



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

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0705

Vendor ID: VS0000011686

SO Doc ID: LOT2400000011

Legal Name: Cynet Systems Inc

Published Date: 4/29/24

Alias/DBA:

Close Date: 5/7/24

Total Bid: \$0.00

Close Time: 13:30

Response Date: 05/07/2024

Status: Closed

Response Time: 13:20

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

Responded By User ID: CynetSystems

Total of Header Attachments: 1

First Name: Nidhi

Total of All Attachments: 1

Last Name: Paul

Email: nidhi.p@cynetsystems.cor

Phone: 571.491.5745



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 ESR05072400000006841	1

**VENDOR**  
VS0000011686  
Cynet Systems Inc

**Solicitation Number:** CRFQ 0705 LOT2400000011  
**Total Bid:** 0  
**Response Date:** 2024-05-07  
**Response Time:** 13:20:28  
**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:**

**Extended Description:**

Temporary IT Staffing Services

# Submitted To

The State of West Virginia,  
West Virginia Lottery Commission

Response to RFP  
Prequalification Agreements IT  
Temporary Staffing  
RFP#: CRFQ 0705 LOT2400000011

Due Date and Time  
May 07<sup>th</sup>, 2024; 01:30 PM EDT



## Response to RFP

### Submitted By

**Name of firm:** Cynet Systems, Inc. (Cynet Systems)  
**Address:** 21000 Atlantic Blvd #700, Sterling Virginia 20166  
**Telephone No:** (571) 442-1007  
**Fax number:** 866-838-0907  
**Email address:** [arpitp@cynetsystems.com](mailto:arpitp@cynetsystems.com)  
**Contact Name:** Arpit Paul (VP – Strategy & Partnerships)



**MOST AWARDED STAFFING  
AND CONSULTING FIRM**

## Cover Letter

**Date:** May 07<sup>th</sup>, 2024  
**Attn:** Toby L Welch,  
Department of Administration, Purchasing Division  
2019 Washington Street East  
Charleston, WV 25305-0130  
United States

**Subject:** Response to **Prequalification Agreements IT Temporary Staffing with RFP#: CRFQ 0705 LOT2400000011**.

Cynet Systems Inc., **a certified large business, National Minority Business Enterprise (MBE) certified by National Minority Supplier Development Council (NMSDC) with certification#: CR16532**, is pleased to submit the response to the **State of West Virginia, West Virginia Lottery Commission for Prequalification Agreements IT Temporary Staffing**, that requires to establish a list of prequalified vendors from which the Agency may subsequently obtain bids through a delegated process for Information Technology (IT) Staff as covered by the prequalification agreement.

Incorporated on **10/26/2010**, **Cynet Systems has more than 13 years of experience in providing temporary Information Technology (IT) personnel services** to various State, Federal and commercial clients across the USA.

Cynet has successfully delivered **more than \$100M of employment services with over 20,000,000 hours of IT temporary staffing in the last 13 years**. We have currently **more than 1,500 billable candidates in the U.S across the verticals**. With **stable D&B Open rating**, we have been successfully serving our clientele with highly skilled professionals whose education, skills and experience are vetted and matched to every client unique hiring need, work environment and their requirements. We are consistently ranked as **one of the fastest growing companies and have won several awards** including **recognitions from Staffing Industry Analyst and Diversity Business**.

Cynet Systems is **ISO 9001:2015 certified company**. Our **recruitment and staffing processes are complied with ISO quality standards** which help us for bringing efficiency, productivity, improved customer retention, acquisition, consistent outcomes, improves reporting & communications and quality in service delivery. Our compliance team ensures that we are consistently following these standards for reducing wastage of resources and bringing high customer satisfaction.

Cynet Systems' approach for providing IT staffing services to **the State of West Virginia, West Virginia Lottery Commission is comprehensive and based upon our 13 years of experience in government and commercial sector services**. Cynet Systems strives to ensure that, regardless of a client's location, size, or service requirements, they will interact with a friendly, knowledgeable, and responsive staff that pays attention to every detail. This **commitment to excellence is reflected in our daily practices and reinforced by executive leadership**. Because our mission is "to find, to understand and to fulfill the needs of another," our clients find that our tailor-made temporary personnel solutions lead to enhanced productivity and reduced cost.

Cynet Systems accepts State of West Virginia, West Virginia Lottery Commission's contract terms and conditions & requirements of this RFP and acknowledge Amendment 1 and 2. Cynet Systems takes no exceptions. If the State of West Virginia, West Virginia Lottery Commission determines that Cynet Systems' response is deficient in any way, we respectfully request to be promptly notified and be allowed to correct any such deficiency.

**Our bid is valid for 180 calendar days after the actual date of the opening of the bids and we agree to abide by the State of West Virginia, West Virginia Lottery Commission's Market Summary rates.**

As the VP – Strategy & Partnerships of Cynet Systems, I, Arpit Paul is the authorized individual to commit the firm to all statements and proposed services.

Thank you for your time and consideration and we look forward to working with you.

Yours Sincerely,



Arpit Paul, VP – Strategy & Partnerships

Cynet Systems, Inc.

**Phone:** (571) 442-1007

**E-mail:** [arpitp@cynetsystems.com](mailto:arpitp@cynetsystems.com)

---

**Table of Contents**

<b>Cover Letter .....</b>	<b>i</b>
<b>1 Vendor Qualifications.....</b>	<b>1</b>
1.1 References.....	1
1.1.1 Reference 1.....	1
1.1.2 Reference 2.....	2
1.1.3 Reference 3.....	2
1.2 Resumes .....	3
1.2.1 Business Analyst .....	3
1.2.2 Data Analyst.....	14
1.2.3 Database Administrator .....	29
1.2.4 Help Desk Support .....	52
1.2.5 IT Service Continuity Analyst.....	65
1.2.6 Network Engineer.....	84
1.2.7 Project Manager.....	100
1.2.8 Quality Assurance Analyst .....	111
1.2.9 Security Analyst .....	120
1.2.10 Software Developer/Engineer.....	133
1.2.11 Systems Administrator .....	153
1.2.12 Technical Writer .....	164
<b>2 Minimum Experience Requirements .....</b>	<b>175</b>
<b>3 Designated Contact .....</b>	<b>175</b>
<b>4 Certification and Signature.....</b>	<b>176</b>
<b>5 Addendum .....</b>	<b>177</b>



## 1 Vendor Qualifications

Cynet Systems was founded in October 2010. Cynet was established by two visionaries who have a passion for helping customers overcome their staffing and consulting challenges. **Ashwani (Ash) Mayur Co-CEO & CFO, spearheads the company's strategy and finance and Nikhil (Nick) Budhiraja is the Co-CEO & COO** of Cynet Systems who is responsible for the company's strategy execution, operations, and revenue generation.

**Cynet Systems Inc (MBE Certified firm) has over 13 years of experience of providing IT staffing services and solutions** to various Government, state and commercial agencies across the United States. Cynet Systems is a growing organization with current strength of over **1200 employees**. We have more than **350+ Recruiters, 100+ Account Management members and 80+ office staff** who have **domain-specific experience and knowledge to ensure responsive, high-quality, and timely service to source, recruit, and select the best available staff for our clients**. Cynet Systems' recruitment process is automated through the **JobDiva application tracking system** which assist us to manage all the clients' staffing requests in this, prioritizing and allocating recruiters to search candidate and keeping continuous check on each staffing request using automatic alerts and flags, until close.

State Corporation Commission Clerk's Information System				
Entity Information				
<div>Entity Information</div> <div> <div>Entity Name: CYNET SYSTEMS INC.</div> <div>Entity ID: 07293269</div> <div>Entity Type: Stock Corporation</div> <div>Entity Status: <b>Active</b></div> <div>Series LLC: N/A</div> <div>Reason for Status: Active and In Good Standing</div> <div>Formation Date: 10/26/2010</div> <div>Status Date: 12/11/2023</div> <div>VA Qualification Date: 10/26/2010</div> <div>Period of Duration: Perpetual</div> <div>Industry Code: 0 - General</div> <div>Annual Report Due Date: N/A</div> <div>Jurisdiction: VA</div> <div>Charter Fee: \$2500.00</div> <div>Registration Fee Due Date: Not Required</div> </div>				
Registered Agent Information				
<div>RA Type: Individual</div> <div>Locality: LOUDOUN COUNTY</div> <div>RA Qualification: Director of the Corporation</div> <div>Name: ASHWANI MAYUR</div> <div>Registered Office Address: 21000 Atlantic Blvd Ste 700, Sterling, VA, 20166 - 2499, USA</div>				
Principal Office Address				
Address: 21000 Atlantic Blvd Ste 700, Sterling, VA, 20166 - 2499, USA				
Principal Information				
Title	Director	Name	Address	Last Updated
President	Yes	NIKHIL BUDHIRAJA	21000 Atlantic Blvd Suite 700, Sterling, VA, 20166 - 0000, USA	12/30/2019
President	Yes	ASHWANI MAYUR	21000 Atlantic Blvd Suite 700, Sterling, VA, 20166 - 2499, USA	12/30/2019
Current Shares				
Total Shares: 5000000				

## 1.1 References

### 1.1.1 Reference 1

Reference #1	
<b>Name of client</b>	HCL America
<b>Contact Person</b>	Kenneth R Kerrigan
<b>Title</b>	Director- Contingent Labor
<b>Full Address</b>	1410 Micheldean Dr. Building# 205 STE 200 B Webster NY 14580
<b>E-mail</b>	<a href="mailto:kenneth.kerrigan@hcl.com">kenneth.kerrigan@hcl.com</a>
<b>Telephone Number</b>	571-225-4346

**Cynet Systems, Inc. HQ-21000 Atlantic Blvd #700, Sterling, Virginia, 20166**

<b>Period of Contract</b>	2011- Ongoing
<b>Value of Contract</b>	\$26 M
<b>Services Offered and Results</b>	<p>We have been associated with HCL for over 12 years and are acting as their extended arm to fill their requirements across varied divisions, <b>mainly Information Technology</b>. With our unique sourcing capabilities, we have placed over 400 candidates just in 2018.</p> <p>Over the years, we have been recognized as their Star Partner and with <b>major positions in IT like IT Infrastructure/ Architecture, IT Applications, Web Development, Project Manager, Data Warehousing/ Business Intelligence, Business Analysts, Quality Assurance, IT Security, Technical Support, DevOps, Architect, App Developers, Web designers, Project Manager, Analysts, Data Entry clerk, JAVA and XML personnel etc.</b></p>

### 1.1.2 Reference 2

Reference #2	
<b>Name of client</b>	State of South Carolina
<b>Contact Person</b>	Cynthia Hoyt
<b>Title</b>	Senior Program Manager
<b>Full Address</b>	SC
<b>E-mail</b>	<a href="mailto:Cynthia.Hoyt@tapfin.com">Cynthia.Hoyt@tapfin.com</a>
<b>Telephone Number</b>	208-914-5760
<b>Period of Contract</b>	July 2016 - Ongoing
<b>Value of Contract</b>	\$9,26,548.85
<b>Services Offered and Results</b>	<p>Cynet has been working with the state of SC/Tapfin (MSP) for over 8 years now on providing well-qualified resources on almost 90% of the state's staff augmentation needs. All levels of IT requirements, Functional as well as Technical have been successfully serviced by our team. Cynet has successfully placed various qualified consultants across various positions like SharePoint Developer, Dot Net Developer, Business Analyst, Quality Assurance Analyst, Network Engineer, Information Systems Architect, Systems Software Programmer - Project Lead, etc. under the IT Staff Augmentation program and is one of the Top performing vendors for the state.</p>

### 1.1.3 Reference 3

Reference #2	
<b>Name of client</b>	ATOS Syntel
<b>Contact Person</b>	Rajesh Hariharan
<b>Title</b>	Head - Talent Acquisition
<b>Full Address</b>	525 E. Big Beaver Road Suite 300, Troy, Michigan, 48083
<b>E-mail</b>	<a href="mailto:rajesh.hariharan@atos.net">rajesh.hariharan@atos.net</a>
<b>Telephone Number</b>	(440) 292-6735
<b>Period of Contract</b>	2019 - ongoing
<b>Value of Contract</b>	\$1.5 million

<b>Services Offered and Results</b>	We have been associated with ATOS Syntel since 2019 and has been serving its IT personnel Needs. Our long-standing relationship with Syntel has allowed us to cater to their personnel requirements like <b>Project Managers, Internal Auditors, Developers (App, Web, and Windows), Programmers (C, C++, java, .Net, XML etc.), various Analysts etc.</b>
-------------------------------------	--

*3.1.1 Vendor should provide with their bid, a general company overview that must include information regarding the number of years of qualification, experience, training, and relevant professional education for each individual classification.*

**Cynet Systems Inc., has over 13 years of experience of providing IT staffing services and solutions** to various Government, state and commercial agencies across the United States. All our team members carry rich experience & deep knowledge of serving government agencies in programs like workforce solutions and temporary employment services. Our staffing services and solutions are tailored to meet the evolving needs of our clients and associates.

The resumes of the staff that we have provided to various Government, state and commercial agencies across the United States are as follows:

## **1.2 Resumes**

### **1.2.1 Business Analyst**

#### **Keerthana Angal**

##### **PROFESSIONAL SUMMARY:**

- Results-driven, passionate, detail-oriented and well qualified & certified SAFe 5, Scrum Master Agile Expert Business Analyst/SA 9 years of industry experience in Business Development Process and System & Data analysis with solid understanding of Business Requirement gathering, Business Process Flows, Business Process Modeling, Case Tools, and Business Analysis.
- Created Business Requirements documents (BRD), Use-Case Specifications and System Requirements Specifications (SRS) accompanied by active participation in discovery sessions, interviews, document-reviews with customers.
- Expertise in Software Development Life Cycle (SDLC) methodologies like Agile (Scrum, Test Driven Development, Kanban), Waterfall, Scrum-Waterfall Hybrid in domains like Banking, Mortgage and Finance.
- Conducted GAP, Impact, SWOT, Cost benefit analysis, Root cause, Interface Analysis, Feasibility study, ROI Analysis, Impact analysis, Risk Analysis, and As-Is and To-Be business analysis.
- Elicited requirements using techniques like Interviews, Brainstorming, Focus Group, Document Analysis, JAD sessions, Survey/Questionnaires and documented Business Requirements Documents (BRD), System Requirements Specifications (SRS), and Functional Specification Document (FSD).
- Strong experience in tracing requirements throughout development life cycle by creating Requirement Traceability Matrix (RTM) using MS Excel & tools like JIRA and HPALM. Handled Change Requests by taking upon the role of Change Owner, Interacted with Change representatives to review Impact Analysis and documented Change Request Form.
- Excellent Analytical, Problem solving, Communication and Documentation skills. Dedicated & Self-motivated, Proven leadership capabilities and Time management skills. Communicated effectively across company contacts and clients, internal team about the project requirements, schedules and launches.
- Acquainted with workflows and Unified Modeling Language (UML) diagrams including Use Cases, Activity Charts, Sequence Diagrams, Data Flow Diagrams, and ER Diagrams using MS Visio.
- Decomposed Functional requirements to User Stories to meet INVEST criteria and then helped in prioritizing user stories using various prioritization techniques like MoSCoW and Kano Model. Assisted Product Owner in

creating Acceptance Criteria and Definition of done for requirements. Used Planning Poker for estimation of user stories.

- Strong knowledge in Web Services, SOA Architecture using SOAP and REST APIs. Strong understanding of XML and JSON messages and also responsible for API documentation using MS Excel.
- Designed the Test Cases in SOAPUI for API testing, Test Plans for documentation of all processes using Confluence.
- Good Understanding of Project Management activities, proficient with Project Management Tools, testing tools and defect reporting tools.
- Experienced in Black-box Testing, System Testing, Regression Testing, Load/Stress Testing, and Performance Testing.
- Worked with QA team to design Test plans, Test strategies, Test scenarios, Test Cases, Test scripts for User Acceptance Testing (UAT) using HP Quality center/ HP ALM. Also created Requirement Traceability Matrix (RTM).
- Efficient skills in Unix, SQL, Functional Test Planning-Preparation-Execution, HP Software (Mercury) - Quality Center, Test Automation using QTP.
- Experience in developing Test Plans based on the user Requirement Documents, design requirement document and System Requirement documents for the Functional, Regression, Load, Performance, User Acceptance Testing.
- Decent exposure with Administration, configuration, Implementation, and Data Loading process, Application Integration in Salesforce CRM, SOQL and SOSL querying and Application development with Apex and visual force.

#### **TECHNICAL EXPERTISE:**

SDLC Methodologies	Waterfall, Agile-Scrum, Waterfall-Scrum Hybrid, Extreme Programming (XP), SAFe, Kanban, Scrum-ban, Rational Unified Process (RUP).
Requirement Management Tools	JIRA, Rally, TFS, Version ONE, MS Project, Rational Requisite Pro, HP QC, HP ALM
Reporting Tools	IBM Cognos BI, Micro Strategy, Business Objects, Tableau, SQL Server Reporting Service, Microsoft Power BI, Spotfire.
Graphical & Modeling Tools	MS Visio, Balsamic, Rational Rose, UML, Mockup Screens.
Databases	MS Access, MYSQL, Microsoft SQL (T-SQL), Oracle 9i & 10g (PL/SQL).
ETL/ CRM Tools	SQL Server Integration Services, Oracle Warehouse Builder, IBM Cognos Data Manager, Informatica Power Center, Oracle Data Integrator and Salesforce
Testing Tools	HP QTP, LoadRunner, Bugzilla, SOAP UI, Oracle Application Testing Suite (OATS)
Microsoft Tools	MS Office Tools (Word, PowerPoint, Excel) MS Access, MS SharePoint, Outlook 365
Languages	SQL, PL/SQL, T-SQL, HTML, XML
Operating Systems	Windows XP, 7, 8, 10, Linux, Mac OS

#### **PROFESSIONAL EXPERIENCE:**

**Anthem, Virginia Beach**

**Oct 2019 – Present**

**Business Analyst**

##### **Roles & Responsibilities:**

- Worked on Implementing Edifecs for KY, Medicare, Iowa, MN.
- Created HLBR and DLBR for the Markets.
- Worked on 837 – 999, 277CA, TA1, 277U, 835.
- Worked on extracting data from multiple repository's (Facets, ODW, EDINET, EDWARD) to EIDS (Encounters Integrated Data Warehouse System).
- Worked on Flat files for CO-RAE.
- Hands on experience working with Adjustment/Void/Replacement Claims.
- Experienced in implementing Logics (Provider, Duplicate, Void and Adjustments)
- Facilitated Team to migrate from Waterfall to Agile.
- Organized Scrum Ceremony's (Sprint-planning, Retrospective, Stand-ups and backlog grooming) and helped team to participate.

- Created JIRA projects, Scrum Boards and Epics/Stories/Test/Defects.
- Introduced Confluence to monitor the project and used as a document repository.
- Integrated JIRA with Confluence for an easy understanding for Business/State about the Sprint Activities.
- Created RTM for traceability of Epics/Stories/Test.
- Experienced on working with Edifecs and implemented and updated the KP (Knowledge packs) for Markets.
- Created UAT test cases to test the transformation of CSV to EDI 837 files from EIDS to Edifecs.
- Created defects in JIRA and helped the team to solve the defects.
- Facilitated Facets/Macess (Front end) to validate the data.
- Hands on experience with Ramp Management and FaceliEDI to validate HIPAA Standards.
- Worked on SNIP Level (1-7) and validated files with ANSI X12 Standards.
- Experienced working with SQL to validate the data (SQLSMS 2014/Oracle12g).
- Actively involved in designing EDI transactions using the new HIPAA 5010 version and ICD -10 codes and analyzing HIPAA compliance and EDI transaction.

**Environment:** Citrix, Facets, SQL Server, Oracle, Agile/Scrum, Edifecs

#### UW Health/Financial, Madison WI

Jan 2017- Oct 2019

##### Business Analyst

**Description:** This project is on fixed income Performance Attribution System (FIPA) which was developed specifically to support Wealth Management Groups to provide most valuable advisory services to clients on Asset Projections, Private Equity, Portfolio Rebalancing, Global Investment Holdings, and Mobile Banking, Derivative securities, Liquidity needs and future goals. I worked on the internal e-business application which allows registered customers to check quotes and perform related tasks online.

##### Roles & Responsibilities:

- Working with the team responsible for developing EY's global technology solutions and serving as a Sr. Business Analyst within an Agile software development life-cycle, utilizing an on-shore / off-shore model and multiple world-class vendors.
- Conducted JAD sessions with clients, 3rd party vendors, end users, developers and other team members to distinguish presented user requests from the underlying true needs, and distinguished solution ideas from requirements.
- Developed metrics to detect levels of teams' capacity and velocity, accurately estimate projects and to continuously help improve the team's performance from iteration to iteration.
- Practiced and promoted Agile/Scrum delivery methodology including managing budget and schedules for assigned programs/projects.
- Experience in performing UAT Testing, managing and coordinating with the Test Team and UAT team
- Experience in documentation of the testing strategy for Test Scenarios, Test Cases, Test Steps and Logging Bugs.
- Critically evaluated the information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a more general understanding.
- Utilized TFS tool and followed agile methodology for Backlog Grooming - gathering and analyzing user requirements for the Client External Application.
- Led cross-functional teams to analyze and understand the operational impacts and opportunities of technology changes.
- Created and maintained the Requirements Traceability Matrix (RTM).
- Developed Integration Test Plans, and Test Schedules to assist in the execution of functional, System Testing, Regression Testing, Integration Testing and User Acceptance testing.
- Interact with project stakeholders to elicit and document Functional Requirement Document, Business Requirement Document.
- Involved in conducting backlog grooming, stakeholders' interviews, facilitating team's weekly meeting, story acceptance and daily Scrum meeting.
- Documented process flows and developed requirements for functional improvements and enhancements using the UML (Unified Modeling Language) methodologies.
- Interviewing skills, work with customers about their needs and ask the right questions to surface essential requirement information and document project functional specification.
- Partner with project stakeholders to manage requirement change requests throughout the project and update the Change Requirement Document.
- Coordinated the work efforts of 8-person team for various projects. Helped team complete tasks successfully and on-time and resolved obstacles encountered by team members.



- Coached team members on agile processes and facilitated planning meetings and retrospectives. Maintained task board and produced daily burn down charts.
- Involved in business modeling using swim lane diagrams in MS Visio, drawing layouts to explain process flows to the developers.
- Tested the application for specific End User testing on its compatibility on various web browsers like Google Chrome and Internet Explorer.
- Used Microsoft SharePoint to share data files, organize data files, and search files.
- Used Microsoft Outlook to arrange meetings.

**Environment:** Agile, MS project, MS office Tools (Word, Excel, PowerPoint and Visio), MS SQL 2008, Informatica power center, JIRA, Tableau

**United Health Group, MN  
BA/UAT Analyst/JIRA**

**Nov 2014- Dec 2016**

UnitedHealth it is 5<sup>th</sup> in the United States on the Fortune 500. UnitedHealth Group offers health care products and insurance services.

**Roles & Responsibilities:**

- Working as a User support in United Health Care IHR Individual Health Record (Portal) application ECDH project Cadillac certified in HIPAA, worked on UAT Test Framework test strategy IHR modules goals and scopes.
- 2 validate the data coming through from different sources like flat files, XML, spreadsheets.
- UAT metrics testing on health ACO providers, ACO members, ACO panel and Rx claims and pharmacy
- Audit the data validating in (Foundational Data) Functionality in Scope member/provider rosters,
- Demographics eligibility EDI (Electronic Data Interchange) 837 this transaction set can be used to submit healthcare medical claims billing information encounter information or both etc.
- Extensively interactive with users and developers understand the user requirements helping on defects attending the Jira meetings co-ordinate with Testers and developers as well, about the defect issues and resolved the defects as per issue type in proper manner
- Transactional Data functional in scope claims labs drugs patient summary and all available views etc.
- clinical policy(HEDIS) 131 rules identified to be tested SBR (single Best Record) member record and all data within the member record is correctly reflected.
- Handling JIRA update the defects through ALM basic on priority update the JIRA be a watcher and Reporter attending the meetings.
- ALM is extensively used to document and execute test cases, requirements mapping, logging and tracking the defects and generating test completion reports
- Provisioning /Access
- Access through the link tile, Access directly through the web URL, Correct roles and permissions are working.
- Security (validate that sensitive condition are appropriately hidden/unable to be viewed by the user and no breaking of the glass is allowed.
- worked on test strategy test plan, write the test scripts for several main modules test the test data login to ALM to raise the defects.
- Retest the data till close the bug, worked on IHR Daily UAT result Summary.
- Write the daily test results track the work percentage for others testers.
- Hands on experience on full cycle of testing, Project planning, gathering requirements, design, testing, post development, break fix work order, release management testing, deployment.

**Environment:** QC 11.0, ALM, JIRA SQL server 2008

**Capital One, New York, NY  
Jr. Business Analyst**

**Jan 2014-Oct 2014**

**Description:** The project involved developing a platform for aggregation of financial data from all the fiduciary bodies. We got the daily transactional data (withdraw, deposit, loan, payment) from all branches at the end of the day and cleansed, transformed and aggregated in the Enterprise DW. We had to validate the transactions and implement the business logic based on the transactions type or transaction code. Generated various reports based on cash flow and transactions.

**Roles & Responsibilities:**

- Participated in project management, design, requirements definition, specification, budgeting, control, and restructuring of organizations

- Prepared Use Case Models based on Business Requirement documentation (BRD) gathered through interaction with users. Studied existing business application and processes, collected end user requirements and suggested the improvised Business Process Model.
- Design and create ad hoc mutual fund performance reporting for both fund administration and fund accounting.
- Worked with the account managers, managements, and report requestors to gather requirements, get report requests.
- Gap Analysis of client requirements generated Workflow Process, flow charts and relevant artifacts.
- Defined and documented the Vision and Scope of the project. Conducted one on one interviews with high level management team and participated in the JAD session with the SME's.
- Designed Use Cases using UML and managed the entire Functional requirements life cycle using RUP. Utilized corporation developed Agile SDLC methodology.
- Consistently tracked the project status and reported it to all the stake holders involved.
- Negotiate with functional managers and/or organizational management to obtain adequate resources with appropriate skills to staff the project team.
- Conducted Joint Requirements Planning (JRP) and JAD (Joint Application development) Sessions as a Facilitator to gather requirements from the group.
- Involved in Business Process Management (BPM) activities like Process Design, Process Monitoring and Process Execution. Worked as a liaison between the business and technical side to convey the business needs to the system architects.
- Used BPMN to denote business processes using MS Visio
- Evaluating and modeling BPMN process requirements and breaking down complex process maps into user stories and acceptance criteria.
- Created and maintained the product backlog in Rally and TFS (Team foundation server).
- Identified/documented data sources and transformation rules required to populate and maintain data warehouse content.
- Documented Business Requirements, Functional specifications, Requirement's traceability matrix to ensure effective analysis for solution development (AGILE/SCRUM model).
- Worked with SQL queries using MS Access for data manipulations and also worked on exporting data using Teradata.

**Environment:** Microsoft Office Suite, Crystal Reports, Microsoft Visio, OBIEE, Documentum, Windows, Oracle, SQL, SQL Server, Sybase, EVPN, RUP, VBScript, Dreamweaver, SharePoint, Unix, Adobe Photoshop, Caliber RM MIS-IP, C#. NET, ASP.NET, Business Objects, Test Director, LoadRunner.

#### EDUCATION:

- Bachelors in Computer Science from Osmania University, India

### Allen R. Shumate

#### Professional Experience

**Paysign, Henderson, NV**

**Mar 2023 - Present**

##### **Sr. Business Analyst**

- Facilitate daily standups and prioritization meetings.
- Elicit and write user stories in the Agile framework
- Conduct requirements grooming sessions with offshore resources.
- Construct process and data flows for a Copay/Payment processing effort.
- Led cross-functional meetings and facilitated communications with COTS.
- Worked extensively with the QA team to design Test Plans and Test Cases for User Acceptance Testing. (UAT).
- Provide production support for existing PHP application

**Insight Global, Atlanta, Georgia**

**Jan 2022 - Mar 2023**

##### **Sr. Business Analyst**

- Conduct requirements gathering sessions with multiple business departments
- Create user stories within a hybrid agile/waterfall framework, in the partner affairs domain

- Created test plan and test cases for user acceptance testing (UAT). Used Rational testing tools.
- Conducted informal Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests.
- Escalate risks/issues/impediments with project/business leadership
- Construct data and business flows for ERP application

**Spatial Front, Inc. McLean, VA**

**Jul 2021 - Nov 2021**

**Sr. Business Analyst**

- Participate in requirements elicitation with USDA product owners in the conservation space.
- Create user stories in the scaled agile framework.
- Participate in Agile and SAFE communities of practice to further the department's experience with Lean/Agile methodologies.
- Coordinate software release activities with development and various technical resources.

**ScholarRX (previously MediQ) Louisville, KY**

**Sept 2016 – June 2021**

**Business Analyst Lead/Project Manager Lead**

- Serve as lead business analyst and project manager for several line-of-business, student, and faculty applications, to support medical education initiatives.
- Lead a team of developers and QA analysts to ensure product delivery for customers and key stakeholders.
- Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance Testing. (UAT).
- Provide training for internal users on line-of-business applications (Editorial, Customer Service, Sales, Product Management).
- Coordinate Release Management and Notification for internal/external customers.
- Construct wireframes and UI mock-ups to illustrate proposed features and functionality.
- Elicit and write requirements utilizing Agile user stories and methodologies.
- Utilize COTS (commercial off-the-shelf) security software and integrate, test, and record its usage. Diagnose and resolve complicated issues with COTS and operating systems in an efficient manner.
- Mentor and train new BAs, Project Managers.
- Served as a member of the company leadership team.
- Lead Joint Application Development (JAD) meetings with IT groups, organizing Joint Requirement Planning (JRP) sessions with business user groups, and managing conflicts with project team members.
- Serve as lead BA and Project Manager in the Project Management Office.
- Experience working in an Agile Scrum environment and proficiency with Agile methodologies.
- Facilitate Daily Scrum meetings. Lead sprint planning meetings.
- Experience in working in multi-team environment.

**Heartland Payment Systems, Oklahoma City, OK**

**Jun 2013 – Sep 2016**

**Business Analyst/Product Owner**

- Served as a business analyst and product owner for several payment processing applications (universal boarding, client management, sales boarding, etc.)
- Provided UI wireframes, test scripts, requirements documentation to both business and technical users.
- Ensure the quality of application releases, and that development efforts match their functional requirements.
- Lead several development teams from project inception through deployment, and post production activities.
- Participated in Agile and SAFE communities of practice to further the department's experience with Lean/Agile methodologies.
- Oversaw interdepartmental meetings and assisted COTS in communicating.
- Coordinated software release activities with QA, development, and various technical resources.

**AIG (formerly Service Net Solutions), Jeffersonville, IN**

**Feb 2011- June 2013**



**System Analyst**

- Served as a primary system analyst for a CRM re-write using business process modelling software.
- Performed as liaison between executive management, call floor personnel, and IT.
- Managed offshore resources for software development and deployment.
- Served as quality assurance, project manager, and subject matter expert related to software applications.
- Provided project estimates and statuses related to enterprise software applications.

**CoreLogic      Louisville, KY****Mar 2009 – Feb 2011****Business Systems Analyst**

- Served as a business systems analyst for a Vendor Scape application.
- Gather requirements for a Loss Mitigation suite.
- Consulted onsite for implementation and post-production training.
- Developed technical specification and training documentation for development and end-user personnel.
- Served as liaison between offshore development and business users.

**Service Net Solutions, Jeffersonville, IN****Mar 2008 – Mar 2009****Business Analyst**

- Gathered and documented project requirements for system enhancements, vendor integration, and creating new system functionality acting as liaison between business (Operations, Service, Marketing) and Information Technology.
- Constructed AS IS/TO BE process flows for the Service Provider industry, call center IVR routing, and company's core CRM processes.
- Constructed test cases and assisted business with User Acceptance Testing.
- Employed Microsoft SQL to query data to assist with technical design and problem solving.
- Assisted with Help Desk/Production Support issues in analysis and recommendation.
- Served as Project Manager leading projects from initial scope through requirements gathering, testing, deployment, and project post-launch.

**Humana Corporate Information Management****June 2007 – Mar 2008****Business Analyst**

- Performed as a subject matter expert/analyst for Medicare based projects.
- Constructed ETLs (extract, transform, load) mapping to assist development for our Enterprise Data Warehouse.
- Gathered and documented project requirements acting as liaison between business (Actuary, Finance) and Information Technology.
- Performed system, integration, and regression tests for SQL coding, using PL/SQL Developer, to ensure development coincided with requirements.
- Constructed test cases and assisted business with User Acceptance Testing.
- Documented data flows, via Microsoft Visio, to illustrate current database architecture as well as 'to be' architecture.

**Aegon Information Technology, Louisville KY  
2007****Dec 2006 – May****Business Analyst**

- Served as a member of the business consulting pool.
- Performed process mapping for the secure connectivity team.
- Performed data mapping from existing insurance administrative systems to new system.
- Solicited business requirements from end user groups.
- Assisted with preparation and editing of business requirement documentation.
- Documented various work/data flow diagrams via Microsoft Visio.

**Aegon Institutional Markets, Louisville KY  
2006****Nov 2004 – Dec**

### **Data Security Analyst**

- Administered monthly/quarterly user entitlement reviews to satisfy Sarbanes Oxley requirements.
- Assisted internal and external audit to test controls related to Change Management, Computer Ops, and System Development Life Cycle.
- Coordinated New User, Termination, and Transfer employee access
- Administered user access for our repetitive payment system (mainframe), client server, and ASP.net applications.
- Business Continuity Planning coordinator for the information technology department, also assisted with BCP testing for the division.
- Assisted project managers and developers with implementing the appropriate security measures during the System Development Life Cycle. This included ensuring separate environments exist for system elevations (Test/QA/Stage/Production), as well as facilitating system/batch/proxy IDs for automated processes.

**Aegon Institutional Markets Louisville KY  
2004**

**Apr 2001- Oct**

### **Contract Portfolio Analyst**

- Calculated participant crediting rates for IMD's Synthetic GIC book of business. Analyzed fixed income portfolios regarding volatility in crediting rates.
- Performed monthly Investment Guideline reviews to ensure portfolios were invested according to the terms in the contract. Escalated compliance issues to marketing and actuarial.

### **TECHNOLOGY SKILLS**

- Proficient in Microsoft Access, Excel, Word, Outlook, Microsoft Visio, Microsoft Project, Google Suit, Microsoft Visual Studio/ADO (DevOps Project Management), JIRA, AHA, Rally project management software
- Great understanding of various system platforms/infrastructures (SQL, UNIX, Mainframe, Hyperion/Essbase, Web Services).

### **EDUCATION**

#### **UNIVERSITY OF LOUISVILLE**

- Louisville, Kentucky
- Bachelor of Science in Business Administration - 2000

## **VISHVESH PATEL**

### **Certifications**

Certified Scrum Product Owner - Scrum Alliance

### **Education**

Gujarat University, Ahmedabad, India  
2010

Jun 2006 -May

Bachelor of Technology, Computer Science

### **PROFESSIONAL EXPERIENCE**

#### **CIBC Bank Ltd.**

Sr. Business Analyst – Retail and commercial banking  
Present

Jan 2021-

Product: Enterprise Client Information Facility (E-CIF)

- Working as a Sr. business analyst in ECIF which is a centralized data warehouse and Golden source of Customer information for the CIBC and Simplii business and commercial banking customers
- Collaborating with various stakeholders of the bank to understand the gather the business requirement and convert the complex business needs into small, Concise, and simple user stories readily understood by both technical and business teams
- Handling the bank's AML initiatives and designed framework ensure proper AML and KYC standards are followed while interacting with end consumers as well while passing downstream systems
- Strong knowledge and expertise with capital market Trade settlement and Clearance for fixed income and Derivatives products
- Worked on the implementation and Design for First Home Savings Account (FHSA) which is a government initiative to help people save funds for their first home purchase
- Improved the Bank representative's user experience by integration various prompts and link which enabled better and quicker data collection in line with the AML standards
- Hands on data analysis skills using SQL to analyze large datasets and create visualization on Power BI
- End to end product lifecycle management right from creating Product roadmap, Backlog Prioritization, Defining the MVP, backlog management writing Epics & user stories as well conducting client Demo & release readiness
- Utilizing the TDD, BDD frameworks to design user stories as well leading the team to follow the latest agile and DevOps practices to enable test automation and continuous integration & deployment
- Cross Functional collaboration with Finance, IT, Analytics, Business Teams and Sr. Leadership as a Senior BA

#### **Morgan Stanley Ltd.**

Financial Business Analyst  
2021

Nov 2020-Jan

Project: REI-Imagine

- An in-house initiative to renovate and redesign the Morgan Stanley infrastructure with migration of Firm wide infra to Cloud based data centers.
- Management the delivery schedule of the In-house servers to cloud based Infrastructure system
- Involved in the business analysis and requirement break down, Writing BRD and managing user stories for US Advisory services
- Designed various JIRA widgets t report the team progress
- Designed various reports on Power BI to manage and track the deployment schedule

**Barclays Bank Ltd.**

**Sr. Business Intelligence Analyst –Risk & Treasury  
2020**

**Mar 2015-Jan**

**Product: Polaris – Treasury Funds Transfer Pricing (FTP) Solution**

**Product Design**

- Designed FTP model/framework to adjust for liquidity risks of Global Liability market, there by normalize P&L fluctuations
- Defined Contingency Liquidity Risk standards for 3 yr. period inferred as an insight from statistical analytical models
- Integrated the Alerting mechanism into Polaris to identify discrepancies and automated the trade bookings in SAP Ledger
- Designed a tool to forecast the P&L for a period of 6 years which resulted in savings ~1 million USD per year
- Created Automated Regression suite enabling the business users to automate the effort by 10-man days per month

**KPI Measurement Tool**

- Enabled client downstream analytics by Data Discovery & Strategy formulation to streamline centralized data hub
- Defined functional requirement to design, digitize & integrate KPIs (Trades, Booking, etc) into analytics control room

**Team Management**

- Secured the Runner's Up position in the Annual "Better Faster Products" Awards competition for the most innovative and intuitive product, out of around 200 Fintech products within Barclays Bank globally
- Led and enabled a team (8) of UI developers, Data Analysts, QA Test specialist to reach gold standard Agile level 4
- Streamlined the Deployment process and Oversaw the One Click Deployment Development reducing the Production lead time by 7 days

**Cybage Software Ltd.**

**Jr. Business Analyst – Microsoft Dynamix AX (Microsoft CRM)  
2015**

**Dec 2013-Feb**

**Vodafone UK Ltd., Pune, India**

**Senior Associate (SME) – Customer Onboarding (Dashboards)  
2013**

**Dec 2012 – Dec**

**Tech Mahindra Ltd., Pune, India**

**Technical Associate – Amdocs Enabler Billing and Rating suite  
2012**

**Nov 2010 – Nov**

**SKILLS**

**Domain:**

- Treasury, Investment Banking, Funds Transfer Pricing, Asset/Liability Management, AML, KYC

**Product Lifecycle Management:**

- Agile/Scrum Methodology, Requirement Gathering, BRD, FRD Customer Journey Mapping, UI/UX Design

**Technical:**

- Visualization & BI Platforms: Tableau, Power BI, QlikView, SAP Business Objects

- Database Query Languages: SQL & PL SQL, Microsoft SQL Server
- Project management: Agile Central, Confluence, Jira, Service Now, Team City, Microsoft TFS
- Flowcharts & Maps: Balsamiq, Lucid Chart, Excel, PowerPoint, Visio

#### **AWARDS AND ACHIEVEMENTS**

##### **Barclays Bank UK Ltd.**

- Design - Polaris's transfer pricing system that calculated, processed, and booked 1.5 billion trades every month
- Winner (Top 1/24) - Agile Level 4 in Barclays Treasury Agile reach program for DevOps build and release tools
- Runner up (Top 2/200) - 'Better Faster Products' an annual product competition for innovative Fintech firms

##### **Vodafone UK Ltd.**

- Outstanding Performer – For creating most cross/up sell (\$200K+) opportunities and converting them at onboarding

##### **Tech Mahindra Ltd.**

- Special Recognition Award – for bringing in Testing insight into product development and contributing to the design
- Quarterly Recognition Award – consecutively for two quarters, contribution towards bottom line and owning P&L

### **1.2.2 Data Analyst**

#### **Christopher J. Blanchard, pmp**

##### **PROFESSIONAL SUMMARY:**

- Ten-year professional in Power BI, Power Query, Data, Business & Financial Analytics, (Excel VBA & SQL) programming, ETL, Business Intelligence ad-hoc reporting, Project Cost Accounting, Design, and Project Management. Excellent liaison, communicator & troubleshooter.
- Managed Power BI & excel VBA Automation development projects, Project Financial Tracking processes, Budget vs Actuals, Project Closeouts, Design, Asset life-cycle accounting, Delivery Logistics, Formal Change control, Project Coordinating, Analyze Processes for creating Business KPIs in accordance with (GAAP) and Governance to Government Regulatory Compliances. SQL.
- Project Management processes
- SDLC, Agile, Waterfall
- Dashboards, Big Data Concepts
- Oracle Business Intelligence
- Project Financial Tracking
- Budget Mgmt. & Analysis
- Resource Estimating, Trajectories
- Proper Charging & Spending Plans
- Project Closeout, Capital Asset Mgmt.
- Maximo ERP Materials Mgmt.
- Vendor Mgmt. Delivery Logistics
- Earned Value Management (EVA)
- Requirements Gathering/ Documentation, traceability matrix
- Regression Analysis, Six Sigma
- Construction Drawings/CAD/Schedules
- Project Specifications & Reviews
- Contract Analysis, change control
- Power BI Report Development
- ETL Data /Statistical Analysis
- SAP Crystal reports
- SAS Enterprise, CRM Salesforce
- Business Data Metrics, KPIs, Quality
- Project schedule interdependencies

##### **Software:**

- Power BI Desktop, Oracle Discoverer 4g-10g,11g, Oracle Analytical Functions, PL/SQL, T-SQL Server 2008 R2, SSMS, SSIS, SSRS, Toad , Maximo Enterprise Asset & Maintenance Management (EAM), ERP, DSS Business Information Decision Support System (BIDSS), Contracts Management System (CMS), GIS &Transmission Line Database, Microsoft Project, Word, Excel, MS Access, Visio, PowerPoint, Outlook, SharePoint, DocuShare w/Admin. functions, Scripts, Stored procedures, Programming logic, UNIX, advanced conditions, constraints, complex data models w/ large data sets, Views, Measures, Dimensions, Multi-dimensional Cubes, Oracle OLAP, Relational database schemas. Exposure to SAS Visual Analytics statistics, concepts of unstructured Big Data related to volume, velocity and variety stored across a Cluster via Hadoop MapReduce. Concepts of Scrum, sprints, user stories, writing test cases, network and data security. Advanced Excel: VLOOKUP, Pivot Tables, Tables, Structural References formulas, Dynamic Array Formulas, Error Handling, Slicers, Advanced Data sorting and filtering, conditional formatting, Quality Dynamic charts, Advanced VBA macro automation of Excel data models and ETL functions.

##### **PROFESSIONAL EXPERIENCE:**

**Cynet Systems, Inc. HQ-21000 Atlantic Blvd #700, Sterling, Virginia, 20166**

**Lumen Technologies - *United States Postal Service project***  
**Contract Assignment- Remote, AZ**  
**2024**

**Mar 2023 to Mar**

**Power BI Developer:**

- Leveraging Power Query, Excel, & VBA to migrate & restructure complex manual intensive reporting system into a fully automated Power BI lifecycle.
- Created a multitude of advanced Excel Queries w/complex DAX logic statements, Query Joins, Merging & Appending Queries, Data cleansing, Duplicate removals, auto updating replacement fields w/new data simulating many data base operations.
- Created full Power BI lifecycle w/ Power BI Desktop reports, visualizations, semantic model datasets, publishing to Power BI Service.
- Created Power BI Service/Fabric Dashboards for published reports, load / extract data from SharePoint lists, PDFs, Emails, Pivot tables and more. Managed dashboard sharing permissions.

