders across organizations.

- Involvement in the Sprint Planning, User Story Sizing meeting and Sprint Retrospection meetings.
- Involving in the Daily Scrum Meetings to discuss about the day to day accomplishments, plan for the next day and the impediments.
- Capacity Planning and workload management of the team.
- Managing and reviewing the deliverables of the QA offshore team.
- Compatibility testing of the **Java** based web applications in different OS platforms and web browsers.
- User Interface Testing (UI validation).
- Analyzing the User Stories for projects following Agile (Scrum) methodology.
- Preparation of the test conditions documents and one-liner test cases for the Agile (Scrum) based projects.
- Review Test Conditions developed by offshore.
- Automated Regression test cases using Selenium.
- Test Strategy preparation.
- Functional and regression testing of the application in different Sprints.
- Execution of test cases in Quality Center.
- Defect Reporting and tracking using Jira. Driving the Defect Triage Meetings.
- Monitor compatibility testing in different Web browsers.
- Preparation of the Sprint Summary Reports.
- Interacting with offshore co-coordinator to clarify the business requirements and discuss about the QA issues.
- Database Testing (SQL joins, row count, file comparison)
- Interact with client to understand business requirements.
- Support UAT Testing.

Environment: Windows 7, Java, oracle, WinSCP, Snipping tool, Google chrome, ALM (Quality Center), Firefox, IE, Selenium, Jenkins, Jira(Atlassian), Zephyr and Rally.

Apr '11 – Mar '13 QA Lead, John Hancock Financial Network, Boston, MA

JHFN uses a wide array of different applications to support the network of different agencies working under John Hancock. Based on varying business needs, the applications undergo enhancements and

changes multiple times each year. Hence, a dedicated QA team was required for the functional, non-functional and regression testing of the applications followed by each enhancement.

JHFN QA team of Cognizant works as the extension of the IT team of the John Hancock Financial Network division based in Boston, USA. The responsibilities of the team include System, Regression, Performance and Browser Compatibility testing of the various applications in JHFN.

- Understands the business requirements and different Java and .Net applications from the Use Cases, Business Requirement Documents and the UI prototypes shared by the client.
- Test estimation of different projects following agile methodology and work requests.
- Test Plan and Test Strategy preparation.
- Conduct Smoke and Functional testing.
- Review the test scenarios from the requirement documents.
- Upload the requirements and reviewed the test cases in Quality Center.
- Defect reporting and tracking.
- Monitor compatibility testing in different Web browsers.
- Execution of the Web Services test cases using Soap UI tool.
- Review and prepared the test summary report.
- Test Summary Report preparation.
- Interact with the clients or offshore co-coordinators for clarifying the business requirements of different projects.
- Project management related activities like daily effort tracking of different resources, weekly and monthly metrics reporting etc.
- Lead a team of eight offshore and one onsite.
- Functional testing on different versions of OS on both Android and IOS
- Functional testing on different IOS and Android devices.

Environment: Quality Center, Java, .Net, Rally, Oracle 9i, 10g., Windows XP/IE 9, Mozilla Firefox , Soap UI, Mobile devices: iPhone and iPad

Sept '09 - Apr '11 QA Tester, First Data, Atlanta, GA

Clients Merchant Services loyalty solution is the electronic and rewards network that offers merchants a system that allows the consumers to accumulate rewards in real-time based on point-of-sale transactions. Loyalty programs are structured marketing efforts that reward and therefore encourages loyal buying behaviors, behaviors which is potentially a benefit to the firm. The client's loyalty solution consists of five applications:

- The Marketing Toolkit application, the means by which the marketers created promotions.
- The Customer Support application, the means by which the Customer Support Representatives (CSRs) provided customer service to members and merchants.
- The Administration application, the means by which the System Administrators set up and maintained clients, client organizations, users, user groups and cards.
- The Merchant Toolkit application, the means by which the merchants customized available promotions.

- The Reports applications, the means by which management generated Store, Transactions and member and ITA reports.

In addition to the four applications described above, the Member Website, Web portal provided by distributed access to information, allowed the members to perform certain account inquiries and maintenance functions without involving a CSR.

- Analyze the client requirements.
- Prepare the test data and test cases.
- Execute the test cases.
- Conduct ETL testing.
- Conduct testing of different processes.
- Involvement in different levels of testing i.e., Integration Testing, Regression Testing, System Testing and Acceptance Testing.
- Install and run new Batch Jobs.
- Verify and execution of incremental delta scripts on QA and certification environments.
- Update master scripts.
- Conduct the build process and deployed the build on UNIX boxes.
- Prepare timeline for testing team.
- Work with business analysts and developers to resolve issues.
- Lead the team of three members two offshore and one onsite.
- Help businesses and developers in understanding the existing product behavior.
- Conduct the triage meeting.
- Mobile testing of the Web Applications using iPhone and iPad devices.
- Interact with clients and project managers to address the team requirements.

Environment: Oracle 9i, 10g., Apache, JBoss, Windows 2000/IE 6.0, Windows XP/IE 7.0, Mozilla Firefox, Putty, Tortoise SVN, Eclipse, Squirrel, Configuration management Tool, Test API, Test Xml, Credit card generator, Billing code, TPS load.

Mar '08 – Aug '09 QA Tester, State Farm, Bloomington, IL

Managed the agent team member information (R14264) developed by using agile (Scrum) Methodology will provided the ability to create, modify/terminate, delete and view additional information about an agent team member using the SAMS Web user interface. R14264 enables data entry by the ASR and Canada Agency Resources using the SAMS Web user interface to manage the agent team member information. In addition to the information already captured in AIMS today, the data maintained for the agent team members would be expanded to include additional information such as residence contact information and preferred names as well as other data defined by the project. R14264 will also implement the management of associations between non-agent sales associate roles (For example: agent team members, agency interns, agency field consultants, policy servicing office employees, clients office associates) and one or more agents or offices.

- Analyze the requirements from the client.
- Participate in preparing the test plans.
- Prepare test scenarios (system, integration and UAT)
- Prepare test cases for module, integration, UAT and system testing.



- Prepare the test data's for the test cases.
- Prepare test environments to execute the test cases.
- Review the test cases prepared by the other team members.
- Execute the test cases.
- Defect tracking.
- Give mandatory information of a defect to developers in order to fix it.
- Prepare test summary reports.
- Prepare the lesson learned documents from the previous project testing experience.
- Prepare the suggestion documents to improve the quality of the application.
- Communicate with the test manager.
- Interact and work closely with the four offshore team members.
- Conduct the review meetings within the teams
- Conduct various management activities by analyzing and verifying test results, providing status reports.
- Work with the business analysts and developers to resolve the issues.
- Conduct Risk Based Testing.

Environment: Web Sphere application Server, Db2, IE 6.0/7.0, Lotus Notes, Share Point.

This space is left blank Intentionally.

9. Security Analyst

Resume 1

Steven M. Cronin – Security Analyst
Professional Summary
<p>Graduated May 2015, from Wilmington University with Bachelor of Science Degree, Computer and Network Security, (a program that has been designated as a National Center of Academic Excellence in Information Assurance/Cybersecurity by the National Security Agency and Department of Homeland Security.) Education also includes Associate in Science Degree, Computer Network Engineering. I have been employed with Wipro for 7.5 years with experience in cyber security and IT troubleshooting. I am currently looking for a cyber security analyst position that could benefit from my experience. I am a motivated, diligent and conscientious worker.</p>
Education
<p>Wilmington University, Wilmington, DE Bachelor of Science, Computer and Network Security, May 2015 Current GPA 3.92; Dean's List Fall 2013 to Spring 2015 Completed project that involved exploring features of IDS, IPS, and network auditing tools. Experienced with Windows desktop, Server O/S, Active Directory, and Linux. Experimented with MySQL databases.</p> <p>Curriculum Included: Principles and Practices of Information Security; Networks and Telecommunications; Operating System and Computer Systems Security; Programming with Python; Cryptography: Algorithms and Applications; Linux for Systems Administrators; Windows Operating Systems and Systems Administration; Computer Forensics: Data Integrity, Computer Forensics, and Disaster Recovery; Advanced Network Management; Protecting Your Network: Firewall and Perimeter Security and more.</p> <p>Memberships: Member of Epsilon Pi Tau Technology Honor Society; Member of Delta Epsilon Rho Honor Society; Member of Cyber wildcats club.</p> <p>Delaware Technical and Community College, Stanton, DE Associate in Science degree, Computer Network Engineering, May 2013 GPA 3.3 Dean's List Configured Cisco routers and switches according to curriculum. Took C++ classes.</p>
Technical Skills
<ul style="list-style-type: none"> • Knowledge of information security standards, rules and regulations. • Knowledge of networking, databases and computer languages. • Ability to identify risks, threats and conduct analysis. • Strong problem solving skills. • Ability to efficiently and effectively troubleshoot problems. • Able to respond to any incident in a timely manner. • Able to quickly adapt to changes in policies and applications when needed.
Certifications
<ul style="list-style-type: none"> • Checkpoint Firewalls and VPN



- Infrastructure Security
- JavaScript
- Network Data Admin
- Networking Admin
- Physical Security
- Unix Admin

Professional Experience

08/2016 to 12/2022

Wipro

Security Analyst 3: Was on the Electronic Partner Connectivity Request (ePCR) team during this period. We primarily processed requests to get business partner users access to VPN and to get IP/port access opened up for them on the Comcast firewall in order to be able to access the needed applications on the network. We also processed requests for connectivity going out from Comcast to the business partners in addition to coming into the Comcast network from the business partners. By default, any access coming into the Comcast network from a business partner or vice versa is denied. Access needs to be whitelisted through ePCR requests first before business partners can access the necessary applications. The same thing applies when something needs to be accessed from the Comcast network going out to a business partner network. Received hands on experience with Jira, CADA, Active Directory, myComcastAccess, ITRC, Fortinet, Checkpoint, F5 VPN, Service Catalog, Sigma, and ServiceNow. 650 Centerton Road, Moorestown, NJ 08057

References: Dianaleigh Dabkowski (Dianaleigh_Dabkowski@cable.comcast.com), Roberto Noguera (Roberto_Noguera@cable.comcast.com), Karen Rowland (Karen_Rowland@cable.comcast.com), Proven Jones (843) 318-6916.

06/2015 to 08/2016

Network Security Analyst: Was in the Security Response Center (SRC) team during this period. I was responsible for assisting users with VPN issues; whole disk recovery token (WDRT) computer lockouts; escalating more advanced issues to the correct teams; and viewing and processing network attacks on Arcsight. Received hands on experience with Jira, Arcsight, WDRT, Kerberos, Remedy, Active Directory, Service Catalog, CADA, RSA, Cisco VPN, and Symantec VPN. 650 Centerton Road, Moorestown, NJ 08057

References: Boone Bautro (856) 558-4398



Resume 2

Chakradhar Vadlamudi – Security Analyst

Professional Summary

- Experienced Professional with over 9 years of experience as an IT Security Professional in IT Infrastructure, SOC, Information Security, and Cyber Security.
- Experience with Windows, Linux, vulnerability assessment tools, firewalls, IDS/IPS, Nessus, NMAP, SENTINELONE, MITRE Att&ck, ArcSight, Rapid7, Routers, Switches, LAN/WAN, TCP/IP protocols, VMware, Endpoint Security, Cloud Security.
- Regular communication, training, and staying informed about the evolving threat landscape are key components of successful EDR implementation and operation.
- Configure and manage Microsoft Defender endpoint security solutions.
- Implementing and managing Microsoft Defender network security solutions, such as firewalls and intrusion prevention systems.
- Assessed threats, risks, and vulnerabilities from emerging Security issues.
- Regularly review and update configurations, policies, and procedures within CrowdStrike to adapt to changing threat landscapes and improve security posture.
- Integrate CrowdStrike with other security tools and platforms to create a cohesive security infrastructure and improve overall cybersecurity capabilities.
- Using Sumo Logic to triage and HHSC security incidents based on log data.
- Generate compliance reports using Sumo Logic for auditing purposes.
- Involved in Cloud Security Infrastructure and design for client's in-house Azure Applications.
- IDS/IPS monitoring/analysis with tools such as Sourcefire, Palo Alto, McAfee, and TaHiTI.
- Lead the response to security incidents identified by EDR tools.
- Monitored and HHSCd suspicious network activities, endpoints and threats utilizing a variety of tools such as ArcSight, MITRE Att&ck, Carbon Black, TaHiTI, Cisco Talos, Wireshark, Nessus.
- Utilizing tools such as MITRE Att&ck, ThreatQuotient, Morphick, Exabeam, Maltego, WireShark, Domain Tools and Proofpoint for correlation of malicious events.
- Incident response and threat detection using WireShark.
- Experience on TaHiTI for Management Systems and for Threat Intelligence.
- Deploy and configure Palo Alto Firewalls following prescribed guidelines and blueprints, ensuring adherence to security standards and best practices.
- Implemented UEBA using Sumo Logic to detect anomalous behavior patterns.
- HHSCd alerts created by IDS/IPS including malicious file uploads compromised servers, SQL-injections, and port scanning.

Education

Bachelor of Technology in IT - Velagapudi Ramakrishna Siddhartha Engineering College from 2009 to 2013.

Technical Skills

SENTINELONE	Q-Radar, McAfee ESM, MITRE Att&ck, Sumo Logic
Vulnerability Management Tools	Rapid-7 Nexpose & InsightVM, Qualys, Tenable Nessus,
Security Tools	CrowdStrike, STRIDE, Symantec, Tenable, Proofpoint
IPS/IDS	McAfee IPS, Secure Works IDS/IPS, SNORT
Frameworks	NIST, MITRE ATT&CK, HIPAA, OWASP, PCI DSS



Firewall	Palo Alto Panorama, Cisco ASA Firewall
Network Management	Wireshark, SNMP, SolarWinds NCM
Ticketing Tools	Service Now, Jira
Certifications	
<ul style="list-style-type: none"> • CISM - Certified Information Security Manager • Qualys - Vulnerability Management Detection and Response (VMDR) • IBM - IBM Q-Radar SIEM Foundation 	
Professional Experience	
FHL Bank, Kansas, Missouri	Jan 2022 – Present
Sr. Security Incident Response Analyst	
Responsibilities:	
<ul style="list-style-type: none"> • Utilizing Security Information and Event Management, Intrusion Detection & Prevention (IDS/IPS), Data Leakage Prevention (DLP), forensics, sniffers, malware analysis tools. • Monitoring security alerts and logs to identify potential security incidents. • Analyzing and investigating alerts to determine the nature and scope of security incidents. This may involve examining log data, network traffic, and system behavior. • Involved in security product assessments such as Palo Alto, Azure Firewall. • Maintaining security infrastructure, including IPS, IDS, log management, and security assessment systems. • Analyzed, Administered, and Configured ArcSight SENTINELONE, STRIDE Carbon Black. • Analyzed threats to corporate networks by utilizing SENTINELONE products using ArcSight to assess the impact on client environments. • Use SENTINELONE dashboards and queries to HHSC and correlate security events across the network and systems. • Performs network/ host-based intrusion detection using a variety of threat detection tools such as Sourcefire, TaHITI (HX, NX). • Involved in Security Operation, Vulnerability and Risk Assessment, alerting report generation and analysis with various security tools using MITRE Att&ck, STRIDE. • Collaborate across the entire organization to bring MITRE Att&ck access to product and technical teams to get the right solution delivered and drive future innovation gathered from customer input. • Fine tuning existing correlation rules to reduce noise and false positives. • Monitor the performance of MITRE Att&ck via the MITRE Att&ck Monitoring Console. • Push configurations and updates to multiple MITRE Att&ck Enterprise instances via the MITRE Att&ck Deployment Server. • Anti-virus alert response due to alerts by Logrhythm (SENTINELONE), McAfee, Cylance. • Manually Installed McAfee NDLP Prevent 10.x ISO.file and configured in STRIDE server. • Securely integrate remote sites and data centers of business partners into the network, complying with defined security policies. Quickly troubleshoot and resolve incidents related to Palo Alto Firewalls. • Worked closely on Data Privacy control frameworks and related laws and regulations (PEAK). • Engage with Microsoft Defender support when necessary, collaborating on troubleshooting, resolving issues, and obtaining guidance on optimal product configurations. • Collaborating with other teams to create and update incident response playbooks, ensuring that response processes are well-defined and align with industry best practices. 	

- Evaluating the effectiveness of incident response actions, identify areas for improvement, and document findings in post-incident reports. Share insights with relevant teams to enhance security posture.
- Based on real-time threat intelligence and incident analysis, adjust security configurations, policies, and procedures to adapt to emerging threats.
- Analyzing incidents post-resolution, identify areas for improvement, and provide feedback to enhance incident response processes.

VISA, Atlanta, GA

October 2018 – November 2021

SR. Information security/SOC Analyst

Responsibilities:

- Responsibilities include supporting 24/7 SOC environment to ensure real time information security and prevent any cyber-attack from inside and outside network.
- Conducted threat intelligence analysis on key areas of the Enterprise Defense in depth analytics, incident statistics and other relevant information in the creation of periodic threat intelligence reports.
- Performed analysis on security incidents using MITRE Att&ck, WireShark, Windows Event and Symantec logs.
- Performed analysis of host or user activities using WireShark Dashboard and WireShark Trace for evidence gathering.
- Detect, triage, analyze, and respond to cyber-attacks, including malware, phishing, and network vulnerabilities.
- Worked as per of SOC team to briefing on emerging threats and events in accordance to run book.
- Assisted with the development of processes and procedures to improve incident response times, analysis of incidents, and overall, SOC functions.
- HHSCd security incidents by querying and analyzing endpoint data in WireShark.
- Utilized UEBA features within Microsoft Defender to detect and respond to abnormal user behavior that may indicate compromised accounts or insider threats.
- Managed security incidents in the organization, key member of Incident Response Team.
- Experienced with DLP, Proofpoint, Microsoft Defender and MITRE Att&ck Enterprise SENTINELONE security tools to monitor network environment.
- Worked collaboratively to ensure a comprehensive and effective threat hunting program using frameworks like PEAK, Sqrri, and TaHiTI
- Reported on the effectiveness of the EDR strategy to executive leadership.
- Provided intelligence on emerging threats to enhance EDR capabilities.
- Contributed to the development of threat detection rules. Participate in threat hunting activities using EDR data.
- Ensured that endpoint security solutions, including Microsoft Defender products, are regularly patched, and updated to address vulnerabilities and enhance security capabilities.
- Generated and analyzed logs and reports from Microsoft Defender endpoint security solutions to gain insights into security events and trends.
- Conducted in-depth forensic analysis of endpoint data.
- Conducted periodic security assessments of EDR configurations.
- Monitored and analyzed network traffic, Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS), security events and logs.

- Involved in firewall deployment and management in Azure such as Palo Alto Azure Firewall.
- Analyzed threats to corporate networks by utilizing SENTINELONE products using MITRE Att&ck to assess the impact on client environments.
- Continuously monitor alerts and events generated by Microsoft Defender endpoint security solutions.
- Analyzed endpoint activities to identify potential security incidents, anomalies, or suspicious behavior.
- Monitored the performance impact of Microsoft Defender endpoint security on system resources and optimizing configurations for efficiency.
- Managed vulnerabilities with the aid of NISSUS, Web Inspect as vulnerability scanning tools to detect potential risk on single or multiple assets across the enterprise.

CrowdStrike, San Francisco, CA

April 2015 – June 2018

SOC Analyst

Responsibilities:

- Managed the SENTINELONE infrastructure, Integrate CrowdStrike with SENTINELONE tools to centralize and correlate security events for a comprehensive view of the threat landscape.
- Analyze and correlate data from CrowdStrike to understand the tactics, techniques, and procedures (TTPs) of adversaries and improve the overall security posture.
- Develop reports/alerting to meet SOC, clients, and leadership requirements.
- Improved and expanded SOC L1 and L2 process documents.
- Risk analysis and security control gap analysis from an information & network security perspective.
- Utilize CrowdStrike Falcon to manage and monitor endpoint security across the organization.
- Respond to and contain security incidents promptly to minimize damage and prevent further compromise.
- Using CrowdStrike's response and containment features to isolate compromised endpoints, conduct investigations, and remediate security incidents.
- Leverage CrowdStrike's threat detection capabilities to identify and respond to security incidents in real-time.
- Generated reports using CrowdStrike to provide insights into security incidents, including incident timelines, impact analysis, and recommended remediation actions.
- Proactively used CrowdStrike to perform threat hunting activities, searching for signs of advanced threats or persistent adversaries within the organization's environment.
- Worked closely on Data Privacy control frameworks and related laws and regulations (ISO 27000 series, NIST).
- Worked as per of SOC team to briefing on emerging threats and events in accordance to run book.
- Proficiently upgraded and revamped existing Ck and PASTA platform that provided more actionable intelligence, including the creation of custom alerts and daily reports, custom dashboards.
- Worked with IBM Ck and PASTA SENTINELONE Integration and responsible for integrating the log sources with IBM Ck and PASTA.
- Configured log generation and collection from a wide variety of products distributed across categories of servers, network devices, security devices, databases, and apps.