**United States Department of Energy/WAPA - *Contract Assignment- Phoenix, AZ***  
**Sep 2022 to Dec 2022**

**BI Financial Data Analyst: Held DOE Clearance**

- Excel/VBA, Created automated spending plan and budget vs actuals model.
- SAP Oracle Business Objects 4.1 created several Web Intelligence reports w/variables, calculated fields for input into Construction Project Managements Fiscal Year spending plan model w/ automated audit to check for federal regulatory compliances.

**MUFG Union Bank - *Short term Contract Assignment, Remote, AZ***  
**Apr 2022 to Jun 2022**

**Data/Financial Analyst II**

- Office365 Excel and Access VBA ETL processes for financial reporting.
- Source, link data mart data files into Access Database Tables w/Indexes, SQL Queries, connection strings and into Excel data models. ADO & DAO macro. ServiceNow ticket sys.

**Northwestern Mutual - *Short term Contract Assignment, Remote, AZ***  
**July 2021 to Aug 2021**

**VBA Data Developer**

- Excel VBA Development and Automation.
- Created data migration code for resource capacity planning model using functions, Arrays, Range assignments, XLOOKUP, XMATCH, tables, forms. Research coding solutions.
- MS Power BI to link/load multiple source data into Excel's Data Model using Power Query, M Script, Power Pivot, Dax script, and table relationships.
- Maintain Dashboard, Visualizations and edit Scripts, as necessary.

**Intel Corporation - *Contract Assignment, Chandler, AZ***  
**2020**

**Aug 2019 to Jun**

**VBA Software Developer II**

- Development, testing, integration, and deployment of new and enhanced capabilities for Short - Long range capacity planning Supply Chain software. Heavy Excel (Visual Basic) VBA macro coding in areas of deciphering and troubleshooting large data sets, existing code, creating new code, enhancing speed, data extraction automation, reliability, and easier maintenance.
- Coded complex cell-based formulas into VBA functions and Arrays. Created functional testing and requirements gathering documentation while communicating development timing issues, testing phases, training users in areas of User testing vs Functional testing and more.

**JPMorgan Chase & Co., Tempe, Arizona**  
**2019**

**Feb 2017 to Apr**

**Data Business Analyst**

- Excel VBA Developer leading Development, Coordination & Automation of Excel design projects. Collaborate with varying lines of business to scope out and analyze functional and nonfunctional



requirements for scorecards, dashboards, metric creation, Service Level Agreements, reporting solutions, and process improvements in areas of QA, Operation Analytics, customer satisfaction, and Risk reporting.

- Heavy VBA coding, troubleshooting, complex excel array, index match, VLOOKUP formulas, Data & Business Analytics reporting problem solving w/solutions to gaps.
- Used Toad to modify, create, and troubleshoot SQL Queries. Worked in SharePoint environment with document sharing permissions.
- Accomplished reducing business costs by automating the entire Scorecard Assembly process along with automating its own Audit with several key publishing process that resulted in much easier maintenance, quick turnaround times for changes, a robust model for future designs and facilitated integration into share point web page designs.

**Wells Fargo - Contract Assignment, Chandler, AZ**

**Mar/09/2016**

**to**

**Apr/04/2016**

### **Business Systems Consultant**

- ETL Data process: SQL Server 2008, SQL Server Management Studio SSIS, SSRS, Created Queries, stored procedures and dynamic calculations for metrics reporting Plain Business Language remediation project.
- T-SQL coding, running scripts, uploading data and flat files to SharePoint via SharePoint migration effort.
- Built SSIS ETL Control & Data flow tasks to extract, transform and load data to design data warehouse.
- Sourcing, target destination, DML, DDL statements, joins, mapping keys, data sets, embedded queries, dynamic and cascading parameters.

**Cox Automotive, Manheim Remarketing, Inc., Gilbert, AZ**

**Mar/15/2015 to Jan/22/2016**

### **Data Business Analyst**

- IT's CRM Salesforce Design & Reporting; creating complex statistical queries for Business integration analytics reporting.
- Tracked business goals, SLA's, forecasting trajectories of margin, daily KPI changes, Data relationships, revenue, profit, average margin, avg. retail, gross percent margin, net margin.
- Track all OLAP for delivery status vs. Baseline for a large integration initiative to incorporate new business segments into the automotive division under Cox Enterprises.
- Light Tableau to create US regional dashboard. Coordinated user testing of reporting models and macros. Box Data Management, Cloud file sharing w/admin functions to manage active directory access.
- Advanced Excel VBA Macro coding to automate areas of complex reporting using if then else, match index, VLOOKUP, case statements and advanced nested formulas.
- Created process flow charts, statistical visualization analysis of data models.
- Performed ETL Import & convert data into SAS Business Intelligence, to build design test database and data cubes.
- Completed SAS Enterprise Guide Business Intelligence training May 2015. Extensive Data mining, random data sampling, created algorithms for anomalies, decisions, and performance metrics. Requirements management, quality compliance reporting, daily distribution of detail summary level Scorecards and Dynamic Dashboards reports to internal, external stakeholders.
- Provided compliance feedback on all business data for both inbound, outbound logistics for auctions such as dealer consignment to order entry, holds, carrier assignment, dispatch, to pickup and delivery while working closely with inputs from business stakeholders, IT, operations, marketing, sales teams, agents, to troubleshoot any reporting issues.
- Invoke alternative problem-solving skills to resolve technical issues for end users of internal business software.

**Jul/15/2013 to Mar/15/2015**



- Completed Project Management training at Dynamic Worldwide Training Consultants, Obtained PMP and Microsoft Project 2010 & 2013 Certification in September of 2014 and Remained active in career search and online training classes with SSIS, SSAS, SSRS.

**United States Department of Energy/WAPA - Contract Assignment- Phoenix, AZ**

**Feb/20/2013 to Jul/15/2013**

**Project Commissioning Coordinator: Held DOE clearance and CIP site clearance**

- Defined Scope, Interview, Document Research, & identify requirements for equipment testing to avoid redundant work and reducing project costs. Created requirements traceability matrix, prioritized activities, and track task interdependencies. decomposition of WBS into work packages schedule activities.
- Developed, maintained, constant monitoring and adjusting of Commissioning Schedule with Microsoft Project for tight deadline 230kV transformer replacement project.
- Monitored Critical Path, resources, task durations, constraints. Created Schedule Network Diagram. Managed stakeholder communications involving schedule and installation status of substation equipment to facilitate scheduling crews to perform commissioning activities.
- Verify Scope, integrated change control, and Completion of Work.

**United States Department of Energy/WAPA - Contract Assignment- Phoenix, AZ**

**May 2003 to Oct 2012**

**Project Management / Financial & Business Data Analyst: Held DOE Clearance**

- Project Managements construction engineering liaison and Financial & Business analyst facilitating efforts between PMO, accounting, development and other organizations specializing in Monthly Project Financial Tracking and Project Closeout along w/ providing proper charging & business reporting solutions on Substations, Wireless Microwave telecommunications sites and Transmission line construction projects from conception up and through providing a complete Project Closeout package, Asset Management, and archiving activities.
- Business, Cost Accounting, and Financial Analyst Reporting: Using Oracle Discoverer Reporting to create, design complex dynamic crosstab reports, and complex queries from Oracle Finance Modules AP, PO, Inventory, GL, Procurement. Created advanced SQL scripts, statements, advanced conditions, aggregates, logic formulas (decode, case, over by partition, IF-THEN-ELSE, Rank, substring, concatenate, AND, OR etc.) in Oracle multidimensional transactional relational database. Export large data sets to excel, pivot tables, create massive formulas and VLOOKUPS to compare data and perform searches. Investigate metadata type changes, updates in data tables, anomalies between different reporting applications, and accounting modules. Verify continuity and database changes reflected in all business modules and levels of reporting. Constant monitoring in depth data analysis to isolate outstanding discrepancies, and recommending daily solutions, while maintaining close communication with Developers, DBA, and department leads. Performed user testing using SAP Crystal Reporting to re-engineer existing Oracle Discoverer reports.
- Managed Project Financial Tracking, cost flows, contributed to quality process Improvements, cost reduction measures by inventing, leading development, documentation, and implementation of a cost accounting Monthly Project Financial Tracking process utilizing the federal government accounting system and (GAAP). Create Capital project setups architecture with cost collectors based on federal energy regulatory commission (FERC) and government regulatory compliance object class definitions related to utility industry. Interview, collect, analyze functional reporting requirements by collaborating with stakeholders. Managed stakeholder communication & distribution processes for monthly financials, closeout, and executive milestone Risk reporting.
- Developed complex Oracle Discoverer statistical financial business reports of project customer account balances, fiscal year spending plans, project budget summaries, engineering task budgets and variances, monthly/daily expenditure activity while analyzing journal entries for accuracy, Purchase requests (PR's), Purchase Orders (PO's). Created BI charge error analysis in-depth data mining trending reports. Monitored, charted quality effectiveness of proper charging processes along with cost of quality non-conformance and conformance to federal accounting cost object class definition standards, compliance to Federal Energy Regulatory Commission (FERC) Task Codes and

Organization codes, Davis-Bacon Act requirements, SOW's, project schedules project phases, and my professional experience. Examined all funding types departmental charges to determine proper project charging was collected at the correctly setup cost level containers. Using Maximo and Maximo database created detailed equipment and asset maintenance reports, generated project work order numbers, opened, closed, and tracked the status of work order numbers for proper project charging.

- Created process flowcharts, graphs S-Curves, Bar Charts, Pie Charts, CPIs, Regression analysis charts, monitored approval processes. Run meetings, presentations on financial matters, create Minutes, Agendas. Advise, mentor, train, provide input, guidance or recommend solutions on any financially related project direct or indirect charging issues or errors encountered from, audits, employees, vendors. Performed forecasting cost and schedule variance analysis over time using EVM Budgets vs. Actual metrics. Elicited requirements for Procurement Officer for creation of Purchase Requests, Purchase orders, Solicitations, Services and Construction contracts. Perform reconciliations & monitor purchase orders, proper invoicing, payment requests, change requests, contract submittals, correspondence, and PR details for any errors.
- Developed, Managed, and Documented processes from cradle to grave for migration of Capital Project Tracking Reporting and Project Closeout on three internal business websites I created by manipulating html and xml code with Microsoft FrontPage and SharePoint. Provided w/ File management administration functions of DocuShare to administrator document permissions due to sensitivity of data and SOC requirements from PMO. Took on the role of providing time management with our engineering team with weekly timekeeping and resource allocation. Created a monthly schedule activities matrix along with custom BI reports and Microsoft Schedule outlining all active projects, task orders with remaining billable hours. Estimated, request additional funding/hours. Analyzed statements of work SOWs for deliverables and risks. Calculated Rough Order of Magnitude resource and material costs for project activities using conceptual estimates, estimating guide, parametric, bottom up, analogous, independent, and pert estimating. Investigate alternative funding options.
- **Managed Cost Accounting Project Closeout activities:** Verify requirements, accepted deliverables are complete for closure of various incremental type funding contracts, letter agreements, power marketing contracts, O&M contracts, construction contracts, vendor contracts, purchase orders, amendments, modifications, and bid schedules. Reduced project closeout time. Developed, documented, deployed large accounting complex Capital Asset Financial Models of detail cost allocation for federal, vendor and contractor labor, equipment with removals, depreciation. Isolate cost centers, calculate distributed labor, overhead, services and material costs. Verified installed equip. locations on installation drawings. Interpreting, analyzing in-depth construction project specifications, field reports, accounting documents to support costing model. Monitored approval process, getting sign offs from involved organizations and buyers.
- Created Capital Federal and Customer assets to be booked to plant. Determine fixed, mobile and property assets life cycle, service life, and maintenance management. Analyze, create capital plant accounting reports and transactions, field asset inventory sheets, Maximo Inventory mgmt., and provide asset breakdown information for account balance sheets. Specialized experience in replacement theory and depreciation theory. Investigate issues pertaining to ownership of property assets and calculate estimated current cost of removed assets.
- Performed project specification WBS reviews identifying risks, deliverables, proper contract language. Elicited Facility, Feasibility, System Impact Study business cases requirements for developing scopes forecasted in 10-year plan for out-year projects. Created PM status reports identifying current construction projects NERC compliance issues identified in project status meetings. Investigate, track and report identified risk action items, assumption, constraints, categorizing levels of risks associated with vendor delivery schedules and shipment delays. Capture & review and document lessons learned. Skilled at probability impact of Qualitative & Quantitative risk analysis.
- **EDUCATION:**

- **SCRUM study Agile Master Certified (SAMC) Certificate of Completion** [REDACTED]  
**Granted Date: June 28, 2019**
- **SCRUM Fundamentals Certified (SFC) Certificate of Completion** [REDACTED] **Granted Date:**  
**June 25, 2019**
- **Project Management Professional (PMP) Certificate of Completion** [REDACTED] **Graduated:**  
**September 24, 2014**
- **Microsoft Project 2010 & 2013 Certificate of Completion Graduated: July 31, 2014**
- **A.A.S. Degree - Electrical Engineering Technology - Power Option**
- State University of New York - College of Technology, Canton, New York
- Graduated: with High Honors with the Highest Cumulative GPA in the Power Option curriculum with GPA 3.55
- **A.A.S. Degree - Hotel Restaurant Management** Schenectady County Community College, Schenectady, New York – Graduated
- **Civil Engineering** - 1 Semester - Hudson Valley Community College, Troy, New York

---

## **NAGA VARUN TEEGULA**

### **Summary:**

- Around 7+ years of experience in Data Modeling, Database Design, Programming, Development and Implementation of Client-Server Applications & Database systems using SQL Server 2005/2008/2008R2/2012/2014/2016.
- Extensive experience in using Microsoft BI studio products like SSIS, SSAS, SSRS, PowerBI for implementation of ETL methodology in data extraction, transformation and loading.
- Experience with special emphasis on system analysis, design, development and implementation of ETL methodologies in all phases of Data warehousing life cycle and Relational databases using IBM InfoSphere DataStage 11.5/11.3/9.1/8.5/8.1.
- Extensive experience as an ETL developer and working with IBM InfoSphere Information Server. Data Stage (Versions 11.5, 11.3, 9.1, 8.5, 8.1, 8.0.1) and Ascential DataStage 7.5.2 Enterprise Edition (Parallel Extender) and Server Edition.
- Hands-on experience on foundation tools like Fast Track, Metadata Work Bench, DataStage and Quality Stage, Information Analyzer etc.
- Strong knowledge of data warehouse architecture and designing star schema, snowflake schema, FACT and Dimensional Tables, Physical and Logical Data modeling using Erwin.
- Developed medium to complex level informatica mapping and tuning the mappings and workflows for optimum performance.
- Extensively created and used various Teradata Set Tables, Multi-Set table, global tables, volatile tables, temp tables.
- Extensive experience ETL tool using IBM InfoSphere DataStage.
- Expertise in analyzing and understanding data dependencies in database tables using the corresponding metadata stored in the DataStage repository.
- Worked and extracted data from various database sources like Oracle, MS SQL, DB2, Teradata, Netezza, Sequential files and Flat files.
- Worked on different data formats such as JSON, XML and performed machine learning algorithms in Python.
- Excellent knowledge in creating Databases, Tables, Stored Procedures, DDL/DML Triggers, Views, User defined data types, Cursors and Indexes.
- Involved in designing, developing, testing and rolling out of complex enterprise applications to completion in terms of Database as well as frontend, with different project development model like Waterfall, Agile, SCRUM, etc.
- Strong SQL experience in Teradata from developing the ETL with Complex tuned queries including analytical functions and BTEQ scripts.
- Experience with industry standard methodologies like Agile and Scrum methodology within the Software Development Life Cycle (SDLC).
- ETL Tools-IBM DataStage 11.5/11.3/9.1/ 8.7/8.5/8.0, Quality stage 8.7/8.0, Parallel Extender, Informatica Power center 9.6.1/9.6/9/8
- Relational Databases-MS SQL Server 2014/2012/2008/2005/2000, Oracle 11g/10g/9i, Teradata, DB2, MS Access, Netezza, Greenplum
- NoSQL Databases-MongoDB, Cassandra
- Dimensional Data Modeling-Data Modeling, Star Schema Modeling, Snow-Flake Modeling, FACT and Dimensions tables, physical and logical data modeling, Erwin and Oracle Designer
- Teradata Utilities-BTEQ, FastLoad, MultiLoad, TPT, TPump, SQL Assistant, Teradata Manager, Teradata Viewpoint
- BI Tools : -SQL, SQL Server Integration Services (SSIS 2005/2008/2012), SQL Server Reporting Services (SSRS 2005/2008/2012) SQL Server Analytical Services (SSAS 2005/2008/2012), Data Transformation Services (DTS), Visual Studio, BIDS, Power BI, Tableau.
- Programming Languages-C/C++, C#, Java, UNIX shell scripting, JavaScript, SQL, PL/SQL
- Operating Systems-UNIX, LINUX, Windows 7/2003/XP/2000/NT/98/95

- DB Utilities-Toad, SQL Plus, SQL Developer, SQL Assistant
- Scheduling Tools-Autosys, Control-M, Tidal
- Business Management Tools-MS Office, MS Excel, MS Visio

**Professional Experience:**

**BCBS | Jacksonville, FL**

**Sep'19 -**

**Present**

**Sr ETL Data stage developer**

**Responsibilities:**

- Created multiple Data pipelines to copy dynamo db. tables in different regions when streams not enabled.
- Worked on IBM InfoSphere DataStage 11.5 to develop processes for extracting, cleansing, transforming, integrating, and loading data into data warehouse database
- Designing ETL jobs incorporating complex transform methodologies using Data Stage tool resulting in development of efficient interfaces between source and target systems.
- Implementing Industry ETL standards and best practices, performance tuning during designing the DataStage Jobs.
- Using IBM InfoSphere DataStage software, extracting data from DB2, Oracle and Flat File and Load to target tables.
- Extensively used Informatica Data Validation tool to build and test unit test cases.
- Implemented data extraction, transformation and load processes in a parallel framework.
- Used stages like Transformer, sequential, Aggregator, Data Set, File Set, CFF, Remove Duplicates, Sort, Join, Merge, Lookup, Funnel, Copy, Modify, Filter, Change Data Capture, Change Apply, Head, Tail, Sample, Surrogate Key, External Source, External Target, Compare, Teradata Connector
- Worked on several Technical Issues & Defects that are identified during the batch process or as per any missing business requirements.
- Demonstrated expertise utilizing ETL tools: Talend Data Integration, SQL Server Integration Services (SSIS), Development slowly changing dimension (SCD) mapping using Type-I, Type-II, and Type-III methods.
- Customizing the Data stage Parallel jobs as per current business enhancements.
- Worked on UNIX scripts for running and validating the job.
- Worked on DataStage V11.3 to develop ETL jobs that loads the data from staging to target tables in Teradata server as database.
- Developed WSDLs, XSDs, used XSLT, XPath and XQuery for Transformation in data power.
- Performed data manipulations using various Informatica Transformations like Aggregate, Filter, Update Strategy, and Sequence Generator etc.
- Used Quality Stage for various data cleansing stages to get complete visibility of the actual condition of data, to reformat data from multiple systems to ensure that the data has the correct specified content and format, and to ensure that the best available data survives and is correctly prepared for the target
- Involve in Data validating, Data integrity, performances related to DB, Field size validation, check Constraints and Data Manipulation and updates by using SQL.
- Used different Parallel Extender Partitioning techniques in the stages to facilitate the best parallelism in the Parallel Extender jobs.
- Performed data integrity checks, data cleansing, exploratory analysis and feature engineer using python and data visualization packages such as Matplotlib, Seaborn.
- Used Python to develop a variety of models and algorithms for analytic purposes.
- Developed logistic regression models to predict subscription response rate based on customer's variables like past transactions, promotions, response to prior mailings, demographics, interests and hobbies, etc.
- Used Python to implement different machine learning algorithms, including Generalized Linear Model, Random Forest and Gradient Boosting



- Developing and implementing user stories end-to-end in all the technologies such as Informatica, Oracle, WebSphere Transformation Extender (WTX) and UNIX.
- Developed ETL mappings and populated EDW tables from ODS, as required by business.
- Designed, developed and implemented a C# CSOM Visual Studio 2017 migration tool to automate projects creation and migrated projects and data from Plan View and Excel to Azure SQL and Project Online.
- Developed, tested and implemented DataStage Jobs, JIL Jobs, Ksh scripts for several projects in an Operational Data Store.
- Migrated the DS server jobs to Parallel jobs by using the IBM InfoSphere Connector Migration tool.
- Extensively worked with Job sequences using Job Activity, Email Notification, Sequencer, Wait for File activities to control and execute the Data stage Parallel jobs.
- Done WTX (Web Transformation Extender) Migration.
- Involved in performance tuning of the Data Stage jobs and queries
- Environment: IBM InfoSphere DataStage11.5 (Designer, Administrator, Director), Quality Stage, Teradata Server, Teradata SQL Assistant, Python, WTX, Windows 7, SSIS/SSRS, IBM Rational Quest, Java, C#, Sybase, Autosys, Agile/Scrum, Unix Shell Scripting.

**Medtronic Minneapolis, MN**

**Apr'18**

–

**Aug'19**

**ETL Data stage developer**

**Responsibilities:**

- Involved in gathering Business Requirements from Business users. Analyzed all jobs in the project and prepared ADS document for the impacted jobs.
- Made the required changes in the job according to the Business requirements.
- Well experienced in developing EDI solution using WTX/Mercator as EAI tool to process the data.
- Transformations from JSON files to XML and XML to JSON using WTX design studio and created custom message model.
- Involved in peer code reviews and testing of ETL flows. Performed Unit testing and Data validation testing using Informatica Data Validation tool.
- Used SQL and PL/SQL explain plan in Query man, SQL Developer to fine tune the SQL codes which were used to extract the data in database stages
- Designed, developed and tested the DataStage jobs using Designer and Director based on business requirements and business rules to load data from source to target tables.
- Monitor the InfoSphere suite (Data Stage/Quality Stage/Information Analyzer) servers.
- Excellent with PL/SQL, T-SQL, Stored Procedures, Database Triggers and SQL \* Loader.
- Used several stages like Sequential file, Hash file, Aggregator, Funnel, Change Capture, Change Apply, Row Generator, Peek, Remove Duplicates, Copy, Lookup, Join, Merge, Filter, Datasets during the development process of the DataStage jobs.
- Worked on customer segmentation using an unsupervised learning technique clustering. Performed Exploratory Data Analysis and Data Visualizations using Python
- Created and scheduled SSIS packages to pull data from SQL Server and sent out to Excel Spreadsheets and vice versa. Also used SSIS to Import information into the framework utilizing various sources.
- Extensively used Mapping Variables, Mapping Parameters, and Parameter Files for the capturing delta loads.
- Worked on standing up the Performance Environment by creating Value Files, Parameter Sets, Unix Shell Scripts, running one time PL-SQL scripts for inserting/updating values in the various tables.
- Development of XSLT's, Restful and SOAP based web services. Developed various ETL jobs including Data Extractions, TX, Transformations rules based on business requirements using IBM InfoSphere Datastage 9.1.
- Established best practices for DataStage jobs to ensure optimal performance, reusability, and restart ability.

- Involved in developing the Cognos reports by writing complex SQL queries
- Used Autosys to schedule, run and monitor DataStage jobs.
- Extracted the data from the DB2 database and loading into downstream Mainframe files for generating the reports.

**Environment:** IBMDataStage9.1/8.5, Quality Stage, UNIX, AIX, WTX, DB2, Java, Sybase, SSIS/SSRS, Mainframe files, CA7, Job control, Agile/Scrum, Unix shell Scripting, C#, SVN.

**Kroger – Cincinnati, Ohio**

**Jul'16**

**–**

**Dec'17**

### **ETL DataStage Developer**

#### **Responsibilities:**

- Design and development ETL processes for extracting data from legacy systems and loading into target tables using SQL and DataStage designer client
- Involved in system analysis and design of DataStage jobs
- Designed and developed DataStage jobs that load millions of records from Source to target tables
- Established best practices for DataStage jobs to ensure optimal performance, reusability
- Working on enhancing the SQL scripts or queries to make it better performed.
- Prepared technical design Document.
- Developing ETL processes using DataStage Designer to capture reject rows, to control figures and to data comparisons between source and target Data Bases like transactional data bases, staging area, transformation area, ODS and Datawarehouse.
- Solve execution incidents on the processes developed in DataStage.
- Find the root cause of data inconsistency loaded by ETL process developed in DataStage.
- Completing information load by executing jobs manually if needed.
- Create new projects, configure environment variables, set permissions and role user, do all the project setting using DataStage Administrator.
- Updated existing process flow document (Microsoft Visio) for newly added code to scheduler.
- Worked on Unix shell script for enhancement to support business requirements.
- Running the Shell scripts in debug mode to identify the cause of failure.
- Check in and check out of DataStage jobs, Shell scripts into Clear case repository.
- Provided knowledge transfer to newly on-boarded resources.
- Analyzing the production issues and fixing them by working with business analyst.
- Responsible for creating the Deployment verification guide.
- High knowledge on Star, Snowflake Schema and Multidimensional Data Models
- Experience creating process using various operational sources like Oracle, SQL Server, Flat Files, Excel Files, into a staging area.
- High experience creating tables and databases in Oracle and SQL Server
- Expertise in data warehousing techniques like surrogate keys
- Expertise developing store procedures using Oracle.
- Developed jobs using various processing stages like Join, Lookup stage, Column generation and Funnel stages etc., by using parallel extender partition concepts.
- Used DataStage Director to verify logs and monitoring jobs during run and after running the jobs.
- Supported Product Verification team to Identify and to fix the issues.
- Performing Unit Testing and integration testing.
- Triggering the job streams from Tivoli Scheduler and capturing the Tivoli logs.
- Worked with Tivoli scheduler team to add new jobs to schedule.
- Compared the DataStage code against different environments using DataStage tool.
- Responsible for synchronizing the code in different development environments.
- Responsible for verifying the code after it has been deployed in production, Product Verification environments.
- **Environment:** IBMDataStage9.1/8.5, Quality Stage, UNIX, AIX, WTX, DB2, Java, Sybase, SSIS/SSRS, Mainframe files, CA7, Job control, Agile/Scrum, Unix shell Scripting, C#, SVN.

**IPlace Solutions | Hyderabad, IN**  
**Jun'16**

**Apr'14 -**

**DataStage Developer**

**Responsibilities:**

- Used SSIS to create ETL packages to validate, extract, transform and load data to data warehouse and data marts and Power BI.
- Monitored the database size and increased the size when required, analyzed the database tables and indexes and then rebuilt the indexes if any fragmentations in the indexes.
- Verified completion results for any scheduled jobs, crons or data processing including refreshes.
- Participate in mailing lists related to MySQL and MariaDB.
- Reviewed daily invalid object reports for all databases.
- Upgraded MySQL systems and involved with creating partitions, setting up replication, monitoring, and projections for MySQL Databases.
- Developed operating system specific (Unix/Linux) scripts to automate DBA functions.
- Involved in designing, developing, testing and rolling out of complex enterprise applications to completion in terms of Database as well as frontend, with different project development models like SCRUM etc.
- Written complex SQL involving Joins, Aggregations, Ranking and manipulating data to test Data warehouse workloads.
- Used ETL (SSIS) to develop jobs for extracting, cleaning, transforming and loading data into data warehouse.
- Verified and confirmed applications, databases and application servers are operational and functioning normally by monitoring OEM, server processes, automated e-mails, etc.
- Created users, allocated appropriate tablespace quotas with necessary privileges and roles for MySQL databases.
- Implementation and delivery of MSBI platform solutions to develop and deploy ETL, analytical, reporting and scorecard dashboards on SQL Server 2008 using SSAS, SSISDTS, SSRS.
- Built Bitmap indexes and created materialized views for data warehouse project.
- Responsibilities also included removing row chaining for better performance.

**Environment:** MySQL, SQL Server 2008, ETL, SQL Server Analysis Services 2008, SSIS 2008, SSRS 2008, Percona toolkit, OEM, SQL, Linux, Shell Scripting, MongoDB.

**Education Details:** Bachelor in Mechanical Engineering from JNTU 2014

## **Casonja Thompson**

### **PROFESSIONAL SUMMARY**

- Experienced supervisor with over 19 years of professional experience, consisting of Information Technology (IT) project management, software development, and implementation.
- Exceptional business decorum and technical aptitude with an outstanding ability to communicate effectively to all levels of the organization, bridging the gap between technical and non-technical teams.
- Strong analytical, critical thinking and problem-solving skills.
- Multi-tasker, able to successfully complete projects simultaneously, quickly adjust to changing priorities, with impeccable organizational skills.
- Strong audit communication and data retrieval skills.
- Detail-Oriented – Attentive to all aspects of the project to ensure all requirements are implemented correctly and below budget.



- Problem Solver – Resolve difficult problems by being critical and analyzing the problem thoroughly.
- Strong understanding of NERC Critical Infrastructure Protection (CIP), IRS Publication, NIST and Operations & Planning (O&P) Reliability Standards

## **TECHNICAL SUMMARY**

- Microsoft Applications- Word, Excel, Power Point, Project Plan, Visio, SharePoint
- Programming Languages- Java, COBOL, C, Visual Basic, VB.NET
- Databases- Oracle, DB2, PostgreSQL, Quest TOAD, Squirrel, SQL, Access
- Security Software & Hardware-Guardium S-TAP, Guardium S-Gate, and Vormetric Vault
- Defect Tracking-IBM Rational ClearQuest, Jazz, Jira
- Integrated Development Environment (IDE)-Eclipse
- Reporting Software-JReport, Business Intelligence and Reporting Tool (BIRT), Cognos
- Other-Red Cap, Qualtrics, Epic, Adobe Dreamweaver, Paperless Condition Report System (PCRS), Maximo, Click

## **EDUCATION**

- Jackson State University, Jackson, MS, 3.70/4.0
- Master of Business Administration
- Mississippi State University, MSU, MS, 3.40/4.0
- Bachelor of Business Administration in Information Systems

## **PROFESSIONAL TRAINING & CERTIFICATIONS**

- Essentials of Project Management
- Leadership Training Program
- Techniques for Project Development
- United Health Consortium (UHC) Analyst Certification
- Project Change Control and Cost Management
- Basic Supervisory Course Completion
- Power BI Training
- CPR Certified
- Emotional Intelligence
- Certified Volunteer IRS Tax Preparer

## **PROFESSIONAL EXPERIENCE**

### **ENTERGY SERVICES, LLC 2023**

**March 2017 – October**

#### **Senior Business System Analyst**

**(Supervisor; Business Analyst; Data Analyst; Project Manager; End-User Trainer; Power BI Developer)**

- Information Technology (IT) liaison for utility applications, Maximo and Click.
- Manage staff of four personnel.
- Troubleshoot IT tickets to determine the root cause of the issue.
- Create, update, and implement compliance changes, including procedural changes.
- Create mitigation plans and mitigation plan closures for submission to external auditor, SERC Reliability Corporation (SERC).
- Revised procedure NCP-PR-022 Reportability Process to include reportability process revisions to decrease time to self-report.

- Setup and customized COTS integrated business information systems for clients in various industries.
- Liaison with external auditor, SERC, to ensure accurate documentation is submitted timely.
- Investigate potential non-compliance to determine if an error occurred.
- Data Analysis – Analyze data to find commonalities among compliance missteps, including writing custom SQL in Access database.
- Paper Condition Reporting System (PCRS) Analyst – Reviewing and updating enforcement actions as needed.
- Power BI Developer – Create new compliance reports, in Power BI, from various data sources such Access database and Excel files. Create new custom enforcement trending Power BI weekly dashboard.
- Power BI Analyst – Update existing Power BI reports.
- Power BI Analysis – Review statistical trends to determine compliance risk for reliability standards.
- Excel – Review compliance data, using statistical software such as Excel, to create complex queries to determine outliers.
- Created and update queries, in Access, to retrieve compliance data.
- Created ad-hoc charts and graphs for upper management to quickly review project status.
- Facilitated, manage and implement continuous improvement projects for the NERC Compliance Department.
- Led a team of NERC Compliance personnel when implementing continuous improvement ideas.
- Created reports and metrics to determine the effectiveness of continuous improvement ideas.
- CIP training Computer Based Training (CBT) lead.
- Automated and Created Power BI Compliance Weekly Report
- Automated and Created Power BI Compliance Enforcement Report
- Created Power BI Enterprise Compliance Report
- Revamped Condition Review Group (CRG) Meeting
- Performed data tagging to categorize ServiceNow tickets to determine the highest trouble tickets.

#### **UNIVERSITY OF MISSISSIPPI MEDICAL (UMMC)**

**February 2015 – March 2017**

##### **Business System Analyst**

**(Project Manager; Business Analyst; Report Writer; End User Trainer; Microsoft Access Database Administrator (DBA))**

- Relational database design, creation, and implementation for the monthly Centers for Medicare and Medicaid Services (CMS) extract files.
- Write SQL statements to retrieve data for data validation.
- Educate healthcare domain staff on the importance of data classification and their role in adhering to classification policies.
- Responsible for Business, Functional, and Data Requirements for the customization and integration of the COTS Product
- Data Input and Analysis – Created new custom surveys, in the Red Cap application, to capture patient data for trending.
- Created charts and graphs, in Excel, for doctors and nurses from provided Red Cap data. The graphs provide a visual representation of the compliance rates of hospital staff.
- Provided an analysis of COTS products technical capabilities and costs.
- Investigated discrepancies within data files.
- Created reports, charts, and graphs, for upper management, used to improve quality of patient care.
- Submitted claim data to CMS in order for UMMC to receive payments.
- Member of readmissions team to decrease the number of patients readmitted to the hospital.
- Centers for Disease Control and Prevention (CDC) Record Submission Accuracy Increased by 25% over 2 years
- Carried out business reporting to doctors and CMS.

#### **MISSISSIPPI DEPARTMENT OF EMPLOYMENT SECURITY**

**Cynet Systems, Inc. HQ-21000 Atlantic Blvd #700, Sterling, Virginia, 20166**

**February 2011 – February 2015**

**Business System Analyst**

**(Supervisor; Project Manager; Business Analyst; Technical Business Analyst; Contract Administrator; Security Administrator; Software Developer; Problem Solver; End-User Trainer)**

- Managed full life cycle of projects, from the conception of the project to implementation.
- Managed project tasks and ensure accountability for all parties, from internal employees to contractors.
- Managed and built relationships with internal and external customers, including customers in the consortium states of Maine and Rhode Island.
- Mentor non-senior level employees.
- Internal Revenue Service (IRS) IT audit liaison.
- Negotiated contracts and statement of work to appropriate prices were provided.
- Initiated and implemented Internal Revenue Service (IRS) regulatory requirement to audit employee access to systems upon change of positions and cease of employment.
- Trained State of Mississippi employees on IRS Treasury Offset Program (TOP) regulations.
- Managed over 30 programs and projects simultaneously spanning various departments. Collaborated with customers, software developers, business analyst, DBAs and integration team. Programs and projects spanned from new implementation of new projects to upgrades to defect fixes.
- Stay updated on IRS publications and NIST guidelines to ensure data classification practices remain aligned with the latest industry standards.
- Maintained continuous project oversight of projects activities to prevent derailment and scope creep.
- Problem management resolution.
- Established and maintained internal and external relationships.
- Led a diverse team of internal employees and offsite contractors to develop and enhance Mississippi's unemployment application and the Work Opportunity Tax Credit System.
- Communicated with stakeholders in the requirement gathering, testing, and deployment of the project phases.
- Led Cognos Business Intelligence implementation, allowing users to independently create ad-hoc reports.
- Managed external vendor, IBM, in the implementation of Guardium S-TAP, S-Gate, Vormetric Vault, DB2 database encryption and IBM Encryption Expert over the course of numerous years.
- Created and implemented Request for Proposals (RFP), Letter of Configurations (LOC), contracts, contract addendums, and Statement of Work (SOW) contractual documents for projects up to \$5 million.
- Collaborated with Mississippi Department of Information Technology Services consultants on projects to procure Cognos, Vormetric Vault and consulting services. The average acquisition time was approximately five months and the average funding per project was approximately \$100,000.
- Managed existing and new contracts, from idea phase through deployment.
- Managed budget, including expenditures and balances.
- Implemented the IRS TOP to recoup erroneous unemployment payments by offsetting federal tax returns. Recouped over \$1 million on implementation day one.
- Implemented IRS regulations, for the TOP program, including NIST 800-53 regulations.
- Developed user documentation, including business rules, system use cases and training documentation.
- Designed and implemented monthly audit process, including federal employee audit process.
- Participated in on-call rotation, including deployment of software updates and/or new software builds.
- Increased state overpayment recoupment rate by greater than 25%, totaling over \$10 million within first three years of implementation.
- Reduced proposed budget by 50% with persuasive contract negotiation.
- Designed and implemented employee audit system.
- Implemented environment changes as it pertains to IRS Publication 1075 and NIST 800-53 requirements.
- Performed data classification to categorize and separate IRS individual income data.

- Implemented Commercial-Off-The Shelf (COTS) applications such as Cognos and Guardium.

**MISSISSIPPI DEPARTMENT OF REVENUE**

**October 2010 – January 2011**

**Programmer/Analyst II**

**(Software Developer; Database Administrator)**

- Created cascading style sheets (CSS) using extensible markup language (XML) for online individual income tax forms using Adobe Dreamweaver.
- Created and updated tables in Postgres database for individual and business tax returns for the modernized e-file application.

**CSPIRE WIRELESS**

**May 2005 – May 2010**

**Software Developer II**

**(Business Analyst; End-User Support; Software Developer Trainer)**

- Wrote code, using Java, for Point-of-Sale (POS) system which decreased Account Executives activation time by 50%.
- Solved end-user issues by providing customer service support 24 hours 7 days a week.
- Trained entry level software developers on the company's programming standards and procedures and the business aspect of the company, including how to use SQL, Toad, and Eclipse.
- Created first prepaid POS system allowing customers to activate prepaid phones and plans.
- Answered in store sales representative questions during on-call rotation.
- Tested in store credit card scanners.

---

### 1.2.3 Database Administrator

---

#### **Johnson Sheelam**

##### **Summary:**

- 25+ years of extensive work experience on Oracle, SAP Sybase ASE, SAP Sybase Rep Server, MS SQL Server, Db2, MySQL, PostgreSQL and MongoDB Databases' Development, Administration & Architecture.
- Experience includes 22+ years of work as Architect, Designer and DBA handling mission critical VLDBs and 5+ years as Java Developer & WebLogic Admin for versions 5.1, 11g and 12c with middleware products OWB/ODI & OBIEE
- Designed & Architected solutions for Oracle, SAP Sybase ASE, MS SQL Server Db2 & MySQL databases used for critical and high-available applications.
- 8+ years of experience on Golden Gate replication tool for high volume database systems with ADG as source and its primary for DDLs, source being in AWS and target on premise.
- 5+ years on IBM MQ and CDC setup, configuration, and administration
- DMA (Database Machine Administrator) of ODA x4-2 running Oracle 12.1.0.2.0 with 2 node RAC
- Managed complete stack of Database (Oracle) and Middleware (WebLogic). Installation, upgrade and patching
- Setup and maintain Oracle Database Vault for increased security and monitoring. Setup Auditing in Oracle, Sybase ASE and MySQL. Setup Oracle Label Security for row-level security
- Setup and configure CyberArk in conjunction with MySQL databases
- Worked on data warehouse systems for building Dimensional models. Setup daily loads and configured query cubes through Oracle Warehouse Builder and Oracle Data Integrator for business reporting
- Installed and configured complete stack of OBIEE
- Extensive experience on Oracle RDBMS versions from 7.1.x to 19c
- Design, implement physical and logical database models on ERWIN with forward and backward engineering and worked with ETL team for setting up loads through OWB, ODI and Looker
- Extensive experience on SAP Sybase ASE versions 12.x to 15.x
- Extensive experience with MS SQL Server versions from 2005 to 2019 with FCI and AlwaysOn
- Extensive experience with MySQL from 4.x to 5.x with setting up instances on AWS
- Architected for High Availability solutions like RAC, Active DataGuard, Streams replication, Golden Gate replication, Sybase Replication, MS SQL Server Transactional replication and database mirroring and MySQL replication for various RDBMSs.
- Architected SAP Sybase ASE database setup for highly volatile business application. Designed solution includes VCS, SAP Sybase ASE and ZFS with snapshots and auxiliary node.
- Architected as an interim solution for an application using MS SQL Server which is a mix of OLTP and DSS, this involves managing Isolation levels at session and database level.
- Successfully completed multiple database migrations and consolidations
- Install, setup, configuration and administration of Oracle Enterprise Manager Grid and Cloud Control.
- Install, setup, configuration, and administration of SAP Sybase Replication for MSA.
- Architected and migrated ASE 15.7, 2 site MSA replication setup to VCS active-passive HA
- Implemented virtualization through Delphix and VMWare for Database provisioning and refreshes
- Configured ZFS snapshot backups with 3rd node as backup-only for highly volatile application consistency.
- Installed and configured 12c multi-tenant Databases with Container database (CDB) and Pluggable databases (PDB)
- Worked extensively on ASM, OCFS, ACFS, VCS Cluster File systems
- 3+ years of extensive work experience on Oracle security features including Transparent Data Encryption (TDE) and data masking and security wallet.
- Strong experience in Performance Tuning. Successfully tuned projects by saving hours of implementation with query tuning

- Performed Capacity Planning, Growth trend analysis and Prepared Reports.
- Designed and implemented backup policies for most critical, zero down-time databases and automated cold and hot backups using Veritas NetBackup, Tivoli Storage Manager DD Boost, Avamar, BakBone NetVault & CA ArcServer.
- Archived current databases to archival databases by using transportable tablespaces.
- Implemented Flash back database / Flash back query / Flash back table features for faster fault recovery.
- Restored & Recovered databases from data files of two different incarnations due to lost file systems by setting hidden parameters for recovery of critical data
- Designed and implemented Disaster Recovery policies carried out DR exercises and successfully recovered databases from crashes.
- Strong experience with Development and tuning of SQL and PL/SQL, database Procedures and Triggers,
- Designed and implemented SOP for change control / Change management using Remedy

#### **Technical Skills:**

<i>RDBMS</i>	Oracle 7.x through 19c, SAP Sybase ASE 15.x/12.x, MS SQL Server 2005 through 2016, MySQL 5.x/4.x, PostgreSQL 9.x, Db2 9.x/11.x
<i>NoSQL</i>	MongoDB
<i>Operating System</i>	Sun Solaris, HP-UX, RHE Linux, AIX & OEL, Windows 2003 through 2012
<i>Hardware</i>	ODA X4-2, Sun M5K, NetApp Filers, Intel Servers
<i>High Availability</i>	OPS, RAC, RON, DataGuard, BCV, SRDF, Oracle Streams, GoldenGate, Advanced Replication, VCS, MC-ServiceGuard, SAP Sybase Replication, MySQL Replication, Db2 HADR, MS SQL Server Transactional Replication, SQL Server Clustering, AlwaysOn AG, Database mirroring
<i>Virtualization</i>	Delphix, VMWare
<i>Backup tools</i>	Veritas NetBackup, Tivoli Storage Manager Data Protection, DataDomain Boost, BakBone NetVault, RMAN, MySQL Enterprise Backup (MEB), BCV, SQL BackTrack and CA ArcServer, Avamar
<i>Monitoring tools</i>	OEM Cloud / Grid control, SQL Diagnostic Manager (SQL DM), Sybase Central, Sybase Control Center, Grid Control Plug-ins for Sybase and MS SQL Server, Quest Spotlight, MySQL Oracle Enterprise Manager, BigBrother, Mercury SiteScope, Xymon System Monitor, Grafana, DataDog
<i>Languages</i>	Java 2, PL/SQL
<i>Tool / Utilities</i>	TOAD, DBArtisan, IBM Data studio, IBM DMC, SQL Developer, Erwin 7.3, Oracle Message Gateway
<i>Scripting Language</i>	Shell Script, AWK, SED, Java Script
<i>Configuration Management</i>	Serena, Mercury ITG
<i>Incident / Change Management</i>	Remedy, ServiceNow, JIRA, TeamTrack
<i>Web/Application Server</i>	WebLogic 5.1, 11 & 12, OWB, ODI & OBIEE

#### **Certifications:**

- AWS Certified Solution Architect – Associate (SAA-C02)
- Oracle Certified Professional DBA (OCP) for 12c, 11g and 10g from Oracle University, USA
- Oracle Certified GoldenGate 12c Implementation Specialist
- Microsoft Certified Solution Associate (MCSA) for MS SQL Server 2012 Platform
- Oracle Certified Professional DBA for MySQL 5.0 from Oracle University, USA
- IBM Certified Database Administrator in DB2 11.1 for LUW
- IBM Certified specialist for PureData System for Analytics (Netezza) 7.1



- Oracle Certified Expert DBA for 11g R2/10g Real Application Clusters (RAC) & Grid Infrastructure
- Administration from Oracle University, USA
- Oracle Certified Expert DBA for 10g R2 Administration on LINUX from Oracle University, USA
- Brainbench Certified Java 2 Programmer from Brainbench, Previsor Company
- ITIL V3 Foundation level certified through APM / OGC

**Education:**

- Bachelor's degree in engineering
- MBA in Finance & Operations Management

**Experience:**

**DTE Energy, Detroit MI**

**Nov 2022 –**

**Current**

**Primary DBA for Oracle, Db2 & MS SQL Server**

**Oracle:**

- Install, setup and configure Oracle 19c databases, DataGuard and DG Broker on RHEL & AIX
- Upgrade and migrate Oracle 12c to 19c cross-platform from AIX to Linux, Used RMAN convert and also export/import
- Quarterly RU patching
- Managed Standby through DG Broker for switchover
- Used OEM Grid control, TOAD for front end management and performance tuning.
- Databases refreshes through RMAN and Datapump

**Db2:**

- Install, setup and configure Db2 stand-alone, Data Partitioning Feature (DPF) and HADR databases for SAP and other vendor application platforms.
- Managed HADR takeover due to workload and maintenance requirements to switch between primary and secondary.
- Used Data Management Console (DMC), TOAD, IBM Data Studio for monitoring, troubleshooting and performance tuning.
- Database management using db2pd, db2top, dmctop, db2trc
- Database refreshes of Stand-alone, DPF using backup/restore and db2move export/import
- Migrate databases from AIX to Linux through db2look/db2move
- Patch management for fixpacks and version upgrades

**MS SQL Server:**

- Install, setup, configure MS SQL Server databases, stand-alone and AlwaysOn AGs
- Setup backups through Avamar, refreshes/rebuilds done through Avamar backups
- Setup and monitor database through Quest Foglight
- Troubleshoot job abends and performance issues.
- SP Patch management
- Support application team for deployments, Access management, performance tuning requirements
- Database resource and space monitoring and management

**Environment:** Oracle 19c through 7.x, Data Guard, ASM, AIX, RHEL, HP-UX, Db2 LUW 11.5 through 9.7, Db2 DPF, HADR, MS SQL Server 2016/2012/2008 R2, Always on AGs, DD Boost, Avamar, TOAD, 13c Cloud Control, IBM Data Management Console, IBM Data Studio, SSMS, Quest Foglight

**State of NC, Dept. of Commerce-ESC, Raleigh, NC  
2022**

**Sep 2012–Oct 2013 & Oct 2017-Nov**

**Sr. Database and Middleware specialist**

- Database and Middleware specialist for tristate benefit compensation project involving Oracle 12c/19c, MS SQL Server, ODI, OBIEE and Oracle Golden Gate
- Installed and configured Oracle databases for standby with primary in AWS
- Install and Setup Golden Gate 12301 / Microservices architecture from Standby database to Data warehouse using classic extract from active standby database which uses TDE

- Setup and maintain Oracle Database Vault for increased security and monitoring and Setup Oracle Label Security for row-level security.
  - Implemented DoD STIG policies for database security.
  - Configured GoldenGate between Active DataGuard in ALO mode due issues with unfixed OGG bugs
  - Upgraded GI and RDBMS from 11204 to 12201 on Solaris SPARC
  - Upgraded GI and RDBMS from 12101 to 19c (19.3.0.0.0) on LINUX
  - Setup and configure SSL for Oracle Database Listeners
  - Setup and manage Oracle MGW queues to transport data between Oracle and DB2 on Mainframes
  - Setup of IBM MQ on Oracle and Db2 Mainframes to replicate data between Oracle and Db2. Extensively worked on configuration and troubleshoot of MQ replication
  - Administer Quarterly switchover of primary/standby Oracle databases for patching.
  - Setup databases in AWS cloud (both RDS & EC2s) and migrate data from on-prem to cloud
  - Migrated data from RDS to EC2 database instances.
  - Setup bi-directional GoldenGate replication between RDS and EC2 using dedicated GoldenGate hub hosts
  - Failover of oracle databases in DataGuard due to primary server loss.
  - Restore and Recover databases to PITR
  - Setup OGG fine-grained object replication based on source database architecture
  - Upgraded GoldenGate from 12c to 19c
  - Troubleshoot Oracle Golden Gate EXTRACT and REPLICAT errors
  - Installed and configured OEM 13cR2 for enterprise monitoring and administration
  - Test and rollout quarterly patching of ASM, RDBMS, GoldenGate, ODI & OBIEE
  - Setup, configure and administer 2012 MS SQL Failover Cluster Instances
  - Setup, configure 2019 AlwaysOn Group server instances on AWS
  - Installed and configured middleware products Weblogic, ODI and OBIEE
  - Primary DBA Managing all Production, QA & Development databases in 24\*7 environment running Oracle, MS SQL Servers on various operating systems
  - Patch MS SQL Server patching SP & CU on release basis
  - Upgraded MS SQL Server from 2008R2 to 2012 and from 2012 to 2016/2019
  - Migrated Oracle databases to MS SQL Server through SQL Server Migration Assistant (SSMA)
  - Setup FCI (Failover Cluster Instances) in Azure cloud for PoC
  - Setup ETL using SSIS to extract data from CSV & text files and load into SQL Server
  - Design, create and manage physical and logical database models through ERwin including reverse engineering methodology.
  - Migrated databases from Non-ASM to ASM and vice-versa & Upgraded 10g databases to 11gR2
  - Setup and configure Real Application Testing (RAT) for upgrade from 10g to 11g. Applied one-off patch on source 10g database to have workload capture enabled.
  - Setup monitoring in OEM Grid control and manage warnings & alerts for all relevant Database metrics
  - Upgraded OEM & Agents from 13.2 to 13.4
  - TOAD for query management and basic database monitoring and Team Coding for version control and code management including code migration
  - Extensively worked on RMAN configuration, Block Change Tracking implementation and troubleshooting
  - Worked on partitioning of tables for data warehouse operations for achieving faster response time.
- Environment:** Oracle 19c/12c/11g, Data Guard, ASM, Solaris 10, SLES, GoldenGate 19c/12.3, MS SQL Server 2016/2012/2008 R2 Cluster, ODI, OBIEE, SQL Loader, Oracle Message Gateway, IBM MQ Series, DD Boost, RMAN, Erwin 7.3, TOAD, 13c Cloud Control, Avamar

**Fidelity Investments, RTP, NC**

**Nov 2020 – Apr 2021**

**Consultant Database Administrator (Part time)**

- Install & configure RDS and EC2 database instances for Oracle
- Migrate Oracle databases from on-prem to AWS cloud

- Migrate databases from RDS to EC2 Oracle database instances
- Install and setup Oracle Golden Gate on dedicated Golden Gate hubs in AWS cloud
- Setup bi-directional Golden Gate replication between Oracle databases in AWS cloud
- Trouble shoot database issues on AWS through cloud watch and OEM
- Application deployments in Oracle databases with bi-directional replication.
- Setup AWS RDS databases instances for PostgreSQL
- Migrate PostgreSQL databases by setting replication instances through DMS and EDB Migration portal

**Environment:** Oracle 12c/19c, PostgreSQL 12.x, Oracle Golden Gate, EM Cloud Control 13c, Golden Gate, RHEL

**Syngenta Crop Protection, RTP, NC  
2017**

**Nov 2016 – Jun**

***Database Administrator***

- Upgraded 11gR2 to 12c R2, converted non-CDB to CDB
- Data Center migration of 8+ TB Oracle Databases
- Install, setup and configure Big Data - MongoDB
- Install, setup and configure PostgreSQL 9.x
- Install, setup and configure MySQL 5.7.x
- Install, setup and configure MS SQL Server 2012 & 2016
- Configure Linked Server in MS SQL to connect to MySQL
- Migrated databases (Oracle 12cR2, MS SQL Server 2012) to local RTP Data center and AWS
- Install, setup and configure EM Cloud control 13c
- Install, setup and configure Oracle Golden Gate 11g & 12c
- Scripting and setup backup jobs for Oracle, MongoDB, MySQL, and PostgreSQL
- Setup and configure MongoDB Sharded cluster
- Created Backup, Recovery and DR strategies and tested
- Install, Configure and setup Db2 10.5 database instances on Linux
- Install, configure, setup and maintain IBM CDC between Db2 databases, extensive experience with troubleshooting of replication issues.
- Setup backups for Db2 with TSM directly onto tape
- User, roles, and security management of Db2 databases
- Upgraded Db2 from 10.5 to 11.5
- Implement backup and restore strategies for Db2
- Refresh non-prod database for application development use
- Restore and recover production databases due to critical failures
- Maintain databases versions by applying fix packs and service packs
- Setup Db2 for BLU acceleration features for Data warehouse applications

**Environment:** Oracle 12c/11g, MySQL 5.x, PostgreSQL 9.x, MS SQL Server 2012, MongoDB, EM Cloud Control 13c, GoldenGate, RHEL

**PNC Bank, Pittsburgh, PA  
2018**

**Oct 2016 – Oct**

***L4 Consultant for MySQL and Oracle clusters*** (Worked as consultant, task based)

- Setup and configured, and administered 2+ TB MySQL database servers with multi-master replication
- Two Bi-directional master replication with two DR replication servers
- Setup and administered MySQL High Availability Manager (MHA) for switchover and failover
- Installed and configured MySQL-multi to manage multiple MySQL servers on single host
- Install, configure and setup relay log purge to retain last 12 hours
- Install, configure and setup backups through MySQL Enterprise Backup (MEB)
- Successfully completed restore and recovery of replicated systems of MySQL 4-way replication due to data corruption
- Recovered master due data corruption with backups from slave servers

- Designed, code and implement MySQL account locking using connection\_control.so, event and stored procedure as this feature does not exist as of MySQL 5.7
- Designed and implemented TDE for MySQL replicated topology
- Implemented SSL encryption for MySQL remote connections
- Implemented MySQL utilities for setup, test, switchover, and failover
- Implemented CyberArk database requirement to manage CyberArk in MySQL databases.
- Lead MySQL design effort for standardizing Bank wide implementation of MySQL databases setup including security hardening, auditing, encryption in transit and at rest
- Worked in LoB team for supporting Oracle and MySQL databases.
- Completed many Oracle databases upgrade and datacenter migration to GF while working in LoB team
- Upgraded Oracle 11.2.x clusters and databases to terminal release
- Participate bi-annual Oracle patching for clustered and non-clustered 12c databases

**Environment:** Oracle 11 and 12c Cluster technologies, MySQL 5.6/5.7, RHEL, Solaris SPARC

**Guardian Life Insurance, NYC, NY**  
**2016**

**Jun 2016 – Sep**

**Senior DBA consultant**

- Completed Enterprise User Security by implementing database authentication through Oracle Unified Directory.
- Built databases for Guardian for its merged company through DBMS\_DDL, datapump and RMAN.
- Built Active DataGuard and setup SOP for completing these tasks
- Worked with UNIX admins for setting Veritas Cluster for HA
- Created SOP for cross-platform migration of Oracle databases from AIX to Linux
- Upgrade databases through cross-platform migration (AIX to RHEL) along with upgrade from 11g to 12c
- Successfully completed firm's quarterly DR
- Created purging scripts through shell, PL/SQL and SQL for databases based on retention period
- Setup and configure MongoDB Sharded cluster
- Setup backup and recovery for MongoDB clusters
- Install and configure Cloud Manager for MongoDB
- Setup cross-version GoldenGate for upgrade of Oracle 11g to 12c
- Install, Configure and setup Db2 10.5 database instances on Linux and upgrade older Db2 versions to 11.1
- Install, setup, configure and maintain CDC between Db2 databases, extensively worked on troubleshooting of replication issues.
- Migrate Db2 databases to Oracle 12.1 through SQL Developer using migration repository
- Setup backups for Db2 with TSM directly onto tape
- User, roles, and security management of Db2 databases
- Maintain databases versions by applying fix packs and service packs
- Managed Db2 databases and instances through ControlCenter, DBVisualiser & SQL Developer tools
- Installed and upgraded MS SQL Servers to 2012 in AWS
- Configured MS SQL servers in Idera and CMS
- Managed SQL Server database mirroring and Transactional Replication
- Setup ETL process through SSIS for transforming data from third party source into SQL Servers
- Install, configure, administer Delphix 5.0 for database virtualization for development and testing purpose

**Environment:** Oracle 12c/11g Active DataGuard, GoldenGate 12.1, AIX, RHEL, TSM DP, MS SQL Server 2012, ServieNow & Control-M, Delphix

**Daily Racing Form, NYC, NY**  
**2016**

**Nov 2013 – May**

**Senior DBA (Oracle, Sybase, MySQL & MS SQL Server) & CA ArcServer Backup Admin**

**Cynet Systems, Inc. HQ-21000 Atlantic Blvd #700, Sterling, Virginia, 20166**

- DBA managing all Production, QA & Development databases in 24\*7 environment running Oracle 12c/11g R2 with DataGuard, Sybase ASE 15.7 and Sybase Rep Server, MySQL 5.5.x with MySQL Replication and MS SQL Server 2005/2008 with Transactional Replication.
- Installed and configured Sybase and SQL Server plug-ins to monitor Sybase and MS SQL Server databases through Oracle EM Grid Control
- Migrated all RDBMSs (Oracle, SAP Sybase ASE, MS SQL Server & MySQL) to new Data Center and upgraded to higher versions.
- Installed and configured Oracle GoldenGate for cross-platform data transfer to and from Sybase ASE 15.7 to Oracle 12.1(ODA)
- **Oracle Database EE:**
- Installed and configured 12c multi-tenant Databases with Container database (CDB) and Pluggable databases (PDB)
- Designed solution based on application needs for Oracle, which involves Active DataGuard and RAC
- Setup and configure Real Application Testing (RAT) to ensure smooth upgrade from 11gR2 DataGuard Setup to 12c RAC
- Implemented Oracle Warehouse Builder (OWB) and migrated to 12c with separate Oracle Home as 12c does not support OWB, later upgraded to Oracle Data Integrator ODI.
- Extensively worked on RMAN configuration, Block Change Tracking implementation and troubleshooting
- Recovered database from block corruption and recovered accidentally deleted rows through flashback technology.
- Rebuilt Standby database as databases was out of sync due to missing archive logs
- Resource management configured using Oracle DBRM for optimum utilization of OS resources
- Setup backup strategies and implemented RMAN, logical backups and Flashback feature to achieve fault tolerance. Scheduled backup jobs through RMAN
- Configured various house-keeping jobs for alert log & listener log rotation and cleanup of old trace files
- Setup monitoring in OEM Grid control and manage warnings & alerts for all relevant Database metrics

**SAP Sybase ASE:**

- Install, setup, configuration, and administration of SAP Sybase Replication for MSA.
- Architected and migrated ASE 15.7, 2 site MSA replication setup to VCS active-passive HA
- Architected SAP Sybase ASE database setup for highly volatile business application. Designed solution
- Configured ZFS snapshot backups with 3rd node as for backup-only for highly critical application.
- Installed, configured, and administered Sybase ASE 15.7 and Sybase Rep Server 15.7. and upgraded Sybase ASE 11.9.2 to 15.7 and to 16.0
- Successfully recovered Sybase ASE server by rebuilding master database due to corruption caused because of secondary truncation point.
- Troubleshoot Replication Server issues due to data inconsistency & route failures
- Migrated database server from raw devices to file system through disk mirroring
- Monitoring and Performance tuning through Quest Spotlight and sysmon utility for optimization of database performance
- Sybase product license management

**MySQL:**

- Installed, configured, administered MySQL 5.5.x and 5.1.x database servers.
- Upgraded MySQL 4.x and 5.1.x to 5.5.x and 5.6.x
- Designed MySQL fall back solution which includes replication and a fall-back server in AWS with hourly snapshot refresh by connecting through AWS PEM authentication.
- Installed LDAP for authentication of MySQL servers
- Setup monitoring scripts for database server load with script to execute automated resolutions
- Setup MySQL Replication on 5.5.22 database servers for HA
- Extensively worked on Memory issues on different platforms like Solaris SPARC and Linux servers



- Installed and configured MySQL Enterprise Monitor for databases
- Extensive experience with various MySQL engines
- Installed and setup multiple MySQL servers on one physical / Virtual host
- Installed and configured Oracle GoldenGate for cross-platform data transfer to and from MySQL 5.6 to Oracle 12c

**MS SQL Server:**

- Installed, configured, administered MS SQL Server 2005/2008/2014 database servers.
- Architected as an interim solution for an application using MS SQL Server which is a mix of OLTP and DSS, this involves managing Isolation levels at session and database level.
- Setup up Transactional replication and database mirroring for HA
- ETL through SSIS from flat files into SQL server also into Sybase ASE. Extract data from e-commerce database into excel by using data conversion to mask credit card info
- Created Linked Servers to connect to Oracle database to successfully gather purchase transaction information
- Used OPENQUERY in Linked Servers for performance improvement by using driver to process filter predicates
- Troubleshoot transactional replication issues
- Upgraded databases from 2005 to 2008 R2 and 2014
- Restore crashed databases on to different host through Copy/detach/attach and through CA Arc Server backup
- Recovered databases from higher to lower version during Datacenter migration issues through SSMS task and generate scripts
- Configured databases in CA ArcServer and TSM for backup and recovery
- Successfully completed Datacenter migration project which involves modification of database architecture, cross-platform migration & Upgrade
- Implemented Transparent Data Encryption at file level and column level
- Performance optimization through SSMS execution plan management

**Db2:**

- Install, setup and configure Db2 10.5 databases
- Assist in capacity planning, space management and data maintenance activities for database system
- Setup and configure HADR for active/passive services
- Manage security, login, and permissions for Db2 databases
- Provide support to application team with deployments and performance issues
- Implement backup and restore strategies
- Refresh non-prod database for application development use
- Restore and recover production databases due to critical failures
- Maintain databases versions by applying fix packs and service packs
- Managed Db2 databases and instances through Control Center, DB Visuliser & SQL Developer tools

**Virtualization:**

- Created cloned copies of Oracle and Sybase ASE for Development and testing through Delphix
- Implemented data masking for databases with sensitive data

**Middleware:**

- Installed and configured and supported Oracle Web logic 11g. Configured connection pools, access controls and deployment schedules
- Installed, configured and managed complete stack of OBIEE
- Setup IBM Pure Data System for Analytics for PoC, loaded data from Sybase ASE for testing

**Environment:** Oracle 12c/11g R2, Data Guard, RHEL, Solaris SPARC & Intel, Oracle Warehouse Builder (OWB) and Oracle Data Integrator (ODI), Sybase ASE 15.7, Sybase Rep Server 15.7, Sybase Control Center, MySQL 5.5.x, MySQL Replication, MySQL Enterprise Monitor, MS SQL, Server 2014 through 2005, Transactional Replication, Database Mirroring, SQL Server, Management Studio, Tivoli Storage Manager Data Protection, CA ArcServer, JIRA



**Credit Suisse, RTP, NC  
2017**

**Mar 2010 – Sep 2012 & Jul to Sep**

***Assistant Vice-President***

- Primary DBA Managing 40 Production, QA & Development databases for OLTP & Data warehouse
- Setup strategies and prepare project plans for new projects' upgrade and backup activities
- Designed, Implemented, and maintained RAC & DataGuard on both ASM, OCFS & VCS
- Installed 11g RAC and created databases for 11g on RHEL/SLES Linux & Solaris
- Upgraded RAC & SI databases from 9.2.x to 10.2.x to 11.1.0.7 and from 32 Bit version to 64 Bit on RHEL & Solaris, also converted databases from 64 Bit to 32 Bit version.
- Upgraded databases across platforms (Solaris to Linux) of 10+ TB to 11202 through downstream capture using staging database
- Migrated databases from Non-ASM to ASM and vice-versa
- Configured databases for Transparent Data Encryption (TDE) with security wallet
- Configured database encryption for backups (RMAN and Data pump) and used encryption wallet and master key for security
- Configured SSL encryption for listeners and data in motion
- Install, configure, setup and maintain Shareplex replication tool
- Used data masking for certain sensitive column data while transferring to non-prod databases.
- Co-ordinate with UNIX SAs for configuring Databases in Active-Passive cluster through VCS and DR through BCV & SRDF. Carried out quarterly testing of cluster failover and DR failover through SRDF
- Partitioned tables based on range, list & hash methodology. Used dbms\_redefinition & exchange partition
- Planning, implementation, and reclaiming databases through Disaster recovery by implementing quarterly DR exercises
- Capacity planning for existing and new databases for Database size, CPU and memory
- **SAP Sybase ASE Administration**
- Server security administration of logins, users, roles, access
- Sybase ASE server backups and restoration, database backup and copy to Dev/QA servers
- Troubleshoot performance, blocking related issues for optimal performance
- Install and configure Sybase ASE 15.x on UNIX servers
- **MS SQL Server:**
- Installed, configured, administered MS SQL Server 2005/2008/2008 R2 database servers.
- Setup up Transactional replication and database mirroring for HA
- Performance tuning through SQL profiling
- New Server and Database build and refreshes
- Support day-to-day activities – Users requests, cloning, creation of new objects, modification to existing objects, code migration and data load etc.

**Environment:** Oracle 11g/10g, ASM, VCS, OCFS, Sybase ASE 15.x, Solaris, RHEL, SLES Linux, BCV, Veritas NetBackup, RMAN, RAC, Oracle Streams, SRDF, SQL Server 2005/2008/2008 R2

**YBP, Contoocook, NH**

**Aug 2008 – Mar 2010**

***Sr. DBA***

- Managed 35 Production, QA & Development databases for OLTP & Data warehouse of 800+ GB in 24\*7 environment running Oracle 11g/10g on RHEL and Windows servers.
- Configured database encryption for backups (RMAN and Data pump) and used encryption wallet and master key for security
- Used data masking for certain sensitive column data while transferring to non-prod databases.
- Designed, implemented, maintained RAC & DataGuard ASM, OCFS & File systems (ext3 & NTFS)
- Converted SI database instances to 2-node RAC Instances through manual process and "rconfig"
- Maintained databases at the latest patch level by applying quarterly CPUs and one-off patches. Applied patches in rolling manner to reduce downtime of cluster databases.

- Installed, configured MML BakBone NetVault server and client software & RMAN plug-in.
  - Setup backup strategies scheduled backup jobs through RMAN, BakBone NetVault(MML) & Datapump
  - Worked on 11g feature of “Active duplication” to duplicate databases which eliminates need to have a RMAN backupset
  - Worked with storage team for better implementation of NetApps storage devices for optimum performance
  - Implemented 11g secure logon, secure wallet, dump file encryption, tablespace encryption & RMAN backup encryption for added security
  - Worked on partitioning of tables for data warehouse operations for achieving faster response time. Partitioned tables based on range, list & hash methodology. Used dbms\_redefinition & exchange partition
  - Worked with CTX preferences, stop lists, word lists to create and maintain domain indexes for enhancing text-based search
  - **MS SQL Server:**
  - Installed, configured, administered MS SQL Server 2000/2005/2008/2008 R2 database servers.
  - Setup up Transactional replication and database mirroring for HA
  - Troubleshoot transactional replication issues
  - New Server and Database build and refreshes
  - Upgraded databases from 2000/2005 to 2008 R2
  - **MySQL:**
  - Installed, configured, and administered MySQL 4.1.x database servers.
  - Upgraded to MySQL 5.x
  - Configured database backups through mysqldump and cloned to non-prod servers.
  - Database tuning through my.cnf configuration parameters
  - Extensive experience with various MySQL engines
  - Installed and setup multiple MySQL servers on one physical / Virtual host
  - Documented technical processes and set up SOPs
- Environment:** Oracle 11g/10g, ASM, OCFS, RHEL, Windows 2003 Enterprise & Datacenter, BakBone NetVault 8.2/7.4.5, RMAN, RAC, DataGuard, 10g Grid control, NetApps storage, MS SQL Server 2005/2008

**Johnson & Johnson, Raritan, NJ**

**Mar 2007 – July 2008**

**Sr. DBA**

- Primary DBA for 65 Dev & Production databases for Data warehouse & OLTP environment running Oracle 11g/10g/9i/8i/8 on HP-UX and Windows servers.
- Setup strategies and prepare project plans for new projects, upgrade, and backup activities
- Involved in setting up and implementation of SOX and IAPP policies as per FDA guidelines
- Schedule backup and monitor jobs through Tivoli Workload Scheduler
- Installation, patching and upgrade. Upgraded from 8i to 9i then to 10g also directly from 8i to 10g.
- Database security and one-off patching through Opatch utility
- Lead DBA for Datacenter consolidation project for consolidating Johnson & Johnson’s 3 Data centers
- Analyzed various tools and methods for best use in Data center consolidation. Used IBM’s TDMF for replication at file system level (with alternatively presenting same SAN arrays for cut-over and cut-in processes) and RMAN Duplication of databases at database level
- Designed, implemented, maintained RAC, MC ServiceGuard and Oracle DataGuard on ASM, OCFS and file systems
- Developed shell/AWK scripts to automate database backups for user initiated, BCVs and RMAN directly to tape through Veritas NetBackup interface. Extensively worked on RMAN implementation and troubleshooting
- Capacity planning for existing and new databases for size, CPU and memory
- **MS SQL Server:**
- Installed, configured, administered MS SQL Server 2000/2005/2008 database servers.

- Setup up Transactional replication and database mirroring for HA
- User and Login management
- New Server and Database build and refreshes
- Upgraded databases from 2000 to 2005
- **MySQL:**
- Supported MySQL server databases for Installation, backup, restoration, trouble shooting
- Installed, configured, administered MySQL 4.x database servers.
- Configured database backups through mysqldump and cloned to non-prod servers.
- Setup monitoring scripts for database server load with script to execute automated resolutions
- Extensive experience with various MySQL engines
- Installed and setup multiple MySQL servers on one physical / Virtual host

**Environment:** Oracle 11g/10g/9i/8i/8, ASM, RAC, MC Service Guard & Data Guard, HP-UX, Windows servers, Veritas NetBackup, HP-Omni backup, BCVs, RMAN, MySQL 4.5, MS SQL Server, TWS, EM Grid Control

**COLT Telecom Group Limited**  
**2007**

**Jan 2005 – Jan**

**Sr. DBA**

- Installation, patching and upgrade of Production databases of size varying from 350 GB to 3.2 TB. Upgrade many instances from 8i to 9i then to 10g.
- Logical and physical design and implementation of databases
- Designed, Implemented and maintained RAC, MC ServiceGuard and Oracle DataGuard
- Improve database performance through tuning Oracle, and server resources like CPU and memory
- Capacity planning for existing and new databases for size, CPU and memory
- Managed version control through Serena (Change Management tool) and Mercury ITG (Configuration tool)
- **MS SQL Server:**
- Installed, configured and administered MS SQL Server 2000/2005 database servers.
- Performance tuning through SQL trace and profiling
- New Server and Database build and refreshes
- Upgraded databases from 2000 to 2005

**Environment:** Oracle 10g/9i/8i/8, RAC, MC ServiceGuard, HP-UX B.11.11, Linux 2.4.9, AIX 5.1, RMAN, SQL Back Track, Veritas NetBackup, PL/SQL, MS SQL Server

**General Motors Corporation, USA thru EDS**  
**2004**

**Jul 2001 – Dec**

**Oracle DBA**

- Successfully administered 22 Production, 66 Pre-Prod & ITL (Integrated Testing Lab) and 2 SDM servers in 24\*7 environment
- Installed and administered databases in OPS/RAC and HP-Service Guard architecture
- Logical and physical design of databases, Patching and upgrading of databases
- Cloned and refreshed databases from Prod to Dev through both logical (exp/imp) and physical refresh (restoration, recovery and control file recreate) methodology
- Developed backup strategies for databases and implemented RMAN backups to disk and also directly to tape through Tivoli Storage Manager. Implemented BCV backups for large databases.
- Tuning of Oracle memory, UNIX server CPU and memory for better performance
- WebLogic administration for versions 5.1

**Environment:** Oracle 8i/9i, OPS/RAC, RMAN, BCV, Solaris 8, HP-UX, Weblogic, Tivoli Storage Manager.

**Sun Microsystems, Newark, CA, USA**  
**2001**

**Nov 2000 – Jun**

**Sr. Backend Developer Oracle/Java/Sybase**

- Carried out requirement analysis and system study. Member of BPR team for setting up existing business flow to system and project design.
- Implemented MVC architecture of J2EE's model-2 by using Java Beans, JSPs and Servlets and developed Environment: Java Servlets, JSP, Java Beans, Java Script, Sybase 11.0, Solaris 7.0

**GOETZE GmbH****Jun 2000 – Nov 2000****Backend Developer/DBA Oracle/Java**

- Developed and implemented the project in WebLogic 5.1.0
- Installed and configured Oracle.
- Logical database design and data modeling. Developed Oracle procedures, functions and triggers.
- Query optimization, table re-organization and logical backup of frequently updated tables
- Used XML for updating data at client side in preparing production plans and SQLJ for retrieving the data from the Oracle 8i and displayed in JSP (Presentation layer)
- Implemented MVC architecture of J2EE's model-2 by using Java Beans, JSPs and Servlets.
- **Environment:** Java Servlets, JSP, Java Beans, Java Script, XML, Oracle 8i, Oracle 8i Lite, Solaris 7.0, WebLogic 5.1.0, Visual Source Safe

**Winmach Info systems  
2000****Jan 1999 – May****Backend Developer Oracle/Java**

- Carried out requirement analysis and system study.
- Installed and configured Oracle. Involved in logical design of the database. Completed physical design as per the OS file system architecture.
- Created user interfaces like Inbox, Send mail, Java Swing components JTable, checkbox, Message dialogue box etc. Created client socket and server socket for Java network communication using java.net package. Used multithreads at server end to receive multiple clients.
- Servlets are used for server-side programming and for presentation layer and Java script is used for client-side data validation. Implemented HttpSession for session tracking
- Java.io package used for communicating with the server for .txt, .gif. Implemented RMI for transferring Objects using Object Output Stream.

**Environment:** Java Servlets, JSP, Java Beans, Java Script, Oracle 8, WebLogic 4.5.1, Java Swing, Oracle 8, Networking (TCP/IP), RMI, Windows NT 4.0**P & O Nedlloyd  
1999****Mar 1997 – Jan****Oracle Application Development & Support DBA**

- Data modeling and logical design of database based on requirements
- Responsible in logical and physical design of databases
- Patching and upgrading of databases. Security and one-off patching through Owhat utility

**Environment:** Oracle 7.3/8.0, Developer/2000 and Windows NT**Joseph Powell****MySQL Database Administrator and Data Architect Expert**

Computer Information Technology Expert and Business Analyst with over fourteen years' experience in Web Development, Database Design, and Application Development. Uses practical computer knowledge with in-depth development on business, internet, and computer applications as well as analyses.

**Core competencies include:**

- MYSQLPostGres DBA / Performance Tuning
- LAMP, Php, and Ruby Expert

- SDLC Modeling and Analysis
- C/C++/C# Application Programming

### **Professional Experience**

**Robert Half (Legal Services), Austin, TX**

**Jan 2022 -**

**Present**

### **Principal PostGres Database Administrator/Application Engineer**

- Performed RCA (root cause analysis) for postgres databases and integrating LDAP into Postgres databases and Linux servers. Trained Jr. DBAs on best practices and troubleshooting of production issues. Set Up an India NOC (network operations center) team to handle ServiceNow tickets and issues overnight. Setup an on-call rotation system to facilitate 24-hour database readiness. Setup vertical and horizontal sharding of MySQL databases, and created database scripts to automate the monitoring of database errors and warnings. Developed playbooks for database improvement and increased security and cyber security. Utilized RedHat and Windows platforms to install PostGres databases, and modified the Posgtres Configuration Files.
- Created PHP script that detected issues before they became errors. Worked with monitoring/database tools: Toad, Datadog, Splunk, Tableau, Oracle Agent MySQL Monitor, Foglight for MySQL, Foglight for Postgres, Foglight for MSSQL. Performed Database backups, updated incident management processes and worked on Analytics and updated incident management tickets.

**Deloitte and Touche, LLP Atlanta, GA**

**Sep 2018-Jan**

**2022**

### **Sr. MySQL Database Administrator and PostGres Database Strategic Advisor**

- Provided Core Infrastructure database administration and NoSQL database administration. Installed, and patched older MySQL and MariaDB databases, and upgraded from MySQL 5.5 to 5.7 databases. Performed regression testing, and wrote automated scripts to extract nightly reports for analytics using BI tools, such as Tableau, Pentaho, and Microsoft Power BI. Worked with providing Method of Procedure and System Design Documents, when dealing with designing database, data flow infrastructure and creating standards and procedures for working with data flow and security. Worked with redis, docker images, and various infrastructure tools to increase site reliability.
- Used knowledge of MySQL, MariaDB, PostGRES, and NoSQL database systems to create ecosystem of data flow and database redundancy. Providing architecture of redundant, and highly available/highly scalable applications in Linux environments. Analyzed requirements, and assisted with infrastructure planning within multi-tenant, and multi-platform environments. Assisted with Applications administrations, while focusing on assisting with developing monitoring applications, notification applications. Worked as AWS admin for 3 years, transferring data from MongoDB, to AWS. Wrote SQL code to be stored in the Github repository and performed merges and rollbacks of any code that did not pass the SQL standards that I implemented.
- Performed continued development on assisting with protecting external applications. This is achieved through continuous infrastructure monitoring and creating cybersecurity design specifications, along with utilizing third-party monitoring tools. Migrated PostGres databases to Azure MySQL. Migrated MSSQL Database servers to PostGres, analyzed schemas. Used automation tools for data import.

**Serenova, Austin, TX May**

**2017-Sep**

**2018**

### **Sr. MySQL Database Administrator & Data Architect**

- Redesigned over 600 TB of MySQL databases and helped redesign the core application that directly interfaces with Fortune 500 clients. Created new schemas to utilize multithreaded kernels within Redhat Linux to allow ingestion of 3X consumption of data. Created process diagrams and presented the new updated schema designs to managers, along with regression testing results. Implemented new schema designs, along with data flow charts to show the flow of data between environments. Engaged in data forecasting with other users.
- Performed data migrations, backups, and recoveries, as well as designed the realtime failover system to facilitate 100% uptime for all critical MySQL and Cassandra databases. Integrated data analytics



with NoSQL technologies, such as MongoDB and Cassandra, and performed live upgrades on database systems with no downtime. Designed a hybrid system of MySQL database replication clustering and integrated Tableau and Pentaho analytics that pulled from S3 and Amazon AWS data warehouses. Performed 100% migration of 16 TB of data from Oracle environment into MySQL, Cassandra, and PostgreSQL environment. This involved 3 phases.

- Created a patent-pending replication solution that allows live schema changes and automatic failover during replication, similar to percona's tools. Worked in 24x7 on-call rotation while working with Engineering teams and datacenters in 4 countries.

**Hulu, Santa Monica, CA  
2017**

**Dec 2016-Apr**

**Sr. MySQL Database Administrator**

- Created, refactored and corrected errors within the MySQL Database infrastructure. Installed Replication Clusters and MariaDB Clusters on RedHat Enterprise Linux systems. Created a custom monitoring solution for over 600 MySQL instances that maintained customer information. Became the lead MySQL database administrator for the entire Hulu Enterprise. Oversaw every aspect of MySQL databases, including backup, recovery, recovery testing, disaster recovery protocols, performance tuning of MYISAM, InnoDB, BlackHole Database Engines. Rewrote C code to create a custom database engine to handle encryption within Hulu for sensitive client information.
- Designed a new database environment and schema to house new analytics projects and created nightly ETLs to transform data from our Informatica Warehouse.

**Tierpoint, LLC, St. Louis, MO/Los Angeles, CA  
2016**

**Jan 2014-Dec**

**Sr. MySQL Database Engineer and Database Policy Director**

- Maintained MySQL and MariaDB databases for over 1200 MySQL instances. Developed a monitoring system that alerts the NOC team and critical service team to respond within the SLA. Developed a patent-pending software product to monitor MySQL out of the box and can work between parallel and distributed systems.

**Apple, Inc Cupertino, CA/Austin, TX  
2014**

**April 2012 – Jan**

**Sr. MySQL Database Administrator, LAMP Expert, and Data Architect**

- Developed new strategies in the administration, management and monitoring of all MySQL database systems. Designed Apple website that monitored databases, sent automated alerts, and generated adhoc reports of user activity. Designed php/HTML5 front end and designed new back-end connector software for database administrators.
- Designed new schemas to ingest user data from Apple iPhones, Ipads, MacBooks, and Ipods. Designed new schemas to house then enterprise data using Oracle Enterprise manager and refined them using our internal proprietary schema modeling tool. Utilized other proprietary ETL tools, such as Pentaho and Rundeck to transform data and map them to foreign keys between other RDBMS systems. Created process diagrams for review with developers across teams.
- Managing MySQL in production, QA, and development including installation, configuration, backup, recovery, and upgrades. Data was several Terabytes spread across 879 databases and tables.
- Utilized Lamp Tools: Linux Apache MySQL PHP HTML Dreamweaver FTP/SFTP SSH
- Troubleshoot database-related application performance issues and recommend solutions.
- Understands complex database and server technologies.
- Advanced Knowledge in complex troubleshooting techniques at the server and database level.
- Diagnosing server problems and employing preventive measures to maintain high availability servers
- Experience with MySQL 5.0, 5.1 and 5.5 major releases.
- Postgres Database programming
- Highly Skilled Expert in writing perl and php scripts to monitor, track, and maintain databases.
- Responsible for implementing complex solutions to multiple clients, backing up, restoring, and replicating data for high availability. Note: This is a multi-million-dollar project that is being revised and refined by my role as implementer of this project.



**Dell Secureworks, Norcross, GA  
2012****Jan 2012 to Apr****Sr. MySQL Database Advisor**

- Mysql DBA contractor responsible for working with over 4 TB of data across over 140 databases. Responsible for designing a new monitoring application similar to nagios that runs on all windows systems in conjunction with Redhat Enterprise Linux systems to be able to monitor all systems.
- Created a .NET application that interfaces with mobile devices and Windows systems to gather and report statistics from multiple sources. Utilized WPF and C# Methodologies to allow interaction with non-windows platform databases and interacting with DLL libraries to produce interactive graphics for Management. Various members of management used these statistics to create analytical reports and change their marketing strategy based on rapidly changing data.

**Sunrise Telecom, Norcross, GA  
2012****Nov 2011 – Jan****Sr. Software Engineer/Architect**

- Principal Software Engineer for creating UI and software architecture for their newest line of cable testing equipment and meters. Interfaced with different systems using MYSQL Backend, and Firmware specifications on hardware equipment in different regions across the U.S.
- Coordinated programming efforts and led the Agile methodology design structure with Beijing, China, San Jose, CA, and Norcross, GA in order to roll new software interface products out to the UK, Japan and other regions. Developed new schema for increasing database productivity and modifying engineering specifications for ingress, egress, sweeps and other cable hardware and signal detection equipment, incorporating Scrum methodologies as well as constantly changing programming specifications to customize code with new customers.
- • Current Software Development: Ruby, C#/.NET, PHPCake, Linux RHEL 5.5 and 5.7 and MySQL

**Cox Communications, Atlanta, GA  
2011****Feb 2010- Jul****Sr. MySQL Database Administrator**

- Provided daily (24 \*7) operational support of IDS production database environment, including on call after hour support. Responsible for production MYSQL/Oracle database installation, configuration, and administration. Provided troubleshooting skill for customer's problems and resolving of issues and reporting on all Oracle related issues for both NT and Sun Unix/Linux systems. Coding using Perl, Shell (sh, bash, and ksh) scripts to maintain production oracle servers batch jobs. Coding pl/sql to implement customer's requirement. Managing MySQL/Oracle Networking environment including JDBC or ODBC, etc. Providing data solution for customers and being able to dump/load data using mysqldump, sqldr, imports, writing scripts, editing existing scripts.
- Responsible for creating dashboard and multiuser graphic analytics to understand and track customer buying patterns, database administration health, daily operations, and external internet operations. Performed database user audit and accounts management. Implemented data replication and clustering. Provided documentation both automated and manual.

**Thinksmart Software Company, Atlanta, GA  
Present****Feb 2009-****[Freelance Contracts]****Sr. Software Engineer / Project Manager**

- Designed web-based applications for remote access to databases. Became the lead R&D person for evaluating specs for database design and PHP/Perl scripts to directly interface with MYSQL and MSSQL databases. Designed new software modules in C# and .Net to deploy to multiple servers to gather information about server usage, TCP/IP access, concurrent usage by remote parties, and TCP/IP tunneling. Extracted XML data from VOIP devices to monitor packet usage and distribution. Designed an application to interface with VOIP devices through USB, Ethernet, and Wireless

connections and disseminate network data. Created web-based dashboard programs to monitor and extract data to compile into automated reports that were utilized by staff.

- Performed data mining of thousands of records, specifically using perl and C language scripts to traverse data sets. Developed conversion software to transform data sets from one database specification to another. (Oracle to MySQL, Mysql to IBM Informix, etc). Directed staff on projects that needed completing, and coordinated specific engineering projects between staff and various hardware engineering companies, including HITACHI and Panasonic. Developed specifications for 6 new product developments for distribution into the retail market within a 3 year cycle. Performed software simulation testing on devices for Network connectivity, software lifecycle, and product life.
- Designed GUI applications for Health Organizations to interface with the hardware to test individual components and redesigned hardware and software interfaces during the R&D lifecycle. Processed text indexes and files and performed load balancing on systems. Converted XML data sheets to engineering specifications and improved query efficiency by 65%.

**Panasonic Automotive Systems, Peachtree City, GA**

**May 2008 – Feb**

**2009**

**Software Engineer (Primary technologies: Oracle 9i-10g, Javascript, Perl, Agile, C#/.Net, SOAP)**

- Became the Lead Synergy web-based database administrator for Panasonic Automotive Systems (NYSE-Listed MC). Redesigned the Informix databases and added extended capabilities for over 672 users in Japan, the UK, and the U.S. Performed database tuning and back-end perl database programming on IBM Informix databases. Instituted a disaster-recovery plan for use when any database information is tainted. Followed SOAP specifications on communicating with different Operating System protocols.