IQVIA, Bangalore, India

August 2013 – Sept 2014

Consultant - Threat & Vulnerability Analyst

Responsibilities:

- Recommendation of threat intelligence solutions.
- Did scraping, researching, analyzing threat feeds from FS-ISAC, TaHiTI/Isight Partners, CrowdStrike, Digital Shadows, WaPack Labs, Flashpoint, PhishMe, Anomali, NCFTA, AlienVault's OTX etc. for client relevant intelligence & curating reports for the executive and technical audience.
- Utilized open-source tools found on VirusTotal.com, malwr.com, vuldb.com, etc. for validation of intel received.
- Familiar with STIX & TAXII.
- Correlation of vulnerabilities using Qualys VM, PC and PCI as well as the standard CVSS scoring models.
- Maintained knowledge of security principles and best practices by remaining current with emerging threats and trends, attending security conferences such as RSA, NANOG, FS-ISA, etc., and reading the latest released CVEs, and participating in other security-based activities.
- Combining threat and vulnerability analysis, forensic analysis, mitigation assessment, threat intelligence & research, signature database building, knowledge sharing, IDS technologies, patch management technologies and more to develop a security profile & cyber defense strategy specific to the client's environment that minimizes collateral damage and does not affect their line of business.
- Submission of Yara and Snort rules & signature provided by intelligence to internal departments for implementation.
- Utilized OSINT techniques for emerging threats including threat hunting on the dark web and Tor networks.
- Hunting, identifying, profiling threat actors, Advanced Persistent Threats (APT's) and TTPs.

This space is left blank intentionally.



Resume 3

Sowmya Venkata Pillarisetty – Security Analyst

Professional Summary

- Cyber Security Analyst/Engineer with 8+ experience in Implementation, Administration, Operation and troubleshooting of enterprise data networks.
- Implemented robust security measures for Oracle databases, ensuring data confidentiality, integrity, and availability.
- Conducted regular vulnerability assessments and security audits to identify and remediate security weaknesses in Oracle database environments.
- Hardened Oracle databases by applying security benchmarks and industry best practices, minimizing attack surfaces.
- Experience in planning, developing, implementing, monitoring, and updating security programs, and advanced technical information security solutions.
- Sound knowledge in SOX and PCI compliance requirements and understanding of NIST and ISO standards.
- Extensive knowledge in the areas of system security, vulnerability scanning, penetration testing, risk assessment and cybersecurity analysis.
- Conducted comprehensive risk assessments to identify vulnerabilities and gaps in existing TTP.
- Demonstrated proficiency in applying TTPs for (specific tasks, missions, or objectives) to achieve successful outcomes.
- Experience as a Splunk Engineer configuring, implementing, and supporting Splunk Server Infrastructure across Windows, UNIX, and Linux environments.
- Possess advanced knowledge and hands-on experience in utilizing Endpoint Detection and Response (EDR) and Extended Detection and Response (XDR) platforms.
- Successfully implemented EDR/XDR solutions within the organization's cybersecurity framework, ensuring seamless integration with existing security infrastructure.
- Utilized NetWitness to conduct in-depth analysis of network traffic, identifying and investigating suspicious activities to mitigate potential security incidents.
- Collaborated closely with Security Operations Center (SOC) teams, providing expertise in NetWitness for comprehensive threat analysis and incident handling.
- Leveraged SentinelOne's behavioral AI analysis to detect and mitigate advanced threats, enhancing the organization's defense against evolving attack vectors.
- Implemented automated threat remediation workflows within SentinelOne, reducing response times and ensuring rapid containment of security incidents.
- Utilized Microsoft Defender for cloud security monitoring, extending protection to cloud-based assets and services.
- Implemented and managed Microsoft Defender's threat and vulnerability management features, prioritizing and addressing security risks effectively.
- Leveraged OSINT techniques to gather information on potential threat actors, their tactics, techniques, and procedures (TTPs), and associated indicators of compromise (IOCs).
- Demonstrated proficiency in utilizing the Sqrrl Threat Hunting platform for proactive threat detection and effective incident response.
- Collaborated closely with Security Operations Center (SOC) teams, providing expertise in Sqrrl for efficient and effective threat hunting and incident response.

- Conducted regular security assessments to fortify the network perimeter against potential threat.
- Knowledge of firewall/IPS devices and understanding of encryption and VPN technologies (IPSEC, TLS/SSL, SSH, SNMP).
- Strong understanding of network concepts including TCP/IP protocol stack, HTTP and TLS, DDoS detection/prevention, Intrusion detection and prevention.
- Design, implement and document the Microsoft Defender Endpoint Protection solution in corporate environments according to the specific enterprise architecture and compliance requirements.
- Monitored, maintained, and troubleshoot issues with Microsoft Defender for Endpoint Protection, and BitLocker Encryption.
- Implemented security measures to protect the physical perimeter, enhancing the safety of residents or occupants.
- Monitored McAfee Web Gateway logs and conducted real-time threat analysis, promptly identifying and responding to potential security incidents, mitigating risks and minimizing the impact of cyber threats.
- Successfully deployed and configured McAfee Web Gateway in the organization's network infrastructure, ensuring robust protection against web-based threats and adherence to corporate security policies.
- Knowledge in Application Security and identifying and fixing OWASP Top 10 and SANS 25 security vulnerabilities.
- Experience in Identity and Access Management (IAM) security operations, policy, governance, development, testing and access control provisioning.
- In depth knowledge of AWS cloud services like Compute, Network, Storage and Identity and Access Management.
- Worked with Infrastructure team to deploy crowd strike agent to all assets.
- Utilize cloud-based APIs when appropriate to write network/system level tools for securing cloud environments.
- Facilitate implementations of information security policies, account security policies and standards for logical and physical security.
- Integrated DLP solutions with email platforms (e.g., Microsoft Exchange) to monitor and prevent the transmission of sensitive data via email.
- Created and maintained a centralized data catalog in Microsoft Purview to enable easy data discovery, classification, and access for business users.
- Collaborated with cross-functional teams, including network administrators, security analysts, and system engineers, ensuring a cohesive and coordinated effort throughout the migration.
- Managed the secure transfer and migration of web filtering rules, user profiles, and other critical data from Blue Coat to McAfee, guaranteeing data integrity and accuracy.
- Good experience to provide remediation consultation to organizations and system owners, ensuring vulnerabilities are remediated.
- Modernize assessment tools by researching emerging technologies and outlining their procurement to increase productivity and effectiveness.
- Hands on experience on End point Security using Symantec products.
- Having good understanding and knowledge for implementation of FISMA guidance/governance.
- Lead an effort to create a new process in filtering and manage IPS events by automating the process and streamline Security Operation Center (SOC) triage efforts.



- Experienced in handling IT infrastructure Network administration.
- Dedicated, multifaceted, and detail-oriented professional with progressive experience in Cyber security operations; complimented with wide-ranging knowledge of networking technologies such as firewalls, switches, and routers.
- Analyzed the Policy rules, monitor logs and documented the Network/Traffic flow diagram of the Palo Alto firewalls placed in the Data Center with MS Vision.

Education

Computer Science from **SCSVMV** University 2013

Technical Skills

SIEM	Splunk, LogRhythm, IBM QRadar
Vulnerability Management Tools	Nessus, Nmap, Nexpose, Wireshark, OWASP
Security Tools	GuardiCore, McAfee Vulnerability management solutions, Nessus, SolarWinds,
	LogRhythm, Tenable, Proofpoint
IPS/IDS	McAfee IPS, Secure Works IDS/IPS, SNORT
Firewall	Cisco ASA, Firepower Module (context firewalls), ACLs, IPSEC, Palo Alto, Panorama, Checkpoint Firewall, Fortinet Firewall (Traffic Shaping)
Network Management	Wireshark, SNMP, SolarWinds NCM+NPM, Live NX
Platforms/Applications	Continuous Monitoring Vulnerability Management, Web Application Scanning, Cyber Threat, Protect, Policy Compliance, Cloud Agents, Asset Management, Governance, Risk Management, and Compliance, SolarWinds, Burp suit, NMAP, Wireshark, Kali, App, Dynamics, Extra hop, Observium, Confluence, Nagios, Zabbix, SQL Server Management
Ticketing Tools	Service Now, Alloy Navigator, My-cherwell

Certifications

- CompTIA Security+ Certified
- Fortinet Network security expert Level 1& 2.
- Checkpoint cybersecurity jumpstart certified.
- Rapid 7 Certified Nexpose Administrator

Professional Experience

Client – Verizon Atlanta GA **Jan**
2021 to Present
Role: Sr. Cyber Security Analyst

Responsibilities:

- Serve as the subject matter expert with a focus on cybersecurity risk management and governance, including the integration of cyber disciplines, such as assurance and risk management.
- Evaluated and recommended security tools and technologies to enhance Oracle database security.
- Spearheaded a comprehensive platform migration project, seamlessly transitioning the organization's web security infrastructure from Blue Coat to McAfee, ensuring uninterrupted web filtering and security services.
- Conducted thorough assessments of the existing Blue Coat platform to identify potential challenges and risks, effectively planning for a smooth migration process.
- Developed and implemented comprehensive DLP policies tailored to the organization's specific data protection needs, including policies for data classification and handling.
- Conducted comprehensive risk assessments to identify vulnerabilities and gaps in existing TTPs.
- Maintained detailed documentation of TTPs, updates, and changes for audit and compliance purposes.
- Deployed endpoint DLP solutions to monitor and control data transfers on employee devices, preventing unauthorized data leakage.
- Coordinated with specialized units to enhance perimeter security in high-threat environments.
- Conducted routine security assessments of the perimeter, identifying vulnerabilities and recommending improvements.
- Utilized Microsoft Purview's automated data discovery and classification capabilities to identify sensitive and business-critical data within the organization.
- Collaborated with data stewards and business users to define data ownership, data quality rules, and data lineage documentation within Microsoft Purview.
- Integrated McAfee Web Gateway with the Security Information and Event Management (SIEM) system, enabling centralized logging and enhancing security visibility for the Security Operations Center (SOC).
- Work closely with the cybersecurity group, information technology engineers and system/network engineers to ensure approaches, constraints, and perspectives are fully recommended and considered in risk management and policy.
- Perform weekly audits of in scope computers systems to ensure that technical security is operating properly and that all security procedures are being followed correctly.
- Oversaw the deployment and management of anti-malware and antivirus protections on McAfee Web Gateway, preventing malware infections and unauthorized data exfiltration.
- Produce vulnerability, configuration, and coverage metrics and reporting to demonstrate assessment coverage and remediation effectiveness by using Nexpose
- Handle escalations from internal and external sources to quickly triage and respond to threats as needed.
- Provide oversight and direction on the tuning of rules, alerts, and playbook development on Sumologic SIEM solution.
- Perform Vulnerabilities scan and monitor continuously using NIST-137 as a guide with the aid of Nessus.
- Monitor networks, on-premises, and cloud systems for security breaches, network abnormalities, using SIEM.
- Utilize technology platforms and security tools to conduct large-scale investigations and collect/examine endpoint and network-based evidence.

- Provide technical expertise related to strategic projects and initiatives that advance the maturity and capability of the incident response team.
- Develop and follow detailed operational processes and procedures to appropriately analyze, escalate and assist in the remediation of information security-related incidents.
- Work cross-functionally with the technology, and other business units to support all security and compliance needs.
- Evaluate emerging security best practices and CIS Benchmarks compliance requirements against the company's current standards and improve the configuration of security controls when any gaps are found.
- Work with compliance teams to provide up to date documentation, configurations, and evidence on an ongoing basis in defense of organization regulations.
- Perform security investigations to document security events and identify and escalate security incidents.
- Respond to emerging threats with proactive and reactive security measures as security threats evolve and are identified.
- Provide security expertise and communicate complex security issues to management, business units and leadership team.
- Oversee the creation of security policies, documentation of security process and security strategy.
- Collaborate with different teams within IT to provide security and business technology solutions.
- Identify and define system security requirements by leveraging various security frameworks and best practices.
- Investigate security events and perform incident response, including steps to minimize the impact and then conducting technical investigation into identifying source of entry.
- Plan, design, and implement technologies that will improve and advance the security posture of the company.
- Perform systems vulnerability scans utilizing the tools such as Rapid7 Nexpose and apply prioritization to remediate vulnerabilities.

**Client-Humana Charlotte NC
2019 to Dec 2020**

Cyber Security Analyst

July

Responsibilities:

- Analyzed, troubleshoot, and investigated security related incidents, events, and alerts.
- Maintained, configured, and analyzed security platforms and tools.
- Evaluated security gaps using Tenable Nessus vulnerability scanners and manual techniques.
- Worked with the SMEs to develop Identity and Access management (IAM) Program Framework.
- Identified IAM functional areas in scope and involved in trusted Third-party market analysis for IAM.
- Operated MacAfee ESM tools to monitor, identify and evaluate potential security events; research alerts that may indicate the potential of a security event.
- Contributed to incident investigations and incident response as a member of the incident response team.
- Administered and enhance data solutions, working closely with principal engineer, providing guidance, analysis, and recommendations to evolve capabilities.
- Reviewed the maturity and effectiveness of multiple security platforms ensuring proper performance, availability, and capacity management.

- Build configured and administered assigned security platforms ensuring accurate, consistent and complaint configuration and documentation.
- Provided moderate to complex technical maintenance services and oversee implementation of patches to integrated security systems and solutions ensuring continuous availability and operation.
- Conduct audits and code testing to identify data security vulnerabilities and undertake necessary actions to eliminate identified threats.
- Ensured that security plans, controls, processes, standards, policies, and procedures are aligns with overall information standards.
- Reacted and responded to cyber security incidents, investigating, and remediating the situation by utilizing the incident reporting process.
- Provided assessments for auditing purposes and liaise with stakeholders to ensure cross collaboration over various platforms.
- Followed the NIST Risk Management Framework to continuously assess, prioritize, and address internal and external vulnerabilities.
- Maintained records and evaluate metrics pertaining to status of remediation efforts and company vulnerability profile.
- Conducted technical compliance assessments of information systems in accordance with established standards.
- Coordinated with system administrators, ISSMs, and information systems owners to remediate vulnerabilities.
- Investigate security incidents and recommend actions needed to resolve situations.
- Responsible for coordinating and supporting annual risk assessments and follow-on activities.
- Responsible for the maintenance and delivery of security CDRL documentation.
- Exhibit problem solving when analyzing system designs to identify potential information security risks.
- Monitored the traffic of pass-through firewalls (which allows all the traffic) and created the new policies and helped to improve security concerns and blocked all unnecessary traffic.
- Expertise in using Splunk with a shell script in creating scripts for various activities like Generating Server Status and Health reports, Deployments on the large-scale configuration of servers.
- Experience with Splunk technical implementation, Planning, customization, integration with big data and statistical and analytical modeling.
- Responsible for Scheduling Backups and Restore, Maintenance plans using Native & Third-party tools.
- Support Compliance Certification and Vulnerability Assessments, as required.

**Client-Flowserve Corporation Irving, TX
2018 – June 2019**

Aug

Cyber/Network Security Engineer

Responsibilities:

- Planned, implemented, upgraded, and monitored security measures for the protection of computer networks and information.
- Assisted the enterprise security team on all security, privacy, and business continuity matters in support of the company information security and privacy program.

- Reviewed network and information systems security reports in orders to identify actual or potential information and cybersecurity issues.
- Worked with the team to develop and implement policies and procedures for the information security and privacy program.
- Monitored and provided support for business unit implementation of security and privacy initiatives and remediation measures.
- Established required system vulnerability management documentation and artifacts, TTPs, and RACI addressing the responsibilities for the assigned teams.
- Ensured that system security is used to design, develop, implement, and modify to evaluate the compliance with the cyber security framework.
- Monitored compliance with cybersecurity policy and CIS benchmarks, as appropriate and reported compliance/noncompliance.
- File integrity monitoring – Infrastructure Operations and Administration of Symantec Data Center Security Server.
- Assessed system vulnerabilities for security risks and implemented risk mitigations strategies.
- Deploying and managing Symantec Endpoint Protection. Also deployed HIPS/NIDS.
- Ensured appropriate security controls are in place that will safeguard information and vital electronic infrastructure.
- Creating policies using Bluecoat SG proxy. Intercepting, blocking, and URL filtering using Bluecoat proxy. Control Users Access to web content using blue coat.
- Working with IBM app scan to create policies and working on web application vulnerabilities.
- Experience using Rapid 7 insight vulnerability scanner. Creating assets group and adding hosts to the asset list.
- Creating alerts and assigning severity levels to generate alerts using insight VM. Scheduling scans using or creating new audit templates in insight VM.
- Categorizing vulnerabilities by using OWASP top 10 and SANS top 25 vulnerabilities guide. Working with OWASP tools to perform tasks.
- Installation and Design of Blue Coat Proxy servers for the internet traffic and worked on End Host security with Linux, Unix and windows servers and hosts.
- Prepare security assessment plan, secure resources and hold kick-off meetings prior to assessment.
- Follow information security policies, methods, standards, NIST standards, and practices to organize information systems, IT reference material, and interpret regulations.
- Determined the classification of information systems to aid in selecting appropriate controls for protecting the system.
- Threat intelligence collection using open-source networks. Performed network and host DLP monitoring and logging using vendor tools.
- Used remediation techniques for all collected vulnerabilities and if it is very high severe vulnerability then ticket escalate to the higher authority.
- Perform patch management to workstations and servers using the third-party tools.
- Investigate security incidents and recommend actions needed to resolve situations.

Client: Lumen Data, Albany, NY

Oct 2017 – Jul 2018

**Role: Information Security
Engineer**

Responsibilities:

- Executed cybersecurity assessments on internally and externally hosted solutions, including internal, SaaS and cloud hosted solutions.
- Executed assessments of existing solutions, driving alignment/compliance with relevant security standards, policies, and procedures.
- Routinely conduct security analysis and provide written and/or oral recommendations to stakeholders.
- Advised on processes and methodologies required when valuating product solutions, developing new internal solutions.
- Continuously improve cybersecurity assessments capabilities, development solutions, and security artifact requirements.
- Monitored and proactively executed the vulnerability management program to prevent or reduce IT hygiene risk issues from impacting production systems.
- Maintained and managed security toolsets that helped to mitigate or respond to security events and incidents.
- Supported and lead security incident response and investigation efforts as needed.
- Assisted with validating and tracking IT operational activities to ensure compliance with policy, standards, and other applicable requirements, or as directed by organizational needs.
- Researched and identified security vulnerabilities and relevant industry/cybersecurity trends for follow-up and action.
- Regularly reported and tracked of IT security events and metrics along with remediation activities.
- Planned and implemented security systems and standards by evaluating network and security technologies, developing security requirements for the enterprise infrastructure, and maintaining overall user access in support of enterprise objectives and client service delivery.
- Researched and provided recommendations on methods, software, and technologies to mitigate risk exposures.
- Performed security log event analysis taking appropriate action as directed or required to address security risk issues or event/incidents.
- Assisted with developing and contributing to security policies, standards, and procedures to maintain an appropriate security posture and /or compliance with applicable requirements.
- Analyze and investigate intrusion attempts and perform in-depth analysis of exploits.
- Security awareness training for new and existing employees.
- Coordinate and manage team activities during assessment engagements.
- Establish schedules and deadlines for assessment activities.
- Threat intelligence collection using open-source networks.
- Performing routine SQL Injection attacks and remediate them.
- Preventing Data loss by working with Symantec endpoint protection.
- Familiar with Vulnerability Scanning Tools such as Tenable Cloud Scanner, Nessus and analyses reports to vulnerabilities.
- Managing and providing support to various project teams with regards to the addition of new equipment such as routers switches and firewalls to the DMZs.
- Conducted vulnerability testing using tools: Nessus, Burp suit, Tenable, and analyzed reports.