**Rogers Communications of Canada, Montreal, Quebec (Canada)**

**Mar 2007 –**

**April 2008**

**LAMP/MYSQL Technology**

- Created an application using PHP, Perl and MySQL allowing over 400 clients to login, update their information, and upload materials via a web interface. Code was written with object-oriented methodology (OOP) allowing maximum code re-use, consistency and maintainability across different property types.
- Utilized GNU/Linux on the desktop to test web applications
- Used Tools like Access watch and Web sphere to track the usage of server resources, and created reports to present to management.
- Utilized Lamp Tools: Linux Apache MySQL PHP HTML Dreamweaver FTP/SFTP SSH
- Designed LAMP tools to track and recommend upgrades/changes to server
- Database Administrator (9 years using MYSQL)
- Managed inventory control for Point of Sale and customer sales database programs, utilized the acquisition and invoicing programs, and maintained MYSQL and SOLID database systems. Performed database queries, generated crystal reports, and performed data analyses on user-defined functions. Performed relational algebra, such as [SELECT] and [JOIN] along with quantitative analyses on data Matrices containing user data. Utilized SQL to manipulate data on various OS platforms to maintain systems. Performed maintenance tasks such as: updating and deleting table data, outputting new data to files, performing chart analyses, and appending to data sets.
- Utilized the MYSQL database to migrate data and sensitive information from customer databases dealing with local and government legal court cases in West Point, MS. Worked with a local law firm to update and backup confidential client information as well as create alternate forms of storage.
- Utilized Triggers to update information (such as number of cases, injury reports, fees, etc) that needed to be within certain ranges and updated when any changes were made to these fields. Also added and revoked privileges of other users. Also optimized performance on the network when files and data were accessed across indexes. Designed Databases and reformatted existing ones to contain more information (using CREATE AND ALTER commands), allocated disk space, and restricted access to authorized users.

- Created new databases and merged data with new data sets. Total number of databases monitored and tuned at any given time was 372 separate MYSQL databases. Maintained multiple instances of transient data and improved performance. Performed database tuning to increase database performance speed, and reduced the lag time within unix environments with perl scripts (perl scripts were used and written on a normal basis, because it is usually included with LINUX, UNIX environments because of performance benefits).

**Starkville Multimedia IT Consultants, Starkville, MS**  
**2007**

**July 2003 – Mar**

**IT Consultant for the State of Mississippi**

MySQL Database Administrator (4 years using MYSQL, Part of the LAMP environment)

- Managed web-based inventory control for Point of Sale and customer sales database programs, utilized the acquisition and invoicing programs, and maintained MYSQL and SOLID database systems. Performed database queries, generated crystal reports, and performed data analyses on user-defined functions. Performed relational algebra, such as [SELECT] and [JOIN] along with quantitative analyses on data Matrices containing user data. Utilized SQL to manipulate data on various OS platforms to maintain systems. Performed maintenance tasks such as: updating and deleting table data, outputting new data to files, performing chart analyses, and appending to data sets.
- Recommended computer IT/database purchases for the local governments in Starkville, MS, Columbus, MS, West Point, MS, and Tupelo MS. Performed various networking and Database tuning for West Point, MS information systems. Environment, MYSQL, and Microsoft Access, Microsoft Word, Microsoft Excel. Repaired networks systems by configuring network access data nodes, upgraded to newer versions of various Microsoft products as well as perform service calls. Utilized Java programs to keep track of customer information and report statistics. Interfaced PL/SQL with Oracle 9i databases to perform maintenance.
- Analyzed the SDLC (Software Development Life Cycle) of software systems and created maintenance plans for the upgrade, reuse, and modification of software programs. Designed User Diagrams to relate databases, objects, and various user code to model the specifications that were provided for various projects. Created reports of data and compiled them into readable, organized reports. Provided in-depth presentations and conducted hands-on training seminars for beginner users in the Microsoft environment.

**Satish Tippiarthy**

**Professional Summary:**

Over 12 years of experience in Database platforms. 12 years of experience as a Database Admin in DB2 LUW and 5 years of experience in Oracle and Snowflake as a DBA. Proficient as Replication Admin with knowledge on Replication, Event Publishing, QLIK Replicate and Oracle Golden Gate. Experience in full life cycle of database administration. Worked both as a development and a 24x7 Production Support DBA.

**DB2 LUW:**

- IBM DB2 Certified Database Administrator.
- Skilled experience in installing and configuring DB2 9.x, 10.x, 11.x versions and fix packs on UNIX, Linux or Windows operating system efficiently.
- Eternal knowledge in designing physical, logical and relational databases, development and maintenance.
- Worked on DB2 Federation server and established connections between DB2 and Sybase databases.
- Experience working with very large databases on Data Partitioning Feature (DPF) environment.
- Supported partitioned environment (DPF) with 32 node data ware houses.

- Proficient in IBM Replication and Event Publishing. Deep knowledge on CCD replication with Condensed and non-condensed types of replications.
- Proficient in QLIK Replicate (Attunity Replicate), moved data from Oracle database to different targets such as Amazon S3/Snowflake and Kafka using QLIK Replicate.
- Migrated Qlik Replicate from windows to Linux, upgraded Qlik replicate, QEM versions on windows and linux.
- Developed many reusable shell scripts for monitoring and performing daily and weekly tasks. Developed automated system for production BACKUPS, REORGs, RUNSTATS.
- Expertise in Backup, Recovery and rollforward techniques.
- Efficient professional in working with movement and maintenance utilities like move, export, import, look, runstats, reorg, reorgchk, rebind, and flush package cache.
- High skills in monitoring and performance tuning a database using snapshots and event monitors. Troubleshooting sql statements with the help of Explains, db2advise, db2exfmt schema changes and configuration changes.
- Experience in developing disaster recovery techniques in HADR (High Availability Data Recovery) using TSA and db2haicu.
- Efficient professional in working with various tools like SQL visual explain, DB2 Connect, Query Optimizer, Health Monitor, Snapshot Monitor, Event Monitors and DB2mon.
- Experience in using Federation setup to move data from DB2 SAP database to Oracle database using Qrep through nicknames on DB2 LUW pointing to Oracle tables.
- Extensive DB2 DBA and DB2 Connect experience with activities involving design, installation, configuration, requirements gathering, data modeling, tuning, security, backup, recovery and integration of database applications.
- Skilled in developing SQL queries, packages, triggers and stored procedures.
- Worked with third party tools like Fog light, Guardium, TSM, DDBOOST, Cyberark, Remedy, Toad
- Ability to work independently with very little direction.

**Oracle:**

- Experience as Oracle DBA (11g/10g) on different Linux and AIX, environments.
- Experience in Oracle Real Application Clusters (RAC) Installation, administration, troubleshooting and Performance tuning in 11g.
- Experience in performing Hot and cold backups with and without RMAN
- Experienced in troubleshooting traditional export/import and datapump export/import.
- Experience in configuring and working with OEM.
- Basic understanding and have some experience in using Oracle Golden gate.
- Implemented QLIK Replicate for replicating data from Oracle database to Amazon S3, Snowflake database and Kafka.

**Snowflake:**

- Hands on experience with Snowflake utilities like Snow Pipe, SnowSQL, zero copy clone, Time travel and Task etc.
- Deep knowledge Snowflake Multi-cluster size and credit usage.
- Used COPY/INSERT, PUT and GET commands for loading data into Snowflake tables from internal/external stage.
- Extensive knowledge on bulk loading and unloading data into snowflake tables.
- Proficient in working with Amazon S3 and Snowflake.
- Created various database objects like Snowflake tables, file formats, sequences, internal and external stages.
- Worked on streams and tasks to identify Change Data Captures.

**Certifications:**

- IBM Certified Database Administrator (DB2 UDB for LUW 10.1)

- IBM Certified Database Associate (DB2 10.1 Fundamentals)
- SnowPro Core Certified (COF-C02) by Snowflake.
- MongoDB for DBA – course completion confirmation from MongoDB University
- Datastax course completing for Cassandra Admin

### **Education:**

- Masters in Computers Science – California State University Long Beach, USA
- Bachelor of Technology in IT – Vidya Jyothi Institute of Technology, India

### **Technical Skills:**

Operating Systems	AIX 7.x/6.x, Solaris 10/11, Linux 7.x/6.x, SCO- UNIX 5, Windows 2K/XP/7
RDMS	DB2 UDB 8.1/8.2/9.x/10.x, Oracle 10g, 11g SQL Server 2000, Paracel 5.1 and 5.3
Cloud Database	Snowflake
Shell Scripting	Korn, Bash, Bourne, and C Shell
Languages	C, C++, Java, PL/SQL, Perl, PHP, Visual Basic.NET
Database Tools	ERwin, RapidSQL, DBartisan, Power Designer, BMC, Query Patroller, Event and Health Monitor, SQL Explain, Control Center, Information Integrator, AQT.
Application Servers	IBM Web Sphere 4.0/5.0/5/1, BEA WebLogic 5.0/6.x/7.x/8.1, MS MQ Series, Apache Web server

### **Professional Experience**

#### **SBPASC**

**Oct 2018 -**

#### **Present**

#### **Washington D.C**

#### **DBA**

- Service Benefit Plan Administrative Services Corporation (SBPASC) doing business as Federal Employee Program Operations Centre.
- DB2 Database administrator providing day to day support for development, user acceptance and production environments. This will include, but not limited to, SQL analysis, performance analysis and recommendations, database maintenance, security, developer support, management of Q-Replication processes.
- Installing, maintaining and optimizing Db2 LUW (on AIX) systems in high available configuration across multiple (Production, User Acceptance testing and Development) environments.
- Co-ordinating with Database Engineer, Solution Architects, Infrastructure Architects, Lead Big Data Architect/Engineer, Developers and Project Managers to maintain existing Db2 instances and databases, and support development teams.
- Establishing IBM Q Replication environments for both uni directional and bi-directional replication.
- Solid experience, from a database perspective, dealing with the following applications: WebSphere Application Server, HTTP Server, MQSeries
- Works closely with Mainframe database admins and Bigdata Admins to setup the replication data flow between Mainframe to DB2 LUW and to Bigdata Hadoop clusters.
- Involved in setting up Event Publishing to replicate the data from Mainframe to Hadoop using Message Queues and Event Publishing.
- Upgraded db2 on all servers from DB2 10.5 FP7 TO V11.1.4.4 using in place upgrades.



- Worked on setting up High Availability with HADR and TSA for automatic failovers
- Involved in setting up HA for MQ using hacmp.
- Involved in capacity planning and space management. Worked on space estimate and table space design to accommodate large amount of data in data warehouse environment with DPF.
- Creating new database objects and promoting them with releases and deploying the ddls using automatic process and Jenkins.
- Database monitoring using Snapshots, occasionally, statement/connection/transaction Event Monitor and Access plan analysis via EXPLAIN/EXFORMAT.
- Worked as Replication Admin and moving data from SAP DB2 to Oracle database using QREP and Federation setup and moved data from Oracle to different targets like Amazon S3, Snowflake database and Kafka using QLIK Replicate tool.
- Maintained Snowflake database objects, Roles, onboarded users onto Snowflake, created and maintained storage integrations.
- Created different warehouses to support replication from Oracle to Snowflake using Qlik Replicate tool.
- Involved in migrating tables from Oracle to Snowflake using Qlik.
- Created and used Snowpipes to move data from Amazon S3 to Snowflake tables.
- Created merge tasks in Snowflake to move data between CDC and main table every 10 minutes for a requirement.
- Created merge tasks in Snowflake to move data between CDC and main table every 10 minutes for a requirement.
- Created snowpipe for continuous data load.
- Worked on daily service now tickets for creating new roles and granting access as per development requirements for Snowflake databases.
- Used import and export from internal stage (Snowflake) vs external stage (S3).
- Good understanding on Snowflake integrations with other tools and used both Snowflake OAuth and External OAuth protocols.
- Environment: DB2 LUW 11.5, 11.1, 10.X, 9.X, Snowflake, Qlik 2022, IBM MQ 9.2

**Client: Freddie Mac  
2018**

**Apr 2015 – Oct**

**Reston, VA**

**DB2, Oracle and ParAccel DBA**

- I'm part of a Database Admin Operations team which provides support for DB2 LUW, Oracle and ParAccel platforms.
- Provided ONCALL support 24 \* 7 involving DB2, Oracle and ParAccel on a rotation basis.
- Maintains and supports DB2 UDB databases on Linux and AIX platforms including implementing DDL/DML changes, backup, cross node data restore from TSM server, schema copies, tuning SQL, performance tuning, table partitioning etc.
- Migrated and upgraded a multi tera byte DB2 database from ESE to AESE with the intention to use table Compression feature and achieved it without having a down time on application.
- Implemented HADR and setup TSA using db2haicu.
- Worked on patching and upgrading DB2 databases on standalone and HADR databases without down time on databases using failover technology.
- Implemented SQL replication on both table level and view based replication as per application team requirement.
- Worked on a critical data ware DPF with a 32-node environment involving around 20 TB data and testing to use DBBOOST backup technology.
- Created servers, wrappers, user logins and nicknames on federated databases to establish connection between DB2 and SYBASE databases and worked on replication between Sybase and DB2.



- Involved in capacity planning and space management. Worked on space estimate and tablespace design to accommodate large amount of data in data warehouse environment.
- Enabled native auditing on critical SOX databases for auditing purposes.
- Worked closely with Informatica team to optimize the batch jobs and monthly data loads process to minimize the batch period.
- Monitored Oracle instance performance, tablespace utilization, database objects, connectivity and database availability, validation of database backups, listener status and server space availability and maintenance.
- Refreshed Oracle databases using datapump utilities expdp/impdp. Troubleshooting expdp/impdp errors in RAC environment, configuring storage accordingly.
- Monitored the performance of the Databases and viewing Alert log files & Trace files.
- Involved in an Oracle RAC upgrade to 11g which uses data guard and Observer.
- Maintained ParAccel (Matrix) clusters on production and non-production environments.
- Worked on a failed disk replacements in ParaAccel and enabled the disks back in cluster once the disks are replaced by UNIX team.
- Involved in a ParAccel (Matrix) cluster upgrade from 5.1.1 to 5.1.3
- Experienced in working with restoring cluster to non-prod environment even with a different topology on non-prod environment.
- Environment: Red hat Linux 6.1, DB2 (Versions 9.7, 10.1 and 10.5), RapidSql, IBM Utilities, Data Studio, Java, Oracle10g, 11g and 12c, ParAccel (Matrix) 5.1.1 and 5.1.3

**Client: Credit  
2015**

**Dec 2014 – Mar**

**Research Triangle Park, NC**

- I worked as a DBA for an application DEV loan supporting all their DB2 databases.
- Worked on different version of DB2 UDB like 9.5, 9.7 and 10.1
- Worked on upgrading databases from 9.7 to 10.1
- Installation of Software and fix packs.
- Worked with development teams on projects and provide them assistance on database activities involved in it.
- Involved in ETL design, architecture, and performance tuning including load strategies.
- Worked on tuning around 20 stored procedures which had performance issues and yield better resulting using expln, db2exfmt and db2advis.
- Worked on Proof of concept for V10.1 testing
- Performed installs of DB2 software and builds of new instances; set up High Availability Disaster Recovery environment (HADR) for DB2 applications.
- Created multiple schemas over the database based upon the requirement from the application team.
- Worked on database tuning and query tunings and educating developers on optimal query writing.
- Involved in running REORGCHK, REORG, REBIND, RUNSTATS, LOAD utilities against the database
- Environment: RHEL – 5.x /6.x, DB2 EE V 9.5/9.7/10.1, Sybase ASE 12.5, Web sphere, AIX 5.x,

**Client: Freddie Mac  
2014**

**Aug 2012 – Nov**

**Mclean, VA**

**DB2 & Sybase DBA**

- I'm part of a Database Admin team which provides support for mostly migrating and upgrading databases in Freddie.
- Performed DB2 cross platform migration from AIX to Linux from AIX 9.5 to Linux 9.7

- Upgraded DB2 databases and clients from 9.5 to 9.7 and 9.7 to 10.1 on Linux platforms.
- Worked on installing SYBASE ASE servers on Solaris and Linux in 12.5, 15.0, 15.7 versions
- Performed Sybase cross platform migration from Solaris to Linux
- Worked on Sybase Replication server and Failover and failback scenarios.
- Developed and enhanced existing scripts to handle cross platform migrations efficiently.
- Designed and implemented database with partitioning features (DPF).
- Improved performance by converting tablespaces to multiple partitions with DPF.
- Experienced in working on restore/recovery on DPF environments.
- Proficient in creating servers, wrappers, user logins and nicknames on federated databases to establish connection between DB2 and SYBASE databases.
- Worked on setting up QReplication on few tables in UDB and table level replication on Sybase.
- Coordinated with the development team for coding static SQL stored procedures. Also coordinated with application team for SQL Optimization, SQL Analysis and Streamlining. Has experience working and analyzing with SQL Visual Explains output.
- Developed scripts to capture benchmarks for performance of database. Captured and maintained capacity planning reports including CPU, MEMORY, I/O, Disk Space, and Projected utilization based on future business requirements.
- Created Event Monitors and used db2explain and db2advise to troubleshoot Production issues in lower environments.
- Identified problematic SQL and optimized SQL queries that helped improve application performance.
- Automated scripts for having the backups of master, sysusers, sysprotects and sysalternates for each database every day.
- Developed script to export and load data across different platform using cursor on DB2.
- Monitored error logs, database space allocations and transaction log space allocations regularly.
- Used system catalog tables (SYSIBMADM tables) for administration and system monitoring.
- Supported multiple databases across multiple platforms responding to developers' issues.
- Helped in documenting all the SOPS for the team use.
- Environment: Red hat Linux 5.10, DB2 (Versions 9.5, 9.7 & 10.1 Fix pack 3), IBM Utilities, Data Studio, Java, Sybase ASE 15.0.7/15.0/12.5, Oracle 11g

**XCelsisus, India  
2010'**

**Jun 2009'- Jul**

**DB2 DBA**

**Responsibilities:**

- Created Event Monitors and used db2explain and db2advise to troubleshoot Production issues in lower environments.
- Implement backup and recovery strategies for databases based on business requirements.
- Performing the Point in Time roll forward from Online as well as Offline Back Up.
- Binding of database and creation of packages while Migration and Upgrades.
- Performing Reorg, Run stats.
- Changing the Database from Circular to Archival logging.
- Updating Instance memory and Database memory.
- Setting up of same Database in a QA and Development Region as existing in Production
- Export and Import and Load utilities for the setting up same references in Test Region as existing in the Production environment.
- Perform TSM setup.
- Retrieval of the LOGS and Database backups from TSM.
- Responsible for the coordination of DPF backups and recovery of databases depending on application requirements
- Managing Database user privileges (granting & revoking permissions after proper analysis & approval).
- Reducing the HWM using reduce max.

- Database and Server migration from 9.7 to 10.5
- Proficient in Optimization of SQL Queries by use of MQT and Staging Tables for better Read Operation.
- Providing ideas to reduce the time taken to perform the backup of large size database.
- Instance Move of the db2 instances for the shared environment.
- Setting up of Federation across RDBS platforms.
- 10.5 upgrades and applying Fix pack patch (rolling patch).
- Setting up of backup/restoring strategy of TSM.
- Day to day maintenance and support activity and Monthly changes in Infrastructure change window.
- Root cause analysis, Availability of 24\*7 during Issues and High Severity.

**Education:**

- California State University, Long Beach California State University, Long Beach
- Master's degree, Computer Science Master's degree, Computer Science 2010 - 2012

### **1.2.4 Help Desk Support**

#### **ANAND RIYAT**

##### **Experience**

**Ruckus Networks**  
**2024**

**April 2019 - January**

##### **Sr. IT Systems Analyst**

- Procuring and managing site assets/software utilizing SAP and Oracle
- Imaging of new PC systems for end users using MDT/PXE/USB media
- Creating and managing new/old AD user accounts in AD for new hires/existing users
- Travel to remote sites to help and assist with: Site Decommission/ISP Cutovers/Setup and configuration of new MDF/IDF rooms, racking and stacking equipment
- Incident/Request/Task resolutions utilizing Service Now for ticket tracking
- Maintaining the integrity and cleanliness of Audio/Video equipment in VC rooms
- Imaged, configure & deploy Mac, Window, & Linux systems.
- Used JAMF packages to unlock, monitor, image and deploy machines MacBook's.
- Providing executive support for high level meetings with CEO, CFO, SVP and VPs present
- Driving to off-site data center location and working with the Network team to rack/stack new equipment and making new connections
- Helping to resolve issues with VPN (Global Protect) and network sign on issues with remote work during the pandemic
- Placing PC orders for yearly PC Refresh projects from California to Nebraska, training contractors on PC imaging and L1 support for walkup users
- Purchasing of IT equipment and accessories for users with ticket approval
- Working with ISP Providers and NOC to troubleshoot issues with site internet and VC issues
- Working with the Microsoft O365 team to create new email aliases and DLs for special requests during projects/presentations

**Thermo Fisher Scientific**  
**2018**

**October 2018 - December**

##### **Desktop Support Services**

- Sole site support for 180 users
- Imaging of new PC systems for customers using SCCM
- Ordered new PC's and equipment for users when needed
- Used Service-Now ticketing system to maintain ticket queue per SLA guidelines
- Patched network cables in network room to activate ports at users' cubicles when needed
- Created tickets for users when need was urgent, and once issue was resolved, documented what was performed in order to resolve the issue in case of future issue.
- Traveled between two very different sites (Manufacturing/Office) and was able to learn and adapt to all users' needs and requirements at different campuses

**Broadcom**  
**2018**

**October 2016 - March**

##### **Desktop Support Specialist L2 Tech**

- Imaging of new and old systems on PC and Mac's using MDT/JAMF
- Fixing VPN issues on Cisco AnyConnect using OKTA/Symantec VIP
- Collecting and e-wasting EOL equipment once replacement has been provided
- Checking and assigning tickets in ticket queue every morning using ServiceNow
- Helping users set up and troubleshoot issues with Outlook with G Suite Sync for Microsoft Outlook
- Updating tickets on timely basis to resolve issues ASAP

- Providing remote support to users/techs at other sites using Cisco WebEx
- Help set up VC systems in conference rooms
- Helped migrate over 1000+ users to Windows 10 in San Jose, CA and Austin, TX
- Helped users resolve issues with Demantra in IE11
- Provided support to 400+ users at main campus
- Coordinated and provided support to Network Team on any network issues that arose
- Helped and provided support on network and local printing issues
- Helped test new rollouts of SEP, Cisco WebEx, PXE booting, Windows 10, SEE

**PayPal  
2016**

**March 2015 – May**

**Desktop Support Specialist L2 Tech**

- Image new PC's and Mac's using SCCM/Casper with standard company image for current users, new hires and interns.
- Installed MDM software i.e., AirWatch on mobile devices when needed.
- Perform chassis swaps, memory installation
- Investigate, diagnose and troubleshoot issues with end-users' laptops.
- Resolve issues in regards to Outlook, VPN, Operating System, Printers, Monitors
- Manage inventory and place new orders for campus inventory and stock
- Worked with Remedy ticketing system to work and solve assigned tickets in a timely manner
- Lab scan assets to assess what is in stock and what needs to be ordered.

**Nimble Storage  
2014**

**March 2014 – July**

**Desktop support technician**

- Stock room management/inventory assessment/organization
- Provided technical support to customers regarding server and switch/router installation
- Worked with customers to create efficient layouts of racks they own
- In charge of making sure tickets completed in a timely manner
- Replaced power supply/memory/CPU/HDDs in malfunctioning equipment
- Worked with hardware team to QA equipment and create outlines for replacement guides
- Made sure the data center lab was clean and organized. Provided support for when AC units went out and manually cooled data center.
- Imaged and installed various OS's that the user required.

**EMC Santa Clara  
2012**

**September 2011 – November**

**Desktop support Technician**

- In charge of handling the ticket queue supporting over 100 users.
- Racked and configured end user servers, installing as many blades/drives as needed, ran 1G and 10G connections back to the main router and helped users configure the port for access to their equipment
- Made sure that the data center was adequately cooled and all CRAC units were working properly.
- Handled the inventory and the ordering of appropriate parts needed for upgrades to existing equipment i.e., 10g cards, chassis swaps, memory upgrades. Proceeded to upgrade equipment once the ticket was assigned.
- Diagnosed network issues and managed space in racks for servers to be installed.

**Hewlett Packard Cupertino  
2011**

**October 2010 – April**

**IT Helpdesk**

- Took tickets from customers to rack and de-rack servers, switches, patch panels, and power strips as need be for new orders and testing purposes for customers.

- Prepared racks to be moved and/or shipped to a new location.
- Ran fiber cables and CAT5 cables using cable management to and from new and old devices that were to be hooked up to a network.
- In charge of making sure there was proper airflow around the server racks.
- Diagnosing any networking and cabling problems that arose on a customer's device.

**Telegent Systems  
2009**

**September 2008 – May**

**IT Technician**

- Created main test plan spreadsheets with Excel to broaden the number of features being tested concurrent with new software builds.
- Worked with high level executives to make sure that daily builds were working and that both analog and digital features were working.
- Worked with Windows XP, Windows Vista32, and Windows Vista64 in test modes adding devices to the device manager for unsigned testing.
- Drew up plans for newer features and added stability notes for future release builds.
- Took tickets from software engineers to look over and test bugs in the software.

**Stanford Hospital  
2008**

**April-June**

**Desktop Technician**

- Built, Deployed and repaired COWs (Computers on Wheels) for all of Stanford Hospital.
- Repaired HP laptops and COWs and upgraded older ones with new remediations.
- Dealt with and helped the Head nurses of every unit when EPIC deployment was in process.
- Responsible for installation, configuration, and ongoing maintenance and usability of desktop/laptop computers, printers, peripheral equipment and software.
- A lot of interaction with nurses and doctors regarding support for all client hardware/software incidents and service requests
- Re-imaged and repaired HP laptops with new software and operating system using Norton Ghost

**State Farm Insurance  
2007**

**April 2007 to September**

**Field Service Technician**

- Commuted from home to different State Farm agent offices located around the South Bay. 4 different offices a week.
- In charge of backing up older IBM servers and installing newer HP Servers, UPS Systems, and Network printing All in One device. i.e.: HP 7410
- Maintained the office network while the office was being upgraded so that email and printouts could be delivered on time.

**Skills:**

- Windows 7/10/11. Active Directory administration. OKTA Authentication. Microsoft Intune. Bit locker/File vault. Mac OS X. SentinelOne antivirus. CrowdStrike Antivirus. Mobile Support. Experience managing multiple desktop systems and servers. Incident tracking using Service-Now. Microsoft Office 365. Linux (Learning). Inventory procurement and management. Racking/Stacking. Desktop/Laptop Imaging. Rack Installation and Removal. Detail Oriented.

**Education –**

- Calaveras Hills High School – Milpitas, CA. HS Diploma
- CompTIA A+ certification – TechSkills, San Jose, CA.
- CompTIA Security+ certification (in progress)



## **BRIAN MEYER**

### **EDUCATION:**

- Santa Rosa Junior College: Philosophy Associate's Degree (Honors Society) 2014-2016
- Sonoma State University: Philosophy Bachelor's Degree (Dean's List x 2) 2016-2019 Graduated with Distinction

### **INTERNSHIP EXPERIENCES**

- Discreet Software, San Francisco, CA 2002-2003
- 3D Software Testing/ Quality Assurance
- Utilized Autodesk 3ds Max animation program
- Acquired Software-testing techniques for 3d applications
- Used testing methods for 3D graphic cards and related hardware
- Created a demo animation in 3DS Max at a school-to-career celebration
- Sonoma State Osborn Pervers Website
- Conducted research for website and interviews dealing with water information Give suggestions for aesthetics of website and information displayed

### **PAID EXPERIENCES**

#### **Sr. Lab Desktop Support**

**BioMarin via Zifo RND**

**March 2023 to**

**Present**

- Domain setup
- Lab equipment analysis
- Lab support
- Desktop support level 4
- Laptop provisioning
- Ongoing improvement and learning
- Leadership
- System admin basics and more
- Executive support

#### **Desktop Support / Tech Lead Level 4**

**Jazz Pharmaceuticals via Cognizant**

**July 2022 to March**

**2023**

- Asset management
- Service now
- Intune
- Provision PC and iPad
- Desktop/iPad support
- Remote support
- Continuously learning/growth
- New hire orientations
- Admin group Policy
- Domain
- Due admin
- Office 365 Intune admin
- Intune MDM

- Intune RBAC LEVEL2
- CDM copy data management and backup

### **Service Desk Technician 1**

**Shutterfly**

**May 2022 to July**

**2022**

- AD Manager, Office 365 admin center
- Mac/PC reimaging and whipping
- Jamf pro
- Azure and Intune
- Teams room
- Desktop support for Mac and PC
- Audio and Video set up

### **Desktop Support Technician 2**

**Salesforce San Francisco, CA**

**November 2021 to February**

**2022**

- Mac OS, Windows 10, Linux
- Desktop support for large company with 50 tickets per day
- Strong customer focused on speed response time with good communication Salesforce ticketing
- Google suit
- Asset recovery
- Asset provisioning
- Shipping and receiving
- CMD

### **Information Technology Support**

**Ghilotti Bros inc. San Rafael, CA**

**August 2019- July**

**2021**

- Great customer service orientation with every customer
- Desktop support for 500 employees with junior system admin experience Information Technology Assistant: mobile manager/end user support
- Terminations port panel, Laptop repair, PC domain control, Problem solving Provision new laptops, workstations, smartphones, tablets
- Evaluate current IT systems and procedures and make recommendations Hold Company-wide training sessions on common-used software applications Periodically visit regional/remote offices.
- Assist users needing help either in-person or using remote assistance tools. Manage 11 virtual desktops for each department and various software on the main server for application use
- Office 365 Admin
- Active Directory
- Azure admin
- Smartsheet Automations
- Mac OS, Windows 10 and 11 troubleshooting
- VoIP set-up and server application management for Vonage and polycom desktop phones Copy computer and server files for backup and recover from ransomware attack CMD

### **My own businesses**

**PC repair and support business Power Core PC**

**2012 to**

**present**

- Repair laptops, battery replacement, soldering ports, and upgrade ssd and hdd Helped various business and troubleshoot their hardware and windows-based software I teach the end user as I fix their problem
- Held classes by request on an hourly basis

### **Computer Lab Coordinator**

**Hilatrira Computer Learning Center, Tiburon, CA**

**2008 -**

**2012**

- Desktop support for large 30 plus computers in computer lab
- In charge of large computer lab, by enforcing rules and maintaining computer functionality Assisted many residents with computer problems with success
- Managed 5 Tutors and 1 part-time IT employee for an after-school program in the computer lab

### **SKILLS:**

- 50 wpm Word processing ·Computer software and hardware
- Natural problem solver ·Analytical thinker Interpersonal relationship skills, soft skills CompTIA A+

## **Johnny Anderson**

### **Certification:**

- MCSE - windows 2003 (Microsoft Certified System Engineer
- CCNA (Cisco) Certified Network Associate
- MCP WIN NT4
- A+ CompTIA

### **Summary of Experience –**

**Objective:** Looking for the greatest opportunity to work as an Endpoint Engineer I.

### **PROFESSIONAL HIGHLIGHTS**

- Expert in Imaging industry software, such as Norton Ghost, Microsoft MDT, Acronis True Image, StorageCraft, Paragon Software HDM, Acronis Snap Deploy 5
- Strong interpersonal and communication skills
- Work experience supporting large office environments with a wide diversity of staff
- Strong critical thinking and task planning skills
- Strong aptitude to learning new technologies
- Strong propensity to work in fast-paced environments with minimal guidance
- Able to understand computer hardware and other operating system's functions.
- Familiar with desktop imaging software.
- Familiar with multiple models of desktops and laptops.
- Having experience with help desk tracking systems.
- Having experience with troubleshooting network printers.
- Excellent communication and writing skills.
- Able to install equipment, wiring, machines and software programs.
- Able to work independently and under pressure also.
- Responsible for other duties as assigned.
- Hands on hardware installation including NICS, memory, video cards, etc.
- Experience with Remedy ticketing system.
- Experience with IBM Louts Note.
- Strong knowledge of GPO” Microsoft Group Policy”
- 5+ years maintaining Windows Domain

- 5+ years working with vendors on evaluating and purchasing new equipment and deploying them
- 9+ years direct communication in Engineering Support, serving more than 1,000 pc's (laptop/desktop) and 2,000
- 5+ years heading integration of labs during M&A, including travel and communication with different cultures and backgrounds.
- 5+ years professional work experience in a Windows / Networking environment.
- Extensive knowledge of Windows 9X / NT / 2000 / 2003 / 2008, Active Directory, VMware workstation and related technologies.
- 5+ years Netapp hardware and software including Filers and disk shelves.
- Expertise in administration of DNS, DHCP, File, Print, Active Directory, and Group/Security policies in an enterprise network environment.
- Demonstrated experience in project management, documentation, multi-tasking and strong attention to detail.
- Strong ability to identify, trouble-shoot, and solve LAN networking, systems and application technical problems.
- Knowledge of industry standard server hardware, storage arrays, virtualization, and backup systems.
- Possess excellent verbal, written, communication, organization and problem-solving skills. A willingness to work harmoniously in a team environment, with other departments as well as internal/external customers.
- Demonstrated ability to learn new skills, adapt to changing environments and work independently with minimal supervision.
- Organized and coordinated large and small lab moves.
- Platforms include WinNT, Win2K, WinXP, Win2K3, WinVista, Win7, Win8
- Hardware experience in Dell, IBM, HP, Toshiba, KVM, KVMoIP, Terminal Servers (Computone, Cyclades, Lantronix)
- Software experience with VMWare Desktop, MS Office, Ghost, Paragon Software, Citrix, Symantec's PCAnywhere, Dame Ware, VNC, Acronis, IBM Louts Note.
- Experienced with Install network hardware including CAT6, CAT5, CAT5E Cabling, hubs, switches and print servers

**Technology** Cisco routers, switches and firewalls, VPN Configuration, TCP/IP, IPX/SPX, NetBEUI, AppleTalk, Windows 2000, NT 4.0, Win9x, Win 3.x, DOS, IIS, MS Exchange, DHCP, Ghost

**Languages:** Greek, Turkish, English

**Education:** Seneca College, **Computer Engineering Technology** "Equivalent to Bachelor's Degree in US, Toronto, Ontario 1994- 1998

**Robert Half Technology - Pathways Health Care**

**Sep**

**2017-**

**Present**

**IT Support Engineer**

- Keep customers informed of progress during the issue lifecycle and make follow-up calls or communications in a timely manner.
- Assist team members and provide support and solutions to customer queries to meet company objectives.
- Maintain updated knowledge of company products and services to provide better customer support and service solutions.
- Tracked all issues and ensured timely resolution of problems, reducing response time from 24 hours to immediate
- Supported a wide range of remotely Desktop applications covering all technical aspects.
- Implemented company-wide use of Microsoft Office 2016, Windows 7, and Windows 10 and conducted training sessions for staff after utilizing project management institute practices for application deployment.

- Recovered lost and corrupt Microsoft Office documents saved both locally and remotely.
- Installed Cannon copiers, Xerox and Hewlett Packard printers including postscript drivers.
- Migrating user's Desktop and Laptops to Windows 10.
- Creating Windows image using Microsoft Deployment Tools (MDT)
- Developing standardized Group Policy Object (GPO)

**Seagate Technology  
2017**

**June 2016 - July**

**Support Engineer IV**

- Providing technical support to internal Desktop, MAC systems for hardware/software, applications, components and peripheral to all levels of the corporate staff up through C-Level Executives.
- Providing technical support for the audio/video infrastructure of the FRC event center and other large/medium/small conference room peripherals. Knowledge of ClickShare.
- Installing, configuring, and troubleshooting desktop systems, workstations and servers in a heterogeneous environment.
- Performing on site analysis, diagnosis, and resolution of complex desktop problems for end users, recommends, and implements solutions, including on-site repair for remote users as needed.
- Troubleshoot operating system issues.
- Support company network system TCP/IP LAN/WAN, wireless and network printer setups.
- Support mobile iPhone, and Android systems
- Maintain password security, data integrity and file system security for the desktop environment.
- Recommend hardware and software solutions, including new acquisitions and upgrades.
- Monitor Servicenow ticketing system and pursue timely resolution of all work orders.
- Maintain problem status/ resolution information in a database (ServiceNow).
- As a skilled specialist, completes tasks in creative and effective ways.

**Robert Half Technology - Bandai Namco Entertainment  
2016**

**Sep 2015- June**

**Desktop Support Engineer**

- Provided Desktop Support troubleshooting Windows 7, VPN, Office 2010, Office 365, virus and malware, software driver issues, as well as hardware and software compatibility issues for individual professional & personal clients.
- Install and setup FileMaker Server and client version.
- Setup Database on FileMaker Pro, managing users' rights for DB.
- Configure consumer cable modems & routers
- Provide consultation & installation on PC, Apple, hardware & software purchases.
- Provide assistance on Apple, Android, & Windows based tablet & phone configurations.
- Deploy Print Server configurations for most clients.
- Asset management using File Maker Pro.
- Deployed Windows 7 image with included performance applications to hardware for new employees.
- Created Active Directory accounts for new employees.
- Administered Microsoft Exchange 2007 by repairing mail account profiles, recovered lost or damaged user mail account info.
- Delegated rights to approved users, applied update and upgrades when necessary.
- Creating, Modifying, and removing Active Directory Accounts.
- Configure HP Switches and Routers for Client Configurations.
- Cisco VoIP Phone Configs and Installs.
- Provide Hardware and Software purchasing solutions for clients
- Manage several Windows 2008 Small Business Servers

- Visit client sites for conflict and/or technical problem resolutions
- Exchange server for mail hosting
- Provide full support for Group Wise mail hosting client
- Initial installation of iPad, & iPhone including backup and restoring to Exchange client
- Initial installation, setup, and administration of all mobile devices to Microsoft Exchange Server
- Initial setup of Cisco VoIP Phones using Cisco Call Manager

**Experis IT - Santa Clara Superior County Court  
2015**

**Sep 2014- Sep**

**Desktop Support Engineer**

- Provided technical support, including identifying problem incidents with their subsequent resolutions.
- Assisted Superior Court personnel with desktop / laptop operation, including both hardware and software – Provided employee training and instructions (through presentations) regarding basic operation of software and hardware, technical support and quality standards.
- Supervised and performed installation of new IT network equipment and system software.
- Administered creation of IT accounts and computer systems and offered support.
- Updated management on a regular basis through reports and presentations and via email.
- Maintained company peripheral network devices regularly, including printers and scanners.
- Tested the IT networking systems, monitored the performance of network servers and maintained firm's computer systems.
- Ensured functionality of desktop systems throughout departments through frequent evaluations and routine maintenance.
- Planned and executed routine repairs and system upgrades.
- Made use of help desk systems to prioritize work-load and update queries and calls.
- Documented and maintained supply of all required inventory

**Experis IT - Wells Fargo & Co  
2014**

**Oct 2013 - Sep**

**PC Support**

- Provide PC/LAN support.
- Creating Windows 7 Image and deploying through the networks, using MDT.
- Applying Group Policy, for individuals, and OU. "Organization Unit"
- Managing Public "Kiosk" Group Policies and Workstations
- Repair / Image / Laptop, desktop, Printers as needed.
- Providing support for problems and change tickets for server support operations for work involving problem determination and implementation of changes to hardware, software, applications or network systems
- Uses specified systems and diagnostic tools to troubleshoot desktop, laptop, and peripheral hardware, software, applications, operating systems and related network problems for individual users and resolves basic to moderately complex issues or escalates as needed.
- Completes work orders and move/add/change requests with general direction, including patches, upgrades, software deployments, installations, repairs and preventive maintenance on desktops, laptops, servers and related systems and completes documentation.
- Assist in the installation and configuration of voice and data equipment. Provides training and technical assistance to users. Participates in testing, implementing, maintaining and controlling PC/LAN systems.
- Understanding BCP, quality, security and compliance requirements for supported areas and analyzing the impact of technical alternatives on the systems environment.
- Assists in testing the business continuation plan.



- Hands-on, in-person deployment, imaging, configuration and support of PC hardware and peripherals. Deploying Windows XP and Win 7 Operating Systems using Microsoft Deployment Center. (MDT)
- Provided guidance to customers around Windows XP to Windows 7 migrations using SCCM, Microsoft Deployment Toolkit (MDT), and User State Migration Tool (USMT)
- Microsoft Office 2007 and 2010 applications, including Word, Excel, PowerPoint, and Outlook.
- Network communication standards and protocols, including TCP/IP, DNS, and DHCP.
- Active Directory including configuration of user profiles, machine objects, security groups, and group policy objects.
- Remote setup and support of PC hardware and software solutions including proficient use of remote access applications.
- Data security issues and solutions, hard drive encryption, data preservation and recovery.
- Installing, configuring, and managing network printing assets including MFP devices.
- Deployment and configuration of Blackberry handheld devices.
- Working skill in MS Word, MS Excel, MS PowerPoint and MS Outlook
- Creating MS Excel spreadsheet to keep track of Wells Fargo Equipment's, such as Laptops, Desktop, Printers, MFC printers, Software, etc.
- Experience in SCCM Administration, deployment, packaging, network inventory, installer and network designing.
- Experience Implementation of SCOM Server and Management Packs
- Experiences with Xerox, HP, Printers and MFP Printers.
- Experience and knowledge of storage area networks (SAN), local area networks (LAN), data warehouses/centers, and disaster recovery.
- In-depth understanding of operating systems, servers, and enterprise applications, as well as their compatibility with storage architecture, business goals, and technology strategies.
- Proven background in disaster recovery and backup, including data replication at remote locations.

**Robert Half Technology - Financial Engines**  
**2013****Jan 2010 – Oct****Desktop Support Consultant**

- Installs, configures and upgrades operating systems and software in a Windows environment, using standard business and administrative packages
- Deploy Windows 7 on desktops and laptops, using Microsoft Deployment Toolkit (MDT) light touch
- Software installation via LANDESK.
- Responding to all users' ticket by using Track-It system, email and giving ETA.
- Installs, maintains and troubleshoots agency network systems and related peripheral equipment; performs basic network administration and security functions ensuring system integrity and security
- Installs, assembles and configures computers, monitors, network infrastructure and peripherals such as printers, scanners and related hardware
- Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required
- Acts as a technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of information and advice; implements solutions or notifies outsource providers as required
- Assists with the planning, design, and research of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology and assists the IT Manager and Network Administrator III in recommending modifications as necessary.

**Intellect computers System, Toronto, ON**  
**2010****Sep 2008- Jan****System administrator / desktop support**

- Profound knowledge of financial services and asset management

- Highly skilled in asset management, tools, and reporting
- Working skill in MS Word, MS Excel, MS PowerPoint and MS Outlook
- Ability to achieve operational and financial goals identified in business plans.
- Ability to write and develop internal policies and procedures
- Performed all record keeping and documentation tasks
- Managed and maintained various documents regarding asset management.
- Controlled expenses within the established operating budget.
- Senior Network Engineer III for the cooperative planning and engineering of multi-faceted implementations of new E-business focused Install, maintain, and troubleshoot the computer system at ICS.
- Ensure data integrity of nightly backups.
- Troubleshoot, create & install any software programs that will enhance operations of the ICS
- Setup, manage and support customers IT infrastructure which includes servers, PC's and network hardware

#### Project Accomplishments

- Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required
- Acts as a technical resource in assisting users to resolve problems with equipment and data; staffs a centralized help desk to facilitate exchange of information and advice; implements solutions or notifies outsource providers as required
- Assists with the planning, design, and research of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology and assists the IT Manager and Network Administrator III in recommending modifications as necessary.

#### **RHT (Robert Half Technology)**

**Jan 2006 - Aug**

**2008**

#### **Desktop Support Consultant**

- Assisting Network Administrator to maintain servers.
- Using the Active directory administrative tools
- Install and maintain Windows XP/Vista on the end user's PC and laptops using Norton Ghost and BartPE/WinPE
- Helping users to solve their laptop and printing problems.
- Using Track-IT, Remedy, nTrack for ticketing issues.
- Using Remote Desktop Connection, Dame Ware, Symantec's PCAnywhere, and VNC.
- Repair and setup laptops and desktop.
- Deploy the new system and setup user new profile and all network connections.
- Reply to all assigned tickets and report to the Administrator.

#### **PMI (Private Mortgage Insurance) Walnut Creek, CA**

**Oct 2005 - Jan**

**2006**

#### **Desktop Support**

- Hardware refresh, project.
- Install and maintain operating systems on the end users PC and laptops using Norton Ghost.
- Configure the user needs based on the application and software.
- Interview and communicate with users regarding their profile.
- Using data transfer to back up their profile to the network. (i.e., Outlook Archives, doc, and all other applications).
- Deploy the new system and setup user new profile and all network connections.
- Using, Remedy for ticketing issues

**Alfa Micro Technology, Toronto, ON  
2005**

**September 2003 - July**

**Networking and PC Support**

- Install, maintain, and troubleshoot the computer system at Alfa Micro Technology.
- Provide help-desk service to all networked users.
- Ensure data integrity of nightly backups.
- Maintain Alfa Micro Technology database and applications.
- Troubleshoot, create & install any software programs that will enhance operations of the Alfa Micro Technology.
- Setup, manage and support customers IT infrastructure which includes servers, PC's and network hardware

**The Tanksley Group, Inc. / Xerox USA, San Jose, CA  
2003**

**July 2000 - June**

**Computer System Support**

- Install, maintain, and troubleshoot the computer system at Alfa Micro Technology.
- Provide help-desk service to all networked users.
- Ensure data integrity of nightly backups.
- Maintain Alfa Micro Technology database and applications.
- Troubleshoot, create & install any software programs that will enhance operations of the Alfa Micro Technology.
- Setup, manage and support customers IT infrastructure which includes servers, PC's and network hardware

**XEROX Canada, Toronto, ON  
2000**

**July 1999 - June**

**Desktop Support**

- Team leader, responsible for the laser printer's technical escalation
- Assisted in the launching of new copier and fax models in the market.
- Handled electromechanical troubleshooting of a wide variety of copiers and laser printers such as 5012, 5014, 5028, 5034, 5052, 5051, 5380, and 5325 mid-volume copiers as well as the 1025 family, and the 4010, 4505, 4508, 4517, and 4520 laser printers.
- Troubleshoot Internet/Remote Connectivity such as Proxy Server, RAS, ADSL, ISDN, wireless networking, Terminal Server, fax server
- Software and Hardware migration, disk imaging/cloning, system/resource optimization/RAID.
- Microsoft Exchange 5.5 / 2000 Administration

**Teletech Canada, Toronto, ON  
1999**

**Feb 1999 - Nov**

**Field Technical Support & Customer Care Consultant**

- Assist the customers on line for the technical issues and troubleshooting on the phone line.
- Setup and configure Internet connection on the line for the IE4.0, IE5.0, and Netscape navigator.
- Setup the Mail, Outlook express, Internet mail and Microsoft outlook, Microsoft Exchange server
- Help the customer for reading their bill and account adjustments

**Aegis Manufacturing Inc, Ajax, ON**

**May 1997- Feb**

**1998**

**Technical Support Representative**

- Focused on interpreting and resolving technical questions, troubleshooting problems, and investigating system interruptions.
- Communicate with the LAN Information Technical department for hub problems, IP conflicts, and provisioning or binding and modem frequency issues.
- Troubleshooting responsibilities include converting Version 2 to Version 3 customers to DHCP and Proxy configuration from static connections.
- Solve network card, modem, browser, email and software connectivity issues.

**Computer 2001, Toronto, ON**

**May 1996 – Dec**

**1996**

**Technical Support Representative**

- Advised on future computer system purchase, setup software, implementation, and feasibility.
- Computer 2001 Customer Service, Sales and Technical Support
- Upgraded the IBM PC's based on product suggestions and troubleshooting solutions.

**Computetech Services Inc, Toronto, ON**

**Feb 1995- Mar**

**1996**

**Systems Installer Support**

- Software training on WordPerfect 6.1 for Windows and Microsoft office 6.0
- Hardware training on PC Motherboards, different hard drives, video cards, fax modems; jumper settings, etc.
- Upgraded PC's based on product suggestions and troubleshooting solutions (CD-ROM, motherboard, sound card, fax modem, controller cards, etc)

---

**1.2.5 IT Service Continuity Analyst**

---

**Frantz Joachim, CBCP****PROFESSIONAL SUMMARY:**

Global Business Continuity Specialist / Disaster Recovery Consultant Expert with working knowledge experience that goes beyond twenty years. Combines technical knowledge with Business Continuity Specialist, Project Management and Risk Management to successfully develop and integrate technologies to support broad-ranging operations and organizational needs.

**SPECIALTIES:**

Senior Global Business Continuity Specialist/Manager & Planner, - IT Disaster Recovery & Risk Management Specialist, - Business / IT Risk Management Specialist, - Project Manager, - Senior Business Continuity and Disaster Recovery Consultant, - Internal Audit – Subject Matter Specialist

**EDUCATION / PROFESSIONAL DEVELOPMENT:**

- ISO 22301 – Lead Auditor, BSI - Certify Business Continuity Planner-CBCP, DRII - BS IT/Computer Science, National University, Mission Valley, CA - Essential & Master Project Management, Villanova University, Villanova,
- PA - Six Sigma Green Belt – Information Technology, Villanova University, Villanova, PA - Oracle 8i/9i DBA / Developer, California State University, San Marcos, CA - Logistic Management, United States Marine Corp, Camp LeJeune, NC

**JOB SKILLS:**

- Business Continuity Manager, Disaster Recovery, Crisis Management, Risk Assessment Analysis, LDRPS 9 & 10, BIA Professional, Master Project Management, Six Sigma Green Belt – IT, ITIL, Ops Planner, ISO17799, ISO22301,
- ISO 27001/27018, Sarbanes Oxley, GxP, ServiceNow, Zerto, Fusion, Archer BC Systems, PowerBI, SharePoint, Strategic BCP / ResilienceONE, Fusion, Archer, MetricStream, SOC2 Type2, NIST-SP800, FISMA, FedRAMP, FIPS, HIPAA Compliance, Read & Speak – French, Oracle 8i/9i PL/SQL, PowerPoint, Word, Excel, Access, Project Management, Visio, Control-D-M-O, TSO, JOB TRACK, MVS OS/390

**MILITARY:**

- Honorable Discharge, U.S. Marine Corp - Good Conduct Medal - Meritorious promotion for Excellency

**PROFESSIONAL EXPERIENCE:****Depository Trust Clearing Company (DTCC),  
Sr Business Continuity Analyst, Tampa, FL  
June 2018 – Present**

- Independently manage the business continuity lifecycle including governance, planning, testing, education, metrics and reporting.
- Governance Represents the business continuity management (BCM) area within internal groups as required.
- Recommend changes or additions to the business continuity plan as appropriate.
- Planning and lead cross functional teams of plan coordinators comprising both internal and external personnel.
- Review, assess and update the recovery plans for assigned areas based on required elements in Fusion.

- Utilize ServiceNow to obtain server configuration, IP and other information to update DR documents.
- Manage crisis management framework based on time zone coverage and provide timely updates to global leaders.
- Work with individuals at all levels as a critical member of site-based and global crisis management teams.
- Coordinate special projects as needed in relation to the expansion of the DTCC business continuity program.
- Assist with the global business continuity related testing and desktop exercises Lead regional crisis management exercises Education Support and monitor ongoing staff education and development in effective risk management.
- Assist in the construction of a program to educate business continuity coordinators.
- Develop and administer business continuity and crisis management training across the business and portfolio as required.
- Manage risk reporting process for assigned portfolio and location.
- Maintain all business continuity and crisis management related documentation for review by internal and external auditors and regulators.
- Define and document best practices and strategies regarding application deployment and infrastructure maintenance in AWS
- Forward-thinking with regard to risk assessment and potential.
- Utilize appropriate subject matter expertise to analyze third party risk elements in support of due diligence requirements.
- Formalize third party risk control levels, requirements, and ownership for on boarding and monitoring. Collaborate with internal partners to promote awareness, transparency, and extend third party risk management and monitoring efforts consistent with industry best practices commensurate with risk
- Lead and Develop and present risk metrics related to strategy and program changes related to the third party risk management process.
- Third Party Risk Analysis - Review and interpret vendor due diligence materials (e.g. security control questionnaires, SSAE16 SOC's and supporting vendor control documentation) against the internal information security control frameworks. Assess security control effectiveness in the context of business needs and practices.
- Identify security risks and potential controls for mitigation. Identify potential business impacts from security related issues.
- Coordinate and track remediation efforts of identified risks. Serve as point of escalation as subject matter expert when relationship challenges are presented that may warrant broader vetting across risk areas.

**Regeneron / Xoriant,  
Site Disaster Recovery Analyst, Albany, NY  
October 2016 – March 2018**

- Provided subject matter expertise and management level oversight and governance for all DR related activities.
- Ensured that all corporate-defined DR standards and practices are being followed at a site level and adjusts approach, as needed, based on any unique business challenges or strategies at their respective location.
- Led site-wide DR Planning tasks and activities such as BIA, DR Remediation, Testing, and Production Recoveries by working closely with the local business unit management teams, Information Technology, Quality Assurance, and other key stakeholders who participate in IT system implementation, management, and support activities in Zerto.
- Supported the Corporate DR Director and assists with other DR site leads to develop and enhance DR practices that are applicable across all sites.



- Under the direction of the Corporate DR Director, developed and maintained any unique site requirements that pertain to the specific business operations at a particular site.
- Represented the DR Team in support of site level processes such as major incident, disaster declaration, and system recovery at their respective site.
- Led site level and corporate support teams in the recovery from actual disasters occurring within their site.
- Provided local governance and support for internally developed best practices and processes defined in DR Planning and related Policies and SOP's.
- Helped identify when approved Policies and SOPs need to be modified or enhanced based on changes within the business or technical environments.
- Steered the DR Team, local SMEs and QA to define suitable changes to established process and procedures, Policies, and SOP's Provide oversight and support for proposed site level changes that impact existing DR strategies such as those impacting Data Center facilities management systems, major changes to IT infrastructure design, changes to network carrier services, and/or localized facilities expansion and relocation plans.
- Worked with local business management teams and leverages BIA methodologies to facilitate business process identification and assesses risk and impact associated with downtime using standard impact criteria.
- Aligned system recovery requirements and levels of DR planning based on the BIA output.
- Served as DR liaison for the local PMO and project teams to assist in DR planning within projects and new, or replacement, system implementations, upgrades, etc.
- Supported activities such as requirements gathering, DR design and architecture, DR documentation, and recovery testing.
- Assigned additional DR Team resources to assist local project teams as needed.
- Attended planning and project meetings, as needed, to support and facilitate DR Planning activities and defined best practices within IT and other corporate initiatives.
- Assisted teams with DR planning requirements specific to GxP controlled environments and works closely with local QA representation to modify or refine existing GxP processes.
- Led the DR Testing Program at the respective site including the planning and execution of system recovery tests, tabletop exercises, and large-scale failover and failback tests. Identifies issues with executed recovery tests, creates test summary reports, facilitates post-mortems, and schedules re-testing when needed.
- Helped identify capability gaps at a site level and leads DR remediation activities when needed.
- Adjusted system recovery targets based on changes in BIA or other business priorities and objectives.
- Supported and provided technical oversight to local Tech Writing resources responsible for the creation of DR documentation.
- Supported the integration of third-party DR services, such as Verizon, for their respective site.

**Depository Trust Clearing Company (DTCC),  
Internal Audit - Subject Matter Specialist, Tampa, FL  
June 2013 – May 2016**

- Led BIA, BCP, BCM Governance and Crisis Management audits or focused reviews; implemented initial crisis management program and trained various departments on roles across the company.
- Maintained regulatory awareness and compliance as well as key policies and procedures related to risk assessment and audit planning, fieldwork, and reporting, including work paper documentation.
- Advised management on risk and internal controls, emerging risks, and industry best practices by providing deep and specific BCM expertise areas.
- Identified and mitigated risk, such as credit, market, liquidity, operational, legal, compliance, technology, and systemic within BCM areas of responsibility.

- Assessed existing processes and recommended new ones that most effectively anticipate, manage and reduce risk to DTCC and its participants.
- Demonstrated behaviors and competencies that create risk management mindset in organizations.
- Consulted Internal Audit management how best to examine BCM and test key controls.
- Provided deep and specific BCM expertise in one or more subject areas to help advise management on risk and internal controls, emerging risks, and industry best practices.
- Developed and maintained relationships with individuals in the incumbent's areas of expertise, both inside and outside DTCC.
- Took ownership for identifying and mitigating risk, such as credit, market, liquidity, operational, legal, compliance, technology, and systemic, within assigned areas of responsibility.
- Strengthened DTCC's controls over risk, and comply with corporate initiatives, such as the New Initiatives Process (NIC), Management Self Identification of Audit Issues, Management Representation Letters, and Operational Risk & Control Self Assessments (RCSA).
- Continued building expertise in one or more areas, and identify ways to share BCM expertise with other team member
- Monitored and reviewed IT DR continuous improvement and provided recommendations for after-action reviews.

## **ACCENTURE,**

### **Business Continuity / Disaster Recovery Sr. Consultant, Tampa, FL**

**Mar 2010 – Jun 2013**

- Helped and led multiple clients by developing and implementing corporate-wide business continuity programs where I conducted various assessments to complete impact analysis and gaps remediation.
- Developed multiple crisis and emergency management teams to respond to various threats and developed corresponding crisis management plans and trains identified accordingly.
- Managed Information Security activities within the Risk Management Framework (RMF). Create the Resilience / High Availability Testing Framework and Assessment Methodology.
- Managed specific areas of design/development and supported client workshops in this area.
- Documented high level strategy recommendations for corrective actions and high-level steps required to remediate gaps found with the Resilience / High Availability Assessment based on Industry and Best practice.
- Developed a new program tool for the BCM practice while ensuring that risk assessment, gap and impact analysis, disaster recovery assessment is captured in the tool.
- Worked on BCM practice emergency management and Cloud disaster recovery methodology and questionnaires.
- Assumed accountability for delivery of one or more projects and programs at client site.

## **SANOFI-AVENTIS**

### **Associate Staffing, Site Disaster Recovery Analyst, Malvern, PA**

**June 2007 – December 2009**

- Utilized GxP to provide governance and support for all internally developed best practices and processes defined in DR Planning and SOP's.
- Attended DR planning and project meetings, as needed, to support and facilitate DR Planning activities.
- Provided oversight and support for site level changes impacting Data Center facilities management systems.
- Served as DR liaison for the local project teams to assist in DR planning within projects and new.
- Assisted teams with DR planning requirements specific to GxP controlled environments and refined existing GxP processes.
- Led the DR Testing Program at the respective site including the planning and execution of system recovery tests, tabletop exercises, and large-scale failover and failback tests.

- Identified and documented the issues with executed recovery tests, creates test summary reports, facilitates post-mortems/lessons learned and schedules re-testing when needed.
- Performed and managed Data Center recovery sequence for successful shut-down, fail-over and resumption.
- Responsibility includes coordinating the development, maintenance, and testing of the overall disaster recovery plans for the Sanofi-aventis R&D SIS organization.
- Performed risk analysis, provides guidance to and coordinated the efforts of SIS staff members in the development of recovery procedures for key areas as defined by the Sanofi-aventis SIS DRP steering committee.
- Established disaster recovery testing methodologies; planned and coordinated the testing of key applications within the guidelines established by relevant Sanofi-aventis policies.
- Conducted disaster recovery training for all identified staff members belonging to SIS. Provides instructional and informational materials on how staff is expected to respond during an emergency.
- Led in the actual DR test for the scope of applications defined by the steering committee, documents the results and made recommendations to senior management on improvements that will have to be implemented to enhance the responsiveness of the department.
- Reported progress on developing the plan to the management team on a scheduled basis.

**Sykes Enterprises, Inc.,  
Global Business Continuity Specialist Tampa, FL  
Jun 2006 -Jun 2007**

- Led the business continuity for the global enterprise including risk and competitive assessment and business impact analysis. Created and implemented crisis management and disaster recovery plans on a corporate-wide basis.
- Prepared and implemented exercises to test the viability of Crisis Management and Business Continuity (CMBC) plans and to ensure uniform application of company policies across all business units.
- Ran a successful corporate test run of the CMBC plan at the corporate headquarters utilizing the results to improve and upgrade the overall plan.
- Created a vital awareness of the importance of the CMBC plan ensuring that all senior executives were fully supportive of its value and need.
- Worked effectively with government officials to obtain county and state emergency response protocols.
- Developed a business continuity plan for the first time in the company's history that covered all support functions (HR, Payroll, Finance, Accounting, etc.) in addition to the critical databases.
- Provided consultation toward corporate wide Business Continuity plan strategy and tactical activities, to include all facets of planning, exercising, implementation, maintenance, documentation, and execution.

**EDS  
Business Continuity Management Specialist –Contract, Camp Hill, PA  
Jun 2005 – Jun 2006**

- Responsible for EDS Camp Hill first Business Continuity initiation. Conducted BC/DR walkthrough and exercise successfully to test BC/DR plan documentation consistency and adequacy.
- Coordinated with the technology department Disaster Recovery staff to facilitate the identification of critical applications/systems, as well as provide support toward integrating business unit and technology recovery exercises.
- Developed disaster recovery test criteria, methods, procedures, scheduling, coordinating and reviewing all data recovery simulations to assure that the existing plan will result in minimal or no business interruption.
- Followed HIPAA compliance and remain current with best practices related to Business Continuity Management (ITIL, Sarbanes-Oxley, and COBIT).

**ADP TAX & FINANCIAL SERVICES,  
Sr Disaster Recovery Specialist, San Diego, CA  
Mar 2000 – May 2005**

- Led the team in building a new disaster recovery site. Performed daily, weekly, monthly, quarterly failed-over test and ran multiple asynchronous tests successfully. Evaluated opportunities to enhance the accuracy and execution of recovery plan.
- Provided technical support for application enhancements and system product installations.
- Endowed with expert planning, analysis, and advice on project cost analysis and fiscal program.
- Guaranteed a global risk mitigation perspective, identifying how individual business unit plans will align.
- Inspired, instructed, and led both main and DR site in the understanding of business continuity concepts, standards, practices, industry tools, issues and regulatory requirements.

**UNITED STATES MARINE CORP,  
Data Center Operations Manager, Camp Pendleton, CA  
Sep 1995 – Sep 1999**

- Managed Mainframe computer systems, ran and monitored daily production jobs and backup of all files.
- Directed 12 – 20 employees and managed over 65 Supply Business Supply Accounts.
- Managed Mainframe computer systems, ran and monitored daily production jobs and backup of all files.
- Granted technical support CA-7/ Control M / Job-track for operations and application programming.

**Ravi Kiran Yaramati**

**Senior Systems/VMWare Architect**

A self-motivated, accomplished, detail oriented, and committed Systems Architect/IT Professional with more than 11+ years of extensive experience in designing, deploying systems, including hardware, software, networks, servers and peripheral equipment capable to work under pressure in a short timely manner either part of a team, or independently.

**Professional Summary:**

- Certified, experienced engineer in Nutanix design, deployment, configuration, capacity planning and monitoring.
- Extensive experience in VMware vSphere Infrastructure design, deployment, configuration, capacity planning and monitoring for large enterprises.
- Huge experience with VMware including vSphere, vROPS.
- Zerto for DR and datacenter migrations.
- Windows server administration with AD, DHCP, DNS, DFS, LDAP etc.
- Knowledge of Azure, AWS for IaaS.
- Knowledge of PowerShell, PowerCLI.
- Executing “Proof of Concepts” for various infrastructure technologies to select the best possible fit for the enterprise requirements.
- Motivated, enthusiastic, and pro-active System Engineering with an excellent 'can-do' attitude. Expert in Windows Server System Administration skills.
- Professional, outgoing tier 3 engineering, support and solutions provider for complex IT strategies and initiatives to reduce maintenance costs along with providing stable and reliable services. (MSP services).
- Excellent team management skills.
- Excellent documentation skills.

**Skills:**

- Nutanix AOS
- VMware vSphere
- Azure IaaS
- AWS IaaS
- Hyperconvergence
- VMware VCenter HA, DRS
- P2V, V2V Migrations with VMware Converter, Zerto.
- Cisco UCS, Dell, HP, IBM
- Windows
- PowerShell, PowerCLI
- File / Print / Web / App. / FTP / Terminal / RDS Server Administration
- Active Directory / LDAP / DNS / DHCP / GPO's / Replication
- Excellent team management
- Documentation

**Certifications:**

- NCP – Nutanix Certified Professional

**Education:**

**Gandhi Institute of Technology and Management (GITAM)**

- July 2003 – June 2007
- Bachelor of Technology (B-Tech) in Computer Science, Visakhapatnam, AP - India

**Professional Experience:**

**Allergan Madison, New Jersey**

**January 2019 – Present**

**Systems Architect - Data Recovery & Business Continuity**

**Project: Private Cloud – Cloud Transformation.**

- Designed, Developed and integrated enterprise server and storage solution.
  - Lead technical consultant for all Private cloud implementations.
  - Lead architect and integrator overseeing the refresh of all Manufacturing locations from VMware 3-tier cluster to Nutanix Clusters
  - Implemented Metro Availability for Manufacturing locations/Remote sites.
  - Implementation and migration lead for Private cloud project
  - Design, Build, Test and operation documentation
  - Validating, standardization of Nutanix platform at Allergan.
  - Testing, Benchmarking Nutanix Deployments
  - Knowledge transfer sessions for operations teams with documentation
  - Troubleshooting, identifying bugs in Nutanix platform
  - POC of multiple platforms to select the best suitable solution.
- 
- Environment: Nutanix AOS, Dell EMC, Prism Central, Windows 2003/2008/2012/2016, VMware ESXi 5.5/6.0/6.5, HP ProLiant Blade Servers, Cisco UCS C-series, UCS Blade servers, Azure/AWS Infrastructure as a service, Team Management, Infrastructure engineering.

**HCL America, Cary, North Carolina**

**February 2017 – December 2018**

**Team Leader -Business Continuity Planning and Practices**

---

**Project: Wintel, VMware, AD – Global Operations/BAU Project: Allergan**

- Working with global colleagues and management to provide globally consistent support, processes and procedures
- Escalation point for incidents arising through the Major Incident Handling Process, as well as internal escalations
- Assisting in major planned events such as power down and disaster recovery
- Providing input into Business Continuity Planning and Practices
- Working with engineering groups to deliver value to customers
- Investigating & troubleshooting root causes
- Provide a secure environment, managing and mitigating risks
- Responsible for creating and maintaining documentation (SOPs, standards, how-to, BCP/DR) for services deployed and managed by the team
- Windows Server Operating system (2003/2008/2012/2016): - OS hardening, templates, monitoring, troubleshooting with RCA.
- VMWARE ESXi 5.5/6.0/6.5: installation, upgrade, health check, remote host upgrades.
- Cisco UCS, HP, Dell, IBM: upgrade, maintenance, monitor and troubleshooting with RCA.
- Active Directory: - FRS, DFRS, DNS, DHCP, GPO – Multisite geo replication with more than 20+ DC's and 20+ DHCP servers.
- Azure/AWS IaaS: Deploying services, performance reports, automation scripts to build vm's, troubleshooting.
- Identified operating gaps in the Windows, VMWARE, Citrix and AD Infrastructure platforms
- Streamlined operational implementation processes.
- Environment: Windows 2003/2008/2012/2016, VMware ESXi 5.5/6.0/6.5, HP ProLiant Blade Servers, Cisco UCS C-series, UCS Blade servers, Dell Servers, Active Directory, Citrix 4.5,5.0,6.0,6.5, Azure/AWS Infrastructure as a service, Team Leader, Team management, Infrastructure engineering.

**HCL America - Cary, North Carolina**

**September 2015 – February 2017**

**Senior Systems Engineer**

**Project: Allergan / Actavis**

- Managed virtualization project to setup new vSphere datacenter with complete accountability of planning, designing and implementation of new virtual environment.
- Recommending IT infrastructure requirements and upgrading to ensure acceptable levels of Security, Disaster Management and Data Recovery plans; establishing and running Data Centre infrastructure including Server Racking, Cable Laying, Tagging and Documentation, etc.
- Supervising the provisioning, installation and maintenance of servers from Ghost image and installing different monitoring and backup agents; coordinating with backup and tool administrator for monitoring and backup.
- Providing hardware support on different platforms; coordinating with 3rd Party vendors and Service Provider; backing up & restoring data from backups.
- Designed the Infrastructure and administered the environment running over 200 ESX Hosts and 4500 Virtual Machines. Also, designed the performance monitoring processes and improved disaster recovery processes to utilize virtualization benefits.
- Environment: Windows 2003/2008/2012, Windows XP/Win 7, SQL Server 2008, VMware ESXi 4.0/5.5, Open filer iSCSI SAN/NAS, HP ProLiant Blade Servers, Cisco UCS C-series, Dell Servers.

**KMV Projects Ltd - Hyderabad, India**

**August 2010 – August 2015**

**Assistant Manager – Information Technology**



- Benchmark, analyses report on, and make recommendations for the improvement and growth of the IT infrastructure and IT systems.
- Manage financial aspects of the IT Department, including purchasing, budgeting, and budget review. Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision. Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals. Oversee provision of end- user services, including help desk and technical support services.
- Practice asset management for IT hardware, software, and equipment. Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation.
- Environment: Windows 2003/2008 R2, Windows XP/Win 7, SQL Server 2008, VMware ESXi 4.0/5.5, Open filer iSCSI SAN/NAS, HP ProLiant Blade Servers BL280C G6, BL460C and 620C Series, NAS, FortiGate Firewall, HP Backup, Remote desktop services, MPLS VPN, IPSEC VPN, Office 365, ERP application, ITIL, Pressler PTRG, Siemens IP EPBX, Remote/local video surveillance.

### **MPOT Group - Hyderabad, India**

**August 2007 – August 2010**

#### **IT Support Engineer**

- VM Servers build & rebuild (Deploying New VM from the Template and Cloning an Existing VM) as per the client request through change management process. Installation and configuration of virtual machines in an Enterprise SAN and NAS environment.
- Security hardening and Monitoring of VM's & ESX servers (CPU, Memory, Disk, Network Utilization) for Security Compliance. Creating and managing VMWare cluster. Enabling HA and DRS features in a cluster. Configurations of Virtual switches and network connections.
- P2V and V2V conversions by using VMware Converter. Performing templates, Snapshots, Cloning, cold migrations and hot migrations. Creating templates from VM's and deploy VM's from templates and allocate resources.
- VMotion, Configuring alarms. Root Cause & System Log Analysis and reporting.
- Manage tasks, events and alarms. Manage users, groups, permissions and roles.
- Windows System Administration. Hosted and maintained Email Exchange server and group's web site.
- Planned/Implemented fail-safe Ethernet structured Networking.
- Administered state-of-art voice communication system with Siemens Hi-path IP-EPBX.
- Chip level troubleshooting for laptops, desktops and Blackberry phones.
- Environment: Windows 2003/2008, Windows XP/ 7, VMware ESXi, VMware Workstation, NAS Storage, and Access control, VPN, IP-EPBX.

### **SAVAS SEVIL**

Seeking a challenging position to assist organizations in providing effective solutions to their complex business problems. Direct and Lead teams towards increased productivity to meet strategic business goals.

#### **SUMMARY OF QUALIFICATIONS**

- Over 20 years of technology experience in Financial Services, Health, Retail, and Energy sectors.
- Performed successfully in the capacity of a Solutions Director, Senior Project Manager, Data Governance Analyst, Business Analyst and Cyber Security Manager.
- Extensive experience in business process engineering and full cycle software development specialized in Revenue Cycle Management systems, Healthcare Facility Planning, Electronic Medical Record

and Health Information Exchange systems, medical diagnosis/coding/ICD-10/E-billing, LIMS, e-prescription, drug inventory.

- Over ten years of experience in SAP, Oracle, Salesforce, and MS Office systems as subject matter expertise in various technical and functional modules.
- Over five years of Organizational Adoption of SaaS and SaaS as a Lead Project Manager, and subject matter expert responsible for migrations, implementations, and system integration
- Experienced business and data analyst in international finance with strong understanding of corporate goals and business relationships in North America and Europe.
- Exceptional quantitative skills to perform business, data and investment analysis as well as utilizing agile-scrum methodology.
- In-depth knowledge of IBM AppScan, HP ALM, Rational Unified Process (RUP); risk engineering; data modeling and mapping; and design using UML, Rational Rose, Visio, single sign-on (LDAP).
- Familiar with current industry standards, such as NAICS Sector 21, Oil Pollution Act, Foreign Corrupt Practices Act (FCPA), The International Anti-Bribery and Fair Competition Act, SEC Rules & Regulations, HIPAA, SOX, Title 21 CFR Part 11, 21 CFR Part 820, ISO, Six Sigma, and Capability Maturity Model (CMM), DHS-4300A-Sensitive-Systems-Handbook, NIST.SP.800-53-r4 cybersecurity.
- Focus on Project Quality, Cost optimization and effective reporting.
- Excellent communication, analytical, interpersonal, and presentation skills; expert at managing multiple projects simultaneously.
- Adept at managing large projects and leading cross-functional teams to accomplish goals.
- Excellent communication skills to interact and build relationships with clients and colleagues at all levels.
- Proficient in English, Turkish with knowledge of German.
- Proficient in MS Project, Project Online, MS Office, O365, Visio, Azure, Infrastructure, DevOps, Jira, Smartsheet, Oracle, JIRA, ServiceNow ITBM and Mainframe applications; Standard & Poors and SWIFT products.
- Managed administration activities on Windchill PDMLink 9.1
- Managed the design of Windchill loaders to load different Windchill objects and configurations like WTPart, WTDocuments, Documents content, Part - Document Links, Classification, Parts EBOM and their sub types
- Managed development of Windchill Web Service (Server authenticated and symmetric) and its deployment and testing.
- Industry Standards: PMBOK & BABOK knowledge, NAICS Sector 21, Oil Pollution Act, Foreign Corrupt Practices Act (FCPA), The International Anti-Bribery and Fair Competition Act, SEC Rules & Regulations, HIPAA, SOX, CFR 21 Part 11, CFR 21 Part 820, Six Sigma, CMM, DHS-4300A-Sensitive-Systems-Handbook, NIST.SP.800-53-r4 cybersecurity.

#### TECHNICAL SKILLS

- Platforms: SAP (Development, Business, Project), Oracle, Salesforce, BST (GL, AR, Procurement, eBilling) Mainframe, MSDOS, Windows NT/2000/XP, Linux, Lotus Notes, MS .NET, AngularJS, Bootstrap
- ServiceNow ITBM, DOORS 7.1, TrackWise, Crystal Reports, Apex, Visualforce, Jira, ProxyEdge, Grapholite, Java, Javascript, Threat Management Software for the Portal Reverse proxy, NYC.ID ID Management TOOL, REDCap Cloud Data Collection Tool, Webservices, HTML, UML, XML
- Databases: MS SQL, SOQL, Quickbase, SPA, Oracle, MS Access,

#### PROFESSIONAL EXPERIENCE

IT SOLUTION DIRECTOR / PROJECT MANAGER

JAN 2016 – PRESENT

NYC DEPARTMENT OF HEALTH – DIVISION OF INFORMATION TECHNOLOGY

New York, NY

- Provided Technology direction, IT Acquisition Support, and IT solutions to the programs within NYC Health Department Bureaus, clinics, and hospitals.
- Managed multiple integrated applications implementations, interface, upgrade projects, and inter-departmental mergers in compliance with Enterprise Project Management Office standards and processes through hands-on facilitation and engagement.
- Managed infrastructure migration projects for SAP, Oracle, Workday ERPs, Salesforce, Redcap, Lawson, SAS, R, Tableau, 0365, Power BI, Carbon Black, Tanium, Azure Devops and EPIC into AWS cloud.
- Established and fostered client relationships to better manage expectations throughout the Agency clinics and hospitals as well as external providers and New York State and Federal Agencies in relation to public health monitoring, outbreaks, and surveillance applications by participating in strategic planning activities and taking and executing strategic direction from senior management.
- Engaged with management for approval of purchase orders exceeding established dollar thresholds, and manages the approval process to minimize delays.
- Designed, planned and executed Healthcare Facilities for New York City Hospitals and Clinics for their layout, scheduling and other performance related business needs.
- Managed implementation of Office 365 migration, Exchange 216 migration, Skype for Business, OneDrive, SharePoint and Windows 10 enterprise implementation.
- Developed and implemented internal control procedures for NYC DOHMH. Reviewed financial data and records to ensure accuracy and compliance with SOX regulations. Designed and implemented risk management programs to ensure compliance with SOX regulations.
- Set up and maintained Azure DevOps pipelines for continuous integration and continuous delivery. Developed automated builds and releases for software applications.
- Prepared and executed purchase orders and releases. Managed transactional interaction with suppliers.
- Develop Project Initiation Documents (PIDs) and process for approval, and resource plans based on project scope to ensure appropriate resources are in place throughout the project lifecycle with ServiceNow ITBM, MS Project, JIRA and Smartsheet depending on the license availability for several divisions (JIRA for App/Dev teams, MS Project for general stakeholder audience, Smartsheet for smaller projects).
- Managed software development projects using Agile methodologies, including Scrum and Kanban. Created and managed Jira workflows, custom fields, and dashboards to track project progress and facilitate communication among team members.
- Managed multiple SaaS implementations like Workday/symplr/STRATA integration and several interfaces in multiple workstreams and consolidated the project plans via collider.
- Managed pay rate, schedule, benefits policies with senior management aligning with the overall integration.
- Managed the successful planning, execution, and migration of key systems for new acquisition sites.
- Managed project budget, schedule, scope, quality, and risk to achieve business objectives for EPIC interface projects including billing, patient portal, remote registration via MFA.
- Developed and tracked performance to project charter for Velos-EPIC Billing/AR integration, Access Revenue Inpatient Ambulatory Clinical Ancillaries projects and enhancements demands.
- Led communication and change management for all levels of the affected organizations.
- Ensured appropriate project plans are developed, scope and deliverables defined, resources secured, and expectations are set.
- Re-organized and prioritized the pharmaceutical and medication needs and flow of Pharmacy division under the Health Department to meet the Federal (CDC) set rules and regulations.
- Managed, analyzed, configured, tested, implemented, and maintained HealthRules Bureau to support changes in contracts, products, legislation, and policies and procedures, ensuring timely maintenance and updates of configuration.
- Managed implementation of HealthRules Billing Configuration, including the build out of documentation, training,

- Managed implementation of a billing engine on claims adjudication platform for the Revenue Cycle Management System (RCMS).
- Managed EPIC Interface team responsible for EPIC Prelude, Cadence, ASAP, resolute interfaces with 12 supporting applications for EPIC EHR HL7 ADT, ELN, lab orders, results, etc. and insurance claims, remittance and eligibility messages.
- Managed all EPIC HL7 and EDI X12N interfaces for over 14 City Clinics and Hospitals medical practices in a Cloud environment including PHL, NorthWell and other custom lab interfaces.
- Decreased the expenditure in City clinics and hospitals related to medication by 15% through introduction of new medication inventory system, e-prescribing and med-to-med interfaces.
- Coordinated the production planning of supply side of medication by repackaging of CDC provided medication in order to cut the waste by 25%.
- Experience working with heterogeneous data systems (Oracle, SQL Server, Quickbase, XML, Json, flat file, etc.) as well as experience in a client server and ETL environment that demonstrates exceptional design, testing and debugging skills.
- Extensively used SQL, Quickbase and MS excel functions for data retrieval, data comparisons and data validations.
- Designed Data modeling with SAP PowerDesigner for Data Warehouse/Business Warehouse development, Data Analysis for Online Transaction Processing (OLTP) and Data Warehousing (OLAP)/Business Intelligence (BI) applications.
- Developed and implemented SAP Treasury solutions, including asset and liability management, cash management.
- Demonstrated use and familiarity with the Business Analysis Body of Knowledge methodology (BABOK).
- Designed and worked extensively on Erwin and ER Studio in several projects in both OLAP and OLTP applications in coordination with development teams.
- Managed implementing SAP S/4 HANA FI General Ledger (FI-GL), Accounts Receivable (FI-AR), and Accounts Payable (FI-AP), Asset Accounting (FI-AA) in highly complex Agency business environment.
- Managed server farm migration from Agency domain to GCP, AWS and Azure PaaS Cloud platforms as well as infrastructure design and architecture.
- Managed technical authoring, including infrastructure design and architecture including server, DMZ, storage, virtualization, network, security, database and governance as well as GCP and Azure storage development and design utilizing Blobs, Pages, Queues, Tables and VM's.
- Created, configured and managed SSID packages via IBM Message Broker as well as MQ Objects like Queue Managers, Local Queues, Alias Queues, and Remote queues, Transmission Queues, Dead Letter Queues, Clustered Queues, Channels, Listeners, Clusters, Triggers, Processes and Namelists.
- Managed Salesforce server migration for several business units to AWS. Managed Visualforce framework and Apex code as well as pseudo code development cycles for various city clinics and hospitals for case management, billing and patient data collection use cases.
- Designed, developed, implemented, and supported QlikView dashboards. Integrated data sources and databases with QlikView, and designed and developed data models and backend queries for presenting data to various stakeholders throughout the City, State and Federal agencies.
- Worked with other organizations within NY City as required, used appropriate verification techniques to manage changes in project scope, schedule and costs, developed and maintained Cyber level project delivery schedule/Gantt chart and projected project activations.
- Implemented and managed defect management processes by prioritizing outstanding defects and system problems, ensuring accuracy and deadlines were met.
- Utilized agile-scrum methodology while conducting business analyst role in the Agency by using the real-time knowledge -acquired from the stakeholders in a functional local government structure- rather than rough estimates to ensure that client criteria are met.
- Managed DOHMH Revenue Cycle Management System project by overhauling medical diagnosis/coding ICD 10 architecture via HL7 platform for City's clinics and hospitals.



- Implemented E-billing-Insurance-Clearing House-Medicaid-Medicare modules in Agency's Unified Electronic Medical Record System, LIMS platform for Public Health and Private Labs, Fuji X-Ray, PACS, E-prescription, drug-to-drug-interaction, drug inventory, state and Federal-CDC back charges, bio-threat surveillance, healthcare simulation and scheduling software, data collection & survey applications ecosystem.
- Managed software development and data life cycle of Bio-terrorism Portal application for DOHMH in coordination with Federal agencies of DHS and FBI as well as NYS, NYPD and MTA to monitor and remedy potential bio-terrorism attacks in NYC.
- Coordinated and managed Cyber Command's portfolio of projects for the Agency, which includes facilitating the planning and the prioritization of complex cybersecurity services Agency and City-wide. Managed significant complexity across many offices, departments, and bureaus, which included significant business process definition and/or technology change including cloud application/platforms on GCP, AWS and & Azure Cloud as well as infrastructure design and architecture.
- Acquired extensive knowledge on IBM AppScan and IBM SD Elements –SSAP tools and suite.
- Worked with Agency vendors, bureaus and divisions, coordinated with legal, contracting, procurement, finance, communications and several other agencies and departments to ensure successful project rollout, communications and adoption.
- Managed multi-functional team coordination, opportunity screening Statement of Work (SOW), developed request for information (RFI) and Request for Proposals (RFP), benefit/cost analysis, vendor selection, schedule and budget oversight, management of contractors, issue resolution, reporting and closeout of project upon completion.
- Facilitated business case analysis on approved project proposals and assisted the development of project charters including cost estimation, project duration, expected benefits, and projected return on investment; ensured all projects are delivered on-time, within scope and within budget.
- Worked with other organizations within NYC as required, used appropriate verification techniques to manage changes in project scope, schedule and costs, developed and maintained Cyber level project delivery schedule/Gantt chart and projected activations.
- Created and implemented the data governance framework that meets New York City, New York State and Federal data objectives and standards.
- Developed data quality metrics that identify gaps and ensure compliance with standards across the Agency. Established processes to continuously monitor data quality as well as ensuring processes are in place to proactively detect, correct, and prevent invalid data values.
- Established and executed the Data Quality Governance Framework, which included end-to-end process definition and data quality framework and data visualization techniques and tools for assessing decisions that ensure the suitability of data for its intended purpose.
- Managed BST & SAP S/4 HANA ERP legacy systems data migration to Oracle Application Suite.
- Managed Disaster Recovery (BCP & DRP) Plans for data center sites throughout New York, New Jersey and California.
- Managed and created artifacts of General Ledger Accounting, Accounting Standards, Revenue Recognition, and Financial Reports. P & L Statement, Cash Flow statement, Balance Sheet modules.
- Conducted market research and evaluated products for providing optimum technology solutions in compliance with existing policies and metrics.
- Oversaw test cases development, unit-quality-UAT-stress/smoke test processes as well as providing technical guidance on creating development, staging UAT environments with the necessary architecture/built components to comply with agency and best industry standards.
- Prepared project plans defining the project schedule, budget, project team framework, scope, with milestones and the execution strategy based on industry best practices with in the US and/or beyond.
- Managed Vendors, Clients, Product Development and IT teams during the project lifecycle projects with budget 5M and over such as consolidation of Electronic Medical Systems of NYC Department of Health and Mental Hygiene STD, TB and Immunization Bureaus.
- Managed EMR consolidation requirements into Unified EMR software including requirement gathering, fit-gap analysis and cross division coordination, data migration, architecture-utilizing

AngularJS, Bootstrap, webservices, APIs for several interfaces- QA, UAT, risk mitigation, training, stabilization after go-live.

- Managed EAM, Material Master, Inventory, public facing portal, procurement, ESS, MSS applications on Oracle platform.
- Managed legacy systems data migration to Oracle Application Management Suite.
- Captured, presented the risk issues to Steering Committee and coordinated the mitigation with appropriate parties such as legal, compliance, IT Audit, Finance and Budgeting groups.
- Oversaw the SOW, RFP and procurement process for various projects.
- Developed production rollout and support plans as well as coordinating with network
- Provided reporting of project status to stakeholders and executive management.
- Designed environmental testing analytics solutions by understanding customer's business and sampling strategy goals, gathering requirements, defining project scope, and providing technical and product guidance.
- 
- Provided technical support and oversight to Project Managers as well as developing and maintaining procedures and instructions for self-assessment, performance and results monitoring and self-improvement tools.
- Developed Mapping and Bar-coding solutions.