Client: Caterpillar, Chennai- India

March 2016-Oct 2016

Network Engineer

Responsibilities:

- Responsible for installation and maintenance of new network connection for the customers.
- Proficient with TCP/IP and relative OSI models.
- Configured all the required devices and equipment for remote vendors at various sites and plants.
- In-depth expertise in the implementation of analysis, optimization, troubleshooting and documentation of LAN/WAN networking systems.
- Design and Implementation of Bluecoat Proxy Infrastructure. Upgrading Radware Appwall WAF (Web Application Firewall) and fixing hot fixes and patches.
- Supported nationwide LAN infrastructure consisting of Cisco 4510 and catalyst 6513.
- Worked with cisco routers 2600, 2900, 3600, 3800, 7200 and 7600 and switches 2900, 3560, 3750, 4500, 4900, 6500.
- Implementing various policies as per client compliance to restrict web access, troubleshooting proxy related access issues and generate Internet access reports using Websense web proxy.
- Upgrade, manage and troubleshoot various issues with Cisco IPS.
- Worked with a team where my primary responsibility is planning, installation, configuration, performance tuning, problem determination, and administration of a Security Information and Event Management (SIEM) solution.
- Solid understanding of network topologies and common network protocols and services (DNS, HTTP(S), SSH, FTP, SMTP) as well as concepts and components such as load balancers, routers, and switches.
- Initiated a Third-Party Vendor Risk Assessment Program.
- Used virtualization tools such as VMware and Virtual Box to build server infrastructure for Arc Sight security solutions.
- POC and assisted in deployment for Bluecoat Security Analytics across BOA Data centers and remote offices, scripting and data extraction for SSL/TLS CPU utilization, malware, firewall and F5 capacity management and high availability planning.
- Design and implement a vendor risk assessment scorecard - to establish a risk benchmark, identify areas needing improvement, and as a periodic tool to assess overall risk status.
- Configuring and implementing F5 BIG-IP, LTM, GTM load balancers to maintain global and local traffic.

Real Page, INDIA

July 2014 – Dec 2015

Jr. Security Analyst

Responsibilities:

- Worked on OWASP Top 10 critical vulnerabilities.
- Maintain confidentiality with sensitive information.
- Work with Devops team to integrate on CI/CD Pipeline edition to integrate SAST tool.
- Deliver continuous improvement year over year by providing accurate information, timely case entry, enhancing problem solving skills, and sound decision making.
- Build solid peer-to-peer relationships in a team environment to meet operational needs.



- Communicate effectively and clearly on a daily, weekly, monthly basis to provide exceptional customer service regarding routine and escalated requests.
 - Responsible for answering alarms in the access control system, reviewing video, and entering service request when necessary.
 - Evaluate potential security products, technical solutions, and capacity requirements to meet business needs and recommend changes to mitigate risk.
 - Support quality control and compliance programs to include weekly camera audits, documenting PCI sites according to procedures, accurate case classification, and tracking of physical security issues.
 - Utilize specialized tools to search social media and the internet for potential threats against the company, associates, contractors, and visitors.
 - Ability to conduct in depth research on various entities as request by our business partners.
 - Respond promptly to requests and complete concise and timely reports.
- Ability to handle both common and crisis situations calmly and efficiently.

10. Software Developer/ Engineer

Resume 1

Srinivasulu – Software Developer	
Professional Summary	
<ul style="list-style-type: none"> Java,J2EE, Mule ESB,Integration specialist with IT experience of over 12 years in Telecom (BSS/OSS), GIS, Financial,HealthCare and Retail domains. 11+ years of Cross-Geographical Experience UK, Denmark, Sweden, Germany, United States of America 9+ years of experience in OSS/BSS , 1+ GIS, 2+ Retail, 2+ Financial. 5+ years of experience in Agile/Scrum, Revision Control , Integration & TDD environment. Experienced in architecting enterprise level solution. Experienced in Project Management involving geographically distributed teams. Excellent communication, interpersonal skills, and client facing skills. Acted as SME and Road map establishment for for Enterprise Architecture and focusing on converting requirements into the architecture and design that ultimately constitute the blueprint for the solution using patterns, principles, standard models and reference architecture. Rich experience in Client-Server, Web, database, Enterprise application technologies. Load and Performance Testing. Acted as a Scrum Master. Participated in 5 full Software Development Life Cycle (SDLC). 	
Education	
Masters in Engineering from Osmania University, India.	
Technical Skills	
Java	Collection, Multithreading, Streams.
J2EE	JSP, Servlet, EJB, Swings, JDBC, JTA, JNDI, Struts, Annotations, SOA, Web Services, JSF, Spring, Rich Faces,Tom ahawk, Hibernate, ibatis, JPA.
Integration Technologies	oracle Fusion Middleware(Oracle SOA, Oracle ADF, Oracle OSB),Mule.
Web/Application Servers	Weblogic, WebSphere, JBoss, Apache Tomcat.
Mark up Languages/Scripts/ Other	XML,XSLT,HTML,DHTML,XHTML,CSS,AJAX,Java Script, Angular JS, JQuery, Groovy,Gradle, Big Data, Hadoop,AWS, Cassandra, Elastic search, Mongo DB, Kafka,React JS Shell Script,Docker ,Splunk, Kibana.
IDE	Eclipse, JBuilder, My Eclipse, Net Beans, WSAD,RAD
Source Control	Visual Source Safe, Rational Clear Case ,CVS, Subversion
Database and tools	Oracle, Sybase, MySQL, SQL Server, SQL, PL/SQL, RDBMS, TOAD, No SQL
Operating Systems	Windows NT, Windows 2000, Windows XP, UNIX, Solaris, DOS, Linux
Development methodologies, Deployment and Testing	RUP, Agile Methodology, Scrum, JUnit, Mockito, Ant, log 4j, Maven,T estNG ,JMeter, Open STA, WAST , Hudson, Jenkins, Gradle.



Telcom Products / GIS/ Other Tools	Compaq Directory Assistance, Comptel MDS/SAS, Kenan Arbor OM, Expect, Rational Test Manager, Rational Clear Qwest, Postgres, Metasolv, Bugzilla,DDTS, BIRT and JASPER reporting tools, MPP, C++,Oracle E Business Suite, JD Edwards, Oracle CPQ, Oracle RMS.
Certifications	
<ul style="list-style-type: none"> • Sun Certified Java Programmer • Sun Certified Web Component Developer • Oracle Application Development Framework 11g Implementation Specialist Certification • IBM Certified in Object Oriented Analysis and Design • Oracle SOA Suite 11g Certified Implementation Specialist • Telecom Comptel MDS/SAS Training in Munich, Germany 	
Professional Experience	
BestBuy, RichField, MN	Nov 2018 – Current
Lead / Senior Engineer	
<p>Best Buy Co., Inc. is an American multinational consumer electronics retailer headquartered in Richfield, Minnesota .Its subsidiaries include Geek Squad , Magnolia Audio Video, and Pacific Sales . Best Buy also operates the Best Buy Mobile and Insignia brands in North America , plus Five Star in China. Best Buy sells cellular phones from Verizon Wireless , AT&T Mobility , Sprint Corporation in the United States .</p> <p>Software: Java 11, J2EE, GIT, Spring, Spring Boot, Microservices, Openshift,Splunk, SQL, Oracle, JAXB, Junit,SOAP, JAX- RS, XML, Mockito, Bootstrap,Groovy,Angular JS, Jenkins, Gradle,HTML,CSS,Jquery,Lombok, Docker, Jenkins, CI, Spring batch, Json,openshift,cucumber,Apache jmeter,React, junit, Mockito , Spock,intellij, tomcat, servlet, IBM MQ for message transmission,Apache Kafka, Cassandra,Docker,Kubernetes,EC2, Security and Identity Compliance, RDS,DMS,SNS,SQS,Cloud watch,Lambda, Dynamo, JSF, Richfaces.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Client Appointment scheduling & In Home Field Services using springboot, microservices, rest, dao, validator, Lombok. Designed and developed microservices using Rest API, Java, Jenkins, gradle. • SDP UI is built on JSF, Richfaces is used to view and process single vendor processing, bulk vendor processing,vendor setup, vendor research, kecodebank etc • AWS and openshift cloud platform for the deployment of microservices. • Using groovy and spock testing frame work for the implementartion of PCI,PII security coding standards for universal work order for field services. • Provided technology direction/standards and best practices. • Heavy usage of Java 8 (Stream, Lambda, Functional interfaces, parallel processing, Method parameter reflection) and Apache Groovy. • Responsible for Heterogeneous applications integration using JAX-WS/JAX-RS/REST Web services, JAXB, SOAL/WSDL, XML/JSON and implement Web services Security using Spring security. • Design and development of Best Buy web and enterprise applications of Customer Appointment • Scheduling using spring full stack (Spring core, Spring MVC, Spring security, Spring • Integration, Spring JMS, Java/Spring concurrency, Spring web services, Spring AOP, Spring 	

- Transaction management, Spring Batch, Spring BOOT) with JPA(Repository, JPQL), Hibernate and MVC/Domain- driven architecture.
- Responsible for Database design, writing complex queries using SQL and PL/SQL programming.
- Implement and follow the best practices, design patterns (DAO, Singleton, Business Delegate, Command pattern, Session Façade, Composite, Iterator, DTO, Observer), code reviews, solution patterns, code quality.
- Responsible for devising solutions, solution architecture descriptions, and subsequent monitoring and governance of their implementation
- Created the SOAP and Rest webservices using JAX-RS (Jersey), JAX-WS,SOAP, WSDL,JAXB to allow communication between applications through REST over HTTP.
- Created Junit and Mockito test cases for Unit and mock testing of the application.
- Consumed various messages related to employee profile and skills from kafka topic from future work force.
- Used producer, consumer, connector,stream api.
- Agent UI development, single page app using Angular and calling external data sources and API's.Writing non-blocking code , and resosting to advanced techniques using RXJs Observables.
- Cassandra query language from CRUD, list, set,map and datamodel creation.Create, alter,drop table and index, Batch updates.

EmpowerMX
Tech lead

Jun 2018 – Nov 2018

EmpowerMX launched its first software solution, focused on production. Implemented at major airlines, industry leaders in integration, allowing our products to fit seamlessly into customers' existing software solutions Taking advantage of the latest in mobile and cloud, still supporting traditional desktop and in-house infrastructure, our latest software enables our customers to access information where they need it most.

Software: Java 8, J2EE, GIT, Spring, ,Oracle, JAXB, Junit, XML, Mockito, Jenkins, Gradle,HTML,CSS,Jquery, tomcat,Jsp, Struts.

Responsibilities:

- Design and implement User management and Report Management modules using J2EE, JSP, Servlets, Struts and Oracle Database:
- Use AJAX, DOJO, Java script, JQuery and Spring to create interactive user interface
- Define and coordinate the technical tasks for the development team
- Work with BA for business clarifications
- Implement the user interface for the User management such as Add user, Delete User, Modify user:
- Develops the architecturally significant components of the software system and/or interfaces And Co-ordination between the developers and the project manager. Implement the business logic using
- JSP, JSTL, Java Beans and service classes. Code review / act as a mentor for the developers on the team.
- Communicate technical issues/decisions effectively to PM.
- Design the presentation using Struts framework and command pattern for the middle tier:

- Writing UI/Business validations for the business use cases. Unit testing and integration testing of business use cases.
- Develop the action classes, Action form classes, create JSP's using Struts tag libraries and configure in Struts-config.xml, web.xml files:
- Work on Core Java with Multithreading, Concurrency, Exception Handling, File handling, IO, Generics and Java collections.
- Use Multi-Threading and Caching to improve user experience.
- Designing Applications using OOAD concepts, UML, Use Case and Sequential Diagrams using Rational Rose.
- Involve in unit testing and performance testing.
- Actively Involve in Production Support.

**Spok, Eden Prairie, MN J
Senior Developer**

July 2017 – Jan 2018

Spok offers solutions for HIPAA-compliant texting, paging, on-call scheduling, hospital call centers and clinical alerting. It uses web and mobile application of smartweb in healthcare.

Software: Java 6, J2EE, SVN, Spring, Hibernate, JSF, Rich Faces, Tomahawk, SQL, Oracle, JAXB, Junit, XML, Mockito, Jasmine, Bootstrap, Groovy, Angular JS, React, Hudson, Jenkins, Gradle, HTML, CSS, JQuery, Java, Weblogic and upgrade 11g to 12c, SpringBoot.

Responsibilities:

- Migrated the web applications smartweb, scheduler, eznotify, opstats, webresponse, selfreg from JSF, RichFaces, Spring, Hibernate, Tomahawk and WebLogic older version to new versions.
- Developing and modifying the Web.xml, XHTML, faces-config, application.xml, Java, Backing beans, Filter definitions, Javascript, CSS for migration.
- Upgrading the libraries used in the project by checking its compatibility with Java8, Weblogic 12.2.3, Spring, Hibernate, Tomahawk finding the compatibility during compilation time and runtime and safely upgrading to the latest compatible.
- Created Hiberanate mapping file and coding for data access methods.
- Responsible for devising solutions, solution architecture descriptions, and subsequent monitoring and governance of their implementation
- Deployed various WAR, JAR, EAR and J2EE applications on managed servers and in clustered environment using Console or auto deployment scripts in stage and production.
- Created the SOAP and Rest webservice using JAX-RS (Jersey), JAX-WS, SOAP, WSDL, JAXB to allow communication between applications through REST over HTTP.
- Participated in Performance tuning of JSF, Richfaces, Weblogic for improvement in the response time of web applications.
- Configured and administered JDBC Connection pools and Data Sources. Implemented other services like JNDI.
- Upgradation of WebLogic servers in development, testing and production environment and applying patches.
- Created Junit and Mockito test cases for Unit and Integration testing of the application.
- Used springboot for migration and implementation.

Ameriprise Financial, Minneapolis

Dec 2016 – July 2017

Developer

Ameriprise Financial, Inc. is an American diversified financial services company. Ameriprise Financial engages in business through its subsidiaries, providing financial planning, products and services, including wealth management , asset management , insurance , annuities and estate planning .

Software: Java 6, J2EE, Versata, Git, Spring, Hibernate, SQL, Oracle, Maven, SOAP, REST Webservices, HTML, XHTML, DHTML, CSS, Jquery, JavaScript, JAXB, Junit, Mockito, JMS, Microservices, SpringBoot.

Responsibilities:

- Participated in Workshops/meetings to gather business requirements and analyse and convert into technical requirements to help in creating the design and developments of various Distributor Management Utility
- Projects pertaining Advisor, Distributor, Agency, IHA and DHA using Java/J2ee, Spring, Servlets, Hibernate, SOAP and REST for XML with Weblogic
- Develop and bug fixing of DMU UI pages using HTML, CSS, JavaScript, JSP, AngularJS, and Server-side technologies.
- Deployed various WAR, JAR, EAR and J2EE applications on managed servers and in clustered environment using Console or auto deployment scripts in stage and production.
- Configured and administered JDBC Connection pools and JMS Connection Factories and implemented other services like JNDI and SNMP.
- Used SOAP UI for testing.
- Created Junit and Mockito test cases for Unit and Integration testing of the application.
- Managed Onsite and Offshore model for the delivery of the projects

Montage Hotels ,California

Oct 2015 – Dec 2016

Lead Integration Developer/Senior Developer

Montage Hotels & Resorts (often referred to simply as Montage Hotels) is a luxury hotel and resort management company and currently operates 5 properties in the United States with one upcoming in Mexico and another under Pendry Hotels.

Software: Java 5, J2EE, Oracle, SVN, Oracle Sales Cloud, JDEdwards, Spring, Spring MVC, Hibernate, Enterprise Data Warehouse, SQL, Ant, SVN, Oracle Eloqua, SQL Server, JMeter, Maven, SOAP, REST webservices, Message Queues (MQ), GroovyXML, HTML, CSS, Jquery, JavaScript, JAXB, TestNG, Micro Services, Spring Boot, Mule.

Responsibilities:

- Responsible for Requirement gathering, Architect/Design and technical discussion for various Point of Sale systems (Opera, Resortsuite) to OSC, Eloqua and Enterprise Data Warehouse using web application development with Java/J2ee, SPRING, Servlets, Hibernate, SOAP, REST and Microservices for XML with Tomcat.
- Responsible for Design and Development of websites and desktop/mobile applications using HTML, CSS, JavaScript, JSP, AngularJS, and Server side technologies.
- Designed a database model for EDW and responsible for development of persisting Contact, Reservation, stay using hibernate Batching, Mapping, Configuration and Annotations.
- Developed procedures and scheduling of the procedures for calculating the Q scores in SQL Server. Written SQL queries for CRUD.

- Designed and Developed SOAP and Rest webservice using JAX-RS(Jersey) ,JAX-WS and JAXB for parsing the XML received from POS systems.
- Developed Triggers in OSC using Groovy
- Used SOAP UI /Ready API for testing for OSC Objects.
- Created TestNG test cases for Unit and Integration testing of the application.
- Responsible for system integration checking, User acceptance checking and then fixing those defects and enhancements
- Managed Onsite and Offshore model for the delivery of the projects
- Code reviews, Design and Architecture of the integration projects.
- Involved in code reviews for other team member's fixes/releases and UAT preparation
- Developed Multithreading model in the application to enhance the performance improvement and SLA. Used JMeter to do the performance testing with different iterations
- Identified list of integration points along with input & output schema needed for integrating with various systems.
- Implemented Real time integration between Opera to Oracle Sales cloud and EDW.
- Developed Spring+Quartz and Timer tasks for scheduling the Batch jobs for Q Scores , Statscore integration batch jobs EDW to OSC and used Hibernate as ORM.

Ricoh America Corporation, Pennsylvania
Lead Integration Developer/ Architect

Jan 2014 – Sep 2015

Is global information and Technology Company and a leader in information mobility for today's changing workforce.

Software: Java 5, J2EE, Oracle 10g, SVN, Oracle SOA, Oracle ADF, Oracle OSB,BAM, Oracle Enterprise Business Suite(EBS),B2B integration.Proposal on Oracle SOA 12c,HTML,CSS,Java Script, JQuery, Bootstrap 3, Angular JS,Srping, Hibernate,AJAX,DAO.

Responsibilities:

- Architect/Design of various project Scalt codes, Service Cloud, Service Now of Service Gateway, RPPS migration(acquired by Ricoh), TOA, Service Desk Gateway,Oracle SOA 10g-11g migration, B2B, Rosettanet, EDI X12 documents for Vendors & Customers,Java,J2EE.
- UI development for QuickQuote using Servlet, Ajax,Java Script,JQuery,Java,J2EE.
- Used Spring Farmework to develop middle tier of the application
- Managed Onsite and Offshore model for the delivery of the projects
- Developed SOA composites using BPEL, Mediator, Adapters,B2B, WSDL, Business Rules, BAM, DVM, Fault Policies, XSD for different projects.
- Transforms architectures by connecting, mediating, and managing interactions between services and applications using OSB.
- Anchor for Oracle SOA and Oracle ADF, Oracle OSB in Infosys
- Developed UI and business services using ADF components using ADF faces, ADF Binding, ADF Business Services, ADF Controller, ADF Task Flows,ADF Data Control, ADF Data Services, Business Components
- Anchoring Oracle SOA and Oracle ADF, Oracle OSB.

American Express, Phoenix, Arizona, US
Lead Integration developer

Mar 2012 – Dec 2013

A leading multinational financial services corporation in United States.

Software: Java 5, J2EE, Oracle 10g, Eclipse 3.2, Sub Version, Oracle SOA, Oracle ADF,CSS,HTML,Javascript,Jquery

Responsibilities:

- User Story Architecture, Design and Development using Oracle ADF using Taks flows, UI development. Using HTML,JSPX,Java,J2EE,Oracle ADF Binding.
- Performance tuning and customization of the application.
- Analysis and design of Non Functional requirements of FRX application
- Developing ADF components using ADF faces, ADF Binding, ADF Business Services
- Orchestration , Routing,Mediation,BPEL development using Oracle SOA and OSB.
- Anchoring Oracle SOA and Oracle ADF, Oracle OSB

Loyalty Partner Solutions, Germany
Technical Lead / Lead developer

Jan 2011 – Feb 2012

Loyalty Partner help companies understand their customers better, because only satisfied customers are loyal customers.

Responsibilities:

- Requirement Collection, Analysis, Design/Architecture and Develop of LPS application UI, Entity, Service, Manager migration using Java,J2EE,JPA,JSF,HTML,CSS,Java Script,Spring
- Developed UI using JSF MVC model. Continuous integration using Jenkins and Hudson and used Crucible for code reviews.
- Involved in updating the stories with required design artifacts like Flow diagrams Liaise with project stake holders on an ongoing basis Acted as scurm master.
- Test driven Development using Junit and Mockito
- Software: Java 5, J2EE, Oracle 10g, SVN, JSF,HTML,CSS,Java Script, JQuery, BootStrap 3, Angular JS,Srping, Hibernate,Web services JAX-RS,JAX-WS,SOAP,WSDL,Hudson, Crucible,Jenkins,Junit,Mockito.

Fujitsu Services Limited, Denmark
Technical Lead / Technical Architect

Dec 2008 –Jan 2011

Is a Japanese multinational information technology equipment and services company. It is the world's third-largest IT services provider measured by revenues (after IBM and HP).

Responsibilities:

- Architect, Design and development of the Customer Activation System application using Servlet, JSP , Spring and Hibernate to use for activation.
- Front end development and Back end development using JSP , AJAX , JQUERY and Java script , Spring and Hibernate.
- Guiding and Mentoring Technical Teams on various technical problems.
- Developed webapplication and used JAX-WS using SOAP services for credit evulation.
- Due diligence & application transition to setup Global Development Center (GDC) at offshore to execute onsite-offshore model.



- Software: Java 5, J2EE, Oracle 10g, SVN, ,HTML,CSS,Java Script, JQuery, BootStrap 3, Angular JS,Srping, Hibernate,Rally, JAX-RS,JAX-WS,SOAP,WSDL,Servlet,JSP.

General Motors, USA
Senior Consultant

Sep 2007 – Oct 2008

An American multinational corporation that designs, manufactures, markets and distributes vehicles and vehicle parts and sells financial services.

Responsibilities:

- Developed UI pages using JSP ,Struts and EJB for distributed environments for GM supply chain
- Implemented Junit test cases for unit testing.Code reviews, Solution patterns, Code quality, solution architecture
- Implemented various design patterns in the project such as DAO, Factory, Session Façade, Singleton, Business Delegate.
- Presented the designs and UML driven documentations to Senior Management.
- Software: Java 5, J2EE, Oracle 10g, SVN, HTML,CSS,Java Script, JQuery, BootStrap 3, Srping, Hibernate.

This space is left blank intentionally.

Resume 2

Supriya Arukala – Software Developer

Professional Summary

- AWS Certified associate with 8+ years of strong IT experience, broadly in regions of enterprise & web application development including system architecture, design, development, and maintenance of enterprise level applications in various domains.
- Experience in Software Life Cycle Development (SDLC) process which incorporates Requirement Gathering, Analysis, Developing, Testing, and implementing life cycle utilizing approaches like Agile, Scrum and Test-Driven Development.
- Extensive experience in design and development of J2EE applications using Core Java, Java Collections, Data Structures, Multithreading, JDBC, Servlets, JSP, AJAX, JMS Custom Tag Libraries, JSTL, XML and Web Services.
- Expertise in developing GUI using Web-Development technologies like HTML, DHTML, DOJO, JavaScript, CSS, Angular JS, Node JS, React JS, Bootstrap JSF and jQuery.
- Expertise in implementing Reactive Programming Principles using NGRX to solve State management problems.
- Experience in Spring Framework such as Spring IOC, Spring DAO, Spring ORM, Spring Resources, Spring JDBC, spring wicket, Micro-Services.
- Good knowledge in NO SQL databases like DynamoDB, Cassandra. Setting up and administering a DNS system in AWS cloud using Route53.
- Experience in Installing, Configuring and Managing Docker Containers, Docker Images for Web Servers, and Applications servers such as Apache, Tomcat using Docker and integrated with Amazon MySQL RDS database.
- Extensive experience in working with Relational databases such as IBM DB2, Oracle, SQL Server, PostgreSQL, and MySQL.
- Experienced in working with big data technologies like Spark Core, Spark Hql, Spark -Streaming.
- Experience in Apache Hadoop for storage part in HDFS (Hadoop Distributed File System).
- Experience in Designing, developing, and deploying scalable, highly available and fault-tolerant Java applications on Amazon Web Services (AWS) using like EC2, Simple DB, RDS, Elastic Load Balancing, SQS, SNS, AWS Identity and access management, AWS Cloud Watch, Elastic Beanstalk and CloudFront, Red shift.
- Experience on SOA and Web Services like SOAP (JAX-WS) & REST (JAX-RS) using different frameworks like Apache Axis, Spring-WS, Apache CXF and Jersey.
- Expertise in using and implementing design patterns such as Model-View-Control (MVC), Data Access Object (DAO), Service Locator Factory, Singleton & Business Delegate.
- Extensive experience of using IDE tools Eclipse, Net beans and IntelliJ, web servers like Apache and application servers like Web logic, Tomcat and Web Sphere.
- Expertise in working on Node.js Fundamentals including Modules, Callbacks, Events, Streams, and Error Handling by making use of its Core Features like Event-Driven, Single Threaded model and Non-Blocking I/O model.
- Used Log4J, syslog (Unix/Linux), logrotate (Unix/Linux), Graylog, Logstash, Elastic Stack (Elasticsearch, Logstash, Kibana), AWS CloudWatch Logs for logging, created build scripts using Ant, Maven and Gradle tools and used SVN, CVS, Git for version control.
- Experience in unit testing using JUnit and Mockito aiding test driven Development.
- Experience in Building Continuous Integration environment Jenkins and Continuous delivery environment (CI/CD).

- Expertise with Docker container snapshots and Kubernetes, attaching to a running container, managing containers, directory structures.
- Good knowledge on chef cookbooks using the several components like attributes files, recipes, resources, and templates.
- Experienced in development and troubleshooting Web based and enterprise-based applications on Windows, UNIX, and Linux platforms.

Education

Bachelor of Technology - Visvesvaraya National Institute of Technology-Maharashtra, India-2015

Technical Skills

Web Technologies	Java Script, XML, HTML5, CSS, AJAX, DOJO, jQuery, DHTML, GWT, JSON, FLEX Builder, XHTML, Angular JS, Node JS, React JS, TypeScript, Bootstrap.
J2EE Technologies	Servlets, JSP, JDBC, JUNIT, JAXB, JMS, JNDI, JSTL, Tiles, SUN One LDAP, Apache Camel, ANT/Maven.
Frameworks	MVC, Struts, Spring, Hibernate, JPA.
Web/Application Servers	Apache Tomcat, WebLogic, Jboss, WebSphere Glassfish.
Databases	Oracle 10g, MYSQL, PostgreSQL, MongoDB, MSSQL, RDS.
IDE's	IntelliJ, Eclipse, J Builder, Velocity Studio.
Messaging Services	Apache Kafka, RabbitMQ, ActiveMQ, JMS (Java Message Service), Apache Pulsar
Methodologies	Water Fall, Agile, SCRUM, TDD
Other Tools	TOAD, SQL Developer, Log4J, Kubernetes, Jenkins, Jira, Maven, Gradle, Fish eye, JIRA.
Operating Systems	UNIX, Linux, Windows (98, 2000, XP, Vista)

Professional Experience

Walmart	Aug 2023-
Current	
Software Engineer	
Responsibilities:	
<ul style="list-style-type: none"> • Designed, developed, and maintained software applications using Java, Spring MVC, Spring Boot, and Hibernate. • Collaborated with cross-functional teams to define and implement innovative solutions. Wrote efficient, scalable, and maintainable code. • Designed and implemented RESTful APIs using Spring MVC and Spring Boot. • Ensured APIs are well-documented and adhere to best practices. • Utilized Cosmos DB for managing NoSQL databases, ensuring data consistency and performance. Optimized database queries for efficiency and scalability. • Implemented messaging solutions using Kafka for event-driven architecture. Integrated different systems and components within the application landscape. • Developed and executed comprehensive test plans using tools like Cucumber. • Conducted unit testing, integration testing, and end-to-end testing to ensure the reliability of the software. • Used Postman for API testing to ensure the functionality, reliability, and security of APIs. • Implemented logging and monitoring solutions using Splunk. • Leveraged Azure cloud services for deployment, scalability, and maintenance of applications. Worked with Azure services like Azure App Service, Azure Functions, etc. • Analyzed Grafana metrics to identify bottlenecks, resource usage, and potential performance issues. • Designed and developed JMeter scripts to simulate realistic user load on Java applications. 	

- Utilized OmniPerf to assess and measure network performance in distributed Java applications.
- Documented code, architecture, and processes to ensure knowledge transfer and maintainability.
- Worked within an Agile development environment, participated in sprint planning, and delivered features incrementally.
- Participated in and conducted code reviews to ensure code quality and adherence to coding standards.

Environment: Java, Spring MVC, Spring Boot, Hibernate, Micro Services, Cosmos DB, Splunk, Node JS, OAuth 2.0, RabbitMQ, Azure, kafka, , Spring Services, POJO, Maven, ANT, Cucumber, Selenium, Docker, Log4j, Jenkins, Grafana, Jmeter, Omniperf.

Truist Financial Corporation, Chicago, Illinois
July 2023
Java Full Stack Developer

Jan 2023 -

Responsibilities:

- Participated in Agile (Scrum) methodology and Involved in Design, development, System testing and User Acceptance Testing.
- Worked with the application based on Micro Service Oriented Architecture using Angular and Cassandra DB and MySQL to develop Single Page Applications (SPA).
- Implemented Angular directives, expressions, routing capabilities for bookmarking, filters, validations and Angular UI components, Providers, Services, and classes for navigation respectively.
- Created Typescript reusable components and services to consume REST API's using Component based architecture provided by Angular.
- Worked on the Angular UI Routing to handle navigation to access different pages in the application. Using AngularJS factory and services for dependency injection.
- Using Angular, we created custom directives for reusable components (multi-field form elements, background file uploads, etc.).
- Created Menus and Drawer component by using Typescript and Angular
- Worked with Angular Directives, Dependency Injection, Services, Routing, pipes, Animations, Forms, AOT, and Lazy Loading.
- Used spring framework and J2EE components, Utilized Spring Boot, IOC, and DAO modules. Developed controller classes, backend process, complex services, and database interaction.
- Used Spring Boot to create stand-alone spring applications.
- Implemented Micro Services based Cloud Architecture using Spring Boot and implementation of Business Services using the Core java and Spring Boot.
- Used Spring Boot framework to write Presentation Layer, Business Layers and Controller servlets. Implemented Spring Boot Actuator to monitor application performance.
- Used Spring Inheritance to develop beans from already developed parent beans.
- Developed Java classes for implementing asynchronous processing using JSM.
- Implemented Spring Batch and ESP Task & Job Scheduler to automate importing data from CSV files sent from client into database.
- Used Spring Cloud Config which provides server and client-side support for externalized configuration in a distributed system.
- Implemented OAuth and SAML authentication protocol for enterprise web API security model.
- Called Rest web services through AngularJS Services to get JSON objects and modified the response object to display in UI.

- Worked on NoSQL database MongoDB & Perform CRUD operations like Update, Insert & Delete.
- Configured, deployed, and managed applications in Pivotal Cloud Foundry (PCF).
- Designed and reviewed the test scenarios and scripts for given functional requirements and automated test cases in Selenium.
- Implemented continuous integration using Docker.
- Extensively used the LOG4j to log regular Debug and Exception Statements.
- Experience in using Atlassian tools like JIRA, Bitbucket, Bamboo, and Confluence & Source Tree.

Environment: Angular, Spring Boot, IOC, DAO, Micro Services, JSM, Node JS, OAuth 2.0, Bower, Grunt, RabbitMQ, Amazon Web Services (AWS), PCF, Spring Services, Hibernate, POJO, Maven, ANT, PL/SQL, MongoDB, Mongoose, Selenium, Docker, Log4j, Jenkins, Bamboo, SSL/TLS.

United Services Automobile Association (USAA), Colorado Springs, CO
Dec 2021 – Dec 2022

Dec 2021 –

Java Full Stack Developer

Responsibilities:

- Understanding and following Agile (Scrum) methodology, participated in daily stand-up meetings, sprint planning, and retrospectives.
- Collaborating with the team to ensure the technical solution meets the business requirements.
- Implemented modules using Core Java APIs, Java collection, Java 8(Streams), multi-threading, and object-oriented designs.
- Designed, developed, and tested the user interface using HTML5, CSS3, Bootstrap, JavaScript, Angular 10 and TypeScript that meet accessibility and web browser standards for websites.
- Lead the development of interactive and responsive user interfaces using Vue.js. Implemented Vue.js components for modular and reusable UI elements.
- Implemented client-side routing and navigation in single-page applications (SPAs) using Vue Router.
- Managed complex application states efficiently by utilizing Vuex for state management.
- Wrote comprehensive unit tests and end-to-end tests for Vue.js components and applications, often using testing frameworks like Jest or Cypress.
- Deployed Vue.js applications to various hosting platforms, often configuring server settings, DNS, and SSL certificates as needed.
- Involved in developing components on Reporting Dashboard with Spring MVC, Spring boot, Spring Framework and Hibernate.
- Worked on REST based web services using JAX-RS library. Customized Restful Web Service using Spring Restful API, sending JSON format data packets between front-end and middle-tier controller.
- Created Spring MVC components like Dispatch Servlets, configure Request mapping annotation controllers, view resolver components.
- Involved in writing stored procedures, user defined functions, views and implemented the Error Handling in the Stored Procedures and SQL objects and modified existing stored procedures, triggers and views depending on the requirement.
- API contracts are documented and rendered using Swagger for QA and BA teams to view.
- Involved in developing JUNIT test cases, used Log4J for logging and tracing the messages.
- Worked with AWS for deploying, managing, and operating scalable, highly available, and fault tolerant systems on Apache Tomcat application server and managed continuous delivery systems and methodologies on AWS.

- Used tools like OWASP ZAP, and Postman for testing and identifying vulnerabilities in APIs, and tools for tracking API usage and detecting security incidents, such as AWS CloudTrail and LogDNA.
- Worked on Cloud Formation template stacks to automate for building new VPC's using JSON files.
- Used Docker containers for local and cloud-based development, configured and maintained Jenkins to implement the CI/CD pipeline.
- Used JIRA for project management. Epics, tasks, and subtasks are created to track the progress.

Environment: Java, Angular JS, React JS, Bootstrap, Spring, Spring boot, Web Services (RESTFUL & SOAP), Oracle 11g, DB2, Hibernate, SQL, Apache CXF, MVC, Jersey, JSON, JAXB, Unix, Linux, Log4j, STS, Mockito, Apache Tomcat, Maven, Jenkins, GitHub, JIRA, EC2, S3, VPC, Redshift, SWF, IAM, EMR, Cloud watch, AWS.

Blackhawk network, Pleasanton, CA

Sep 2020 -

Nov 2021

Java Full Stack Developer

Responsibilities:

- Created detailed design document, use cases, sequence and class UML diagrams using Rational Rose.
- Design, modify, and develop responsive and reusable UI components for the highly dynamic business requirements using AngularJS, jQuery, Bootstrap3, ReactJS and LESS.
- Craft HTML templates and write SASS using Backbase Design System based on Bootstrap.
- Develop reusable UI components and use it across the project.
- Develop proof of concepts and working prototypes using NodeJS and ExpressJS to serve static content.
- Designed, implemented, and maintained RESTful APIs and web services using Node.js for seamless data communication between the front-end and back-end.
- Built real-time applications, such as chat applications or live dashboards, using Node.js and WebSocket technologies.
- Implemented server-side rendering using frameworks like Next.js or Nuxt.js to enhance SEO and initial page load performance.
- Involved in J2EE patterns MVC, Dependency Injection (DI), Inversion of Control (IOC), Data Access Object (DAO), Business Delegate, Service Locator and Singleton for the enterprise application.
- Involved in the architecture, design and development of high traffic applications built in Java/J2EE using MVC architecture integrating spring, Hibernate and Struts frameworks in SOA.
- Used spring as an application framework to build the Services layer and implemented its core modules such as Spring Core Container, Inversion of Control, Data Access and MVC and Used XML/java /annotation spring boot configurations.
- Implemented ORM (Object Relational Mapping) framework with Hibernate for mapping Java classes and database tables.
- Involved in Designing and implementing scalable, Restful, and micro services-based mobile back-end. The back end is being written in Java using Spring Boot for simplicity and scalability.
- Worked in coding Web Services with JAX-WS (SOAP) and JAX-RS (Restful). Used Apache Tomcat as application servers to handle the deployments of different applications.
- Involved in creating auto-scaling groups based on memory and CPU usage to handle excessive or under use workload without needing manual interference.
- Used AWS services such as EC2, S3, RDS, and Lambda to build and run Java applications.

- Implementing AWS security best practices for Java applications, such as using IAM roles and access controls.
- Configured Jenkins OC Masters/Slaves in both UNIX and windows platforms
- Worked on micro services project to build docker containers and deploy to Dev, UAT (SIT), PROD
- Developed test cases and performed unit testing using JUNIT Test case. Worked on GitHub as Version control for code repository and Jenkins for continuous integration.
- Worked closely with the Testing team for issue fixing and coordinating tests set up for testing.

Environment: Java, Spring MVC, spring boot, Spring Batch, Micro Services, RESTful Web Services, Hibernate, Java, J2EE, JSP, AJAX, HTML, Java Script, Angular JS, React JS, CSS3, Activemq, Hibernate, Eclipse, XML, XSD, JDK, JMS, Tomcat, Unix, Maven, AWS, EBS, Elastic Load Balancer, Route 53, VPC, cloud watch, cloud trail, code deploy, Auto scaling, IAM, EC2, DynamoDB.

WellCare Health Plans - Tampa, FL
Aug 2020
Sr. Java/J2EE Developer

Oct 2019-

Responsibilities:

- Involved in phases of Software Development Life Cycle, interface design, configuration of framework, QA and documentation, maintenance.
- Implemented various screens for the front end using React JS and used various predefined components from NPM (Node Package Manager) and redux library.
- Integrated Vue.js with backend APIs, handling data retrieval, manipulation, and asynchronous operations.
- Developed custom directives to extend Vue's functionality and adapt it to project-specific requirements.
- Utilized Vue CLI for project scaffolding, development, testing, and production build processes.
- Debug and optimize Vue.js applications effectively using Vue Devtools.
- Involved in building multithreaded Java server-side applications and frameworks.
- Used Spring IOC (Inversion of Control) to remove the object Dependencies across the application.
- Enhanced user interfaces to enable input of additional personal information for the purpose of plan generation using CSS, HTML, HTML5, DOJO, JavaScript, AJAX, and AngularJS.
- Designed and developed a microservice using Spring Boot and Spring Data for Spotlight to access customer data stored in Amazon Redshift.
- Created spring configuration files and used Spring annotations to auto wire Java Components using Spring dependency injection.
- Used Spring AOP module to handle the entire transaction with the database. Interacted with the database using Spring DAO.
- Automated deployment of builds to different environments using Jenkins CI tools.
- Worked in usage of Hibernate, object/relational-mapping (ORM) solution technique, to map data representation from MVC model and Oracle Relational Data Model with a SQL-based schema.
- Extensive use of JDBC to communicate to the Database for storing and retrieval of information
- Used data modeling for creating a data model by applying formal data modeling techniques.
- Developed back-end logic with Core Java using technologies including Collection Framework, Multi-Threading, Exception Handling, Generics and Annotation.
- Worked with application servers like Tomcat locally and Web logic to host it on the Linux server.

- Implemented customized authentication in Spring Security to verify user-role and secure the user pages, such as login, admin/user operations, trading, portfolio, etc.
- Customized Restful Web Service using Spring Restful API, sending JSON format data packets between front-end and middle-tier controller.
- Involved with the team of automation on Ansible playbooks, roles include statements, vars, modules, checkmode (dry run).
- Used Maven to build, run and create JARs and WAR files, performed code review and unit tested the application using JUnit framework.
- Worked with Agile Team Development and Test- Driven Development using JIRA.
- Used SVN version controls to check in/out files, etc. also responsible for branching, merging the branch to main using Tortoise SVN tool.
- Used RabbitMQ for asynchronous message processing functionality to support batch processing modules.
- Worked on Log4J to validate functionalities logging errors, messages, and performance logs and Mockito framework for unit testing.

Environment: Java, JDK, Core Java, Web Sphere Application Server, JSON, XML, Clear case, JIRA, RESTFUL web services, Spring MVC, Spring IOC, JAX-RS, Collections, Maven, JDBC, DB2, Log4j, Ansible, JUnit, JMock.