#### **IT PROJECT MANAGER**

**DEC 2014- DEC 2015**

**ARTECH INFORMATION SYSTEMS LLC**

**MORRISTOWN, NJ CLIENT: NYS**

**MONROE COUNTY INFORMATION SERVICES DEPARTMENT**

**ROCHESTER,**

**NY**

- Utilized agile-scrum methodology while conducting business analyst role in the county by using the real-time knowledge -acquired from the stakeholders in a functional local government structure- rather than rough estimates to ensure that client criteria are met.
- Managed multi-functional team coordination, opportunity screening Statement of Work (SOW), developed request for information (RFI) and Request for Proposals (RFP), benefit/cost analysis, vendor selection, schedule and budget oversight, management of contractors, issue resolution, reporting and closeout of project upon completion.
- Managed system configuration and testing in the areas of FI-GL, FI-AP and FI-AR.
- Designed Data modeling with SAP PowerDesigner for Data Warehouse/Business Warehouse development, Data Analysis for Online Transaction Processing (OLTP) and Data Warehousing (OLAP)/Business Intelligence (BI) applications.
- Facilitated business case analysis on approved project proposals and assisted the development of Cyber Level project charters including cost estimation, project duration, expected benefits, and projected return on investment; ensured all projects are delivered on-time, within scope and within budget.
- Worked with other organizations within NY State as required, used appropriate verification techniques to manage changes in project scope, schedule and costs, developed and maintained Cyber level project delivery schedule/Gantt chart and projected project activations.
- Defined and implemented Data Governance Management tools.
- Worked at conceptual/logical/physical data model level using Erwin.
- Assessed data repositories for compliance with data governance policies and standards. Worked with all areas of the County to ensure data quality and integrity.
- Led teams across broad technical, financial and business disciplines to create BRDs and FRDs. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Develop Project Initiation Documents (PIDs) and process for approval, and resource plans based on project scope to ensure appropriate resources are in place throughout the project lifecycle with JIRA and MS Project.
- Adjust budgets and resources in accordance with project scope and requirements.



- Managed Change Control Processes and document changes to project scope and impact to plan for approval
- Develop re-occurring schedule and drive status updates and Steering Committee meetings for each project.
- Document and communicate project updates including project milestones, target start and end dates, accomplishments, and risks and remediation plans.
- Worked with project stakeholders and business units to create and document project charter that defines project goals and objectives, governance structure, and roles and responsibilities.
- Produced Statement of Work for each project including definition of services to be performed, project duration, milestones, estimated effort, acceptance criteria, issue resolution, and escalation process.
- Managed and oversaw Analysis and Design reviews and documentation ensuring stakeholders finalize and approve for implementation.
- Created and tracked web support tickets for all issues/bugs/enhancements and ensured resolution in a timely manner with minimal impact to project.
- Escalated issues to appropriate project teams and stakeholders and act as the key point of contact to the client for the development team.
- Direct user testing and manage testing results to ensure the client provides sign off for releases.
- Mitigated risk factors through careful analysis of financial and statistical data.
- Led developing and implementing Business Continuity and Disaster Recovery (BCP & DRP) Plans for data center sites throughout New York, New Jersey and California.
- Designed Data Mapping, Data Governance, Transformation and Cleansing rules for the Master Data Management Architecture involving OLTP, ODS and OLAP.
- Effectively interacted with developers and users for change requests, performed root cause analysis and impact analysis for issue resolutions/escalations.
- Extensively used SQL, Quickbase and MS excel functions for data retrieval, data comparisons and data validations.
- Involved in planning & training the users for generating various Crystal Reports for regulatory & other reporting.
- Collected annual budget data and reviewed departmental planning efforts. Prepared analysis and reports for director of risk management.
- Designed business and functional-architectural (technical) documentation such as EPMO policies, Project Charter, BPR, Flow chart, RACI, Risk Register for ongoing projects such as SAP S/4 HANA FI-CO Fixed assets, Accounts Payable, Accounts Receivable, Inter-departmental settlement rules & back-charges, General Ledger, product development costing, interfaces to subsystems, Enterprise Asset Management, Material Master Management, Procurement (Purchase Requisition-Approval-Order) as well as Business Warehousing/Business Objects modules, Online Payment gateway integration, POS, EAM, ESS/MSS, portal.
- Have excellent conceptual and working knowledge of System Development Life Cycle, RUP and UML Methodologies as well as Extensive experience in gathering requirements, analyzing them, modeling business process flows, writing Business Requirements Document (BRD), Use case Specifications, Systems Requirements Specification (SRS), Workflows using UML and RUP methodology.
- Managed EAM, Material Master, Inventory, public facing portal, procurement, ESS, MSS applications on Oracle platform.
- Managed legacy systems data migration to Oracle Application Management Suite.
- SAP Point of Sale, SAP Enterprise Asset Management and intranet/externally faced portal with SMEs of Monroe County Finance Department and 27 other cash transaction groups.
- Initiated an all-IT system scan by working with an outside Vendor (IGI) to scan through all network and outside access including all SAP S/4 HANA, Oracle, Access etc. based systems in the County to address the vulnerabilities from outside and inside.
- Implemented single sign-on (LDAP) for county users and implemented/maintained Threat Management Software for the portal reverse proxy making the portal accessible for outside users for online payments.

- Initiated the projects for including all out of SAP scope departments to be included under SAP roles & T-code authorization based security model to address internal audit concerns rooted from Insider Threat.
- Coordinated Steering Committee meetings, Cyber Security workshops, meetings and initiatives with the participants from Monroe County, City of Rochester, NY State Homeland Security and Emergency Services, Federal Bureau of Investigation.
- Interfaced with business users to prepare and update Business Process Requirements (BPR) and Software System Requirements (SSR). Created test cases and test scripts.
- Conducted analysis on SAP BW environment in order to identify opportunities for fine-tuning and recommended customers' BW teams including billing and invoicing. Identified and resolved problems, including workarounds, pertaining to report requirements that were not directly feasible using straightforward approach. In-depth knowledge of reporting with SAP BW info providers such as Info objects, Cubes, Queries.

**IT PROJECT MANAGER**

**JAN 2007-DEC 2014**

**ENVIRO GLOBAL SOLUTIONS, INC. (FORMERLY SWIGER & ASSOCIATES, INC.)**

**NEW YORK,**

**NY CLIENT: PETROBRAS S.A.**

**RIO DE JANEIRO, BRAZIL**

- Initiated the projects for including all out of SAP scope departments to be included under SAP roles & T-code authorization based security model to address internal audit concerns rooted from Insider Threat at Petrobras.
- Coordinated meetings with Business, Operations and IT professionals to create the Project Plan and Business Requirements for the segregation of duties for Linked Asset Loans, Express Credit Lines and Collateral Accounts.
- Prepared project plans and weekly status report to update senior management regarding project resources, milestones, and risk management using Jira, Smartsheet and MS Project.
- Extensively used SQL, Quickbase and MS excel functions for data retrieval, data comparisons and data validations.
- Managed testing for SIT, Unit, GUI, QA, UAT and migration of historical data for Wealth Management Accounts including holdings, pricing and account activity. Served as the Subject Matter Expert and provided training for a team of fifteen QA and UAT professionals testing Lydia and Phoenix Order Management & Trade processing applications for Equities and Fixed Income securities.
- Led teams across broad technical, financial and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Coordinated and managed Security team regarding portfolio of projects for the company, which includes facilitating the planning and the prioritization of complex projects, managing complexity across many offices, departments, and bureaus, and business processes and technology changes.
- Mitigated risk factors through careful analysis of financial and statistical data. Anticipated and managed change effectively in rapidly evolving global business environments.
- Utilized agile-scrum methodology while conducting business analyst role in the company by using the real-time knowledge -acquired from the stakeholders in a functional corporate structure- rather than rough estimates to ensure that client criteria are met.
- Interacted with SMEs to understand and gather requirements to create BRDs FRDS and to improvise calculations of credit risk using the STA and IRB (Internal Rating Based Approach) and for calculations of operational risk using the STA, BIA as well as Advanced Measurement Approach.
- Provided ad-hoc support to end users to make sure they are in compliance with access policy and procedures.
- Led developing and implementing Business Continuity and Disaster Recovery (BCP & DRP) Plans for data center sites throughout 35 overseas locations.
- Gathered the requirements for various reports including regulatory reporting.

- Facilitated Joint Application Development sessions to identify business rules and requirements and then documented them in a format that can be reviewed and understood by both businesspeople and technical people.
- Designed Data modeling with SAP PowerDesigner for Data Warehouse/Business Warehouse development, Data Analysis for Online Transaction Processing (OLTP) and Data Warehousing (OLAP)/Business Intelligence (BI) applications.
- Documented Software System Requirements (SSR) and BPR for SAP R/3 4.7 and FI-CO teams.
- Designed business and functional-architectural (technical) documentation such as EPMO policies, Project Charter, BPR, Flow chart, RACI, Risk Register for ongoing projects such as SAP FI-CO Fixed assets, Accounts Payable, Accounts Receivable, Inter-departmental settlement rules & back-charges, General Ledger, product costing, interfaces to subsystems.
- Conducted analysis on SAP FI-CO environment in order to identify opportunities for fine-tuning and recommended customers' FI-CO teams. Identified and resolved problems, including workarounds, pertaining to Fixed assets, Accounts Payable, Accounts Receivable, Inter-departmental settlement rules & back-charges, General Ledger, product costing requirements that were not directly feasible using straightforward approach. In-depth knowledge of reporting with SAP BW info providers such as Info objects, Cubes, Queries.
- Used analytical rigor to interpret quantitative and qualitative information and presented complex data in a user-friendly format that conveyed research and findings.
- Liaised with business and functional owner during risk engineering and high-level review sessions to derive and execute action plans, meeting deadlines and standards.
- Interfaced with business users to prepare and update Business Process Requirements (BPR) and Software System Requirements (SSR). Created test cases and test scripts.
- Ensured all artifacts complied with corporate SDLC Policies and guidelines.
- Prioritized outstanding defects and system problems, ensuring accuracy and deadlines were met.
- Performed Fit-Gap analysis of business rules, business and system process flows, user administration, and requirements. Ensured cGMP and compliance requirements (Title 21 CFR Part 11) were met.
- Developed use case with UML for new product functionality. Updated SOPs and WIs.
- Updated System Change Request (SCR) forms for Product Data Management (PDM).
- Traced test cases and functional specifications to SSRs and BPRs using DOORS.
- Applied change requests, versions, and addendums.
- Liaised with production facilities, local distributors in regards the production time-line, labeling, shipment, invoicing and commissions.
- Conducted and oversaw the research and analysis of compensation, governance and financial data from public sources and client-provided materials as it relates oil/energy sector.
- Prepared recommendations and supporting quantitative modeling support for the design of short- and long-term incentive compensation programs and other recommended solutions to be presented to Board of Directors and senior management.
- Assisted in the preparation of client regulatory filings, including proxy statements.
- Project deployments to over 100 business partners in some of the following countries: USA, Belgium, Brazil, Nigeria, South Africa, India, China, Australia, Germany, United Arab Emirates, The Netherlands, United Kingdom, France, Italy, Turkey and Russia.
- Monitored developments in the fields of executive compensation and corporate governance, including but not limited to any changes in the regulatory or competitive environment, and provided support to senior leadership in the preparation of market alerts and related marketing materials.
- Provided ad-hoc support to end users to make sure they are in compliance with access policy and procedures.
- Provide ad-hoc support to end users to make sure they are compliance with access policy and procedures.
- Regularly communicate and model values of the Company through development, performance, mentoring and evaluation of staff, while concurrently focusing on retention of diverse work teams.

**IT PROJECT MANAGER**

**JUN 1999-JAN 2007**

**ADP-ICS INTERNATIONAL COMMUNICATION SERVICES**

**EDGEWOOD, NY**

- Utilized agile-scrum methodology while conducting business analyst role in the company by using the real-time knowledge -acquired from the stakeholders in a functional corporate structure- rather than rough estimates to ensure that client criteria are met.
- Defined Project Scope, high-level business requirements, documented the constraints, assumptions & business impact. Identified project Risks & mitigations.
- Baselined the business requirements by conducting the requirement analysis meetings and translated them into functional requirements specifications.
- Developed the business process workflow, functional workflow diagrams and screen mock-ups for user reviews.
- Prepared and presented the budget estimation report with details of cost and resource allocations with effective timelines.
- Gathered information from end user based on their needs. Development of SAP BW objects (Info Objects, Info Cubes, Data Sources, Info Sources) and responsible for data loading (Master Data and Transaction Data).
- Directed delivery of process transformation, technology initiatives and changing management.
- Developed use cases, workflow, screen mock-ups, and conversion requirements to increase timeliness and accuracy measurement criteria by up to 8% each year.
- Conducted risk engineering to derive and execute action plans on time with two teams of six professionals in the U.S. and India to produce and distribute proxy information to global custodians and institutional clients with investment holdings in 100+ international stock markets.
- Interfaced with SMEs to prepare BPR documents for ongoing projects.
- Developed the parent-child data relationship models, ER modeling, database connections; defined data reports using RDL.
- Developed data flow diagrams and business process workflow diagrams and also developed file monitor screen designs to efficiently streamline and monitor the inbound & outbound data flows.
- Provided a thorough knowledge transfer of the project to the QA team prior to their test plan and test case preparations; discussed various positive and negative test scenarios; reviewed and approved test cases.
- Prepared UAT schedules and coordinated with Business users and technical teams to resolve issues during UAT and production parallel testing; performed end to end business level testing.
- Prioritized business and systems problems; analyzed legislation and conducted impact analysis.
- Prepared business process models; used Visio to create use case diagrams.
- Liaised with Business Analysts in New York, Hyderabad, Tokyo and London to create data maps.
- Attained top performer status every year for Global Proxy Services group.
- Collaborated with senior management to improve processes and implemented change in “datafeed” received from vendors, increasing timeliness and accuracy of data and decreasing costs by 15%.
- Selected as project manager for conversion and implementation of Global Proxy Plus system used in production and transfer of data entry functionality to Hyderabad, India.
- Participated in Global Corporate Governance seminars of several countries’ Stock Exchanges as well as implementation of the procedures laid out in those seminars.
- Led Global Proxy Group during joint venture project with Tokyo Stock Exchange and coordinated training with Hyderabad team.
- Managed training material preparation and system set up for internal and external clients and new staff members.
- Teamed with Employer Services Division to train and manage projects regarding payroll, benefits, and tax services.

#### **ADDITIONAL EXPERIENCE**

- Market/Investment/Business Analyst – Global Investment, Anadolu Group, A.S., Istanbul, Turkey, JAN 1997-JAN 1999
- Credit Analyst - Corporate Banking, Isbank, A.S., Istanbul, Turkey, JUL 1996-JAN 1997
- Research Associate, State Statistics Institute - The Government of the Republic of Turkey, Ankara, Turkey, JUL 1992-JUL 1996

**EDUCATION AND TRAINING**

**MASTER OF BUSINESS ADMINISTRATION**

NICHOLS COLLEGE, BOSTON UNIVERSITY *GPA: 3.8*

Boston, Massachusetts

**BACHELOR OF SCIENCE IN INTERNATIONAL RELATIONS**

MIDDLE EAST TECHNICAL UNIVERSITY *GPA: 3.9*

Ankara, Turkey

---

**AFFILIATIONS**

- United Nations, Athletes United for Peace International Coordinator Sustainable Development in Sports and Health
- Consultant with ECOSOC of United Nations
- ASUG (Americas' SAP Users' Group)
- Turkish-American Business Forum
- Long Island Volleyball Association
- Turkish Junior National Volleyball Team – Represented the Republic of Turkey and competed in several international tournaments

---

## **1.2.6 Network Engineer**

---

### **ABHISHEK KHERDEKAR**

#### **SUMMARY –**

#### **PROFESSIONAL SUMMARY**

- Hard-working Network Engineer skilled at overseeing complex company networks with a focus on efficiency and performance optimization. Detail-oriented and proactive with strong troubleshooting training communication and analytical abilities. Cisco Accredited Network Engineer with over 7 years of industry experience, including.
- Routing, switching and firewall skills.
- Hands-on experience with installing and managing IT services such as Active directory, site replication, DNS, SSH, DHCP, DNS, NAT and VMware NSX
- Sound knowledge and experience on IP Addressing, subnetting, VLSM, proxy ARP and web proxy, like “web sense”, agile methodology.
- Handled load balancing using cisco ACE and F5 Network Load Balancers (both LTM and GTM).
- Manage Data Center Network infrastructure associated with the ACI environment.
- Configured AAA on different network devices.
- Setup TACACS and RADIUS authentications to users.
- Major responsibility is to design and deploy various network security & high availability products like Cisco ASA other security products, Packet analyzers, Network Forensics, Avaya Call Manager.
- Experience in designing and implementing IP addressing including IPv4 and IPv6 and familiar with working on Dual stack Mode.
- Hands on Experience on All DATA CENTER network devices like C65XX L3 switches, and nexus 9k, 7K, 5K, 2K configured as ToR (Top of Rack) datacenter design
- Configured Fabric path between 9K and 5K for layer 2 connectivity and configured VPC between 9K for the purpose of port channeling for end host standpoint.
- Worked on Extensively on Cisco Firewalls, Cisco PIX (506E/515E/525/) & ASA 5500(5510/5540) Series and Palo Alto 200 and 3020

#### **TECHNICAL SKILLS**

- Routers: Cisco 1800, 2500, 2600, 2800, 3600, 3900, 7200, 7600 series
- Switches: Cisco 6500, 4900, 3750, 3550, 3500, 4500, 2900, 9300, 9200 series
- Nexus: 7K, 5K, 2K & 1K, 9K
- Load Balancers
- Kemp, Cisco CSM, F5 Networks (big-IP) LTM 8900 and 6400
- Firewalls: ASA, Cisco PIX, checkpoint.
- Routing Protocols: IGRP, RIP, EIGRP, OSPF, BGP, RIPv2, TCP/IP, STP, RSTP, VLANs, VTP, MPLS, HSRP, VRRP, Route Filtering, Redistribution, Summarization, Static Routing, TACACS+, RADIUS
- LAN Technology: VLAN, RSTP, VTP, Inter-VLAN routing, STP, Domain, HSRP, Trunks, , Ethernet, Fast Ethernet, Gigabit, Workgroup, Domain.
- WAN Technologies: PPP, HDLC, Fiber Optic Circuits, Frame Relay, VOIP, ATM, SONET, MPLS-VPN, IP sec-VPN, Leased Line, ISDN/Dial-Up.
- Operations: Layer 3 switching, ether channels, Uni-layer switching.



- Antivirus & Endpoint protection: Symantec Enterprise Edition, Cisco CSA, MacAfee Enterprise Edition.
- Network Management Tools: SNMP, Cisco works LMS, Cisco MWTM, Wire shark, Net flow Analyzer and Ethereal.
- Network Security: VPN, ACL, IPsec, IDS/IPS, Filtering, Port-security, AAA, Zone-Based Firewalls, juniper SRX, EX/QFX, Cisco ASA, Palo Alto firewalls. PAN firewalls, CloudWatch, NetIM
- Network Technologies: TDMA, SONET, MANET, FDMA, CDMA, DSL, NFVi, VNF, NSO, ESC, CEPH, RHEL, UCS, CVIM, VPC, VSS, DLSW.
- Operating Systems & Tools: Cisco IOS, Windows Vista/XP/NT/00/98, Windows NT 4.0 (Desktop/Server), Windows 2000/2003/2008 Server, Windows XP/Windows 7/8, Apache Server, Active Directory LINUX, Solaris, Run book, RED HAT open stack
- Routing protocols – EIGRP, OSPF, BGP
- LAN Switching – VLAN, VTP, STP, Ether Channel, CoS
- WAN – MPLS, MPLS/VPN, MP-BGP, IP Sec VPN, DMVPN
- TCP/IP protocol suite, Quality of Service, Traffic policing and shaping.
- Application protocols - HTTP, HTTPS, FTP, SMTP, SNMP, SSL etc.
- Network Security - IPsec VPN, AAA Architecture, TACACS+, RADIUS, Cisco ISE, UCM
- Data Center Architecture – Network, Server, Storage
- Load Balancer – NetScaler
- Cisco Catalyst 6500 and other Catalyst Series switches
- Cisco Nexus 9K/7K/5K/2K Series of switches
- Cisco Routers 4300, 3800, 3900, 7600 Series
- Cisco IOS Software, NXOS
- Wireless LAN technologies – Cisco 9800 Series
- Application Load balancers – NetScaler
- Network Management – Solar Winds, ORION
- CISCO Prime and Cisco Identity Service Engine

## **SOFTWARE SKILLS**

### **Software Specialization**

- C, C++, HTML, Microsoft Office, Virtual Machine Workstation 15, MATLAB, Python – PyCharm, SQL-Server,
- Windows 7,10, Microsoft Word, Excel, PowerPoint, Visio, XML.

## **CERTIFICATIONS**

- Cisco Certified Network Associate - Aug 2020
- AWS Solution architect - Oct 2020
- Mastering Palo Alto Networks (Udemy Certificate) - Jan 2021

## **WORK EXPERIENCE**

### **Client: Southwest Airlines (Remote)**

#### **Role: Network Engineer / Dallas TX**

#### **JAN 2020 -PRESENT**

- Configuration & troubleshooting of VLAN'S, inter-switch connectivity, inter-VLAN routing.
- Resolving network related issues and troubleshooting, CBTC, Beacon systems, ATS, PACIS
- Make decisions about Information Systems issues and processes on your own. At this level of work, progressive work experience is typically required to gain the necessary skills and expertise. Projects are carried out separately, and new ideas for cost reduction, application, and infrastructure improvements are suggested and implemented.

- Supervise the creation, implementation, and upkeep of network standards and documentation. Collaborate on identifying and resolving network and security issues. Communication and presentation skills are presentable. Can communicate effectively with customers and support available.
- Multi Vendor exposure on Routers, switches (Physical and Virtual) (Physical and Virtual)
- Hands-on experience with datacenter fabrics (Cisco, Juniper, F5 with Various NOSs such as Junos, IOS-XR),IGMP,VACL,PIM.
- Experience with load balancers such as F5, Brocade, and others is required.
- Hands-on experience with protocols such as BGP, OSPF, Route Policies, Route Maps (Cisco), QOS, and others, as well as troubleshooting.
- Working awareness and experience with VLAN, VRRP, GRE tunneling, IPsec tunneling, and other related technologies. Excellent knowledge and experience with virtual network features, as well as hypervisors such as VMWARE and KVM. Ability to lead Layer-3/Layer-2 network troubleshooting independently and consult with network operations personnel and vendors on Root-Cause Analysis.
- Working experience with Wireless solutions from Cisco and Meraki, SCSI, RAID, SMP.
- Able to convey orders and current activities in a simple and concise manner.
- Able to operate with little supervision and use discretion under specified protocols to determine the best course of action.
- Can calmly manage important network issues and explain complicated subjects in a way that is relevant to the customer's expertise when dealing with customers.
- Identity Service Engine (ISE), Radius, TACACS, Wireless Lan Controllers, and Simple Routing and Switching are all CISCO security items that you should be familiar with.
- Ability to address a wide variety of technical support issues, including everything from basic device or network configuration fixes to highly sophisticated troubleshooting and problem resolution.
- Ability to reconstruct and solve problems using moderate to complex lab setups.
- Working knowledge of the networking industry, products, and protocols. 2+ years of experience in high-level customer service and troubleshooting.
- Strong technological, analytical, and troubleshooting skills, as well as the ability to identify and address network issues at their source.
- Familiarity with Network segmentation
- Working knowledge of Perl/Python or other programming languages.
- Implemented network technologies including Cisco routers, switches, and access points in office build outs and Cisco gears.
- Analyzed and tested network protocols (Ethernet, TCP/IP) using Wireshark to determine any outages.
- Configured Routing protocols RIP, OSPF, EIGRP, ISIS, Cisco GSS GSLB, static routing, and policy-based routing.
- Identify areas that can be automated. These may occur during the initial setup of network device configuration deployment, change management, or acceptance testing.
- Internal documentation is used to transfer knowledge of implemented systems and processes.
- To make the switch to Infrastructure as Code for our data centers. This is a fairly common occurrence in Cloud environments.
- Large-scale, quick-to-deploy data center deployments.
- Provisioning with zero touch – such as Cisco DCNM and POAP
- pyATS, chaos monkey testing – automated network acceptance tests
- NSO and Ansible are two tools for automating network configuration.
- GitOps, Pipelines, and Jenkins are examples of automated deployment techniques.
- UCS, ACI, and Nexus are Cisco data center systems.
- REST APIs, NETCONF, YANG, JSON, and XML are all Network Programmability skillsets in Software Defined Networking (SDN).
- (SDN OR NETCONF OR YANG OR Orchestration) with datacenter experience. Routing Protocols - OSPF, ISIS, MBGP, IBGP, PBR, BFD.
- Files containing configuration and installation parameters are known as configuration files.
- Provide related teams with regular or weekly status reports.

- KPIs and KRIs must be met by the asset owner for network security infrastructure. Complete power over obsolescence, patching, and upkeep.
- Operational dashboard that allows for the detection of any possible problem using indicators and capacity planning.
- Network security architecture that is in line with the company's goals
- BAU automation and standard operating procedures are delivered and developed.
- Direct communication with suppliers and vendors at the maximum degree of escalation
- , STP, VLAN Routing.
- Configured BGP with different attributes like Weight, Local Preference, Next hop to load balance between multiple links.
- Engineered Route-redistribution between different routing protocols like OSPF, BGP, and EIGRP for increased efficiency.
- Implementing F5 load-balancing and experience with LTM, IP Networking, Cabling, Data Circuit Turn-up/Testing.
- Suggest and Test BoM for solutions for network infrastructure.
- Hands-on experience with Solar winds, wire shark. Can handle role of Network SME.
- Configuration of VLAN's, VTP domain, Trunk Encapsulation, Ether channels, Inter VLAN Routing, STP, HSRP, stack switching and NetScout Sniffers and DC technologies, AWS ELB.
- Installed and configured Cisco WLC 5500 including high availability and adding access points to the controller and DC technologies.
- Worked on change management as per ITIL standards. Worked with Cisco ACI domain
- Experience and high-level understanding in application delivery controllers, local and global load balancing techniques, redundancy solutions, high availability options for mission critical internal, vendor and public facing applications. Experience with F5 LTM, GTM, APM, NetScaler, Cisco ACE, Cisco WI-FI and A10, Service endpoints, Network Security, Risk Assessments, Security Architect DDI, AAA/Cisco ISE, HLD & LLD, CMDB, IBM SNA Multiservice Voice and Video Campus and Port channel.
- Worked on Campus Wireless environments with 1000+ access points, Wireless LAN controllers, Anchor Controllers, Authentication policies, BYOD policies, Integration with RADIUS. Experience with Aruba and Cisco WLAN.
- Knowledge of SMF / UPF / AMF / MME, SAEGW, SPGW, ePDG, SaMOG 3GPP standards 5G / CUPS / LTE EPC/ GSM /VOLTE, VO-WIFI CDMA, VNet's and VNet peering, VSS /VPCs/ASR and VPC Peering, Transit Gateways, Express Route, Azure Hub Spoke Configuration and call flows.
- Spectrum, Netbrain with qApps, Thousand Eyes
- Experience in monitoring nodes and health via SolarWinds, ISE, Net brain, Wireshark.
- Implemented DevOps and DevSecOps systems· Managed DevOps for Amazon AWS, bash scripting, Jenkins Chef and Ansible.
- Experience with 2019 TMO Ultra core platform, TMO CUPS, TMO 5G deployment.
- Experience with Cisco StarOs, docker, Kubernetes, containers, microservices principles.

**Client: Jeppesen**

**Role: Network Engineer / Englewood, CO**

**AUG 2018 – DEC 2019**

- Configuring Static routes, IGRP, EIGRP, OSPF, BGP Routing protocols.
- Implemented HSRP, STP, VTP and VLAN Trunking (802.1Q & ISL), Port Security on Cisco Catalyst 6500 switches and SPAN configurations.
- Experience in managing ASA Firewalls, Catalyst switches, nexus switches and customer integration. Ability to setup devices, modify ACL's and troubleshoot issues.
- Configuring Cisco 4431,4500, 3560, 2960 switches and 2800, 3800 routers.
- Deployed new networks at company's remote sites as part of the branch upgrade projects.
- Upgraded Cisco IOS code at Cisco routers and Switches as part of the life cycle maintenance of the network hardware across organization and NxOS.

- Troubleshoot complex LAN/WAN infrastructure that include routing protocols EIGRP, OSPF and BGP.
- Troubleshoot the network issues onsite and remotely, depending on the severity of the issue.
- Responsible for implementing, engineering, & level 2 support of existing network technologies / services.
- Managing client meetings for due diligence, company knowledge collection, and other purposes.
- Constructing a Site Network and Transforming it.
- Handover, Help Hyper Treatment, and Migration. Reviewing current artifacts and writing concept / solution papers.
- Proficiency in using Network Automation tools with Netbrain.
- Automation programming a complex containerized version of OpenStack on a standardized hardware stack. The technology is designed around a custom application written in python that uses Ansible to bootstrap a management node and subsequent OpenStack host environment.
- Orchestration and Automation using Ansible and Python for most ad-hoc works.
- Develop Ansible Custom modules and create Ansible dynamic inventories with Python.
- Experience with CI/CD and GIT and COTS monitoring tools like CloudWatch, Splunk and spectrum also utilizing automation with CloudFormation, Terraform and CNS network security.
- Familiarity with infrastructure as Code principles and AVI network load balancers and worked with Django and devops

**Client: SGD Networks Pvt Ltd**

**Role: Network Engineer / India**

**SEPT 2017 – JULY 2018**

- Responsible for physical and logical design for various LAN, WAN projects need · Implemented & supported network infrastructure at the company's corporate office.
- Worked on design & implementation for data networking, IT routing & switching, IT Subnetting and network segmentation within large scale enterprise networks.
- Managed Cisco switches, routers, and firewalls · Commissioned Checkpoint Firewalls: Virtual as well as SPLAT firewalls · Upgraded various devices, such as ASA, Checkpoint, Routers, Switches
- Involved in firewall policy cleanup standardization as per customer needs · Configured BGP and configured Local Preference to choose the best route.
- Integrated VoIP with PSTN and setup voice Gateway ensuring QOS for Cisco based Voice over IP and CDR for voice call Accounting.
- Worked with WAN team for migration of Frame-Relay/ATM network to MPLS-based VPN for customer's WAN infrastructure.
- Knowledge of RF spectrum analysers such as Wi-Spy and Fluke and Nyansa Voyance.
- Knowledge of Ipswitch Whats Up-Gold and Manage Engine monitoring tools, TFS network security infrastructure.
- Hands on experience of Cisco Wireless Controllers, Cisco Prime, MSE, DNA, ISE Apps, Entuity and disaster recovery planning and testing.
- Executing ansible scripts in python and PowerShell for TDA integration of new network designs in our T-Mobile Retail Network.
- Web Software Testing and Development using Python and PowerShell Scripting Languages in our Client's Network.
- Expertise with scripting languages such as PowerShell, Python.
- Involved in management of network devices using HPNA and SNMP.
- Implemented SNMP on Cisco routes to allow for network management and survey tool Ekahau.

**Client: Global Logic**

**Role: Network Engineer / India**

**JAN 2016 – AUG 2017**

- Provided Level 3 Support for customer request on change of configuration.
- Switching: Configuring and Troubleshooting of Vlans, Svi's, Inter-vlan routing, VTP, HSRP.
- Routing: Expertise Protocols: OSPF, EIGRP, BGP and STATIC Routes, GRE, Filtering, redistribution.
- Involved in the configuration of § Cisco ASA, PIX, Checkpoint Fire-eye, Juniper and Routers ( IPsec VPN,SSL VPN (Clientless, Thin Client and Thick Client VPN, GRE VPN, GRE over IPsec VPN, IPsec Remote Software Client VPN ) § Redundancy: Active /Standby Failover, Active/Active Failover, State-Full Failover, Checkpoint Clustering § MPF (Modular policy Framework) for L3/L4/L7 traffic inspection § Implementing Virtual Firewall – Security Context. § Device level and user level network access restriction using ACS.
- The Baseline, Architecture, Design, and Migration Strategy are all finalized at the Discovery and Design Workshop.
- Data Network in the Enterprise (administration, patching, upgrade and migration activities), Design, HLD/LLD preparation, implementation team leadership, service level management, demand, and incident management

**Client: Cyberlink Technologies****Role: Network Engineer / India****MARCH 2013 – DEC 2015**

- Experience with Interior and Exterior routing protocols that includes RIP, OSPF, EIGRP, IS-IS and BGP. Worked on Cisco, Juniper and Arista routers.
- Experience in Network Security that includes perimeter security for Internet, Extranet, DMZ, Internal Server farms, and Web traffic security with Proxies, Web Application firewalls. Worked and migrated multi-vendor equipment and Next generation firewall technologies. Worked on ASA, Firepower, Checkpoint and Palo Alto firewalls 3020. Experience on MWG, Bluecoat and Zscaler proxies.
- Experience with TACACS/RADIUS servers, migration from ACS and Aruba ClearPass to ISE. Experience with windows and Infoblox DNS and DHCP servers, IPAM, internal and external grids.
- Experience with WAN connectivity, MPLS circuits, leased Lines, Metro Ethernet, Site to Site IPsec tunnels, ISP circuits, Customer Edge configurations. Experience with SD-WAN solutions that include Viptela and Versa, Velocloud.
- Experience with setting up and troubleshooting SSL VPN solution using Cisco AnyConnect, Juniper Pulse Secure, Zero Trust Network Access and EOS cloud vision.
- Knowledge and operational experience with SDN controller, Cisco ACI, VXLAN, MSTP, VTEPS, VNI, Bridge Domain, Arista Cloud Vision, EVPN, MP-BGP, Spine and Leaf Architecture, Wireless access management (WAM), RSA.
- Experience with Zscaler Cloud Proxy Architecture with ZIA, traffic forwarding using GRE tunnels to Zcloud, Azure AD Authentication, Access policies, ZAPP.
- Experience with Network Monitoring tools, SNMP, Log collectors, Splunk, ticketing tools and thorough understanding of workflows in corporate environments that include Financial, Healthcare, and Retail clients.
- close contact with stakeholders.

**EDUCATION**

- **Bachelor of Engineering in Electrical Engineering – University of Mumbai — Jun 2009 – Jun 2013**

**Syed Ali Imam Naqvi (Ali Naqvi)**

Microsoft Azure Architect Design (AZ-304)

Designing and Implementing Microsoft Azure Networking Solutions (AZ-700)

Palo Alto Certified Network Engineer (PCNSE)



---

## Summary –

- IT professional with over 12 years of experience in analysis, design, operation, engineering, administration, migration, on-site support, escalation support, and troubleshooting of large networks in on-premises and AWS and Azure cloud environments.
- Experience in design & implementation of security in Infrastructure of enterprise networks comprising of 10000 + users, more than 1000 networking devices, spanning multiple cities in national and global environment – extensive use of Cisco and Palo Alto (using Panorama and CLI) Technologies
- Experience in Azure and AWS Cloud Infrastructure and Services and in Networking and Security Design and implementation
- Implementation and troubleshooting of routing, ACLs and Security Groups in AWS environment with more than 100 subnets
- Setup VPC peering and Internet gateways
- Assisted application teams in migration from on-premises data center to Azure and AWS
- Extensive work for a real estate title company on setting NSGs in Azure cloud environment and on Palo Alto Panorama and Cisco ASAs
- Worked for a city government in Northern California to migrate data center from on-premises to a co-lo
- Using Visio and MS Office, documented overall City network infrastructure and made drawings for remote offices; completed drawings for equipment and hardware in new data center
- Configured new routers for replacing old ones in the process of MPLS circuit upgrades (from AT&T PNT to AVPN, AT&T Dedicated Ethernet) at a Federal Credit Union; setup SD-WAN using VeloCloud Edge 2000
- Experience in design and in capacity planning of multiple entry points, MPLS, B2B/Site-to-Site VPN, and external firewalls, into a campus network
- Configuration, implementation and troubleshooting on Palo Alto PA-3060 firewalls in active/standby mode and connecting through Cisco Nexus 93180 switches
- Configuration and troubleshooting of F5 load balancers along with Cisco ASAs
- Experience in connectivity of multiple large and small campuses through 3rd party (AT&T and Verizon) MPLS for enterprise networks
- Implemented security on wired and wireless networks using 802.1x on Cisco switches using Windows NPS with Active Directory and just with workgroup and supervised client configuration on Windows notebooks and desktops
- Extremely strong background in IPv4 subnetting, including VLSM
- VLANs, STP, VTP Trunks, and QoS on Catalyst (IOS), Cisco 4507E switches (IOS-XE) and FEX on Nexus 5K/2K (NX-OS) switches
- Migration experience of circuits and networks from one phase to the other
- Cisco ASA 5510 and 5585-X Series Firewalls, VPNs (Site-to-Site, Remote user), RADIUS, LDAP, and TACACS+
- Experience in design and implementation of logical firewalls using contexts on ASA firewalls
- Implemented EIGRP, OSPF, and BGP configurations on Cisco routers, including ASR 920, 1002, 1004 (IOS-XE), ISR 4321, 4331 and 443104
- Configured ISR 4321 for routing DID and toll-free traffic from Session Border Controller to AT&T
- Wireless networks including WLCs and Access Points, both zero-touch (light weight) and autonomous
- Strong experience in Change Control using ServiceNOW, ITSM (Remedy), Serena Business Manager, and HPSM
- Strong experience in Data Center setup comprising of rack arrangement, cable organizers, and stacking equipment
- Excellent skill-set in cabling and connectivity in multi-story buildings, including IDFs and MDFs and multi-mode and single-mode fiber optic cable layout



- Experience in Ethernet and fiber optic technologies and accessories like SFPs and media converters
- Experience in use of network design and monitoring software such as BlueCat IP Address Management, SolarWinds, Cisco NetFlow, SharePoint and Visio (for documentation) and familiarity with InfoBlox
- Excellent verbal and written communication Skills in English
- Used Remedy to initiate incidents (tickets) and implement change requests for making configuration changes in Cisco devices as per company policies.
- Implemented and tested QoS for VoIP in remote branches and offices

### **Technical Certifications & Skills**

- Microsoft Azure Architect Design (AZ-304)
- Designing and Implementing Microsoft Azure Networking Solutions (AZ-700)
- Palo Alto Engineer (PCNSE)
- Cisco Certified Network Professional – Routing/Switching/TShoot (CCNP – R/S/T)
- Cisco Certified Data Professional (CCDP)

### **Technical Skills Detail**

- Cloud Technologies: Microsoft Azure: VNet configuration, peering, Endpoint services, ExpressRoute, Azure AD, Storage options, Azure load balancers, NSGs, VPNs connectivity within Azure Infrastructure, and solutions spanning multiple regions
- AWS: VPC configuration, VPC peering, Gateways, Endpoint services, DirectConnect, Storage options, load balancers, ACLs and Security Groups, VPNs connectivity within AWS infrastructure, and solutions spanning multiple regions
- Cisco Technologies: Cisco IOS, IOS-XE, Routers (ISR 44xx, ISR 4321, ASR 920, 3900, 2900, 1900, 800), ASR 1002 and 1004, Cisco Catalyst switches (6500-E, 4500, 3700, 3600), Cisco Nexus (2248, 5010, 7010, 93108, 93180, and 9504), CDP, Cisco ASA 5500-x Series, DMVPN, Cisco ISE, Cisco Aironet AP, and NetFlow
- Palo Alto Enterprise Firewalls: Operation and configuration of Enterprise Palo Alto firewalls using Panorama and CLI (ssh), adding and modifying security policies, IPSEC site-to-site VPNs, and reconfiguration of VLANs for segmentation of L2 networks
- Network Technologies: EIGRP, BGP, MPLS, QoS, OSPF, Multi-Area OSPF, NBMA, HSRP, GLBP, VRRP, PPP, Network Address Translation (NAT), Port Address Translation (PAT), OSPF Virtual links, RIP, RIPv2, Static Routing, and Stub Routing, VLANs, VLAN Trunking, VTP, STP, SVI, CEF, SDN and SD-WAN, EtherChannel, BPDU, Portfast, PoE, SNMP, SNMPv3, SMTP, CDP and LLDP, F5 load balancers, and Wireshark
- Security Technologies: RADIUS, ACL, AAA, IPS/IDS, TACACS+, LDAP, SSH, VPN, DMVPN, Cisco ISE, IPsec, Port Security, MAC Address Filtering, IPS/IDS
- Wireless Technologies: IEEE 802.1x & 802.11 a/b/g/n/ac, WLAN, WLC and LWAPP, WAP, AP, SSID, LWAPP, CSMA/CA, Aironet, Wireless Surveys (using AirMagnet)
- Networking Tools: SolarWinds for NPM, NCM, and IPAM, NetBrain for dynamic mapping of network L3 and L2 topologies, Firemon, extensive use of InfoBlox for IP assignments and IP reservations in InfoBlox DHCP, and Bluecoat IPAM
- Connectivity & Hardware: Blade Servers, DNS Servers, DHCP Servers, Web Servers, RAID systems.
- ITIL Technologies: ServiceNow for incidents, task breakdown, and Change Control, ITSM (Remedy), HPSM, Serena Business Manager (TeamTracker)

### **Education -**

Degree in Engineering - University of Texas at Arlington

### **Summary of Professional Experience –**

**NetData Solutions, Inc.**  
**Senior Network Engineer**  
**2009 – Present**

### **Professional Experience Detail**

Recently, I have been working upon following projects and technologies:

- Currently. working on implementation of projects and operations of multi-site network using Cisco routers, switches, and Palo Alto Enterprise firewalls for a major health organization. This work includes:
- Creating and maintaining zones, address objects, and security policies on Palo Alto firewalls using Panorama and CLI (4000+ users and 1000+ servers)
- Segmentation of large subnets with public IPs into smaller, more efficient private IP-based VLANs and subnets
- Moved existing VLANs from direct network to “behind the firewall”
- URL Filtering, moderate application filtering, traffic monitoring, and troubleshooting on Palo Alto firewalls
- Site-to-site VPNs between campus and remote clinics and smaller hospitals using PA firewalls
- Extensive use of InfoBlox as DHCP, DNS, and IPAM tool
- Assigning medical devices, Audio visual devices, and special-purpose machines to proper VLANs, and subnetting of VLANs on Cisco switches and PA firewalls
- Extensive use of ServiceNow and Footprint to address issues, documenting solutions, change requests and control, and customer service
- Worked on design and implementation of projects using Cisco routers, switches, and Cisco ASA firewalls for a major US pharmaceutical company. This work includes:
- Provided solutions for MPLS, Site-to-site VPNs, and standard Internet-based access requirements
- Worked upon design & implementation of security in Cisco ASA-based Infrastructure of enterprise networks comprising of 6000 + users, hundreds of servers (more than 1000)
- Migration of subnets/DMZs from non-Cisco firewalls to Cisco 5585-X by exporting the rules and formatting them for 5585-X and re-configuration of the routes
- Configured Cisco and Extreme switches for access and distribution layers of a campus network spanning
- Modified and enhanced existing DMVPN infrastructure from 2 routers to 4 routers
- Implemented highly secure Cisco ASA-based design for PCI (credit card) and personal health-related (PHI and PII) data
- Designed and implemented connectivity between corporate offices and other clients and vendors using dedicated MPLS and/or VPNs
- Performed troubleshooting at tier 3 level for connectivity issues
- Scripted (advance level) and implemented firewall changes for permitting traffic using object groups, access lists, NAT, and routing
- Extensive troubleshooting using Cisco ASA “Packet-Tracer”, logging, and packet capture
- Used SolarWinds, Firemon, Net Brain, Serena Business Manager, and HPSM to implement Change Control
- Worked on a pilot project to study feasibility and to analyze AWS implementation in hybrid environment
- Worked on Design, Implementation, and Operational aspects of a global network of a pharmaceutical company based in the USA.
- Designed and implemented Layer 2 and Layer 3 LAN architecture for manufacturing plants, warehouses, and offices in different cities of USA and other countries by allocating subnets for Data and secure VLANs
- Configured Cisco and Extreme switches for access and distribution layers of a campus network spanning

- Configured OSPF on Layer 3 switches
- Configured switches for AAA, Spanning Tree, SSH, VLANs and trunks, Data/Voice interfaces, SNMP monitoring of ports, TACACS authentication, stacking of individual switches
- Configured Cisco routers for AAA, SSH, SNMP monitoring of ports, Net Optics TAPs, eBGP and iBGP routing, OSPF routing, ACLs to implement QoS with Class- and policy-maps, Route Maps, and TACACS authentication
- Configured Cisco routers as customer edge (CE) routers to connect to MPLS circuits
- Configured site-to-site VPNs on Cisco routers and ASA firewalls for connecting backup WAN links to main Data Center routers
- Configured NetFlow for monitoring router links
- Updated Bluecoat IPAM database with site and subnet information
- Extensive use of ITSM/Remedy to implement “Change Management” by following a “Change Request” from draft to completion
- Worked with Operations team to monitor network performance of routers and switches using SolarWinds, LogRhythm (Syslog database), BPPM (Alarms and notifications)
- Extensive use of ServiceNow, ITSM/Remedy to record, update, concepts of ITIL, and resolve incidents (tickets) as reported by hundreds of users
- Documented design and changes using Visio and SharePoint (site prepared by client company)
- Extensive communication in setting up incidents with AT&T, Verizon, Cisco, Extreme, and other vendors
- Worked on a major project for Data Center migration for a Southern California utility company; this involved migrating functionality of all the network routers, switches, and firewalls of a previously designed network.