Charter Communications, Charlotte, NC
Java/J2EE Developer

July 2016 - Sep 2019

Responsibilities:

- Agile Methodology is used to develop the application, involved in daily SCRUM meetings to discuss the status and progress of individual Sprints, and interacted with the business users for data migration and testing the application.
- Involved in the creation of UI specification documents by interacting with business users and design documentation and data modeling for the entire project.
- Front End validations are performed using JavaScript, server- side validations are performed in Struts.
- Involved in the architecture, design and development of high traffic application built in Java/J2EE using MVC architecture integrating spring, Hibernate and Struts frameworks in SOA.
- Created spring configuration files and used Spring annotations to auto wire Java Components using Spring dependency injection.
- To maintain loose coupling between layers, published the business layer as services and injected the necessary dependent components using Spring IOC and published cross cutting concerns like Logging, User Interface exceptions, Transactions using Spring AOP.
- Integrated Spring DAO for data access using Hibernate.
- Created and configured the continuous delivery pipelines for deploying Microservices and Lambda functions using JenkinsCI server.
- Managed advanced techniques for single page business solutions and front-end MVC patterns.
- Implemented ORM with HIBERNATE to make the Persistence class objects interact with numerous SQL Server tables spanned across various schemas as per MODOC standards.
- Defined multiple Data sources on the server side to be used in applications with JNDI.
- Entire Application was developed in Eclipse. GWT plug-in is used for browser testing and compatibility of AJAX and jQuery components along with JUnit.

- Involved in Local deployment and testing was performed in JBoss while final Testing, Stage and Production versions are deployed on the WebSphere Server.
- Implemented persistence layer that uses the POJOs (which do not have the business processes) to represent the persistence database.
- Developed various APIs that can extensively help the high charts to extract data from MongoDB.
- Used Mongo Aggregate Functions to extract data from MongoDB and performed actions as user requirement.
- Used Java Message Service (JMS API) for reliable and asynchronous exchange of important information
- Performed various business services are exposed as Restful Web Services to the external clients during the Service Oriented Architecture (SOA) implementation.
- Used Apache Ant as build tool to automate the build process, SVN repositories for version controlling, and Log4J is used for Logging Errors and Exceptions.
- Involved in integrating applications with other application using IBM WebSphere.
- Used SSIS package to fetch, load and parse data from various external sources such spreadsheets and flat files from DB2 into SQL Server Database.
- Involved in development, performance testing & defects fixing, also followed an Issue Tracker to log the issues and fixes applied daily to streamline the application development.
- Used GIT controls to track and maintain the different version of the project.

Environment: Java, J2EE, Spring boot, Hibernate, MS SQL Server, SOA, JSP, Eclipse, GWT, JUnit, WebSphere, JBoss, DB2, GIT, IBM Web Sphere, SVN, Log4j, Jenkins, jQuery, Glassfish, AJAX, DOJO, Backbone JS, jQuery, AJAX, JSON, GIT, Scrum, Apache Ant.

Vision Infotech, Hyderabad, India

Jan 2016 -

Jun 2016

Java/J2EE Developer

Responsibilities:

- Involved in the overall system analysis, design, development, and documentation.
- Involved in Object Oriented Analysis and Design (OOAD) using UML for designing the application.
- Used Struts Tag Libraries, JSPs, HTML, JavaScript, DOJO and CSS to develop the frontend UI, certain shopping cart features are developed using Angular.js.
- Used struts validation framework to perform Server-side validations.
- Developed JSP pages for the presentation layer, used custom tag libraries, JSP Standard Tag Library (JSTL).
- Used Hibernate for handling database access.
- Performed the front-end validations using JavaScript.
- Extensively wrote Stored Procedures, Triggers, and Cursors, Views for data retrieval and data storage and updates in T-SQL database.
- Wrote Apache ANT build scripts for building the application and test cases using JUnit for performing the unit testing.
- Used CVS for Version Controlling.
- Involved in resolving high priority tickets and issues related to the support system.

Environment: Java, JSP, Hibernate, Struts, HTML, CSS, JavaScript, CVS, UML, XML, T-SQL, Web Sphere, JUnit, Apache ANT.

WebMilez InfoTech Private Limited, Nagpur, India

May 2015 -

Dec 2015

Java/J2EE Developer

- Created and maintain APIs utilizing swagger framework backed by Hibernate data access layer.
- Handled full stack development of the application including UI components, Middle Tier layer and SQL queries, in challenging Agile Scrum 2-week sprint milestones for 10 applications.
- Designed and ensured that proper architecture, good security practices and code optimizations are followed for all application code, including the deliverable of other developers
- Coordinated with other teams during Development, Integration and Performance Testing of various Web-service modules to ensure inter-compatibility is maintained between them.
- Played a pivotal role in understanding and documenting business requirements, ensuring they are captured accurately in User Stories, and assist the testing team in identifying and testing all the necessary business scenarios including data setup
- Also handled Production Support of the application, especially in debugging and fixing highly critical bugs and business issues with code.

Environment: Java 1.8, Spring Framework 4.3.19, Spring Boot, Spring MVC, jQuery, AngularJS 6, Bootstrap, Struts Framework 2, Oracle, Junit, Mockito, Hibernate 4.1.7, REST and SOAP Web Services, Tomcat, Maven, Gradle, Eclipse 4.9, GIT with Bitbucket, JIRA 7.13, SQL Developer, Cruise Control, Confluence 6.13, SonarQube, Net Sparker, Agile Scrum, Jenkins, Docker, AWS, DynamoDB.

This space is left blank Intentionally.

Resume 3

Mosharaf Hossain – Software Developer

Professional Summary

- 14+ years of experience in designing and developing multi-tiered, multi-threaded, large-scale enterprise web and desktop applications
- Experience in Full Stack Development – requirement gathering, SRS development, database designing, frontend/backend/database development, deployment, testing
- Led initiatives across global teams in a large company – creating CI/CD pipeline using Jenkins, creating an optimized automated onboarding for multiple distributed teams, yearly Hackathon
- Worked as one of the core engineers of Alienware Command Center store application
- Worked in Tiger team, SWAT team for tracing critical issues and production deployment
- Certified Scrum Master (CSM), actively contributed to scrum events – Standup, Backlog Refinement, Story creation/estimation, Task Breakdown, Sprint Planning/Review, Retrospective
- Microsoft Certified Solutions Developer (MCSD) – Web Applications
- Experience in designing and developing microservice-based web applications – developed microservices in .NET, Python and Golang
- Experience in containerized applications development using Google Cloud Platform – Datastore, BigQuery, CI/CD, Logging, AppEngine, Kubernetes, Docker
- Designed and developed desktop and web applications using all versions of .NET Framework, .NET Core and .NET Standard - C#, ASP.NET MVC, ASP.NET Core MVC, Web Form, Razor, WPF
- Experience in async/parallel programming using Threading, Delegate, async, await, Task, TPL
- Developed frontend for complex Single Page Applications (SPAs) using JavaScript MVC, Angular (1.x and 2+), React, JavaScript, TypeScript, jQuery, DataTables, lodash, RxJS, Ajax, JSON, HTML, CSS, SASS, LESS, Bootstrap
- Designed and developed Windows Store App using UWP, XAML, JSON
- Experience in tuning web applications to support cross-browser compatibility – Internet Explorer, Microsoft Edge, Chrome, Firefox, Safari
- Developed responsive applications – using XAML for UWP desktop applications and SASS to support mobile layouts for web applications
- Used PostHog and Datadog to analyze application performance to guide project roadmap
- Developed SOAP and REST based APIs using WCF, Web API, Golang
- Used Swagger, Postman, Fiddler, Firebug for documenting and debugging/testing API endpoints
- Used third party APIs – LinkedIn, Facebook, Twitter, Instagram
- Developed Data Access Layer using Entity Framework, Entity Framework Core and AutoMapper
- Good experience in using Dependency Injection frameworks – StructureMap, Ninject
- SOLID background in following and implementing different patterns and principles as needed – Singleton, Repository, Strategy, Template Method, Composite, Facade, Adapter, Dependency Injection, MVC, MVVM, DRY, YAGNI, KISS
- Experience in using major versions of SQL Server, MySQL databases
- Developed complex SQL queries using Joins, Constraints, Transaction, Normalization, Function, Stored Procedure, View, Trigger, Index, Cursor
- Experience in using multiple NoSQL databases – Elasticsearch and MongoDB
- Experience in following Test Driven Development (TDD) and writing Unit and Integration Tests – NUnit, xUnit, MSTest, Moq, Rhino Mocks, AutoFixture, Jasmine, Jest
- Used different source control systems – Git, Bitbucket, TFS, SVN, Visual SourceSafe, Assembla



- Used different IDEs - Visual Studio, VS Code, WebStorm, PyCharm, GoLand, NetBeans, IntelliJ
- Experience in Pull Request, Code Review, Pair Programming, Mentoring, Clean Coding, Static Code Analysis (using Fortify)
- Deep understanding of different Data Structures and Object-Oriented Programming (OOP)
- Completed 30+ programming tutorials from codewithmosh, pluralsight and udemy

Education

Masters in Computer Science
 Maharishi University of Management – Iowa, USA

Technical Skills

Back-End:	C#.NET, ASP.NET MVC, ASP.NET Core, UWP, ADO.NET, LINQ, Python, Golang
Front-End:	Angular, React, JavaScript, TypeScript, jQuery, Ajax, XAML
Web Service:	WCF, Web API, REST, SOAP, MSMQ, NServiceBus
Cloud:	Google Cloud Platform (GCP)
ORM:	Entity Framework
Database:	SQL Server, MySQL, Elasticsearch, MongoDB
Testing:	MSTest, xUnit, Moq, RhinoMock, Auto-Fixture, Jasmine
IDE:	Visual Studio, Visual Studio Code, GoLand, PyCharm, WebStorm
Source Control:	TFS, Git, Bitbucket, SVN, Visual SourceSafe
Others:	IIS, Firebug, Fiddler, Postman, Swagger, Resharper, Ninject, Structure Map, AutoMapper, NEST, Sense, Log4Net, NPM, Webpack, Bower
Design Pattern:	Singleton, Repository, Strategy, Template Method, Composite, Facade, Adapter
SDLC:	Agile (Scrum), Jira, Confluence, TDD, Waterfall

Certifications

SDC: Scrum Developer Certified
 CSM: Certified Scrum Master
 MCSD: Microsoft Certified Solution Developer – Web Applications

Professional Experience

Vendasta Technologies – Saskatoon, SK

Software Developer III **November 2020 – Present**

- Work collaboratively and iteratively with product managers, senior team members, design team, external team members to design and develop scalable, data intensive, distributed Internet applications.
- Write, modify, integrate and test software code for e-commerce and Internet applications.
- Create Microservices to support scalability and flexibility in core application service.
- Maintain product standards by developing unit tests, code reviews, pair programming, using CI/CD, collaboration within current and/or other teams.
- Actively participate in different scrum activities to follow agile development process.

Technology: C#.NET, ASP.NET Core, Python, Golang, SQL Server, Elastic Search, Google Cloud Platform, Angular, TypeScript, SASS, GIT, Visual Studio Code, WebStorm, PyCharm, GoLand, Jira, Confluence, Mac.

Dell Canada Inc – North York, ON

Software Principal Developer **October 2019 – June 2020**

- Designed/developed/tested new features and enhanced existing features for every new system being launched by Alienware with Alienware Command Center windows store application.

- Led initiatives (Hackathon, Unit Testing, Onboarding, App Styling) at the organization level across teams and supported global teams, resolving any critical issues throughout the full Software Development Lifecycle.
- Wrote unit and integration tests, reviewed code, and did pair programming to ensure code quality.
- Developed tools to enhance on-field debugging capabilities for Alienware Command Center.
- Created user stories, estimated them, performed sprint planning to efficiently support scrum activities.

Technology: C#.NET, UWP, Optional Package, XAML, MVVM, Moq, MSTest, JSON, Visual Studio, Microsoft Expression Blend, Jira, Confluence, Bitbucket, Jenkins, Windows.

Dell Technologies – Miami, FL

Software Principal Engineer

March 2017 – October 2019

- Designed and developed software using a range of applicable technologies for products used in local, networked, or Internet-related computer programs to enhance users' gaming experience.
- Designed, developed, tested, and released Windows applications to support Dell consumer platforms.
- Identified and rolled out software development process enhancements across the organization in order to improve productivity and efficiency.
- Designed, developed, and deployed software test automation framework within the development tool ecosystem to create an efficient CI/CD pipeline.

Technology: C#.NET, UWP, XAML, MVVM, Rhino Mock, MSTest, XML, JSON, AngularJS, ReactJS, Visual Studio, Microsoft Expression Blend, Fisheye, Git, Jira, Confluence, Bitbucket, Jenkins, Windows.

Sr. Software Engineer (Contract via Experis US Inc)

June 2015 – February 2017

- Worked closely with the global development team, senior architects, and executives within the Product Engineering group to plan ongoing feature development, product maintenance, and on-demand research.
- Worked through all phases of the SDLC - analyzing business requirements, processes, data, and system integration points to determine and recommend appropriate technology solutions.
- Developed unit and integration tests, code reviews, pair programming, collaboration with testing team, and analyzing code by using the Fortify scan tool to ensure product quality.
- Promoted to multiple instant support teams (Tiger teams) to provide continuous production support.
- Investigated new technologies and researched ongoing industry developments to stay current.
- Followed agile activities – daily scrum, sprint planning, story/bug creation/estimation, and more.

Technology: C#.NET, ASP.NET MVC, WCF, Web API, EF, SQL Server, Elastic Search, MSMQ, NServiceBus, Moq, Rhino Mock, xUnit, MSTest, Auto-Mapper, Auto-Fixture, JavaScript, AngularJS, ReactJS, jQuery, Ajax, CSS, XML, Firebug, Fiddler, Fortify, Visual Studio, IIS, TFS, Windows.

Aprosoft Consulting and Training Corp. – Dhaka, Bangladesh

Senior Software Engineer

December 2013 – August 2014

Software Engineer

March 2012 – August 2012

- Coordinated with onshore team in the US, captured requirements, and translated them to software code.
- Contributed to most of the modules of two customized business solutions (Loyalty Management System) aimed at managing customer loyalty for superstores.



- Troubleshoot and fixed real-time critical issues while deploying applications to the production servers.
- Prepared 20 servers and deployed applications in DEV, UAT, and PROD environments.
- Received appreciation from multiple teams due to volunteering into their critical moments and resolving issues regarding CSS, JavaScript, JQuery, AngularJS.

Technology: C#.NET, ASP.NET MVC, WCF, AngularJS, Moq, NUnit, JavaScript, jQuery, Ajax, CSS, XML, Firebug, Fiddler, Visual Studio, IIS, TFS, Oracle VM, Windows.

Sentrana BD – Dhaka, Bangladesh

Member, Engineering – Level 3

September 2012 – December 2013

Computer Ease Limited – Dhaka, Bangladesh

Programmer Analyst

February 2009 – February 2012

K.C.J and Associates Ltd. – Chittagong, Bangladesh

Programmer

March 2007 – December 2008

This space is left blank Intentionally.

11. Systems Administrator

Resume 1

Steve Miller – Systems Administrator	
Professional Summary	
Experienced Senior IT Leader with 25+ years of experience overseeing the development, procurement, implementation, and use of technology throughout many types of organizations. Enjoys working closely with management and providing leadership for IT staff to assess and provide services for the needs of all users within the context of their business environment.	
Education	
Bachelor of Arts, UNIVERSITY of MARY WASHINGTON, Fredericksburg, VA, May 1991 HS Diploma, RANDOLPH-MACON ACADEMY, Front Royal, VA, May 1986	
Technical Skills	
Management: Infrastructure • Budget & Procurement • Analyze Metrics • Staff Utilization • Team Building • Sr. Communication Skills IT Solutions: Cloud Integration • Infrastructure Design • Audits, Analysis & Optimization • Backup & Disaster Recovery • Audiovisual Technologies & Platforms: Windows Server (2022, 2019, 2016, EOL) • Windows (11, 10, EOL) • Other (MAC OS, Red Hat, Ubuntu) • Virtualization (Hyper-V, Azure VD, vSphere/vCenter, Citrix XenApps) • Scripting (VBS, REG, PS, XML, SH, JAMF) • SAS/SAN/NAS Storage Cybersecurity: DoD/DISA, PCI DSS, NIST • Security Info & Event Mgmt (SIEM) • GDPR & PII Understanding • Zero-Day Prevention Architecture & Design: Azure • Active Directory • GPO/ADMX • Office365 • Exchange365 • VPN • Wi-Fi • AWS • Firewall/Switch Mgmt Project Management: Scheduling, Budgeting, Resourcing • Managing Staff • SOP Creation • Hardware/Software/Audiovisual Rollouts	
Certifications	
<ul style="list-style-type: none"> • MICROSOFT, Inc.: MCSE, March 2000 • NOVELL, Inc.: CNA, May 1998 • Lotus Notes Development Corp.: Lotus Notes System Administrator I, July 1998 • Contractor of the Month Award from National Science Foundation on 12/98 and 11/99 	
Professional Experience	
B/Net Systems, Inc. VA-MD-DC, Sr. System Engineer/ Administrator Systems Services Provider for VA, MD, & DC Area	03/2022 - 06/2023
Responsibilities: <ul style="list-style-type: none"> • Built Workspace One system, configs, & deployment scripts (450 Win/MAC/Phones). Hyper-V/vSphere mgmt (45 VMs). • Managed & resolved Tier 3, AV, LAN problems on client sites. Wrote technical documentation & trained technicians. • Azure & Exchange Security monitoring & alerting with ATP (Advance Threat Protection) management. • MS Azure User, Group, Attribute mgmt. Active Directory (on-prem) domain mgmt. Azure/O365/Teams migrations. 	

- Automox, JumpCloud, LogMeIn, SplashTop, Trend AV & Panda Endpoint Threat Protection migration, admin, & mgmt.

**International Foundation for Electoral Systems Arlington, VA
Network/ System Administrator**

03/2019 - 01/2022

Responsibilities:

- Azure Cloud App Security monitoring & alerting with Exchange ATP (Advance Threat Protection) management.
- Active Directory (on-prem) & Azure User, Group, Attributes, & mgmt. Migration to Azure Cloud only planning.
- Azure User & Intune Computer Compliance, Security, Threat & Endpoint Protection management.
- Falcon CrowdStrike Threat Protection implementation, monitoring, & management.
- Hyper-V and VMWare implementation & management. Nutanix Solution Management for VMs.
- NetApp DS4243 SAS & Synology Rack Station NAS - Storage management & maintenance.
- Office 365 & Exchange 365 licensing, administration, management & software rollouts. PowerShell scripting.
- SharePoint 365 & OneDrive administration, design, and permissions. DocuSign services & plugin management.
- Domain Name/DNS Services & AWS Services with CNAME, NS/A, SPF, TXT, DKIM configuration management.
- AV Conference Room Management – Crestron, Shure, & custom AV system systems using Zoom & Teams
- CallTower & Microsoft VOIP, Skype for Business, Teams, Teams Rooms, & Logitech TAP devices.
- Training of IT Tier 1 hires. Oversee advanced hardware/software support to approx. 130 local & 250 remote users.

**DC Law Firm (provided by request), Washington, DC
Director, IT
Independent Contractor (Full Time & Part Time)**

08/2007 - 03/2019

Responsibilities:

- Hired/Managed team of IT professionals and contractors for large projects to assist 76 local users & 110 remote users.
- Developed reliable metrics for hardware, software and storage while ensuring strategic capacity planning.
- Identified security vulnerabilities and eliminated them with strategic solutions that increased data safety.
- Directed/Planned/Executed email migration to Hosted Cloud Exchange 365.
- Researched/Chose SSAE16 compliant data center and Cloud Exchange Provider. Presented proposal to law firm.
- Oversight of Active Directory maintenance and management of server and desktops.
- Administered/Managed LANs, OS and APP Installs, hardware assembly, wiring, and provided complete server/user mgmt.
- Configured routers, switches, and firewalls. General CAT-5e wiring/troubleshooting. Built/configured WSUS Server.

- Active Directory, Server 2003-2008 management for Domains, OUs, Groups, Accounts, Global Polices and Permissions.

VISA, Inc., Ashburn, VA

02/2016 - 11/2018

System Administrator

Contracted with POPULUS GROUP LLC - Troy, MI

Responsibilities:

- DNS Administration – Alcatel/Lucent VitalQIP SYBASE IP Mgmt & SolarWinds for Windows 10 environment.
- Router/Switch port configs for Cisco (IOS, CAT & NEXUS) & Arista models – NAC, VLAN, Trunks, etc.
- Tracking & Resolving Remedy ticket system- IP Provisioning, Decommissioning Hosts, Alias Management.

L-3 COMMUNICATIONS – DP Associates, Alexandria, VA

03/2013 - 07/2014

Network engineer

Responsibilities:

- Managed 500+ user LAN including Windows DCs, DHCP, DNS, SOX compliant ADFS configurations & mgmt.
- Provided Citrix NetScaler 5500 v.10.1 and XenApps 6.5 administration and VPN Gateway access & configs.
- Administered GOOD Mobile Servers, user GOOD Mobile activations, managed Lync configs and SCCM inventory & packages.
- Provided Diskeeper 12 Enterprise HD monitoring & LANeye network sniffing/alert software for security monitoring.
- Extensive Active Directory, Windows Server 2003-2012R2 management DCs, OUs, Groups, Accounts, GPOs & Permissions.
- Created PC and server image deployments and software silent install scripting and registry scripts via VBS & PowerShell.
- Installed/Configured ShoreTel and Cisco telecom. RDC, Hyper-V, VMWARE ESX4.1 & vCenter/vSphere used for remote mgmt.

L-3 COMMUNICATIONS – GS&ES, Reston, VA

02/2004 - 08/2011

Network Administrator

Responsibilities:

- Provided advanced hardware/software support to approx. 800 local & 5,000+ remote users on a large-scale WAN.
- Provided multi-tier support and ticket mgmt using various ticket systems for troubleshooting, tracking, repairing, IT solutions, and education to other technicians. Used TrackIT, SupportMagic, Remedy and various other database ticketing systems.
- Provided multi-tier support for MS Exchange e-mail systems with Server 2003/2008 Servers, Domain Controllers with RAID, DHCP Servers, IIS, Active Directory (SOX compliant), Backup & SAN storage, Shares, Printer Servers, DNS, WINS, SharePoint, GPO, and MS Exchange 2003/2007.



- Administered RSA SecurID Remote 2-factor Login system with key fobs. Setup and configured Cisco VPN client for users.
- Administered Blackberry Enterprise Servers and performed user BES activations. Experience with WSUS servers.
- Setup and configure Citrix MetaFrame access for workstations. Administered backup and Storage hardware for 200+ users.
- Maintained and administered complete RIS/WDS server with software and images for use on new PCs.

This space is left blank Intentionally.

Resume 2

Name – Systems Administrator	
Professional Summary	
Experienced Windows Systems and Network Administrator with 19 years of IT experience. Expertise in MS 365, SonicWall Firewalls, SharePoint, Hyper-V, and end-user support.	
Education	
AAS Administration of Justice NVCC 1998	
Certifications	
MSCE 2003, Microsoft 365: Modern Desktop Administrator Associate, MCID: ██████████	
Professional Experience	
OBXtek, McLean, VA Senior Systems Administrator	May 2013 – Current
<ul style="list-style-type: none"> • Managed and maintained SonicWall Firewall and Dell Switches • Managed Avaya Voice network including cabling, networking, server and phones • Managed Microsoft Azure, Office 365, and Microsoft technologies (SharePoint, OneDrive) • Provide hardware and OS support for all corporate systems • Perform preventative maintenance tasks as needed • Provide technical oversight for Corporate WAN and Wireless Infrastructure including planning, implementation/expansion, maintenance, and troubleshooting • Analyzed and monitored the network and implement patches and fixes to address potential security holes • Imaged and deployed Windows 10 devices and managed using Microsoft Intune 	
U.S. Information Technologies Corporation, Chantilly, VA Windows Support Engineer	Oct 2012 – Apr 2013
<ul style="list-style-type: none"> • Manage SharePoint 2010 for Corporate office • Manage Cisco VOIP phone system • Assist with administration of network equipment • Assist with deploying laptops for new employees using WDS • Assist users connecting to XenServer 6.0 at a Government facility • Monitor and maintain all IT systems • Manage Group Policy within a Windows 2008 R2 Active Directory Domain • Implemented Dell’s Kace solution for tracking all IT equipment 	
Knowcean Consulting, Manassas, VA Systems Administrator	May 2012 – Oct 2012
<ul style="list-style-type: none"> • VTC support working with Polycom System • Supporting users in a Citrix environment using XenApp and Xendesktop • Provided support on IT issues relating to Windows Server 2003/2008, AD, Exchange 2010 • Monitored and managed backups in Exchange 2010 using Netbackup and VSS. • Maintained the integrity and security of servers and systems in a mixed Hyper-V / VMware environment 	

- Created and managed GPO's in an 2008 Active Directory Environment
- Created basic PowerShell scripts to automate daily tasks
- Printer Setups and level 3 end user support

AOC Solutions, Chantilly, VA
Systems/Network Administrator

Sep 2007 – May 2012

- Network Admin in a Microsoft and Cisco environment
- Manages all aspects of IT for entire company of 200+ employees
- Manage over 240 Windows 2003 – Windows 2008 R2 servers between 4 sites
- Responsible for purchasing, building, racking, and networking all new servers for incoming clients
- Extensive knowledge of Hyper-V and virtualization
- Migrated a SharePoint 2003 physical machine to a SharePoint 2010 virtual server
- Converted both of AOC's domain controllers to Hyper-V guests
- Exchange 2003 migration planned and executed, which consisted of 240 mailboxes and 2 information stores.
- Manage all users in a Windows 2008 R2 Active Directory environment
- Good working knowledge of Cisco switching and routing
- Responsible for all IT purchasing

CACI, Sterling, VA
Network Administrator

October 2002 – July 2007

- Responsible for providing 24x7 technical, operational, and user support for the Federal Aviation Administration, United States Coast Guard and the Defense Information Systems Agency
- Monitor alarm systems and resolve network failures or degradation.
- First level support using Newpoint Stratus to monitor satellite communications for the Defense Information Systems Agency
- Monitor frame relay and point-to-point networks utilizing Cisco routers
- Record and track any issues with Remedy ticketing system
- Monitor and troubleshoot all network activity with programs such as Netrix, Netcool, and Cisco Works
- Working with routers, hubs, switches, printers, servers and workstations in a XP/2000 Environment
- General desktop support, Exchange server administration and Active Directory administration

Mitre Corporation, McLean, VA
Technical Support Rep (contract)

February 2002 – September 2002

- Front-end technical support for over 5000 users
- Supported: PPTP/L2TP/Cisco VPN, Dial-up connections W2K/NT/98/95, Netscape mail accounts, Domain accounts. Network Printing, TCP/IP configurations, and other various software
- Recorded and tracked any issues with the Remedy ticketing system.



Resume 3

Bonaventure A Orock – Systems Administrator

Professional Summary

- I am an enthusiastic, motivated, and down-to-earth System Administrator with 5+ years of experience in managing in-house computer software systems, servers, storage devices, and network connections to ensure high availability and security of the supported business applications.
- Overall experience is 7+ years.
- Participate in the planning and implementation of policies and procedures to ensure system provisioning and maintenance that is consistent with company goals, industry best practices, and regulatory requirements.
- Solid background in systems and software installation, user, and group administration.
- Adaptable, strong collaborator, ability to multitask and work with strict deadlines on projects.
- Skilled at troubleshooting and fixing network connectivity-related issues.
- Initiative-taking, possess strong outstanding interpersonal, technical, and communication skills.
- Role-based access control files transfer and sharing, competent in file systems, volume, and storage & patch management.

Education

Trinitech Global Inc
 Road Island AVE, Beltsville MD 20715, 202-2021 Certificate of completion in System Administration

National Polytechnic 2014-2016
 Higher National Diploma in Engineering

Starlight College 2009-2011
 General Certificate of Education (GCE) Advanced Level General Certificate of Education (GCE) Ordinary Level002E

Technical Skills

- Logical thinker, ability to logically problem-solve, proactive in resolving problems and troubleshooting.
 - Excellent analytical abilities, project, and time management skills, with the ability to work on multiple projects simultaneously.
 - Excellent verbal and written communication skills
- Technical skills**
- Platform/OS: Oracle Solaris (x86) 10, Red Hat Enterprise, Linux 6,4 and 8
 - Centos 6, 7 and 8, Windows Server 2007, 2008, 2010, 2016, 2019
 - Software: VMware vSphere Virtualization (ESXi six, VirtualBox Hypervisor) Microsoft Office, PUTTY, Team Viewer, WinSCP
 - Networking Protocols/tools: TCP/IP, DNS, DHCP, ICMP (PING) Ethernet, NAT, Net start, SCP, SFTP, FTP, SSH, ARP
 - Application/Configuration: Kick start, Virtualization (zone)
 - Volume/Storage Technology: SVM, LVM, ZFS
 - Languages: Bash shell Scripting

Professional Experience

**GXO Logistics Aberdeen MD
System/Windows Admin; Contract**

10/04/2021-Present

- Manage virtual and physical servers with Windows Server 2008 – 2019 and RHEL operating systems.
- Manage active directory physical and virtual environment (VMware) of 20 plus servers. Familiar with windows clustering, domain controller setup, and group policy.
- Ensure the security of the server infrastructure by implementing industry best practices regarding privacy, security, and regulatory compliance.
- Manage end-user accounts, permissions, access rights, and storage allocations following best practices. Perform and test routine system backups and restores.
- Provide timely support for hardware, software and network-related issues, responding to and solving ~50 weekly tickets
- Automated data backup processes, increasing network security and saving company resources
Document incident and resolution information in Service now tracking system
- Create, modify and delete user accounts in Active Directory

Duties and Responsibility

- Monitor performance and make modifications and adjustments to system architecture, storage methods, and management system software
- Make recommendations to improve performance
- Develop and update standard operating procedures and provide quarterly reports reflecting any updates
- Perform ongoing performance tuning, hardware upgrades, and resource optimization
- Perform automated desktop deployments
- Work together with the senior team members and other interns, sharing information and knowledge and in implementing proactive monitoring to ensure healthy, performance, and security of production services
- Maintain documentation regarding network configuration and troubleshooting procedures and services relating to network hardware or software
- Identify, assist, maintain strong security of networks and take care of the implementation of various host and network security policies and procedures
- Work on optimization of networks and servers
- Reporting issues and recommending process improvements to other teams to minimize queries and problems arising and to increase customer satisfaction levels
- Manage backup and storage, manage updates on servers, manage enterprise backups
- Identify technology to assist in the implementation of company initiatives
- Support users promptly and ensure daily operational tasks are performed efficiently
- Maintaining the various computer systems owned or operated by the company.
- Providing end-user support, resolving technical issues, and providing technical assistance for all operating systems and applications.
- Providing in-person and remote support through the use of the telephone or remote access.
- Providing new employees with the required hardware and appropriate access to the company's computer systems.
- Maintaining business software applications.

- Researching, designing, implementing, configuring, monitoring, troubleshooting, and evaluating existing and new operating systems and applications. Responding to client support requests.
- Contacting clients to find out the nature of the problem.
- Traveling to the client's location or connecting via a remote link.
- Troubleshooting hardware and software issues.
- Installing and maintaining hardware and computer peripherals.
- Installing and upgrading operating systems and computer software.
- Troubleshooting networking and connection issues.
- Advising on software or hardware upgrades.
- Providing basic training in computer operation and management.
- Completing job reports and ordering supplies.

**Trinitech Consulting Inc,
System Administrator; Full Time**

01/06/2020 -09/30/2021

- Manage virtual and physical servers with Windows Server 2008 – 2019 and RHEL operating systems.
- Manage active directory physical and virtual environment (VMware) of 20 plus servers. Familiar with windows clustering, domain controller setup, and group policy.
- Ensure the security of the server infrastructure by implementing industry best practices regarding privacy, security, and regulatory compliance.
- Manage end-user accounts, permissions, access rights, and storage allocations following best practices. Perform and test routine system backups and restores.
- Anticipate, mitigate, identify, troubleshoot, and correct hardware and software issues on servers, and workstations. Escalate incidents, as necessary. Practice server asset management, including maintenance of server component inventory and related documentation and technical specifications information.
- Recommend, schedule, and perform software and hardware upgrades, patches, and reconfigurations.
- Develop required reports in response to the business user and management needs. Build and deploy new servers on the network as needed.
- Familiar with NAS and SAN storage and MS DFS management

Duties and Responsibility

- Monitor performance and make modifications and adjustments to system architecture, storage methods, and management system software
- Make recommendations to improve performance
- Develop and update standard operating procedures and provide quarterly reports reflecting any updates
- Perform ongoing performance tuning, hardware upgrades, and resource optimization
- Perform automated desktop deployments
- Work together with the senior team members and other interns, sharing information and knowledge and in implementing proactive monitoring to ensure healthy, performance, and security of production services

- Maintain documentation regarding network configuration and troubleshooting procedures and services relating to network hardware or software
- Identify, assist, maintain strong security of networks and take care of the implementation of various host and network security policies and procedures
- Work on optimization of networks and servers
- Reporting issues and recommending process improvements to other teams to minimize queries and problems arising and to increase customer satisfaction levels
- Manage backup and storage, manage updates on servers, manage enterprise backups
- Identify technology to assist in the implementation of company initiatives
- Support users promptly and ensure daily operational tasks are performed efficiently
- Maintaining the various computer systems owned or operated by the company.
- Providing end-user support, resolving technical issues, and providing technical assistance for all operating systems and applications.
- Providing in-person and remote support through the use of the telephone or remote access.
- Providing new employees with the required hardware and appropriate access to the company's computer systems.
- Maintaining business software applications.
- Researching, designing, implementing, configuring, monitoring, troubleshooting, and evaluating existing and new operating systems and applications.
- Ensure that architecture principles and technology standards are consistently applied and updated as appropriate.
- Installing operating system and application security/performance patches.
- Directing third-party vendors who may be involved in diagnosing and correcting system-related issues and assisting with solutions.
- Helping with month-end reporting.
- Supporting management with IT requests and potential new implementations.
- Researching new IT services/vendors with management as needed for cost containment.
- Supporting Management with tracking of computer/printer devices for asset controls.
- Ensuring end-users have proper computer resources including enough memory and the setup needed to be able to work efficiently

**Paul's Computers and Electronics
System Admin/Support; Full Time**

02/06/2017-04/29/2019

Customer-focused Support with a broad-spectrum Troubleshooting proficiency, Documentation & reporting, Exceptional telephone etiquette, Microsoft Office expert, Experience with Cisco networking, Accomplished with mobile devices, Strong understanding of TCP/IP concepts, Patient and diligent, Vast technical knowledge, Effective problem-solving skills of computer operating systems applications and hardware. Exceptional customer service and communication skills; consistently convey competence and concern to end-users. Strong ability to effectively multitask and to perform with a sense of urgency for rapid issue resolution.

Duties and Responsibility

- Provide support for desktop computer operating systems Microsoft Apps and hardware/peripherals, work with individuals across the community
- Proactively resolve customer problems with equipment and services

- Deliver just-in-time support both at the Helpdesk and across campus and respond to departmental technical emergencies to minimize data loss, meet deadlines, and support the needs of users
- Test software images developed by Forager colleagues; evaluate software and develop written technical instructions and documentation
- Responded to requests for technical assistance in person via phone and remotely for the following technologies: Windows and Mac OS-based endpoints (Laptops Desktops & Thin Clients), Tablets & Smartphones (IOS & Android), and Microsoft Office
- Assisted the Help Desk Manager in supervision, training, and mentorship of student employees at the Help Desk, with a specific focus on leading the team of Desktop Support Referral student employees who also contribute to tier 2 ticket resolution
- Continually updated personal knowledge of computing hardware operating systems and software
- Maintained confidentiality and discretion when working with passworded or sensitive materials

**Local/Municipal Council
Urban Planner; Contract**

03/02/2015-02/03/2017

Highly organized and self-motivated City Planner with progressive experience in municipal planning/community development primarily in county and city government complemented with expertise knowledge in environmental planning regulations & resources and modern practices & principles of the city/urban planning. Profound knowledge in collecting, analyzing, interpreting, and presenting environmental, zoning, and other city planning data through effective field investigations, surveys, and research skills. Extremely competent in engaging project sponsors or stakeholders to address environmental planning activities of water resources; stormwater management and sewage treatment programs. Possess strong interpersonal skills to effectively communicate with the City Council, staff, and residents while efficiently negotiating with government officials, financial institutions, and community organizations. Able to effectively develop relationships with municipalities, community stakeholders, regulatory bodies,

commissions, local governments, contractors, property owners, fellow workers, and the general public.

Duties and Responsibility

- Meet with public officials, developers, and the public regarding development plans and land use
- Gather and analyze economic and environmental studies, censuses, and market research data
- Conduct field investigations to analyze factors affecting land use
- Review site plans submitted by developers
- Assess the feasibility of proposals and identify needed changes
- Recommend whether proposals should be approved or denied
- Present projects to planning officials and planning commissions
- Stay current on zoning or building codes, environmental regulations, and other legal issues.

12. Technical Writer

Resume 1

Getch Mengistu – Technical Writer	
Client Served	
Education	
Bradley University - Peoria, IL Bachelor of Science: Industrial Engineering, graduated December 2018	
Technical Skills	
<ul style="list-style-type: none"> • Productivity: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Visio, VBA) • Six Sigma • Simulators: Flexsim, Simio • Design: AutoCAD (Certified), Pro Engineer, Solidworks • Minitab 	
Professional Experience	
Technical Writer. CRRC Inc. Quincy, MA.	October 2022-February 2023
<ul style="list-style-type: none"> • Created highly technical narratives, instructions, procedures, or descriptions for rail cars based on multiple source data • Created high quality, consistent, and professional support documentation • Edited technical documentation for grammar and flow • Formatted documentation in MS Word and PowerPoint into templates to be used for future document creation • Create and edit technical documentation in Adobe pdf format • Use illustrations and other support graphics for use in documentation • Create tables for use in technical documentation • Create training guides in PowerPoint using various sources of data 	
Technical Writ Mondelez Inc. Naperville, IL.	July 2021 - February 2022
<ul style="list-style-type: none"> • Used templates to develop, write, edit, and publish documentation for technical applications, products, training and services. • Created and documented equipment operating procedures for the ovens, shredders and packaging lines. • Worked with team members in order to create and document the operating procedures for the equipment 	
Technical Writer Caterpillar Inc. Peoria, IL.	November 2019 - August 2020

- Used various sources of data such as engineering prints, parts books, maintenance manuals to create the necessary repair options for the equipment at a component level
- Identified various components such as transmissions, final drives, engines, etc. and understood the different options for repair of these components
- Created files with the repair data so that the dealer network can provide service options for the customer
- Supported the delivery of consistent and exceptional service experience through the Caterpillar dealer organizations
- Work with team members to analyze dealer and Caterpillar data to identify repair options and standard jobs needed to fulfill dealer and customer repair options

Operations Engineer
Woodward Inc.
Rockford, IL.

July 8 - 29, 2019

- Created Microsoft Excel template sheets recording production statistics and overall efficiency
- Worked with a team of engineers to create and edit instructions for the air valve production team
- Used Six Sigma to assess and improve the air valve production process

Assistant Developer
CoWorx (Sony).
Bolingbrook, IL.

December 2017 – January 2018

- Designed a simulation model on Flexsim in order to estimate the production amount in a given time.
- Devised a process improvement to allow for hard drives to be packaged and shipped based on location.
- Inspected shipping labels on Hard Drives.
- Frequently handled expensive equipment

Senior Design Project
Caterpillar Inc.
Mapleton, IL.

January – April 2018

- Researched, designed, modeled and presented a project as part of a four-person team.
- Proposed an improved process for reclaiming used machine tool coolants, and better utilization of machine shop turnings in the melt shop.
- Recommended a chip reclamation system that can handle the increase in chip production as the foundry switches from sand casting to centrifugal casting.
- Contacted vendor companies including Mayfran, PRAB, and D.E. Smith, as well as companies researched by the team, such as RUF and Southern Cross Metal Recyclers, for information regarding chip-handling machinery.
- Created cost spreadsheets for each system of chip reclamation designed during the project



Resume 2

DaleAnne Lugin – Technical Writer

Professional Summary

Excellent technical/marketing writing; illustration; graphic design, training; instructional design skills utilized to produce:

- Software, hardware and manufactured-product user guides, quick reference guides, training manuals.
- Policy & procedure guides, Standard Operating Procedures employee handbooks, process flow diagrams.
- Marketing copy for brochures, white papers, sales documents and reports.
- Architectural and mechanical drawings; technical illustrations, diagrams with exploding parts, graphs and tables.
- Computer-based training, e-training web site, training and sales videos.
- Instructional design of software ,training using Captivate, Articulate, Rise 360 and Camtasia.
- Visio diagrams and flowcharts of business organization, technical procedures, software navigation and system architecture.
- Website content including online help, FAQ sheets, creation of HTML tags, alt-text, image captions.
- PowerPoint presentations for marketing and training demonstrations.
- Graphic design, illustration of websites, ads, brochures, posters, logos, white papers, quarterly reports, book /CD covers.
- Writing, copywriting, editing and proofreading of manuscripts, magazine and newspaper articles, newsletters.
- Publications for health, medical, insurance, educational, scientific, financial, software, legal and engineering industries.
- SharePoint and LiveLink management of documents, revisions, approvals and libraries.
- CMS organization and content preparation: SharePoint, IXIASoft, WordPress.
- Development of courses, training procedures and execution of training for various technical and non-technical subjects.