#### **Completed the following tasks:**

- Configured VLANs and vPCs on new Nexus 7010 and 5K switches with Nexus 2248 Fexs connecting Cisco UCS and other servers. Fabric Path implemented.
- Setup site-to-site VPNs for business partners of utility companies.
- Migrated extranets for business partners from old DC to the new DC. This involved verification of circuits from AT&T and Verizon, configuration of extranet router, GoLRs, and core routers, and extensive testing.
- Decommissioning of network devices in the old DC by verifying that their functionality is available in the new DC.
- Used ITSM Remedy to initiate change request process and followed the change request plan through implementation and post-implementation phases, including back-out plan.
- Worked on a major project for an international service company to upgrade 150+ location network of a Southern California public organization from multi-vendor networking equipment to Cisco-only equipment; completed the following tasks:
  - Designed network for sites with various security and redundancy requirements, single-homed to multi-homed. These sites have 10 to 1500 users.
  - Replaced legacy routers with Cisco 2951 and ASR 1002 routers as per new specifications/configuration for local OSPF and BGP routing with MPLS VPN and dark fiber connections to a data center. Routers are configured with 2 to 7 VRFs for path isolation for different departments of public organization.
  - Coordinated with other team members to order new circuits for connecting to MPLS ring.
  - Designed network to connect servers and devices to connect to Nexus 2248 (Fabric Extenders) and to Nexus 5K switches in the main data center.
  - Worked (with other team members) in setting up Cisco Nexus 7K switch as new "core" in the main data center by dividing Nexus 7K in 4 VDCs (core, distribution, edge, and voice).
  - Worked on establishing Internet access for all locations through Cisco ASA 5585-X firewalls, setting up ACLs and NAT rules.
  - Following is a list of services provided and responsibilities personally handled:

### **Network Security:**

- Designed, configured and installed new Cisco ASA 5515. Configured all the security protocols by implementing strict enforced access via ACLs, NAT, Class Maps, Policy Maps, VPN access to business resources.
- Configured security policies and related objects, URL filtering, site-to-site VPNs, application IDs, and LAN segmentation, traffic monitoring, and troubleshooting on Palo Alto Enterprise firewalls for a city government and a major health organization
- Installed, configured Cisco ASA 5510 Firewalls in DMZ and Disaster recovery
- Configured Class Maps, Policy Maps and Service Policy for Layer 7, 3 and 4 URL filtering
- Configured Port based security, implemented 802.1x port-based authentication.
- Configured and Implemented RADIUS for VPN, AAA and controls for all devices

### **Switches and Routers:**

- Designed, configured and implemented Cisco 6509-E switches Access Layers Cisco 3750-x and 3850 switches with VoIP, port channel and port-security.
- Configured and implemented routing protocols such as EIGRP, OSPF, RIP and BGP on Cisco 1700, 2600, 2800, 2900, ISR 44xx, ISR4321, and 10 Gi ASR 920 series routers.
- Configured and designed VLAN networks and enforced strict ACL filtering between VLANs for Production and Development Networks.
- Installed and configured Cisco Stack Switches 3750 and 3850.
- Configured High Availability with HSRP, GLBP and VRRP.

### **Network Operations:**

- Worked with ISPs to install MPLS, T1
- Created and maintained up to date network documentation.
- Proactively anticipated networking needs for planning and budgeting
- Reviewed network and/or security service/maintenance arrangements

### **General:**

- Experienced and Certified in Microsoft Azure Architecture, design, and networking environment
- Knowledge and understanding of AWS Cloud Infrastructure and Services
- Basic scripting in Python

### **Documentation and Additional Details:**

- Using Visio and MS Office, documented overall City network infrastructure and made drawings for remote offices; completed drawings for equipment and hardware in new data center
- Used NetBrain for dynamic network discovery and documentation and created Visio drawing from discovery of routes and devices
- Designed, installed, and configured ALL Cisco and non-Cisco (HP, SonicWALL) equipment on a multi-branch medium size LAN/WAN setup to facilitate access to Internet services and meet security requirements - Core technologies handled included: Cisco Routers (2500, 2600, 2800, 3800 Series) and Cisco Switches (Catalyst 2900, 2950, 3500, 3560, 3750, 3850, 4507), ASA 5510 Firewalls, HP 4208vl Switch, Cisco Wireless 2500 and 5500 series LAN Controllers, Cisco Aironet AP
- Daily responsibilities include: escalation support activities; administration and maintenance activities; analysis, design, and project management activities; and communication/coordination activities.
- Escalation support activities include onsite and remote services, diagnostics and troubleshooting, hardware break fix, software resolution, and 2nd/3rd level training and support.

- Technical administration and maintenance activities include, but are not limited to, any and all scheduled and as needed installation, configuration, support, and troubleshooting of LAN/WAN technologies and devices.
- Communication and coordination activities include, but not limited to, hiring and managing several contractors during major implementation projects, documentation, and scheduling as needed reports with clients.
- Good practical and conceptual understanding and Cisco ACI, SD-WAN, Palo Alto firewalls, Cisco ISE, Cisco Prime Infrastructure, F5 load balancers, and basic scripting in Python

### **Projects & Accomplishments - Highlights**

- Designed and implemented IT infrastructure for medium-size businesses by engineering new network(s) and updating pre-existing infrastructure consisting of routers, switches, and firewalls as per clients' requirements; dictated by their expansion from single to multi-location and by need of users for remote access to in-house corporate data and servers
- Escalation support, administration, upgrade, implementation, and troubleshooting multiple server technologies and network devices and also performed a system migration of Active Directory, Exchange Server, Routers, Switches, firewall, and Hyper-V.
- Large project of implementing large IT infrastructure for environmental companies utilizing routers & switches, firewall, and various servers. Project entailed implementation of all new equipment, setup headquarters and branch offices and configuring site-to-site VPN, and SSL VPNs for remote and local users across worldwide.

---

## **Ty David Wall**

**CCNA [REDACTED] (Dec 2019 to Dec 2022)**  
**COMPTIA Security+ (July 2017 to July 2023)**  
**Active Secret US Government Security Clearance**

- LAN/WAN for Data, Voice, and Video; design, implementation, and maintenance
- Routing Protocols: EIGRP, BGP, OSPF, RIPv1, RIPv2, DMVPN, GRE
- Infrastructure: Cisco Catalyst (Nexus 9k, 6500, 4500, 3850, 3750, 2960, C1100, 9300, 9500) and Router (7600, 4800, 3900, 2900), Meraki MX-100, MX-67/67C
- Network Security: Cisco ISE, TACACS+, RADIUS AAA, 802.1X, Cisco ASA, SSL, McAfee (SIEM, ESM, ePO), Splunk, ACL
- Network OS: MicroSoft Windows 10, Server 2012/18, VMWare – Vsphere WebClient, Cisco IOS
- Monitoring:
- Cisco Prime/DNA Center, SolarWinds Orion NPM, NetBrain, Sniffer Pro, WireShark, WhatsUpGold,
- Checkpoint, APC NetBotz, SNMP, Bomgar
- Wireless LAN: Cisco Prime, Wireless LAN Controllers (WiSM, 5500), Cisco AP 1240, 2600, 3500) Meraki MX
- VoIP: Cisco Call Manager, Unity
- Productivity: MicroSoft Visio, MicroSoft Office Suite, Remedy, ServiceNow, Vision, Performance Logic
- Miscellaneous: BlueCoat / Windows DHCP server, DNS, MPLS, Active Directory, NMAP, Nessus, AD Manager

### **Work Experience:**

**United States Department of Agriculture**  
**02/2023 - Present**  
**9602 Coldwater Rd Suite 104**  
**Fort Wayne, IN 46825**

- IT Support Specialist with the USDA. Routine end-user support for data, voice, applications, software and hardware devices.
- Microsoft Windows 2010 MDT imaging of devices, new workstation provisioning, and support for 12 USDA offices in the NE Indiana region, to include network, printing, and end-user workstation support as a Tier 2 representative.

**US Air Force (86th Communications Squadron, Ramstein AB, GE)**  
**08/2021 – 09/2022**  
**Unit 3360**  
**APO AE 09094**

- Network administrator for the US Air Force. Responsible for over 1100 network infrastructure (OSPF) devices on Ramstein Air Base, Germany.
- Additional duties include being the primary COMSEC Responsible Officer for over 400 TACLANES on a very large SIPRNet infrastructure.
- I also work, cohesively, with a team of base contractors to ensure that all STIGs (Security Technical Implementation Guides) are maintained in accordance with DoD standards for both the NIPRNet and SIPRNet base networks.



- Currently working on projects to implement Cisco DNA Center on both NIPR/SIPR, as well as a current NIPRNet base network infrastructure remediation project (BITI) to replace all aging network equipment.

**United States Navy (CNIC, Navy MidSouth)**

**05/2020 – 08/2021**

**7736 KittyHawk Avenue, Building 457**

**Navy MidSouth, Millington, TN 38055**

- Network engineer for the US Navy, Commander, Navy Installations Command. Responsible for the OSPF Command MWR network comprising over 400 Navy locations throughout the world, to include; design, configuration, support, provisioning, and decommission of all Cisco IOS/NX-OS network infrastructure devices.
- Also responsible for IPAM and system monitoring via SolarWinds and NetBrain, network security via Cisco ASA firewalls, McAfee ESM, SIEM, and ePO.
- Currently transitioning many sites from legacy network connections to Meraki cloud devices (MX-100, MX-67/C). Cisco ISE for TACACS+ authentication.

**22nd Century Technologies (APG, MD)**

**11/2019 – 05/2020**

**6696 Boothby Hill Road**

**Aberdeen Proving Ground, MD 21005**

- Cisco network engineer for the US Army Test Center (ATC) division within Army Test and Evaluation Command.
- Responsible for the day-to-day network (Cisco LAN/WAN) operation for the military test range operations from the data center to 30 distribution switches to over 700 network switches to various buildings on the base.
- F5 BigIP/BigIQ LTM and ASM configurations. Responds to outage tickets in Remedy and site upgrades. Configuration and fine-tuning of SolarWinds Orion NPM, QoE, and configuration manager. Cisco and Fortress wireless LAN throughout various military ranges (external), as well as internal building WLAN access. BlueCoat DNS, BlueCat DHCP.

**Self-study and travel**

**06/2019 - 11/2019**

**HCL**

**05/2019 - 06/2019**

**7821 National Service Rd**

**Greensboro, NC 27409**

- Network Engineer role with HCL at the Volvo Trucks Headquarters in Greensboro, NC.
- Primary responsibility in this role is a Wireless LAN (Cisco) Network Engineer role, with a secondary role as Network Engineer (LAN/WAN) support and troubleshooting.
- Cisco Prime, WCS configuration, site survey, and troubleshooting for all Volvo Truck plant sites and offices throughout North America. Secondary responsibilities include Cisco network routing, switching, and all aspects of the physical infrastructure. Cisco Nexus 9508 core switch connectivity via VDCs and VPC configurations.

**22nd Century Technologies**

**06/2018 – 04/2019**

**88MDSS/SGSI Wright-Patterson AFB Medical Center**

**4881 Maple Sugar D**

**WPAFB, OH 45433**

- Cisco network engineer for the Cintas, Cincinnati contract. Cisco routers, switches, and firewall upgrade and ticket troubleshooting operational support.
- Support for active network notifications via SolarWinds and Splunk alerting, InfoBlox DNS, DHCP scopes management, and IPAM.
- Cisco Prime and Cisco ISE Wireless LAN configuration and support. Creation of heat maps and WLC client and access point configuration and troubleshooting.
- Cisco ASA VPN connectivity requests for network objects and groups via CLI configuration and ASDM packet tracer troubleshooting and analysis support.

**Russell Tobin (Contract)****03/2018 – 05/2018****1020 Petersburg Rd****Hebron, KY 41048**

- Cisco network engineer for the Cintas, Cincinnati contract. Cisco routers, industrial switches, and firewall upgrade and ticket troubleshooting operational support.
- Support for active network notifications via SolarWinds and Splunk alerting, InfoBlox DNS, DHCP scopes management, and IPAM.

**Pomeroy****11/2017 – 01/2018****1020 Petersburg Rd****Hebron, KY 41048**

- Cisco network engineer for the Cintas, Cincinnati contract.
- Cisco routers, switches, and firewall upgrade and ticket troubleshooting operational support.

**Various Contract Assignments –****GSTek****06/2014 – 12/2016**

- Cisco network engineer contractor Fort Knox, KY Enterprise Network. Support involves work with the Operations and the Engineering network team.
- Cisco routers, switches, and firewalls; configuration and support for military base networks. Cisco Catalyst 3750x stacks, C2900 series routers, Catalyst 6509 e network collapsed core network.

**TriHealth****03/2014 – 12/2014****10475 Montgomery Rd, Cincinnati, OH 45242**

- Network infrastructure (Cisco) support for a very large (10,000 plus) employee healthcare company.
- LAN/WAN survey, installation, and troubleshooting support, to include; new site activations, bandwidth testing, network monitoring with Orion NPM and Cisco Prime Infrastructure, CAT5e and CAT6 cabling, Cisco ASDM, ASA Access Control List (Move, Add, Change, Delete).
- Configuration management, Cisco Wireless LAN support with over 1600 wireless access points connecting to four Wireless LAN Controllers.

**CBTS****08/2013 - 01/2014****111 Tri-County Parkway, Springdale, OH 45246**

- Network Operations Center support engineer for the General Electric TSG support group. L2 troubleshooting of Cisco and HP network LAN and WAN.

- Proactively works with ISP carriers (Verizon, CenturyLink) for circuit outages.
- Routine network changes, to include, various switch and router troubleshooting, port activations, WAN bandwidth failover testing, pushing Cisco firewall changes via CSM, troubleshooting DNS issues (Proteus), and support for F5 BIGIP Load Balancing equipment.

**Department of Veterans Affairs**

**4100 W. Third Street, Dayton, OH - 45428 US**

- Responsible for the overall operation of the Dayton VA Medical Center network and telecom infrastructure, consisting of Cisco routers, switches, WLAN, and Call Manager/Unity devices throughout the main campus, as well as four Community-Based Outpatient Clinics and the Wright-Patterson VA Transition Center.

**U.S. Department of Defense**

**Wiesbaden, Germany, GM**

- Support for the DoDEA-European Theatre school systems, to include; Network LAN upgrades to replace legacy Foundry networks devices for Cisco routers (3845), layer three switch cores (Catalyst 4507) and Catalyst 2960s access switch stacks.
- Participated in the MPLS WAN circuit upgrade project to increase bandwidth at many schools from a 2 Mbps to 45 Mbps connection.

**Department of Homeland Security, CBP**

**Erlanger, KY US**

- Supporting the Greater Cincinnati, Northern Kentucky and Columbus, Ohio International Airport Customs and Border Protection facilities with over 140 officers and support personnel (to include DHL and Regulatory Audit CBP) in all aspects of I.T., to include; network connectivity, applications support, email support (MS Outlook, MS Exchange server), WLAN, VPN remote access, network and desktop print issues, and account access.

**Education:**

**Wright State University Dayton, OH US**

Some College Coursework Completed 04/1996

**Major:** Computer Science Minor: N/A

**Relevant Coursework, Licenses and Certifications:**

Various Cisco certifications and training, VOIP, CCNA, CWNA. Network Associates Sniffer Pro, Biologic Biometrics, General Electric Healthcare Patient Monitoring.

**US Military:** United States Air Force 1981-1987 Spanish Linguist

Armed Forces Expeditionary Medal

Air Medal with 7 Oak Leaf Clusters

Distinguished Service Medal

**Job Related Training and Certifications:**

- CCNA, [REDACTED] (Dec 2019 to Dec 2022)
- CCENT, [REDACTED] (July 2017 to July 2023)
- CWNA, August, 2002
- Cisco WLAN Field Engineer, August 2002
- Cisco Unified Communications Manager, September 2009

---

### **1.2.7 Project Manager**

---

#### **Darryl Cropper**

##### **Technical Project Manager III**

•

- Technical program management leader with 10+ years' progressive experience in software development methodologies, software engineering principles, and delivering business operations analytics to senior leadership.

##### **Highlights**

- Program Management SME: Lead initiatives driving operational priorities, insights; apply critical thinking to inform / recommend business decisions; analyze quantitative data / qualitative signals to identify growth opportunities—presenting insights, proposals to C-suite.
- Enhancing Daily Operations: Identify and define daily operations and downstream data impacts; interview business stakeholders to glean current processes, document processes, continually identify areas of improvement, champion new processes.
- Bridging Technical & Business Sides: Develop frameworks to track business performance; use master strategic business process modelling, traceability, quality management to elicit business requirements and translate into technical solutions; well-versed in business processes, system development, process enhancements; routinely identify, document, communicate data gaps.
- Business-Focus: Expertise in business analysis (dashboards), business intelligence and operations; analyze business performance to support daily operation—including developing & delivering presentations for C-suites, supporting strategic initiatives.
- Natural Leader: Skilled at leading agile development teams building data visualizations, metrics, KPIs, data solutions; manage request intake; conduct meetings and solicit requirements to drive development of tools supporting corporate goals.
- Data-Driven Decision-Making: Provide critical business insights and inform strategic business decisions; knowledge of statistical analysis and data tools (Tableau); advanced-user of Excel, leverage statistical toolkits (Python, R, Tableau).
- Technical Acumen: Expertise in MDM (master data management), data migration for product lifecycle management; Agile methodology, DevOps practices, scrum, Kanban, working with scrum teams to create user stories; employ Tableau, Jira, Confluence, Slack tools; cloud-based big data frameworks, i.e., data lake, relational, Graph / other no-SQL databases.

##### **Professional Experience**

###### **Technical Program Manager I (2 Contracts)**

**Meta, Menlo Park**

**Sept. 2021 – March 2022**

**May 2022 – present**

- Deliver programs within constraints of scope, quality, time, and budget, involving multiple moderate-probability, moderate-impact risk factors. Define, implement, deliver complex programs with cross-functional collaboration, interdependencies across projects.
- Perform program-level strategic planning; communicate with C-suite; resolve complex issues.
- Leverage impeccable communication skills to assemble high-performance technical teams.
- Lead exempt / matrixed FTEs, contractors; define, manage project scope; gather, document mandates; create project schedule.

###### **Sr. Business Project Manager (Contract)**

**Satellite HealthCare**

**San Jose, CA**

**Apr. 2020 – June 2021**

- Managed customer interactions; validated, fulfilled resource requests; project-managed resources. Enhanced dashboards, automation. Ran discovery meetings with cross-department stakeholders ensuring project scope met needs. Worked with CAP, CLIA regulations; created TDD / TRD (technical review documents). Managed dashboard updates, report generation & review.
- Launched new notification system for tracking COVID + patients, reporting / managing COVID patients / states; created cloud-based app to report KPI, clinical data in real-time.

**IT Technical Project Management (Contract)****Google, Inc.****Sunnyvale, CA****Aug. 2019 – Dec. 2019**

- Managed customer interactions; validated, fulfilled resource requests; project-managed resources. Enhanced dashboards, automation, boosted accuracy of resource management, improved system. Resolved customer resource requests.
- Helped develop, maintain automation tools—typically written in Python, trivial shell scripts.
- Worked with machine learning (ML) / neural network projects for Google Analytics, Cloud.
- Performed data modelling, data mining, using Python Power BI; created dashboards via proprietary tools, SQL.

**IT Business Project Management: GIS, Contract****Cisco****San Jose, CA****Oct. 2018 – July 2019**

- Served in Global Infrastructure Services, working with management to ensure resources were available, assigned. Created, sustained integrated program plan, schedule with cross-functional core team. Made tradeoffs to achieve goals within constraints.
- Prepared price quotes for BOM in CCW; developed user guide for enterprise agreement management portal (EAMP). Edited, proofread EAMP Guide Me training, developed enterprise data warehouse.
- Delivered proactive risk management: identified risk, created risk mitigation plans; worked with ML / neural network web analytics.
- Resolved bottlenecks / issues; integrated Salesforce Sales Cloud & Marketing; employed Jira, Agile frameworks.

**Senior IT System Manager (Contract)****Cisco****San Jose, CA****June 2018 – Oct. 2018**

- Designed, project-managed major end-to-end solutions, i.e., Operations, MDM, AM Migration, EPS, LSS, Oracle Agile PLM Program initiatives by using Oracle, Teradata. Determined critical paths, technical dependencies of new product launches.
- Configured complex subscription offers via proprietary tools; captured, translated customer needs into requirements, document via Agile stories; performed data modeling, data mining; used Python for Power BI.
- Implemented new notification system for Jasper Connect, Service Bulletin: ensured page always had same notifications / subscription functionality as any other portal page; enabled author to choose to fire alert to all or specific audiences (subscribers).
- Contributed to GSX (Sales Connect) Mobility web application testing; worked with QA to ensure deployment succeeded.

**Senior BI Project Manager (Contract)****The Gap****San Francisco CA**

**Sept. 2017 – May 2018**

- Worked on Product Identification Transformation and Product Tracking Enhancement and Infrastructure projects, i.e., implementing Azure Cloud-based web reporting for Global Sales & Marketing. Managed IT staff, internal customers; defined project requirements, conducted feasibility / needs assessments. Championed, won buy-in for, enhancements to reporting, data solutions.
- Worked with ML / neural network projects with BI Analytics. Implemented Oracle Agile PLM, iOS Apple interface.

**Sr. Business System Analyst (Contract)****Wells Fargo Bank****San Francisco, CA****Dec. 2016 – Aug. 2017**

- Worked with business partners, stakeholders, developers to provide solutions for processes, issues, support; drove future business needs and goals; managed ad hoc reports, documentation. Performed product analytics. Created dashboard for management.

**Sr. Business System Project Manager (Contract)****Pacific Pulmonary Services****Novato CA****July 2016 – Dec. 2016**

- Directed all phases of internal data system-specific projects from cradle-to-grave, i.e., software implementation, upgrades. Coordinated work of IT staff / internal clients by defining requirements, leading feasibility / needs studies. Worked on ML / neural network projects.

**Sr. Business Analyst (Contract)****Bank of America****San Francisco, CA****Jan. 2016 – May 2016**

- Performed data analytics to investigate, quantify, design reporting on quality of input data for capital modelling, calculations, reporting for Wholesale Credit capital management; developed dashboards, reports. Project ended early due to funding & resource constraints.

**Sr. Business System Analyst (Contract)****Safeway Corporation****Pleasanton, CA****Sept. 2015 – Dec. 2015**

- Worked on DSD (direct-store distribution) for store-level merges. Identified, analyzed, defined requirements supporting projects, business goals. Implemented business processes via Tableau, Informatica. Ended early due to funding constraints.

**Sr. Business Project Management (Contract)****Bank of the West****San Ramon CA; Feb. 2015 – Aug. 2015**

- Led Enterprise Data Warehouse Basel and CCAR projects. Created centralized data warehouse; led data analysis, data profiling, migration, integration—and predictive analytics in marketing, commercial, SMBs, credit card processing. Integrated archival data into financial platform, created design and architecture of application systems across platforms, data marts. Created business cases.
- Led Comprehensive Capital Analysis Review (CCAR) federal regulatory report to assess, regulate, supervise large banks.

**Sr. Data Analyst (Contract)****Wells Fargo Bank****San Francisco CA**



**March 2014 – Jan. 2015**

- Worked with business, stakeholders, developers to solve ongoing issues; drove future business needs, goals; led ad hoc reports; created data analytics reports on business needs, goals. Project-managed analytic projects, data analytics, SQL queries.

**Business System Analyst, Data Integration Manager****Alameda Alliance for Health****Alameda, CA****Jan. 2013 – March 2014**

- Led patient-provider health net business process & application enhancements, centralized data warehouse integrating provider, patient, pharma, clinical, claims transaction history, data. Performed data analysis, data profiling, migration, integration, predictive analytics. Created an application system supporting business reporting, financial data meeting CAP / CLIA mandates.
- Created Financial BI reporting; led master strategic business process modelling; documented risk management, gaps.
- Senior Business / Data Analyst, Bank of the West; Concord CA; Feb. 2010 – Dec. 2012
- Performed business and data management, data migration, reporting. Updated SharePoint site, repositories with process flowchart, status. Analyzed portfolio by client, commercial, credit card risk data. Provided business analytics; reports and dashboards for PMO.
- Project Manager & Coordinator, Kaiser Permanente; Oakland, CA; Oct. 2003 – Aug. 2009
- Led Center for Medicare Initiative, performing data management, data mining; worked with business to identify data elements.

**Education**

- BS, Communications, University of Texas at Austin
- Certifications: Six Sigma, Yellow Belt; Salesforce Certification (Service Cloud & Salesforce Administrator); Cisco Routing

**Technology**

- **Platforms:** Unix, Java EE (J2EE), .NET framework. Software: Teradata 14.0, Informatics Data Explorer 9.5 (IDE), ALM-QC, SAP, SAS, Tableau, Hadoop, SharePoint, Confluence, MS SQL Server, SSMS, SSIS, SSRS (Visual & Management Studio); MS Office (Excel, PowerPoint), MS Project, MS Visio. Cisco Sales Connect / Jasper Connect, CCW; ML / neural network projects with BI analytics. Languages: SQL, PL / SQL, Java, Python, R, JavaScript, Unix, shell scripting, XML. Databases: Oracle Agile PLM, Teradata, SQL Server, Nosql, Oracle, DB2, CCQ, MS Access, Toad Tool for Oracle, data modeling, data mining, Python Power BI. Reporting: Jira, Confluence, ETL, Tableau, Informatica, MicroStrategy, SAS, Power BI. Cloud: Azure, Salesforce Cloud. CRM: Salesforce Sales Cloud & Marketing, SAP, SAP HANA, ERP. Methodology: Agile, Scaled Agile Framework, Scrum, Waterfall.

## **RICHARD M. HAMMER**

**EXPERIENCED IT PROGRAM MANAGER**

- IT Project Manager
- Senior IT Manager
- Program Management
- Technical Leadership
- Project Scheduling
- Cloud Operations
- Continuous Improvement
- Optimized Operations
- Improved Performance

- Enhanced Processes
- Increased Efficiency
- Professional Scrum Master I
- Certified Scrum Product Owner (CSPO)
- CompTIA Security+ CE
- Microsoft Certified Professional
- VMware Certified Associate

## **WORK EXPERIENCE**

### **Louis Dreyfus Company; Memphis, TN**

**July 2022 - present**

#### **Project Manager, Atlas Cotton Division**

- Facilitated project management and coordination with IT Service Management (ITSM) team and global Operations teams, specifically regarding Atlas Cotton Division.
- Updated the onboarding process through ServiceNow (SNOW) and oversaw all onboarding issues with newly hired developers in North America (NAM) and India.
- Coordinated with Development/Business Analysts and assisted in scheduling project updates.
- Scrum Team member in Daily Standup meetings with developers, aided the Scrum Teams as Scrum Master/Product Owner using JIRA to manage the product and sprint backlog.
- Attended weekly development status calls to update resources on project-related news.
- Reviewed all requirements and functional/technical documentation in Confluence for accuracy.
- Maintained current Standard Operation Procedure (SOP) documents.

### **Concentrix Catalyst; Memphis, TN**

**April 2022 - July 2022**

#### **Senior Manager, Cloud Operations**

- Oversaw delivery services for 24x7 operations and led the team, deliverables, and SLAs.
- Provided infrastructure support services across Data Center Operations, Cloud, SOC, or NOC.
- Supported sales of Operations Services by creating collateral, solution design, and positioning.
- Drove Communications within Customer organizations during Critical project/Outage services.
- Executed Customer Service Improvement, Transformation, Automation, and Productivity plans.
- Identified changes to the customer environment and technology trends.
- Utilized DCO-Server, Network, Storage, Database-ITIL process, and Service Desk experience.

### **Berkeley Lights; Emeryville, CA**

**Feb 2022 - April 2022**

#### **Project Manager**

- Developed, maintained, and documented a current knowledge of the organization's network, system, processes, and procedures.
- Acted as the primary point of contact for all IT infrastructure related projects and enhancements.
- Developed and maintained reports, KPIs, and dashboards relating to IT infrastructure.
- Ensured ongoing alignment to functional/technical requirements, system configuration, data integrity, and all system-related policies/procedures.
- Provided ongoing training materials to ensure adoption, meet end-user training needs, and deliver training in conjunction with departmental stakeholders.

### **FedEx Enterprise Services; Memphis, TN**

**July 2021 - Feb 2022**

#### **Senior Project Manager**

- Recovered over \$50M in under-utilized/over allocated compute resources in the project.
- Facilitated project management on the Datacenter Rightsize and Reclaim Project.

- Utilized data gathered from Densify with individual enterprise application teams to determine what over allocated resources can be reclaimed via downsizing or decommissioning of servers.

### **Sedgwick Claims Management Services**

**Memphis, TN**

**Project Manager**

**Dec 2020 - July 2021**

- Senior Project Manager
- Led the business analysis efforts for implementations and large, multi-line projects for migration to Azure, O365 and Datacenter migration.
- Reviewed, analyzed, and documented internal and client user needs.
- Provided mentorship and leadership within the business analysis team.
- Led the requirements' management efforts for large projects, including client implementations.
- Collaborated with project managers, project requestors, operations, business representatives, IT representatives, and clients to ensure complete understanding of software requirements.

### **Capstone Corporation**

**Millington, TN**

**Jan 2020 - Dec 2020**

**Program Manager**

- Facilitated program management of a \$15M Information Technology Sustainment Services contract with Bureau of Naval Personnel 07 (BUPERS-07) Navy Personnel Command (NPC).
- Oversaw 30+ Technical staff members for all Integrated Infrastructure Sustainment Operations.
- Directed all day-to-day communications and project coordination with the Naval Information Warfare Center (NIWC) Datacenter in Millington, TN.

### **Leidos/Lockheed Martin**

**Millington, TN**

**Feb 2014 - Dec 2019**

**Project Manager**

- Oversaw operational management of an \$11M annual contract with Navy Personnel Command.
- Led 50+ Technical staff members for all IT Operations processes.
- Coordinated the transition from Waterfall software development methodology to Agile/Scrum framework development process.
- Lead Implementation of the DevSecOps development methodology.

### **International Paper**

**Germantown, TN**

**Jan 2013 - Feb 2014**

**MSI Contractor Project Manager**

- Led contractors assigned to the IP Microsoft Infrastructure (MSI) Distributed Server 2003 to Server 2008 R2 upgrade throughout all the IP field offices and Mills in North America.
- Coordinated with each site on delivery and installation of new servers and connected remotely to new servers utilizing the HP Integrated Lights Out (iLO) utility,
- Collaborated with the Windows Enterprise Architecture group to build the standard Windows Server 2012 R2 template used to build the Domain Controllers in the Data Center.
- Prior Experiences: NexTech Solutions, Sr. System Administrator, Project Lead; Affiliated Computer Services, Infrastructure Consultant/Business Systems Analyst; HP Enterprise Services, NMCI Systems Analyst/Administrator; EDS Inc., Technology Consultant III

### **TECHNOLOGIES, CERTIFICATIONS, & PROFESSIONAL DEVELOPMENT**

- Technologies: MS Project, JIRA, Confluence, Smartsheet, Team Foundation Server (TFS), SNOW, SharePoint, Active Directory, Azure, VMware, vSphere, Symantec, Veritas, NetBackup, Altiris

- Certifications: Professional Scrum Master I (PSM-I); Certified Scrum Product Owner (CSPO) Scrumalliance.org; Scrum Fundamentals Certified (SFC); VMware Certified Associate, Data Center Virtualization (VCA-DCV); COMP/TIA Security+ CE; Microsoft Certified Professional MCP
- Professional Development: United States Marine Corps

## **WENDY E. ODA**

### **SUMMARY**

Successful Senior IT Product, Program, and Project Manager experienced in all aspects of Agile / SDLC project lifecycles from concept to completion while facilitating all interactions between engineering and business teams. Extensive experience in overseeing and leading thin/thick client application development, mobile application development, various types of eCommerce, AWS, and customer-facing initiatives. A product, program, and project manager that strives to align with business objectives and strategies while creating and overseeing the design and development by utilizing 20 + years of experience in identifying and establishing products and programs based on assessments of the competitive environment, market segments, product positioning, pricing and profitability.

### **CORE QUALIFICATIONS**

- Senior-level mobile and eCommerce management
- Multiple Cloud migrations for AWS, SAP, Azure
- Oracle ATG platform migrations and site maintenance
- Management of IT hardware & software projects and deployments
- RFP/Vendor selection for ATG implementation partners and iOS vendors
- Search Engine Optimization (SEO)
- Management and coordination of mobile application projects
- Roll out of mobile applications and eCommerce initiatives
- JIRA and Confluence
- Release management
- KPI methodology, ROI analysis, performance dashboards, and Adobe analytics, statistical analysis
- Vendor management and creation of SOW's
- Mentoring and leadership of PM's
- Training and mentoring of Scrum and Agile methodologies
- Salesforce implementations
- POS implementations and coordination with eComm carts
- Product Ownership /Management
- Microsoft Office including MS Visio, SharePoint, Microsoft Project, Project Mgt Software, etc.
- Program-level leadership and coordination of teams across IT Engineering
- PMO Leadership
- PMI Methodologies, Agile, Scrum, Waterfall, and other PM methodologies
- QA & UAT coordination
- Performance and dashboard management on multiple Cloud platforms

### **CERTIFICATIONS**

- Obtained Project Management Professional (PMP)
- Certified Scrum Master (CSM)
- ASQ Six Sigma Green Belt,
- Microsoft Office User Specialist (MOUS)
- ISO Auditor and Trainer
- In progress: AWS Associate Certificate, New Relic Pro, Azure certification

## **PROFESSIONAL EXPERIENCE**

### **Waters Corporation (Contract)**

#### **Project Manager**

**11/2019 – Present**

- Program manager for the migration of product data to SAP Commerce Cloud
- Overseeing the decommission of the on-prem Hybis and Oracle databases
- Managing the various environments in Azure Cloud
- Coordination and management of multiple engineering teams
- Implementing Agile methodologies

### **Keurig Dr Pepper (Contract)**

#### **Senior Program Manager, Digital & eCommerce**

**03/2019 – 11/2019**

- Board of directors for DevOps implementation across the company
- Member of Senior Leadership Team responsible for the delivery of end-to-end digital and eCommerce projects
- Coordination and management for functional and technical resources
- Overseeing the overall delivery strategy and monitoring schedules across IT and infrastructure projects
- Managing multiple project managers and other resources
- Salesforce project initiatives and coordination

### **AHIMA (Contract)**

**08/2018 – 03/2019**

#### **eCommerce Senior Program Manager**

- Program manager for the largest company initiatives that drove business transformation and improvement
- Programs managed include: Web redesign, Software upgrade, and other eCommerce and mobile initiatives
- Mentoring of multiple staff members to grow them in program execution, management, and PMO leadership
- Overseeing portfolio of projects and initiatives
- Deployment planning and coordination
- Vendor relations and SOW management

### **QUIKORDER (Contract)**

**11/2016 – 08/2018**

#### **Senior Program Manager**

- Product manager for a National-based loyalty program for PizzaHut.com that brought in \$1b + revenue and 12m+ members within the first year
- Program Manager for implementation of AWS and decommission of physical data centers
- Directing developers and various teams while managing site enhancements and programs
- Recognized for product leadership and management for the Hut Rewards program
- Overseeing the Angular, PHP, and Cache development for projects and programs in the eCommerce and mobile space
- Salesforce integrations and troubleshooting of back-end issues
- Created strategies to enhance customer engagement and experience based on data analytics
- Production release management
- Daily use of Agile and Scrum methodologies
- Implementation of Hut Rewards on POS in stores

## **IN THE SWIM HEADQUARTERS**

**12/2015 – 10/2016**

**Senior Product Manager**

- Product Manager for eCommerce program and end-to-end site administration for multiple ATG sites
- Successful completion of 2 site migrations to an Oracle ATG platform
- Omniture implementation for SEO enhancements and data tag upgrades for data analytics
- Taught Agile project management standards and practices while acting as the director and creator of the PMO
- Provided planning, tracking, benchmarking and reporting to effectively manage IT projects and operations
- Managed QA, BA, and offshore development teams

**ULTA CORPORATE HEADQUARTERS (Contract)**

**06/2015 – 11/2015**

**eCommerce Senior Project Manager**

- Managed multiple eCommerce projects and initiatives using Agile and Scrum methodologies
- Developed and coordinated project production cutover plans for releases
- Created an internal eCommerce department site for all deployments, projects, issues, updates, and details
- Responsible for the oversight of project-level financial management
- eCommerce project initiatives including coordination with store POS systems
- Managed QA, BA, and offshore development teams

**HYATT HOTELS & RESORTS CORPORATE (Contract)**

**10/2014 – 06/2015**

**Senior IT Project Manager**

- IT Project Manager for the Upsell Marketing e-commerce projects and rollout
- Projects included: Successful Rollout of a new marketing Upsell program, Deploying a new offer system for use at hotel POS systems, UX projects, Multiple Upsell projects with IT and e-commerce development, Compatibility with mobile devices, New email platform, UX design for e-commerce sites, and more
- Coordination and management of multiple teams and vendors
- Managed offshore development resources and internal QA, BA, and development teams
- Successful management of marketing email campaigns and deployments for eCommerce and mobile initiatives

**LTD COMMODITIES**

**07/2014 – 10/2014**

**Product Manager, eCommerce Systems Operations**

- Managed the daily operations for projects and activities associated with the e-commerce application portfolio
- Responsible for the e-commerce deliverables, as well as strategic planning and direction for the department
- Partnered with other business units to identify and prioritize work while participating in group planning and decision-making activities
- Managed all Oracle projects and releases
- Developed and maintained the e-commerce Systems business plans and strategies

**JONES LANG LASALLE (Contract)**

**06/2014 – 07/2014**

**Senior IT Project Manager - Healthcare**

- Lead projects from original concept through final implementation Develops & drove change management initiatives for large healthcare projects



- Defined & implemented strategies, processes, policies specific to product, functional role, small teams, participated in defining & supporting IT organization plans
- Developed detailed work plans, schedules, project estimates, resource plans, and status reports
- Managed the integration of vendor tasks and tracked vendor deliverables

## **SEARS HOLDINGS CORPORATION**

**10/2013 – 06/2014**

### **eCommerce Product Manager for Operations**

- Responsible for strategizing and driving the key features and functionalities for Home Delivery e-commerce and mobile application experiences
- Managed ongoing relationships and dialogues, through detailed reporting structures, with all e-commerce functional areas and other business units to provide information and insights relevant to strategy and future initiatives
- Oversaw project managers to ensure ecommerce Home Delivery enhancements and features are implemented per specifications, within budget, and on schedule
- Played a key role in “understanding the customer” and optimizing e-commerce growth and adoption.
- Synchronized e-commerce efforts with mobile applications teams to deliver the same experience across all platforms including POS store systems

## **SEARS HOLDINGS CORPORATION (Contract)**

**12/2012 – 10/2013**

### **Technical Program Manager for eCommerce Operations**

- Leading various projects with cross-functional teams consisting of engineers, QA and UX designers to develop features on E-commerce and mobile projects and programs.
- Worked closely with QA to develop use cases, review test cases, and track feature bugs
- Program and Project Manager for the highly visible Choice portfolio within the Online Business Unit.  
- End-to-End project and program management for home delivery, installation, texting, handling of kits, customer information updates with various engineering efforts and dependencies.
- Responsible for daily/weekly meetings with Engineering & QA for status, issue management (Issue Log & Jira), business updates & status, PPM tool updates (WorkLenz), resource time tracking, managing the integration between different company areas, UAT planning & execution

## **WALGREENS CORPORATE HEADQUARTERS (Contract)**

**06/2012 – 10/2012**

### **Project Manager**

- Led and managed the initiative for the iOS vendor selection and creation of RFP for iOS devices and processes
- Technical management and coordination with Apple vendors
- Coordination and implementation of POS system upgrades
- Project Manager for iPad rollout initiative in a retail stores, corporate, international employees, and colleagues
- Technical leader for IT projects in retail stores and POS systems
- Coordination of engineering efforts and alignment within various teams for development and release

## **ACE HARDWARE CORPORATE HEADQUARTERS (Contract)**

**03/2012 – 06/2012**

### **Project Manager**

- Project Manager in the Paint Division for three projects totaling \$30,000,000 leading an initiative to remodel the entire paint department at the store level
- Project Manager for the national convention introducing and announcing the new paint and the redesign of the color pallet, products, and overall paint division
- Project Manager for the creation of the Operational Playbook that changed the way the retailers manage their departments and sustain the departments after the remodel.

•

**SEARS CORPORATE HEADQUARTERS (Contract)**

**10/2011 – 04/2012**

**IT Project Manager Retail Operations**

- IT Project Manager in the Retail Services Department for the DEJ (Digital Experience Journey)
- Infrastructure changes to network engineering in all Outlet stores
- Roll-out of iOS devices to all Sears' Outlets
- Multiple hardware and software deployments to retail stores and POS systems
- Appointed as PM for the #1 ranked priority project for both Sears & Kmart updating on-line kiosks & workstations

**WALGREENS CORPORATE HEADQUARTERS (Contract)**

**04/2011 – 09/2011**

**Senior Project Manager**

- Senior Project Manager for the corporate-wide Save-A-Million Program.
- Project development, budget, schedule, and execution from cradle to grave
- Executive leader for a high-level Human Resource relocation project
- Worked with construction remodel project and Supply Chain project
- Highly recognized for project leadership and poise during each phase of each project managed
- Training of SharePoint to end users in PMO

**UNIVERSAL HOSPITAL SERVICES**

**10/2004 – 3/2011**

**Hospital Operations Manager**

- Managed the medical equipment logistics within 2 hospitals
- Supervised a team of 20 employees at both hospital facilities
- Reported and analyzed overall quality with audits and reports
- Conducted meetings with hospital department heads to ensure quality standards were maintained
- Recognized for continually meeting quality guidelines and sales goals
- Promoted to Hospital Ops Manager from Mfg. Services Administrator
- Manufacturer Services Project Manager and Administrator
- Project Manager for nation-wide upgrades and installations for medical equipment manufacturers including Baxter, Stryker Instruments, Johnson & Johnson, Ethicon Industries, Alaris, Abbott, and others
- Trained and managed Biomed technicians on medical equipment procedures and projects
- Managed multiple contracts with manufacturers and ensured all quality and contractual obligations were met
- Developed policies and procedures to comply with FDA regulations and ISO standards
- Managed the coordination and calibration of all technicians' tools
- Recognized nationally for dedication and levels of customer service and leadership

**EDUCATION**

- |  |                           |
|--|---------------------------|
| • Management & Leadership                          | Judson University         |
| • Business Administration & Information Processing | Rockford Business College |

**AFFILIATIONS**

- Network of Executive Women, Member of the Project Management Institute (PMI), Member of Scrum Alliance, National Association of Professional Women, American Society for Quality (ASQ)

---

**1.2.8 Quality Assurance Analyst**

---

**Jerry A. Hockenberry****Objective**

To use my extensive knowledge and experience with Network Administration and Quality Assurance Testing, as well as client and company service, and solid computer system knowledge, to secure a position in the Technology Field.