Education

Syracuse University, College of Visual & Performing Arts, Syracuse, NY; Major: Fine Arts/Graphic Design; Minor: English.
 Kansas City Art Institute, Kansas City, MO - Major: Fine Arts/Design; Minor: English.
 Manchester Community College, Manchester, CT - MCC Web Communication & Design Certification
 Laney Community College, Oakland, CA - Course work: architectural/mechanical drafting, perspective rendering.

Technical Skills

- Exceptional communication skills: ability to convey concepts clearly in writing, visually and verbally.
- Exceptional ability to write concise and easily understood step-by-step procedures.
- Exceptional ability to create, edit, process and layout graphic images.
- Highly creative; excellent ability to produce new concepts and solutions.
- Advanced skills researching and interviewing subject matter experts.
- Familiarity with Latin, medical, health and botanical terminology.
- Exceptional ability to comprehend technical, mathematical, and scientific concepts.



- Highly organized; excellent presentation skills; excellent at prioritizing multiple tasks.
- Exceptional attention to details and ability to be accurate.
- Excellent ability to work independently or as a team member, excellent group facilitator.
- Excellent ability to enunciate clearly, to convey concepts succinctly and in a logical order.
- 15 years of experience as a software/technical trainer and instructional designer; very familiar with most training equipment.
- Extensive experience working remotely, communicating via IMs, conference calling, Teams and web meetings.

Trainings and Experience

Courses and training for writing styles and standards, Chicago Manual of Style, website design; creating online help; design/illustration techniques and software; group facilitation; instructional design methodology; communication and learning styles; SDLC; Agile, B2B/B2C, purchasing/invoicing software, video narration and production.

Research: Extensive study in the areas of alternative medicine; psychology, medical/cardiology terminology; insurance terminology; banking and payment procedures; creative writing; fine art and art history; some Sanskrit, Latin, and French.

Software Experience: Adobe Creative Suite: Acrobat Pro, Illustrator, InDesign, Photoshop, Dreamweaver, FrameMaker, Captivate; QuarkXpress; MS Office: Word, Excel, PowerPoint, Access, Visio, Publisher, FrontPage; TechSmith: Camtasia, Snagit; Articulate and Rise 360; HTML/CSS; Corel Draw, Paint Shop Pro; LiveLink; SharePoint; WordPress; IXIASoft, Windows, Mac OS, Lotus Notes; GoToMeeting, WebEx; Skype for Business, MS Teams, Zoom; brief experience with ServiceNow, Confluence.

Professional Experience

CVS/Aetna, 11/22 – 1/23
Title: Technical Writer, Remote (Hartford, CT)

Created PowerPoint presentations, organized documents and SharePoint folders, created document templates for Security Information, security planning, implementation and development.

Activu, 9/2021 - 4/2022
Title: Technical Writer, Rockaway, NJ

Technical writer of user and administration guides for an application that manages streaming media, data and graphics from multiple sources displayed on control room walls for utility companies, traffic authorities, bus and rail systems, security systems for businesses. This software is also accessible via the web and mobile phones. I also wrote a user guide for their Link software and how it utilizes APIs to interact with ServiceNow and other applications.

Eversource, 6/19 - 10/19
Title: Instructional Designer/Technical Writer/Video Producer, Windsor, CT

Wrote instructional manuals and quick reference guides; designed training. Manuals I wrote were used by field technicians for metered gas services; also created and narrated CBT training videos with iPad recording functions.

DaleAnne Lugin, 5/2015 - 7/2021

Title: Technical Writer/Trainer, S. Windsor, CT (Off and on during this time period)

- Wrote and designed easy-to-follow Microsoft and Adobe software training materials with illustrations, diagrams, screen shots, tables, and flow charts; designed, narrated and produced instructional CBT videos with Captivate.
- Trained individuals and small group classes for Microsoft and Adobe software, using clear and simple demonstrations.

United Health Group,

7/2017 - 9/2017

Title: Business Analyst, Hartford, CT,

Data analysis, generation of reports and entry of Medicare enrollment information in SharePoint websites and Excel spreadsheets.

PCC Technology Group,

11/2014 - 5/2015

Title: Technical Writer/Graphic Designer, Bloomfield, CT

- Wrote and graphic designed training manuals and user guides that greatly improved client product knowledge and proficiency. Documents described how to use PCC software developed for state agencies to automate procedures, including payment transactions for land management, business registration/licensing, voter registration and campaign management.
- Created Camtasia and Captivate training videos that increased sales and client satisfaction; instructional design for training new employees on PCC 's Land Management and Campaign Management software.
- Established graphic design standards and templates for all documents which improved company branding visibility and consistency.
- Produced PowerPoint presentations with animation and attention-grabbing illustrations that increased product comprehension.
- Designed publication covers that expressed company values more clearly and improved company visibility.

Lugrin Software Instruction,

10/2013 - 11/2014

Title: Software Trainer/Technical Writer/Graphic Design, Glastonbury, CT

Wrote training materials that included precise step-by-step instructions, diagrams, screen shots and navigational flow charts.

Trained individuals and small group classes for Microsoft and Adobe software, using clear and simple demonstrations.

Agfa Healthcare,

4/2013 - 9/2013

Title: Technical Writer/Graphic Designer, Westerly, R.I.

- Wrote user guides, training manuals, installation and configuration guides that described procedures for a cardiovascular imaging, diagnostic and reporting system used by cardiologists and hospitals. Documents greatly increased efficiency of imaging analysis, reporting and communication.

- Prepared documents for an IXIASoft CMS system.

TyMetrix,
Title: Technical Writer, Hartford, CT

2/2012 - 7/2012

- Wrote and designed a user manual and online FAQs for a web-based application used by corporations to analyze and compare legal costs and firms. The manual improved the efficacy of customer service and client productivity.
- Wrote and designed a KPI (key performance indicator) product catalog used by company personnel to increase sales.
- Edited and formatted numerous data dictionaries that increased readability and accuracy of data management.
- Wrote and designed white papers and sales documents.

ESPN,
Title: Technical Writer, Bristol, CT

9/2011 - 11/2011

Wrote a user guide for extremely complicated broadcasting procedures on ESPN's international computer system. This document standardized their broadcasting playbook procedures so they could be easily adapted in foreign countries.

Lugcad,
Title: Technical and Marketing Writer/Graphic Designer, Glastonbury, CT

3/2009 - 8/2011

Wrote, designed and illustrated an e-training web site for Adobe and Microsoft software using Dreamweaver and HTML. The site utilized step-by-step instructions, diagrams, drawings and flow charts to describe objectives, tasks and concepts.

Towers Perrin (Tillinghast Division),
Title: Technical Writer, Weatogue, CT

10/2008 - 2/2009

Wrote and designed a 240-page user guide for a software used by Property & Casualty and health insurance actuaries to predict losses and cost. Worked extensively with subject matter experts to establish highly technical instructions providing standards for modeling, extrapolation and reporting, resulting in more accurate predictions.

IPC,
Title: Technical Writer, Fairfield, CT

4/2007 - 7/2007

Wrote and illustrated an installation & maintenance manual for a server software used by NASDAQ traders to run a real time communications network. Took photographs of hardware parts, created diagrams of system architecture and scenario tables. Customer feedback indicated this document increased comprehension and efficient use of the product.

Freelance Work: Training, Technical Writing, Illustration, Graphic Design,
CT and NY

2002 – 2006

- Center for Learning, Rocky Hill, CT (computer training school and network/hardware installation services)
- Conducted training, designed software courses and wrote training manuals for MS Office, Adobe and graphic design classes.
- Board of Cooperative Education Services, State of NY (B.O.C.E.S.), Computer Training Dept., Liberty, NY
- Taught basic computer skills to ESL (English as a Second Language) students.
- Amity High School, Technology Dept., Woodbridge, CT
- Provided MS Access training, database design and consultation.
- G.R. Cohen, published author, S. Fallsburg, NY
- Edited and designed layout of a manuscript about genetic inheritance of behavioral patterns across multiple
- Suzanne Abeloff, life/business coach, S. Fallsburg, NY; Illustrated and graphic designed brochures and business cards.
- Sherri Senne, educational consultant, Jeffersonville, NY
- Illustrated and graphic designed brochures, educational materials, book/CD covers and logo.

Bayer Corp,

5/2001 - 7/2001

Title: Technical Writer/Graphic Designer, Tarrytown, NY

Wrote copy, illustrated, designed and photographed parts for content of an Intranet site used by sales/repair technicians, hardware engineers and software developers for a mechanical tracking system attached to multiple medical diagnostic devices. The Intranet site contained hardware/software installation, maintenance/repair instructions, illustrations, diagrams, images, procedures, and glossaries.

CIC, Inc.,

10/2000 - 4/2001

Title: Technical Writer, New York, NY/

Wrote and illustrated a procedures guide, 4-color quick reference guides, user and training manuals for a research and development software used by chemists and product designers; designed instructional courses for using this software.

S.Y.D.A. Foundation,

5/1999 - 7/2000

Title: Art Dept. Project Coordinator/Writer/Designer, S. Fallsburg, NY

- Wrote new staff policy and procedures manuals that improved communication, cooperation, and productivity.
- Project Coordinator for the Art Department, working with designers, writers, editors, illustrators, production artists, printers, and clients to produce color brochures, ads, catalogs, posters, logos and web site content.
- Wrote and designed brochures, catalogs and posters that greatly increased program attendance.

Texaco, Marine Fuel Division,

1/1997 - 3/1998

Title: Technical Writer, Purchase, NY



Wrote and designed online and hard copy versions of a 325-page user guide for a global computer system that coordinated all fiscal transactions, including Accounts Payable and Receivable, Sales, Quoting, Inventory, Credit History and Credit Rating. International transactions became more efficient and productive because all employees began using this same guide for instructions on how to perform financial transactions.

This space is left blank intentionally.



Resume 3

Mark C. Stansberry – Technical Writer

Professional Summary

I provide technology consulting and product development services, technical writing, marketing documentation, and technical illustrations. I focus on the technology and marketing needs of electronic hardware and software companies.

Education

San Jose State University, 1979, Bachelor of Science Electrical Engineering

Technical Skills

Electronic Circuit Design, Electronic Design Automation, UX UI Development, Training and Teaching, Technical Illustration, Architectural Illustration, Coding Programming and Graphic Algorithm Development, Technical and Marketing Writing, Instructional Design, Database Development, Perspective Mathematics and Statistics

UX and Software Development Tools: Adobe Illustrator, Photoshop, InDesign, Animate, Flash, APIs, XML, XSLT, XPath, HTML, CSS, Bootstrap, Markdown, JAVA, JavaScript, Python, Ruby, SVG, and SQL

CAD and EDA Tools: AutoCAD, HSPICE, LTSPICE, SPICE, Verilog, C++, Linux/Unix, TCL Scripts, Mentor, ASIC RTL Cadence and Synopsys Tools and Design Flow from Concept to Tape Out and Final Test, Yield Analysis, YieldWerx, MATLAB, and Xilinx FPGA Development Tools

Office Tools: Microsoft Word, Excel, PowerPoint, Visio, Claris FMPro database, FrameMaker, Statistics Software, SharePoint, Azure Cloud, AWS Cloud, and Confluence

Natural Biodynamic System to Solve Health and Environmental Problems
Pedal Effect Circuit Design Getting Started
Radiation Sensor Design and Applications
The Algebra Matrix, Parabolas I
The Statistics Matrix
The System-on-a-Chip Matrix
The XLS Matrix: .
The XML Matrix
UX Graphics User Interface, Graphic Design Infinity Machine

Other Historical Publications: Over 100 publications related to electronic and semiconductor ASIC SOC, EDA, SaaS, and BPM technology. Published by leading high tech magazines, high technology companies and market research firms

Professional Experience

Technology Consultant, Technical Illustrator and Technical Writer **2020 – Present**
Redbubble

Production of technology posters and technology user interfaces for highly productive and engaging user experience (UX). Also produce and develop copy for social media and SEO marketing of these posters and user interfaces. Technology posters and user interfaces encompass semiconductor, electronics and EDA technology and design flow methodologies, statistics, physics, and other



technology software (code) subjects like HTML,DITA, XSLT, XLM-FO, NodeJS, JavaScript, SQL, MySQL, Bootstrap, Verilog, XML and more. Create user interfaces and posters with technical illustrations drawn with Adobe Illustrator with associated typography and precision layout. Also create colored pen and ink illustration that I must photograph and process into transparencies using Photoshop and Adobe Illustrator so that they can be printed and sized for print onto clothing, home décor and stationary products. The development of the technology posters requires technical and marketing research of extraordinarily complex technology subjects, the ability to simplify. synthesize layout and structure technology material, organization skills and meticulous technical copywriting.

Technology Consultant, ASIC Design Engineer, Technical Writer, Programmer **1987 – Present**
W2 Contract: Multiple Companies

As a technology consultant I have worked on Business Process Automation (BPA), Electronic Design Automation (EDA), Intellectual Property (IP), Market Research, Marketing Communications, Semiconductor, Software-as-a-Service (SaaS), and Transportation projects. My clients include Fortune 500 companies all the way down to newly minted startups. In this capacity I often must code using languages and markup such as JavaScript, JAVA, C++, TCL, Python, Verilog, XML, UNIX, and JSON as related to the cloud and SaAs and business process automation. Job functions also require the extensive use of database technology like Claris FMPRO, SQL languages and the ability to transform data from one structured format to another. Additionally, projects require the use of EDA software such as HSPICE, LTSPICE, ModelSim and other analog and mixed signal EDA packages from Memory, Synopsys, and Cadence Design System. Also, must provide technical writing and technical illustrations for the documentation of design flows, the functionality of ASICs, standard integrated circuits, analog digital circuits, electronic sensors, and discrete components. More specifically, chip products have included ADCs, DACs, microcontrollers, microprocessors (ARM, RISC, CISC, Intel), memory like CAM, MRAM, DRAM, SRAM, cache tag, network peripheral controllers, disk drive read and write circuits digital, analog multipliers, GPS, graphic processors, DSP, compression, and neural network chips.

Coding projects required the design of functional, easy to use graphical user interfaces (GUI) with an emphasis on ease-of-use, self-learning embedded instructional tool tips with explanatory steps all to enhance the user experience. UX and UI projects include GUIs for graphic design

programs, semiconductor database access and information retrieval systems environmental and social governance ranking analysis UI.

Training and teaching involved electronics subjects related to ASIC design and ASIC design tools which required the production of associated slides and manuals. In-person, one-on-one and group training and presentations as related to business process management (BPM) and software as a service (SaaS),

Digital ASIC Semiconductor Applications Engineer **Oct 1984-Sep 1986**
National Semiconductor
Santa Clara, CA

Performed ASIC design feasibility studies. Assessed proposed electronic designs for implementation as PLDs, gate arrays, standard cell, and custom chips. Generated analysis reports that summarized the cost, silicon area, I/O count, power pin count, packaging, timing, power consumption, reliability, thermal stress, testability, partitioning, transient and noise specifications of proposed chip solutions. Performed



simulation and analysis of customers' logic level and transistor level designs with EDA logic and SPICE circuit and in-house logic simulators and fault grading. .

Designed IP cores for ASIC library implementation. Completed the design of a high speed 12X12 digital multiplier and associated cache used in high-speed Digital Signal Processing (DSP) applications. Designed 7400 digital logic IP core series for ASIC library implementation. Other designs included test chips for the evaluation of CMOS semiconductor manufacturing process technology.

Wrote and published articles for leading electronic trade press magazines: Integrated System Design, Electronic Design News(EDN), EETimes, Electronic News, Computer Design, VLSI Systems Design. Consulting editor for Integrated Circuit magazine. Topics included ASCs, gate arrays, testability, EDA design flows and more.

Trained and advised field applications engineers in ASIC design methodology, ASIC feasibility, critical path analysis and testability.

Analog Integrated Circuit Electronics Applications Engineer **Mar 1982 – Sep 1984**
Exar Integrated Systems
Sunnyvale, CA

Analog integrated circuit failure analysis, design, and development of application reference boards for instrumentation applications, supervision of technicians. Writing of market research reports, application notes and data sheets related for analog, digital and mixed signal circuits. This includes chips used in disk drives, modems and test and measurement equipment. Specific types of chips and designs included Bessel filters, delta modulators, digital to analog and analog to digital converters, floppy disk read amplifiers, FSK and PSL modem chips, op amps, timers, phase lock loops, voltage controlled oscillators and waveform generators.

Analog and Mixed Signal Electronics Test Engineer **Jan 1980 – Mar 1982**
Fairchild Semiconductor
Mountain View CA

Design of electronic interface boards for high volume testing of analog and interface integrated circuits at wafer probe and final test. Circuits included Fairchild's line of operational amplifiers, comparators, and drivers. Writing of associated software test programs for LTX and Sentry machines. Evaluation of volume production test equipment for purchase.



Client References

Clovity Inc. understands the West Virginia Lottery Commission's specific needs for temporary IT staffing. Our extensive experience in placing qualified IT professionals across diverse specialties ensures we can provide the right talent to seamlessly integrate with your existing team. To demonstrate our success in similar projects, we've included contact information for three client references who can directly speak to our capabilities. Below we have provided three client references for your reference:

Client Reference 1

To showcase our experience with projects aligning with West Virginia Lottery Commission's needs, we are pleased to provide a reference from State of Massachusetts (DOT).

Client - State of Massachusetts (DOT)	
Contact Information	
Contact Name	Swathi Mall
Designation	Project Manager - Technical Lead
Phone number	917-288-7549
Email ID	malls@dor.state.ma.us
Address	Mass. DOT, PO Box 7003, Boston, MA 02204
Duration	July 1 st 2021 - Ongoing

Below is a brief description of the scope of services and the deliverables provided for the contract:

Client: State of Massachusetts (Department of Transportation)	
About:	
<p>This department is responsible for the state's transportation infrastructure, including roads, bridges, public transportation systems, and airports. Their mission is to provide safe, reliable, and efficient transportation options for the people of Massachusetts. This not only improves daily commutes but also strengthens the state's economy by ensuring the smooth flow of goods and services.</p>	
Scope of Service:	<p>Clovity's partnership with the Massachusetts Department of Transportation (MassDOT) focuses on providing IT and Non-IT staffing solutions. We won't be supplying any physical goods, but rather a range of services to empower MassDOT's team. These services include filling temporary, contract, or permanent IT and Non-IT positions through staff augmentation, identifying and placing top IT talent tailored to MassDOT's needs through direct hire services, and even complete outsourcing of their IT and Non-IT department or specific functions through managed IT and Non-IT services. Our expertise extends beyond just placement, as we pre-vet all candidates and boast experience in various IT and Non-IT domains crucial to MassDOT's operations. Additionally, we offer flexible solutions to fit MassDOT's budget and resource needs.</p>
Deliverables:	



Clovity has deployed candidates for both Non-IT and IT staffing, including: Procurement Specialist, Chief Operating Officer (COO), Administrative Assistant, Network Engineer, Software Developer, Help Desk Support, Quality Assurance Analyst, Technical Writer, Business Systems Analyst, Information Security Analyst, Administrative Assistant, Senior Business Subject Matter Expert, Executive Administrative Assistant, System Administrator and more than 87+ candidates have been placed

Services Provided:

We have successfully delivered IT staff for multiple IT projects. Below provided are the descriptions of some of the services provided.

Title: Network Engineer

Description of services provided:

Our consultant excelled as a Network Engineer, spearheading the design, implementation, and maintenance of robust network infrastructure to ensure seamless connectivity and optimal performance. They leveraged their expertise to troubleshoot network issues promptly, minimizing downtime and enhancing productivity. Additionally, our consultant conducted regular audits to assess network security vulnerabilities and implemented appropriate measures to safeguard against cyber threats. They collaborated closely with cross-functional teams to support the integration of new technologies and scalability of network resources, contributing significantly to the organization's operational resilience and efficiency.

Title: Software Developer

Description of services provided:

Our consultant thrived in the role of Software Developer, playing a pivotal role in the development and deployment of innovative software solutions tailored to meet organizational needs. They demonstrated proficiency in multiple programming languages and frameworks, translating conceptual requirements into functional code with precision and efficiency. Our consultant actively participated in all phases of the software development lifecycle, from initial planning and design to testing and maintenance, ensuring the delivery of high-quality software products on schedule and within budget. They also collaborated closely with stakeholders to gather feedback and incorporate enhancements, driving continuous improvement and user satisfaction.

Title: Help Desk Support

Description of services provided:

Our consultant excelled as a Help Desk Support specialist, providing timely assistance and technical expertise to end-users to resolve IT-related issues and inquiries. They demonstrated exceptional communication skills and patience in troubleshooting hardware and software issues, guiding users through step-by-step resolutions with clarity and empathy. Our consultant maintained meticulous documentation of support tickets and resolutions, contributing to knowledge management and process improvement efforts. They also proactively identified recurring problems and recommended preventive measures to minimize disruptions and optimize user experience, earning recognition for their dedication to customer satisfaction and service excellence.

Title: Administrative Assistant

Description of services provided:

Our consultant served as an administrative assistant, providing comprehensive administrative support to senior executives and management teams. They managed calendars, schedules, and appointments, coordinating meetings and events with internal and external stakeholders. Additionally, our consultant drafted correspondence, prepared reports, and maintained confidential files and records. They also



handled travel arrangements, expense reimbursements, and other administrative tasks to ensure smooth and efficient operations within the organization.

Title: Quality Assurance Analyst

Description of services provided:

Our consultant served as a Quality Assurance Analyst, meticulously testing software applications and systems to ensure adherence to quality standards and specifications. They designed comprehensive test plans and scenarios, leveraging automated testing tools and methodologies to conduct thorough validation and verification processes. Our consultant collaborated closely with development teams to identify and address defects early in the software development lifecycle, promoting continuous integration and delivery practices. They also monitored key performance metrics and reported on testing progress and outcomes, facilitating data-driven decision-making and fostering a culture of quality excellence across the organization.

Title: Technical Writer

Description of services provided:

Our consultant excelled as a Technical Writer, producing clear and concise documentation and instructional materials to support the implementation and use of technical products and services. They demonstrated proficiency in translating complex technical concepts into user-friendly guides, manuals, and online help resources, ensuring accessibility and comprehensibility for diverse audiences. Our consultant collaborated closely with subject matter experts and stakeholders to gather information and validate content accuracy, adhering to documentation standards and best practices. They also contributed to the maintenance and updating of documentation libraries, keeping pace with evolving technologies and user needs to deliver timely and relevant documentation solutions.

Title: Business Systems Analyst

Description of services provided:

Our consultant thrived in the role of Business Systems Analyst, bridging the gap between business requirements and technical solutions to drive process improvements and operational efficiencies. They conducted thorough analysis of business processes, workflows, and systems architecture, identifying opportunities for automation and optimization. Our consultant collaborated closely with stakeholders to define project scope, objectives, and success criteria, facilitating effective project planning and execution. They also facilitated requirements gathering sessions, eliciting and documenting business and functional requirements with precision and clarity. Our consultant played a key role in facilitating communication and alignment between business and IT teams, ensuring the successful delivery of solutions that met business needs and delivered measurable value.

Success and Awards:

Clovity Inc has achieved 100% success in completion of all the requirements asked by the Mass’s DOT with-in the defined timeframe and evaluated budget till date.



Classification Placed and duration of placement but not limited to are:

Positions	Number of Placements	Duration of Placements
Network Engineer	12	July 1 st 2021 – Ongoing
Software Developer	5	March 1 st 2023 - Ongoing
Information Security Analyst	9	January 1 st 2024 - ongoing
Help Desk Support	16	April 1 st 2023 - Ongoing
Systems analyst	14	March 1 st 2022 – March 31 st 2023
Project Manager	6	July 1 st 2021 – January 31 st 2022
Administrative Assistant	18	January 1 st 2024 - ongoing
Senior System Technician	5	April 1 st 2023 - Ongoing
Business Systems Analyst	8	February 1 st 2022 – October 31 st 2023
Technical Writer	8	February 1 st 2022 – Ongoing
Quality Assurance Analyst	10	September 1 st 2022 Ongoing

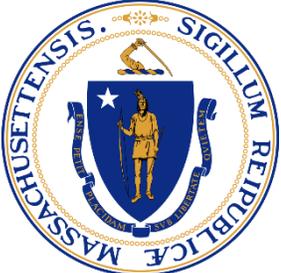
This space is left blank intentionally.

Client Reference 2

To showcase our experience with projects aligning with West Virginia Lottery Commission's needs, we are pleased to provide a reference from State of Massachusetts (EOHHS).

Client - State of Massachusetts (EOHHS)	
Contact Information	
Contact Name	Partha Gajula
Designation	Technical Director- Project Manager
Phone number	781-775-7360
Email ID	Partha.gajula2@mass.gov
Address	Ashburton Place 11th Floor Boston, MA 02108
Duration	June 10 th 2018 - Ongoing

Below is a brief description of the scope of services and the deliverables provided for the contract:

Client: State of Massachusetts (EOHHS)	
About:	<p>This agency oversees a range of programs related to health, well-being, and social services for Massachusetts residents. EOHHS works to ensure access to healthcare, substance abuse treatment, support for older adults and individuals with disabilities, and various financial and nutritional programs. Essentially, their aim is to promote the health and independence of a large portion of the state's population</p> 
Scope of service:	<p>It is an overarching contract with the state of Massachusetts for Non-IT and IT positions spanning multiple departments and divisions for the state. In our collaboration with the Executive office of Health and Human Services (EOHHS), we are providing a comprehensive suite of services to strengthen their Non-IT and IT team. This includes filling short-term, contract, or permanent IT positions through staff augmentation, identifying and placing top IT talent that aligns perfectly with EOHHS requirements through direct hire services, and even complete outsourcing of their IT department or specific IT functions through managed service options. Our commitment goes beyond simply finding qualified candidates – we meticulously pre-vet all potential hires and possess deep knowledge in various Non-IT and IT domains relevant to EOHHS's operations. Furthermore, we offer flexible staffing solutions to seamlessly integrate with EOHHS's budget and resource requirements.</p>
Deliverables:	<p>For EOHHS, we have provided several positions like IT Service Continuity Analyst, Software Engineer, Content Developer, Business Analyst, Database Developer, Help Desk Support, Full Stack Developer, Financial Analyst, Procurement Manager, HR manager, Mobile App Developer, Scheduling Coordinator, Data Entry Operator, Clerical Support, data analysts, successfully over the last year plus.</p>
Services Provided:	<p>We have successfully delivered IT staff for multiple IT projects for the Advantasure. Below provided are the descriptions of some of the services provided.</p>
Title:	IT Service Continuity Analyst

Description of services provided:

Our consultant played a critical role as an IT Service Continuity Analyst, ensuring the resilience and availability of IT services in the face of disruptions and disasters. They conducted comprehensive risk assessments and business impact analyses to identify potential threats and vulnerabilities to IT operations. Our consultant developed and implemented robust continuity plans and procedures, including backup and recovery strategies, to minimize downtime and data loss. They collaborated closely with cross-functional teams to test and validate continuity measures, ensuring readiness to respond effectively to emergencies and maintain business continuity. Additionally, our consultant provided training and awareness programs to enhance organizational resilience and preparedness, earning recognition for their proactive approach to mitigating risks and safeguarding business operations.

Title: Procurement Manager

Description of services provided:

Our consultant served as the Procurement Manager, spearheading procurement initiatives to optimize cost savings and supplier relationships. They managed the end-to-end procurement process, from vendor selection and contract negotiation to supplier performance evaluation and contract management. Our consultant conducted market research to identify sourcing opportunities and negotiated favorable terms to achieve budgetary objectives. Additionally, they collaborated with internal stakeholders to understand procurement needs and ensure timely delivery of goods and services to support business operations.

Title: Financial Analyst

Description of services provided:

Our consultant acted as a Financial Analyst, providing in-depth financial analysis and reporting to support decision-making and strategic planning. They analyzed financial data, including budgets, forecasts, and performance metrics, to identify trends, variances, and opportunities for improvement. Our consultant prepared financial models and projections to assess the financial impact of business initiatives and investments. Additionally, they conducted cost-benefit analyses and risk assessments to inform investment decisions and optimize resource allocation across the organization.

Title: Software Developer

Description of services provided:

Our consultant functioned as a Software Developer, contributing to the design, development, and implementation of software solutions to meet business requirements. They participated in all phases of the software development lifecycle, including requirements gathering, design, coding, testing, and deployment. Our consultant collaborated with cross-functional teams to ensure that software solutions were robust, scalable, and aligned with architectural standards. Additionally, they conducted code reviews, troubleshooting, and debugging to maintain high-quality code and ensure optimal system performance.

Title: Content Developer

Description of services provided:

Our consultant thrived in the role of Content Developer, creating engaging and informative content across various platforms and mediums to educate and inspire audiences. They demonstrated creativity and attention to detail in crafting compelling narratives, articles, videos, and multimedia content that resonated with target audiences. Our consultant conducted thorough research and analysis to ensure accuracy and relevance of content, incorporating feedback and insights to continuously improve quality.

and effectiveness. They also collaborated closely with stakeholders to align content strategy with business objectives and brand voice, contributing to brand awareness and audience engagement initiatives. Our consultant remained adaptable and responsive to emerging trends and audience preferences, delivering content that captivated and inspired.

Title: Business Analyst

Description of services provided:

Our consultant excelled as a Business Analyst, facilitating the translation of business needs and objectives into actionable requirements and solutions. They conducted thorough analysis of business processes, workflows, and systems, identifying opportunities for improvement and optimization. Our consultant collaborated closely with stakeholders to elicit and document business requirements, ensuring alignment with strategic goals and objectives. They also played a key role in project planning and management, guiding cross-functional teams through the development and implementation of solutions that delivered measurable value. Additionally, our consultant monitored and analyzed key performance metrics, providing insights and recommendations to drive continuous improvement and informed decision-making across the organization.

Title: Database Developer

Description of services provided:

Our consultant served as a Database Developer, specializing in the design, implementation, and optimization of database solutions to support organizational needs and objectives. They demonstrated expertise in database management systems and query languages, architecting efficient and scalable data models to facilitate data storage, retrieval, and analysis. Our consultant collaborated closely with stakeholders to understand data requirements and business processes, translating them into robust database designs and schemas. They also performed database performance tuning and optimization, ensuring optimal throughput and responsiveness. Additionally, our consultant implemented data security and integrity measures, including access controls and encryption, to safeguard sensitive information and ensure compliance with regulatory requirements.

Title: Help Desk Support

Description of services provided:

Our consultant excelled in the role of Help Desk Support, providing responsive and effective assistance to end-users to resolve IT-related issues and inquiries. They demonstrated strong technical acumen and troubleshooting skills, diagnosing and resolving hardware and software problems with efficiency and professionalism. Our consultant delivered exceptional customer service, communicating technical solutions in a clear and empathetic manner to support users of varying technical proficiency levels. They also maintained meticulous documentation of support tickets and resolutions, contributing to knowledge management and process improvement efforts. Additionally, our consultant proactively identified trends and patterns in support requests, recommending preventive measures and knowledge base updates to enhance user experience and minimize disruptions.

Title: Full Stack Developer

Description of services provided:

Our consultant excelled as a Full Stack Developer, driving the end-to-end development of web applications and software solutions with proficiency in both front-end and back-end technologies. They demonstrated versatility in programming languages, frameworks, and development tools, seamlessly integrating user interfaces with server-side logic to deliver robust and responsive applications. Our consultant collaborated closely with designers, product managers, and other stakeholders to gather

requirements and translate them into functional specifications and user stories. They also conducted thorough testing and debugging to ensure the reliability and performance of applications across different devices and platforms. Additionally, our consultant remained abreast of emerging technologies and best practices, continuously refining their skills and contributing to the innovation and excellence of the development team.

Success and Awards:

Clovity Inc has achieved 100% success in completion of all the requirements asked by the Mass's EOHHs with-in the defined timeframe and evaluated budget till date.

Classification Placed and duration of placement but not limited to are:

Positions	Number of Placements	Duration of Placements
IT Service Continuity Analyst	14	November 1 st 2023 - Ongoing
HR manager	4	September 1 st 2022 – May 31 st 2023
Software Engineer	11	June 1 st 2020 – Ongoing
Content Developer	3	August 1 st 2022- Ongoing
Systems Analyst	8	November 1 st 2021 – May 31 st 2022
Procurement Manager	10	September 1 st 2018 – May 31 st 2020
Business Analyst	16	August 1 st 2023- Ongoing
Database Developer	13	January 1 st 2024 - ongoing
Full Stack Developer	10	August 1 st 2022- Ongoing
Help Desk Support	9	January 1 st 2024 - ongoing
Financial Analyst	9	August 1 st 2018- April 30 th 2019

This space is left blank intentionally.



Client Reference 3

To showcase our experience with projects aligning with West Virginia Lottery Commission's needs, we're pleased to provide a reference from Advantasure:

Client - Advantasure	
Contact Information	
Contact Name	Abe Chhaya
Designation	Procurement Lead
Phone number	508-202-2508
Email ID	abe.chhaya@advantasure.com & abhishhek.chhaya@ust.com
Address	4121 Cox Rd. Suite 200 Glen Allen, VA 23060
Duration	September 15 th 2017 - Ongoing

Below is a brief description of the scope of services and the deliverables provided for the contract:

Client: Advantasure
<p>About:</p> <p>Advantasure Inc. in Virginia, a healthcare technology company now part of UST Health Proof, helps health plans, particularly those managing government programs like Medicare Advantage and Medicaid, operate more efficiently. Located in Glen Allen, Virginia, Advantasure offers a suite of software and services to improve plan performance. This includes tools for accurate risk assessment, improved quality care ratings, proactive member health management, and streamlined administrative tasks. By focusing on these areas, Advantasure helps health plans optimize their operations and ultimately provide better care for their members.</p> 
<p>Scope of Service:</p> <p>Clovity is serving IT positions spanning multiple departments and divisions. All of our resources have been working at a very high level and we have, with this group as well, built a strong reputation for great candidates. Besides someone resigning for health reasons, all resources have continued with this group. While requisitions are disseminated and submitted by email, all other structures are similar to what State is targeting.</p>
<p>Deliverables:</p> <p>List of the resources we serve but not limited to: Systems Administrator, Project Manager, IT Support Specialist, IT Project Coordinator, Database Administrator, Data Analyst, Web Developer, Network Administrator, IT Project Manager, Systems Analyst, System Developer, Chief Technology Officer, Software Developer, Data Entry Operator, data analysts</p>
<p>Services Provided:</p> <p>We have successfully delivered IT staff for multiple IT projects for the Advantasure. Below provided are the descriptions of some of the services provided.</p> <p>Title: Network Administrator</p> <p>Description of services provided:</p> <p>Our consultant assumed the role of Network Administrator, responsible for the design, implementation, and maintenance of the organization's network infrastructure. They managed network configurations,</p>

including routers, switches, firewalls, and other networking equipment, to ensure optimal performance, security, and availability. Our consultant monitored network traffic, identified and resolved network issues, and implemented network upgrades and enhancements to support business operations. Additionally, they implemented network security measures, including firewalls, intrusion detection systems, and encryption protocols, to safeguard against cyber threats and unauthorized access.

Title: IT Project Manager

Description of services provided:

Our consultant served as an IT Project Manager, leading the planning, execution, and delivery of IT projects to meet business objectives. They defined project scope, objectives, and deliverables, developed project plans, and allocated resources to ensure successful project completion within schedule and budget constraints. Our consultant coordinated project activities, managed project teams, and communicated project status and progress to stakeholders. Additionally, they identified and mitigated project risks, resolved issues, and ensured adherence to project management best practices and methodologies.

Title: IT Support Specialist

Description of services provided:

Our consultant functioned as an IT Support Specialist, providing technical support and assistance to end-users within the organization. They responded to helpdesk tickets and inquiries, diagnosing and resolving hardware, software, and network issues to minimize downtime and disruption to business operations. Our consultant installed, configured, and maintained IT systems and equipment, ensuring optimal performance and reliability. Additionally, they provided user training and documentation to promote IT literacy and self-service capabilities among staff members.

Title: Systems Administrator

Description of services provided:

Our consultant excelled as a Systems Administrator, responsible for the design, implementation, and maintenance of robust IT infrastructure to support organizational operations. They demonstrated expertise in server administration, network management, and system security, ensuring the reliability, availability, and security of critical systems and services. Our consultant conducted regular performance monitoring and optimization to enhance system efficiency and scalability, proactively addressing issues to minimize downtime and disruptions. They also implemented and maintained backup and recovery solutions to safeguard data integrity and continuity of operations. Additionally, our consultant provided technical support and guidance to end-users, resolving complex IT issues and ensuring a seamless computing experience across the organization.

Title: IT Project Coordinator

Description of services provided:

Our consultant thrived as an IT Project Coordinator, supporting the planning, coordination, and execution of IT projects to deliver solutions that met business needs and objectives. They demonstrated proficiency in project management methodologies and tools, assisting Project Managers in defining project scope, schedules, and resource requirements. Our consultant facilitated communication and collaboration among project team members and stakeholders, ensuring alignment with project goals and priorities. They also tracked project progress and milestones, maintaining accurate documentation and reporting to support decision-making and risk management. Additionally, our consultant supported change management and deployment activities, coordinating user training and system implementation to drive project success and adoption.

Title: Database Administrator

Description of services provided:

Our consultant served as a Database Administrator, responsible for the design, implementation, and maintenance of secure and efficient database systems to support organizational data management needs. They demonstrated expertise in database management systems and technologies, optimizing database performance and scalability to meet evolving business requirements. Our consultant implemented and enforced data security policies and procedures, ensuring confidentiality, integrity, and availability of sensitive information. They also performed regular backups, recovery, and maintenance tasks to safeguard data integrity and continuity of operations. Additionally, our consultant provided technical support and guidance to users and developers, troubleshooting database-related issues and optimizing SQL queries and database schemas for efficiency.

Title: Web Developer

Description of services provided:

Our consultant excelled as a Web Developer, specializing in the design, development, and maintenance of dynamic and user-friendly websites and web applications. They demonstrated proficiency in front-end and back-end technologies, including HTML, CSS, JavaScript, and various web frameworks, to create engaging and responsive web experiences. Our consultant collaborated closely with designers, content creators, and stakeholders to translate conceptual designs and requirements into functional and visually appealing web solutions. They also conducted thorough testing and optimization to ensure cross-browser compatibility and performance. Additionally, our consultant remained adaptable to evolving web standards and best practices, continuously enhancing their skills and exploring new technologies to deliver innovative and impactful web experiences.

Success and Awards:

Clovity Inc has achieved 100% success in completion of all the requirements asked by Agency within the defined timeframe and evaluated budget till date.

Classification Placed and duration of placement but not limited to are:

Positions	Number of Placements	Duration of Placements
Systems Administrator	5	July 1 st 2021 – Ongoing
Project Manager	3	October 1 st 2017- Ongoing
System Developer	8	March 1 st 2023 – December 31 st 2023
IT Support Specialist	8	August 1 st 2022- Ongoing
IT Project Coordinator	12	August 1 st 2022- April 30 th 2023
Database Administrator	9	November 1 st 2017 – Ongoing
Systems Analyst	11	September 1 st 2022 – Ongoing
Data Analyst	10	August 1 st 2023- Ongoing
Web Developer	8	October 1 st 2017- Ongoing
Network Administrator	5	April 1 st 2023 - Ongoing
IT Project Manager	3	February 1 st 2022 – October 31 st 2023



Designated Contact Form

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) Vikas Soman (Senior Manager - Bid Management)

(Address) 11501, Dublin Blvd., #200 Dublin, California - 94568

(Phone Number) / (Fax Number) 510-916-1697

(email address) procurement@clovity.com

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

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

Clovity Inc
 (Company) DocuSigned by:
 Vikas Soman
 MDC8M10E4NDF

(Signature of Authorized Representative)
Vikas Soman (Senior Manager - Bid Management) Date: 05/07/2024

(Printed Name and Title of Authorized Representative) (Date)
Phone Number: 510-916-1697 Fax Number: 26-4043035

(Phone Number) (Fax Number)
procurement@clovity.com

(Email Address)

Revised 8/24/2023

Thank you



Point of Contact:

Name: Vikas Soman

Title: Senior Manager - Bid Management

Email: procurement@clovity.com

Phone: 510-916-1697

Website: www.clovity.com

Address: 11501, Dublin Blvd., #200

Dublin, California - 94568