**Qualifications:**

Expansive, team-oriented Quality Assurance Tester with broad-based experience and hands-on skill in successful server implementation and providing quality customer service. Proven ability to work quickly and efficiently to help get products fully tested before release deadlines. A broad knowledge of computer/mobile device hardware and software, including installation, configuration, updating, and troubleshooting.

**Education:**

- Associates Degree in Network Administration
- Pittsburgh Technical Institute – 2009
- Classes: Hardware I & II, Cisco I & II, Help Desk, Linux, Operating Systems I & II, Network infrastructure I & II
- Central Pennsylvania Institute of Science and Technology – 2004-2007
- Cisco Academy and Information Technology
- Bald Eagle Area High School

**Skills:**

- Windows 95/98/NT/XP/Vista/7/8/10, Linux, MacOS
- Server 2003/2008/2012/OpenVMS
- AD/DNS/Group Policy/MS Office Suite/VMware/Fiddler2/Postman
- HTML & CSS, MS SQL, C#, Java, Selenium, NUnit
- Visual Studio, SourceTree, Crucible, IntelliJ IDEA, DBeaver
- Team Viewer, Remote Desktop and Dameware
- Agile Training via LitheSpeed, Bamboo, Risk & Gap Analysis
- Accessibility testing tools (aXe, Wave, Site Improve & JAWs/Voice Over screen readers)
- Jira, Confluence, Azure Dev Ops, HP ALM, AWS
- Black box testing, White box testing, Rest API, Leadership

**Professional Experience:****Commonwealth of Kentucky****July 22 - Present****Quality Assurance Lead**

- Perform Manual testing of assigned products.
- Write manual testing scripts.
- Create and Maintain automation scripts.
- Review/Create Acceptance Criteria and bugs.
- Track and Maintain Bugs in Microsoft TFS.
- Conduct interviews for other QA individuals.
- Verify/Locate Data in the SQL DB tables.
- Document QA best practices/Training materials.

**Elsevier****March 2022 – July 2022**

### **Quality Engineer**

- Perform manual testing of the SHERPATH/EAQ products
- Write and test Postman automation scripts for SOAP/REST API's (Post/Get/Put)
- Run automation scripts against EAQ/SHERPATH products
- Write automation scripts in Java w/Selenium framework
- Check SQL database tables for data discrepancies
- Determine acceptance criteria for tickets
- Push/Deploy releases with Jenkins to production environment
- Verify Versions of Micro-services on AWS
- Use GitHub to push and pull code in IntelliJ
- Create Acceptance Criteria and Point according to how much effort each story will be requiring from a QA perspective.
- Document and track any bugs found in JIRA
- Work/Communicate across different teams when testing micro services

### **TekSystems**

**April 2021– March 2022**

#### **IT QA Analyst**

- Assist in the implementation of Salesforce CRM
- Determine Automation capable stories and functions within ADO
- Perform Risk and Gap Analysis and establish a response plan
- Review business requirements, use cases, business scenarios, and design specifications to create test cases
- Assist Team Lead with various meetings involving different stakeholders to understand the scope of the project
- Provide objective feedback to software development teams
- Contribute to test strategy development, develop test scripts and report defects.
- Work with Test lead to plan testing steps of all IT projects
- Assist Test Lead in determining testing requirements and identifies test conditions and creates test designs, develops test cases, test procedure specifications, and test scripts
- Help with and attend defect tracking, defect triage, and follow through to resolution
- Gathers, creates, and manages test data needed for test execution

### **Blackboard, Inc**

**Jan 2018– June 2019**

#### **Scrum Master**

- In charge of pulling in work for my team
- Filling out Sprint reports for management
- Coordinating with Product Owner to plan Team Sprints
- Coordinate Team Standups every morning with co-located team
- Make sure each member of the team gets impediments taken care of in timely manner
- Work with other Scrum Teams to make sure projects don't overlap
- Effectively track team's progress, including burn down, and velocity

### **Blackboard, Inc**

**2016 – March 2020**

#### **Quality Assurance Specialist**

- Develop and execute functional tests as well as review automated tests to ensure product quality
- Estimate, plan, and coordinate testing activities
- Ensure that quality issues and defects are appropriately identified, documented, tracked, and resolved
- Review requirements specifications and technical design documents to provide timely and meaningful feedback.
- Create detailed, comprehensive and well-structured test plans and test cases.

- Perform thorough regression testing when bugs are resolved.
- Identify and develop ways to improve the quality, capability or efficiency of the testing process.
- Ensure the product meets ADA Compliance standards
- Write Automation Tests to improve Regression testing

**AccuWeather, Inc.**

**2009 - 2016**

**Quality Assurance Tester**

**September 2014 – Jan 3, 2016**

- Establish, develop, maintain, and enforce quality assurance policies, processes, procedures, and schedules that will ensure exceptional performance of mobile applications such as those for iPhone, iPad, and Android devices.
- Review system requirements, functional design, technical design specifications and other available information for each project initiated.
- Participate in manual black-box testing on all projects.
- Review test documentation, test results, and reported bugs; verify defects are resolved as required and provide recommendations to aid future application development.
- Work with large enterprise customers via email and phone to provide to help resolve technical issues.
- Create and maintain documentation (for both internal and external audiences) for each application developed.
- Undertake platform/device research to keep the team informed of emerging technologies, trends, and product features that will impact application design and development and provide recommendations to Team Coordinator based on this research.

**Network Operations Center Lead Technician**

**October 2012 – September 2014**

- Innovate new ideas to improve synchronization between my team and other teams by implementing new processes such as including them in meetings and setting up training sessions.
- Organizing meetings/consulting with Call Center Staff to ensure they are providing accurate documentation of issues, enabling the NOC staff to resolve issues as quickly as possible.
- Provide one-on-one training to new NOC Technicians.
- Supervise workflow of the NOC staff, and co-ordinate schedule changes.
- Assign projects, provide managerial and technical support to other staff members to ensure the tasks are completed efficiently and on-time.
- Assisted with PC/Desktop support (troubleshooting, software installations, Switch Port activations)

**Network Operations Center Technician**

**November 2009 – October 2012**

- Install servers.
- Monitor the entire network to ensure all systems are functioning properly
- Proactively troubleshoot systems to prevent data loss and errors.
- Work on client and in-house data/computer system issues.
- Set up computers for in-house staff.
- Work with equipment vendors to ensure top quality performance.
- Contact clients directly with updates and follow up on system issues.

**Manikanda Prabhu Raghavan**

**Summary:**

- 13+ years of experience in Manual Testing, Automation testing, Agile testing, UAT testing, Web Services Testing, Siebel Testing, API Testing and DB Testing.
- Currently Doing a role of Onsite Coordinator/Test Lead.

- Worked for the major Healthcare clients like Kaiser Permanente, Anthem, Independence Blue Cross (IBC), WellPoint.
- Experience in Selenium WebDriver with Core Java and capable of writing Automation scripts.
- Having good experience in using TestNG Framework and Maven.
- Good Knowledge in API automation using RestAssured.
- Prepared Test Strategy, Test plan and Weekly status report documents for projects.
- Worked in EPIC Revenue Cycle Management and performed End to End testing on Hospital billing and Professional Billing from Claim Generation till the remittance posting.
- Performed Health Connect Testing like ADT Testing (Admit Discharge & Transfer), Cadence, ED, Ambulatory, HL7 Validation, Labs result testing, E2E testing for Hospital billing and Professional billing.
- Performed EDI Claims Testing and worked in 837, 835, 270\271, 278, 276\277, 277P & 999 transactions. Verifying the EDI claims are processed and paid as per benefits after deduction of Deductible, Co-pay and allowed amount.
- Finance Testing: Worked in Finance module includes 835 transaction, EFT & Checks.
- Authorization testing for Infertility which involves JSON, XML and API Testing using SOAP UI.
- Worked in Claims module, Claims eXtension and Benefits testing.
- Worked in Customer Service (INSINQ), Quality Evaluation System (QES) & Provider Portal (NaviNet) applications.
- Prepared Weekly Status Reports and participated in test status meetings with client.
- Test Management, Defect Reporting and Tracking tools like JIRA & HP Quality Center 12.53.
- Good knowledge in SQL queries, XML, HTML, Java, Python, Selenium WebDriver&JSON.

#### **Technical Skills:**

- Programming Language: Java, Python Scripting, SQL, JSON, HTML, XML, JavaScript, PostgreSQL, RestAssured.
- Programming Tools: Eclipse, PyCharm, SOAP UI, Postman, TOAD, Teradata SQL Assistant.
- Test Management Tools: JIRA, Confluence, HP Quality Centre 12.53, Mercury Test Director 8.0.

#### **Education Details:**

- Graduated in 2006 with bachelor's degree in Electronics & Communication Engineering (16 Year Education).

#### **Project Details:**

**Client # 1 : Kaiser Permanente, Portland, OR (Dec 2017 – Till date)**

**Application : EPIC Application, Hospital Billing & Professional Billing, EDI Testing, HL7 Testing**

**Role : Test Lead/Offshore Lead**

- Involved in Preparation of Test Strategy/Test Plan Doc based on project requirement.
- Prepared test scenarios and Test Cases based on requirement.
- Reviewed test case and incorporation of the review comments provided by clients.
- Executed test cases on priority basics.
- Worked in EDI Testing, Finance Testing, HL7 Testing, Lab Resulting, Hospital Billing, Professional Billing, ADT Testing, ED, Ambulatory Testing.
- Performed RESTful API testing using Postman for eligibility module.
- Performed regression testing using API Test Automation using RestAssured framework.
- Coordinated with Offshore teams on execution to meet the deadline.
- Raised defects and followed up of defects until closure.
- Provided feedback to developer's and clients on timely manner.



**Client#2 : Anthem, Connecticut, CT (Jan 2017 – Nov 2017)**

**Project/Application : Voyager 2020/ ETL Testing**

**Role : Test Lead /Onsite Lead**

- Worked with Business Analysts to define testing Scope/requirements to satisfy the business objectives.
- Prepared Test Strategy document based on requirement for Voyager project.
- Created ETL test scripts based on technical specifications/Data design documents and Source to Target mappings.
- Developed SQL queries /scripts to validate the data such as checking duplicates, null values, truncated values and ensuring correct data aggregations.
- Used Teradata SQL Assistant to run SQL queries and validate the data loaded into the target tables.
- Performed data validation testing writing SQL queries and ETL batch processes.
- Used Teradata utilities to load the Flat Files test data into target tables.
- Agile Testing Methodologies was used to provide rapid feedback to the developers significantly helping them uncover important risks.
- Coordinated with Offshore teams on execution to meet the deadline.
- Raised defects in JIRA and followed up of defects until closure.
- Highlighting the Risk & issue in the initial stage of testing.

**Project#3 : Independence Blue Cross (IBC), Philadelphia (April 2016 – Jan 2017)**

**Application : Customer Service (INSINQ), Quality Evaluation System (QES) & Provider Portal**

**Role : Module Lead**

- Understanding the Business Requirements and Functional Specifications.
- Prepared Test Scenarios and Test Cases.
- Reviewed Test cases and Implemented the review comments provided by the client.
- Involved in Functional testing and Regression testing.
- Coordinated with Onsite and Offshore teams.
- Prepared Daily Status Reports and Weekly Status Reports for the project.

**Project#4 : WellPoint, CT (May 2013 – April 2016)**

**Application : ClaimsXtension, Claims & Benefit Testing.**

**Role : Module Lead**

- Understanding the Business Requirements and Functional Specifications.
- Prepared test scenarios and Test Cases.
- Implemented Client comments in Test cases as well as Test Data.
- Prepared Test Data, Review of Test Data.
- Involved in UAT testing and Regression testing.
- Coordinated with the Client effectively.
- Test Management, Defect Reporting and Tracking using HP QualityCenter9.2.
- Prepared Daily Status Reports.
- Participating in Test status meeting.
- Prepared Dashboard metric for project.

**Project#5 : Telstra, Australia (August 2010 – April 2013)**

**Application : Siebel CRM & Kenan DB.**

**Role : Siebel & Database Tester.**

- Understanding the Business Requirements and Functional Specifications.
- Involved in Preparation of Test Plan and Preparation of Test scope.
- Prepared Test Scenarios and Test Cases.
- Reviewed Test cases and implemented the comments given by the client.
- Involved in Functional testing and Regression testing.
- Coordinated with Onsite and Offshore teams and Client.
- Test Management, Defect Reporting and Tracking using HP QualityCenter9.2.

- Report defects / daily status reports and participating in Test status meeting.
- Involved in Retesting of fixed defects.

**Project#6 : Swiss Re, Zurich, Switzerland, April 2007 – July 2010**  
**Role : Tester**

- Understanding the Business Requirements and Functional Specifications.
- Prepared Test cases and Peer Review of Test cases.
- Involved in performing various Black Box Testing Methodologies like Functional testing and Regression testing.
- Coordinated with Onsite, Offshore teams and Client.
- Report testing progress to Test manager.
- Involved in Retesting of defects.
- Preparation Root Causal Analysis and Fishbone Diagram.
- Preparation of AQI metrics.
- Projects & Client Assignments
- Anthem, Kaiser Permanente, WellPoint, Independence Blue Cross, Swiss RE & Telstra.

### **Prudhvi Raju**

#### **Summary:**

- Software Automation/SDET/Test/QA Engineer with 8 years IT Industry Experience in Automation and manual testing the Mobile Apps (Android and iOS), APIs, Web Applications, CRM ERP, Experience in Mobile Automation Framework maintenance.
- Experience in all phases of Software Testing Life Cycle (STLC), Software Development Life Cycle (SDLC), Bug life Cycle, Worked in both Agile and Waterfall Environment.
- Experience in Automation testing of applications using Selenium Web driver utilizing Junit, TestNG testing framework, Appium, Espresso, XCUI test, PyTest, rspec.
- Knowledge in Java, Python and have strong knowledge on OOPS concepts.
- Experience in creating Integration Tests on Flutter Framework for iOS and Android Platform using Dart programming Language.
- Solid experience in testing Mobile native applications and Automating using Appium which includes Regression Test Suite Framework creation and maintenance.
- Experience in parallel testing Mobile applications using Emulators and Simulators on iOS and Android Platforms over Sauce labs and Perfecto.

#### **Technical Skills:**

- Automation Testing Tools: Appium, Selenium WebDriver, Cucumber, Android Studio, Rest Assured, Xcode, IntelliJ, Pycharm, Cucumber, Visual Studio, SauceLabs, Perfecto, RubyMine.
- Programming Languages: Python, Java, C#, Groovy, DART, Ruby.
- API Tools: Postman, SwaggerUI, SoapUI, Rest Assured.
- Defect Reporting Tools: Jira, Azure Devops, VSTS.
- Test Case Management Tools: Zephyr, TestRail, qtest, Azure Devops.
- Version Control Tools: GitHub, GitHub Enterprise, Bitbucket.
- Mobile Operating Systems: Android, iOS (Native, WebView and Hybrid), Flutter.
- Cloud: AWS, Azure Devops.
- Continuous Integration: Jenkins, Azure Devops, CircleCI.

#### **Work Experience:**

## **Senior Test Engineer**

### **Credit Karma**

#### **Oakland, CA**

#### **November 2021 – Present**

- Analyzing the business and functional requirements and developed Test Scenarios and Test Cases.
- Automating the Native and WebView Android and iOS Applications using Appium, Selenium WebDriver, Ruby.
- Involves in writing Automation scripts and executing scripts for MWeb, DWeb, Android and iOS.
- Create iOS and Android test frameworks based on Appium and Ruby.
- Execute Automation scripts and update test results on SharePoint.
- Extensively uses Rails POM framework using Ruby programming language.
- Uses Ruby Gems and methods to develop automation test scripts.
- Uses Headless testing with Chrome and Selenium using Ruby.
- Run local and Nightly Automation Tests on Sauce Labs.
- Uses Jira for defects tracking.
- Performs Manual Testing as part of every Iteration and Deployment.
- Verifies the test results of headless tests on Jenkins build.
- Executes Local Automation Tests using Command Prompt for MWeb, DWeb, iOS and Automation.
- Merges the automations scripts with source code by using Git.
- Develops test scripts for Xpath using html5 and CSS classes by using firebug, Appium Inspector, Chrome Inspect.
- Uses Docker for creating user accounts and for running headless tests for MWeb, DWeb, iOS and Android.
- Effectively manages and coordinates within teams throughout various phases of a Release.
- Performs UAT testing on each deployment.
- Extensively works with Web Services for API Testing using SoapMan.

## **Software Development Engineer in Test, Mobile**

### **Fluidra (SDET), Carlsbad, CA**

#### **March 2021 – Nov 2021**

- Performed Agile testing followed the SDLC Methodology, reviewing the stories and participating in Daily Scrum, Sprint planning, Sprint Reviews, Sprint Retrospective and Release plan meetings, worked in SHIFT LEFT testing model.
- Analyzes the Business Requirements and Develops the Detail Test Plan and the Test Strategy.
- Involve in resolving the technical challenges in efforts estimation and Test Planning.
- Automating the Native and WebView Android and iOS Applications using Appium, Selenium WebDriver, Java.
- Involved in writing Automation scripts and executing scripts.
- Created iOS and Android test frameworks based on appium and Java.
- Configured Appium, Selenium, Testing, Maven tool and created automation scripts in java.
- Worked on distributed test automation execution on different environments as part of Continuous Integration CI Process using Appium, SauceLabs and Jenkins.
- Involved in Functionality, System and Regression Test.
- works with Sauce Labs for distributing Automated iOS and Android tests.
- Uses Xcode, Android Studio, UiAutomator2, Appium Studio for finding the element objects for iOS and Android.
- Worked on Localization testing for 7 Languages for Automation using Data Driven Framework.
- Used Appium tool with Java programming language to automate Mobile Applications and executed test cases for validating GUI and system functionality on mobile devices including Android and iOS using TestNG Framework in BDD model.
- Works on creating Integration Tests to test widgets using Dart Language on Flutter Framework for Android and iOS platforms.

- Performing Smoke (BVT) testing for each RC build of the application using Appium, performs Regression (BAT) and performs Functional, Smoke and System testing of applications.
- Involves in Microservices Testing for Restful Web Services using Rest Assured and Postman.
- Works with BLE (Bluetooth) and Non-BLE connectivity Apps for Pool Equipment(iOT) connections and communication over Network.
- Works on Flashing the Pool Cleaner with new Firmware Updates using AWS IoT Core.
- Extensively used Test Case management tool Zephyr for storing test cases.
- Uses Github Code Repository for source version control.
- Worked on Jenkins for Continuous integration CI/CD.
- Created JenkinsFile declarative pipeline using Groovy for CI and integrated stages for Automated Build creations and integration of UI Test Automation to the Pipeline.
- Uses JIRA for Project Management, Report Bugs and works on Bugs assigned.

#### **Test Automation Engineer/Lead (Infosys)**

**Ally Bank, Charlotte, NC**

**May 2020 - March 2021**

- Performed Web Services testing by using SoapUI, functional testing of individual modules of the Application on iOS, Android operating systems.
- Used Jira for logging Defects and tracking and Interacted with the developers to report.
- Involved in test automation by using open source tools such as Appium, Pytest.
- Used Perfecto Mobile integrated with Pytest Framework for testing on real devices cloud.
- Automated all the test cases using Appium framework and written scripts in Python.
- Used qtest to store Test Plans, Test Cases.
- Used Pycharm to create and maintain python mobile automation scripts.
- Executed the test cases in test plans on Web and Mobile (iOS & Android) as per requirement

#### **QA Analyst**

**Department of Child Safety**

**Phoenix, AZ**

**Nov 2019 – May 2020**

- Performed Agile testing, reviewed the stories and participated in Daily Scrum, Sprint planning and Release plan meetings.
- Worked closely with SMEs and business leads for business requirements and attended solution modeling meetings, communicated with SME for requirement clarifications.
- Developed Test Cases for new and existing functionality as well as verifying bug fixes, Coordinate with Development and other QA Teams effectively.
- Extensively worked in End-to-End Testing, UAT and Functional Testing.
- Involved in Restful API testing using POSTMAN and Swagger UI for Interfaces testing.
- Used Microsoft SQL Server Management Studio and executed SQL statements for Database Testing.
- Contributed to developing Automation Framework that uses Java, Selenium Web Driver, and TestNG.
- Used Azure Devops for maintaining test cases, Test Case Management, Project Management, Report Bugs and for work on Bugs assigned.

#### **Mobile Automation Test Engineer**

**hp Inc.**

**San Diego, CA**

**Jan 2018 – Nov 2019**

- Performed Agile testing followed the SDLC Methodology, reviewing the stories and participating in Daily Scrum, Sprint planning, Sprint Reviews, Sprint Retrospective and Release plan meetings, worked in SHIFT LEFT testing model.
- Automating the Native and WebView Android and iOS Applications using Appium, Selenium WebDriver, Java and Python.

- worked with Sauce Labs, Perfecto for distributing Automated iOS and Android tests.
- Worked with developers in identifying Scenarios for UNIT tests in Espresso and XCUI Framework.
- Used Appium tool with Python programming language to automate Mobile Applications and executed test cases for validating GUI and system functionality on mobile devices including Android and iOS using PyTest Framework in BDD model.
- Performing Smoke (BVT) testing for each RC build of the application using Appium, performs Regression (BAT) and performing Positive, Negative, Functional, UAT and System testing of applications.
- Involved in Microservices Testing for RestFul Web Services using Rest Assured and Postman.
- Works with BLE (Bluetooth) and Non-BLE connectivity Apps for Printer(iOT) connections and communication over Network.
- Worked on Flashing the Printer with new Firmware Updates using SIFT and FLEX Script Firmware Tools.
- Extensively used Test Case management tool TestRail for storing test cases, test suites, test plans.
- Used Github Code Repository for version control and Jenkins for Continuous integration CI/CD.
- Used JIRA for Project Management, Report Bugs and works on Bugs assigned.

### **QA Automation Engineer**

**24hour fitness**

**San Diego, CA**

**July 2014 – Jan 2018**

- Performed Agile testing, review the stories and participated in Daily Scrum, Iteration planning and Release plan meeting.
- Involved in the design and development of test plan from business and Functional requirements which includes test objectives, test strategies, test environments.
- Regression testing was performed after each build release of the application and updated the Scripts by executing the Regression suites built using Selenium.
- Prepared feature files and scenarios in Gherkin language.
- Responsible for Creating/updating/reviewing/executing test cases/scripts written in Gherkin format.
- Created automated Behavior-driven development (BDD) tests using Cucumber.
- Created Selenium Test cases for automation using Selenium Web Driver and Java.
- Used Apache POI frameworks to get data from Excel.
- Build detailed reusable scripts in Page Object Model (POM) using Selenium WebDriver and TestNG.
- Experience in front end automation using Selenium.
- Used REST API which loads information from the database Table and returns the data in JSON format.
- Automated Web Services using Rest Assured.
- Maintain Selenium scripts in between releases.
- Reproduce failed automated test cases manually.
- Provided Cross-browser and Cross-platform testing of the application's web pages.
- Build well-engineered software components using Test Driven Development (TDD).
- Extensively used Test management tool Test Link for storing test cases, test suites, test plans, etc.
- Worked on CI/CD tools like Jenkins.
- Done source code management using SVN.
- Report and monitor various prioritized bugs of testing on JIRA.

### **Education:**

- Bachelor's in Electronics & Communications Engineering from JNTU Kakinada Aug 2010 – May 2014

---

## 1.2.9 Security Analyst

---

### Abraham P. Andresen

#### SUMMARY

- Abraham is an experienced Network security architect with a proven track record in information security and network engineering and is well-aligned with the requirements outlined in the job description. Expertise in information security, risk management, and network engineering. Proven track record of leadership in directing teams, implementing innovative solutions, and ensuring compliance with industry standards. Demonstrated proficiency in defensive architecture enablement, leading a team to refresh existing tools and optimize processes using AI and machine learning. Conducted security architectural design reviews and implemented AI-driven solutions, significantly reducing review times and earning accolades for effectiveness. Achieving impressive customer retention rates and revenue growth. Led initiatives to automate vulnerability scanning processes and communicated complex security findings to diverse audiences. Demonstrated leadership in network design, implementation, and compliance, mentoring teams and managing projects within budgetary constraints. Experience in leading security systems engineering efforts, developing architectures, and writing proposals that align closely with the responsibilities specified. Expertise in networking technologies and the ability to develop and maintain technical documentation make them a strong candidate for the role. Demonstrated proficiency in managing projects independently and providing leadership and guidance underscores their suitability for the position. Experience with NIST and FISMA controls and policies, along with strong communication skills. Possessing many of the preferred skills, such as experience with cloud technologies and relevant certifications. He previously maintained a Secret security clearance for 13 years. Currently based in Germany for a project nearing its conclusion, he is originally from Florida, where he owns a home. Eager to return to Florida, he is prepared to relocate for this position if offered.

#### Specializations

- Expert in Secure Architectural & Code Design, and AI-Driven Security Solutions.
- Experienced in managing compliance programs: ISO/IEC 27001, NIST, PCI DSS, SOX, and HIPAA.
- Skilled in project management and team leadership, with proficiency in tools like Visio, Jira, and MS Teams.
- Proficient in Penetration Test Management, Red Team, Blue Team operations, and Black Box/Bounty hunting.
- Trained and Held: CISSP, SSCP, CSP, CCSP, OSCP, CEH, CCNP: Security.
- Top Cybersecurity Voice, LinkedIn, 2024: Recognized for influential contributions and thought leadership.

#### Key Competencies/ Skills

- Data Protection: Implemented data protection measures such as encryption, pseudonymization, and shuffling to secure sensitive data.
- Cloud Security: Mastered cloud security best practices, ensuring secure operations in cloud environments.
- Expertise in AWS Security Hub, Azure Security Center, and Google Cloud Security Command Center.
- Network Security: Balanced business and security requirements to maintain security and functionality.
- Expertise in Cisco, Juniper, Palo Alto, Checkpoint, and Fortinet devices and services.



- Security System Design: Designed and implemented robust security systems to protect assets.
- AI and ML in Cybersecurity: Integrated AI and ML into cybersecurity processes, enhancing threat detection and response capabilities, and expedited security team research capabilities.
- Identity and Access Management: Protected data from unauthorized access, utilizing tools like Solar Winds, Azure, Google Cloud IAM, and Amazon Cloud IAM to ensure data accessibility.
- Software Development and DevSecOps: Leveraged extensive experience to seamlessly integrate security principles into the software development lifecycle, utilizing DevSecOps methodologies.
- Expertise in Jenkins, Docker, Kubernetes, Terraform, HashiCorp Vault, OWASP ZAP, and Puppet.
- Scripting Language: Utilized Python and PowerShell for automation and offensive security tasks.

## **CERTIFICATION**

- CISSP
- SSCP
- CSP
- CCSP
- OSCP
- CEH
- CCNP

## **EDUCATION**

### **Ethical Hacking University**

- Master of Science in Cybersecurity, Ethical Hacking, and Pen Testing in 2019, Washington D.C
- Concentration: Cyber Security Technology
- Focus: Advanced Ethical Hacking, Cyber Security Management, Network Security, Cloud Security.

### **Strayer University**

- Bachelor of Science Degree (BS) in Information Technology
- Concentration: Cyber Security Technology
- Focus: Cyber Security Principles, Web Application Security, Network Security, Data Security.

### **Brown College, Mendota Heights, Minnesota, USA**

- Associate of Applied Science Degree (AAS) in Computer Science
- Concentration: Computer programming
- Focus: Computer Architecture, Software Engineering, Database Systems, Networks and Communication.

### **WithYouWithMe Academy**

- Specialized Certificate (CERT) in Information Technology
- Concentration: Cyber Defense
- Focus: Network Fundamentals, IT fundamentals, Linux fundamentals, OISNT Intro, Blue Team, Red Team.

## **EXPERIENCE**

### **October 2020 – Present**

#### **Senior Network Security Architect**

- Leadership & Mentoring: Led SAP's Defensive Architecture Enablement for Global Cloud Services. I also spearheaded a 3-year initiative to refresh the design and function of existing tools, leading a team of 15 security architects to design and develop tool improvements through all phases of the SLDC.
- Security Architectural Design Reviews: Conducted and led Security Architectural Design Reviews of end-to-end designs submitted by Global Cloud Services developers. Emphasized the importance of

shifting security focus to the early stages of development and was vocal in the creation of a refresh requirement.

- **Tool Development & Optimization:** Optimized stale processes and systems, leveraging Machine Learning, AI, and NLP Chabot technology to improve alignment with current processes and ensure future agility.
- **Network Security Subject Matter Expert (SME):** Designed and architected highly complex network solutions for extremely vulnerable situations and the most NIST-ready designs requiring an experienced network architect to finalize.
- **Solution Implementation:** Implemented an AI-driven solution that revolutionized the security architectural review process, reducing review time from weeks to a day or less, and earning multiple SPOT and SAP awards for its effectiveness.
- **Compliance-Driven Innovation:** Leveraged extensive compliance knowledge to all tool designs adhering to the highest standards, reinforcing the effectiveness of AI and machine learning in our process improvements.

### **Key Accomplishments**

- Completed GIAC Cloud Security Professional (CSP) certification in 2022, demonstrating expertise in cloud security encompassing Azure, Google, and Amazon Cloud solutions and all associated services.
- Achieved Offensive Security Certified Professional (OSCP) certification in 2022, showcasing advanced offensive security skills.

•

### **October 2013 – February 2020**

#### **Blue Cross Blue Shield, Ormond Beach, FL**

#### **Network Security Solutions of Ormond Beach, FL**

#### **Director of Information Security and Risk Management**

- **Leadership & Revenue Growth:** Guided a team of 5 employees in executing comprehensive network, web, and application penetration tests and vulnerability assessments. Achieved a 93% customer retention rate and an average annual revenue growth of \$15,000.
- **Efficiency & Accuracy:** Directed the creation and implementation of an automated vulnerability scanning process to evaluate client security postures, improving overall efficiency and accuracy.
- **Communication Skills:** Effectively communicated complex security findings to diverse audiences, including C-suite executives and technical management, in groups of up to 50 people.
- **Incident Management:** Managed the process of incident confirmation, formal review/discovery, and post-incident forensic investigations of network elements, host systems, and mobile devices.
- **Technical Proficiency:** Spearheaded the successful reverse-engineering of a Bluetooth-Integrated Smart LED Solution, unearthing critical vulnerabilities and demonstrating a potent Proof-Of-Concept for bug-hunting.
- **Regulatory Compliance:** Exhibited deep knowledge of government regulations and compliance requirements such as SOX, PCI DSS, GDPR, COBIT, ITIL, ISO 2700 x, OWASP Top10, CWE/SAN Top25, and HIPAA.

### **Key Accomplishments**

- **Educational Material Review:** Conducted thorough evaluations of various educational resources, including “Mastering Metasploit: © 2014” by Packt Publishing and coursework/labs for certifications such as CompTIA Security+, Network+, Linux+, CCSP, AWS Certified SysOps Administrator – Associate, and CIW WSA.
- **Bug Hunter Training:** Completed an intensive Bug Hunter Training program, acquiring skills in bug identification, vulnerability detection, and reverse engineering across multiple platforms including source code, hardware, embedded systems, and radio communications.

### **May 2014 – October 2018**

#### **Alorica Inc. (Formerly Expert Global Solutions), Florida**

---

**Network Design / PCI Compliance Engineer**

- Leadership & Mentoring: Served as a Network Administrator and SME, mentoring and training 20 network engineers of varying experience levels. Managed the security project using agile methodologies, fostering team growth and ensuring timely completion of project objectives.
- Network Design & Implementation: Led the design, scripting, implementation, and documentation of client solutions and migration efforts from the legacy network to a Fortinet-based SD.WAN Network.
- Network Updates & Re-IP Efforts: Oversaw network updates and re-IP efforts before the Fortinet update project.
- Script Development & Implementation: Developed device scripts using Forti-manager and implemented them via Forti-manager or CLI, depending on the situation.
- Documentation: Generated comprehensive documentation, including client and company requirements, circuit and network analysis findings, network design overview, IP reservations, network or transit risks, and caveats, network and transit costs, and bill of materials for any necessary purchases.
- Project Cost Management: Managed overall project budgets, including estimates for network team manpower or vendor requirements.
- Collaboration: Collaborated with Fortinet Express Support Engineers to address unique equipment concerns.
- Network Engineering Leadership: Led network engineering efforts for remote clients with varying skill levels, ensuring a smooth transition from outdated equipment to new PCI DSS-compliant systems.
- Site Surveys & Testing: Orchestrated site surveys on location and remotely, conducted power surveys, and comprehensive testing to guarantee optimal network performance.
- Collaboration: Collaborated with Cisco and Juniper TAC support technicians to ensure seamless equipment coverage, contract adjustments, and effective troubleshooting. Engaged with third-party technical vendors in the absence of on-site technical staff.
- Professional Growth: Demonstrated commitment to professional growth by completing over 210 hours of CBT Nuggets training. Enhanced skills to provide advanced support to teammates and peers resulted in overall team efficiency, reducing the impact on the team budget.
- Leadership & Resource Management: Led a team of 7-15 junior network engineers, managing a PCI budget of \$2.5m. Oversaw the procurement, logistics, and implementation of approximately 1500 network devices, enhancing operations efficiency and promoting adherence to PCI compliance standards.
- Vulnerability Assessment: Conducted comprehensive reviews of vulnerability scan results from Nexpose, Qualys, and Nessus. Evaluated findings to determine proof-of-concept or false positives and devised effective remediation strategies.
- Documentation & Communication: Documented technical discoveries and provided formal recommendations for remediation. Ensured that technical information was easily understandable for audiences at all levels.
- Hardware Preparation & Transition: Orchestrated the preparation of hardware devices, applying approved templates and reviewing previous configurations to minimize disruption. Guided the transition from old devices to new hardware.
- Best Security Practices & Compliance: Emphasized adherence to Best Security Practices and Compliance requirements during hardware transition. Reviewed vulnerability assessment findings, developed remediation scripts, and ensured compliance upon completion.

**October 2013 – February 2014****International Speedway Corporation, Dayton, FL****Information Security Analyst/Systems Analyst, PCI-DSS Compliance Consultant**

- Security Log Analysis: Analyzed and reduced over 5 million security logs to create less than 50 actionable work items per day using the LogRhythm Security Incident Event Management (SIEM) system.

- Network Administration: Acted as the network-level administrator of Symantec Endpoint Solution, ensuring corporate policy enforcement, Active Directory (AD) OU separation, client deployment, and resolution of known machines identified through remote sensor detection.
- Security Engineering: Provided security insight and suggestions on the Daytona Rising project (\$400 million stadium re-design) to ensure infrastructure planning and technology use followed industry best practices.
- Policy Development & Training: Developed and published formal policies and procedures for integrating Symantec Solution as the primary host-based defense solution. Conducted corporate training for 200+ employees.
- PCI-DSS Compliance: Conducted vulnerability assessments, network log investigations, and compliance reviews to secure PCI-DSS 2.0 validation and prepare for future PCI-DSS 3.0 reviews.
- Information Security Architecture: Developed and maintained the Corporate Information Security architecture. Implemented and managed host-based defense solutions, including Symantec Endpoint, Data Loss Prevention (DLP), and Intrusion Detection/Prevention Systems (IDS/IPS).
- Active Directory Management: Provisioned, de-provisioned, and audited Active Directory (AD) profiles. Managed profile access to ensure security.
- Remediation Planning: Recommended PCI DSS compliance remediation plans to multiple department leaders, ensuring plans were in-scope, within the timeline, and appropriately budgeted. Oversaw vulnerability assessments to identify business risks and recommended remediation efforts.
- Vulnerability Assessment & Remediation: Oversaw vulnerability assessments to identify business risks. Recommended remediation efforts and reviewed Internal/External Penetration Test results to effectively strengthen the network without impacting business processes.

#### **October 2001 – February 2013**

#### **Minnesota Army National Guard, Florida**

#### **Staff Sergeant, Electronic Warfare Specialist and Combat Engineer**

- Leadership & Management: As a Staff Sergeant and Combat Engineer Jr. Officer, I led local and remote teams, including a platoon of ~30 soldiers. I was responsible for all project planning according to Army Project Planning guidelines, ensuring successful and efficient missions.
- Technical Proficiency: I enlisted as a Satellite Repair Technician and later transitioned into combat engineering. Proficient in operating, implementing, and troubleshooting RF/SAT technologies.
- Security & Compliance: Comprehensive background in electronic warfare and combat engineering.
- Training & Development: As a Recruit Sustainment Cadre, taught Radio Communication, Satellite technologies, Signal Jamming, Battle Command System technologies and maintenance.

#### **Key Accomplishments**

- Recognized with an Honorable Discharge, decorated with 23 Army Awards, and honored with a Minnesota State Award for Heroic Excellence. Completed Army Officer School through Green 2 Gold Commissioning.

### **ANIRUDH NADIPELLI**

#### **WORK SUMMARY:**

- Around 8 years of experience in Routing, Switching and Firewall Security, including hands-on experience in providing network support, installation, and analysis for a broad range of LAN / WAN/MAN communication systems.
- Strong knowledge in Cisco Routing, Switching, and Security with Cisco hardware/software (heavy Cisco shop) experience.
- Experience in configuring Cisco Nexus, Catalyst and Cisco Switches, Cisco Routers, Aruba Access Points.

- Expertise in configuring and troubleshooting Cisco ASA, Palo Alto, and checkpoint firewalls.
- Experience in Configuring and troubleshooting BIG-IP F5 load balancer LTM Creating virtual servers, nodes, pool, and Rules on BIG-IP F5 in LTM module.
- Expert knowledge on Cisco Meraki.
- Experience in managing and troubleshooting Zscaler cloud and Cisco Umbrella proxies.
- Experience in implementing Site-to-site, remote access VPN, DMVPN technologies using GRE, IPSEC & MPLS.
- creating and deploying internal and external wireless and VoIP networks.
- Experience in Network Design, Implementations, Troubleshooting, Operations, and Network Support seeking a challenging position.
- Experience in configuring MPLS and SD WAN.
- Expertise experience in implementing and troubleshooting VLANs, VTP, STP, RSTP, DTP, Root Guard, BPDU Guard, Port Fast, Uplink Fast, Backbone Fast, Ether Channel, PAGP, LACP, and 802.1Q.
- Working experience of protocols Frame relay, MPLS, ATM, and PPP.
- Worked on MPLS-VPN designs for the migration of Frame relay to MPLS system.
- Identifying issues on the networks supporting Exchange and Outlook.
- Knowledge on Illumio's Adaptive Security platform.
- Expert Level Knowledge about TCP/IP, Spanning tree, and OSI models.
- Solid understanding of networking protocols, including bridging, routing, TCP/IP, DHCP, ARP, DNS, NAT, and STP.
- Configured network security policies IPSEC, SSL, NAT, PAT, VPN, Route-maps, distribute lists, Prefix lists, Access Control Lists (ACL), filters in Cisco ASA, Juniper SRX, Palo Alto environments.
- Experience with implementing, administering, and supporting network infrastructures using Cisco equipment, including ASA Firewalls, ASP Routers, Nexus switches, and Wireless Access Points.
- Knowledge of implementing and troubleshooting complex layer 2 technologies such as VLAN Trunks, VTP, Ether channel, STP, RSTP, and MST.
- Experience in implementing Cisco ISE for wired authentication.
- Strong hands-on experience on Cisco ASA Firewalls Implementing and Troubleshooting NAT, ACLs, Failover Active-Active and Active-Standby), Security Contexts & Transparent firewall PBR, MPF, QoS, IPsec Site2Site VPN, SSL VPN, Remote Access VPN and OS Up-Gradation in failover pair as well as Stand-alone device.
- Proactively Monitor and Manage customer network on a 24/7 basis resolving the tickets within SLA.
- Documentation skills (Visio for architectural and network diagrams and preparing LLDs and HLDs).
- Experienced with various dynamic and static network protocols RIP, OSPF, EIGRP, HSRP, VRRP, BGP, VLAN, Spanning Tree, Frame-relay, MPLS, and IPsec VPN.
- Worked in OSI model, TCP/IP, UDP, IP addressing, and Subnetting.

#### **EDUCATIONAL SUMMARY:**

- B. Tech (Computer Science Engineering) completed from GITAM University
- Part-time Master's in cyber security at University of Maryland, College Park.

#### **CERTIFICATIONS:**

- CCNA Certification (REDACTED).
- CCNP Certification (REDACTED).

#### **TECHNICAL SKILLS:**

- Cisco Routers: ASR1000, 3900, 6008, 9912, 3800, 3700, 7206VXR, 7500, 1800, 2500, 2600, 3600.
- Cisco Switches: 6500, 4510, 3750X, 3550, 3650, 3750G, 2960.
- Firewalls: Palo Alto, checkpoint, Cisco ASA, FortiGate.



- Routing Protocols: EIGRP, OSPF, BGP, IPv2, ISIS, IGRP, TFTP, FTP, HTTP, SSH, HSRP, VRRP, ISL, CDP, SNMP, NAT, ICMP, TCP/IP, DNS, DHCP, ACL, VACL, VOIP (-H.323, H.248, SIP, MGCP, SCCP) SDN, CAS, Analog.
- Switching Concepts: VLAN, STP, RSTP, VTP, Ether Channel, Port Fast, IP access Control lists, Uplink Fast and Backbone Fast, HSRP, VRRP.
- Proxy: Zscaler, Cisco Umbrella
- Wireless: Aruba wireless controller and IAP's 300 and 500 series.
- Network Topologies: Frame Relay, ISDN, Gigabit Ethernet, OSI, and TCP/IP layered architecture.
- LAN: 10/100/1000 & 10 GBPS Ethernet.
- WAN: MPLS, Frame Relay, Dialup, VoIP (Protocols-H.323, H.248, SIP, MGCP, SCCP, media-RTP/RTCP), Cisco Routers and Switches, CSU/DSU, SDN, CAS, Analog.
- SD-WAN: Cisco, Versa, Viptela.
- WLAN: IEEE 802.11, PHY and MAC layer functionality, WLAN controller/Aruba/Meru.
- Operating Systems: Windows Servers 2003/2008/2012, Windows 7, Windows Vista, Windows XP troubleshooting.
- Endpoint protection: Carbon Black, Crowd Strike.
- Network Monitoring Tools: Net scout, Solar winds, Cascade, Wire shark, Packet tracer.
- Documentation: Microsoft Office, Excel & Visio.

## **PROFESSIONAL SUMMARY:**

### **HCSC**

**April 2023 - Present**

**Network Security Consultant**

#### **Richardson, TX**

- Responsible for integrating Panorama with Firemon and implementing changes on firewalls through Firemon.
- Working on firewall and Proxy related tickets assigned through Service Now ticketing tool.
- Configuring and providing support for carbon black cloud.
- Providing support in firewall cleanup activity by analyzing 30000+ security policies.
- Managing IP subnets using IPAM.
- Assess risk, threat, and vulnerability analysis from internal and external sources to develop mitigation strategies.
- Providing operational support by handling security incidents in the environment and documenting the resolution process.
- Managing and storing complex passwords using CyberArk password manager.
- Assistance and support in protecting the cloud environment by using Divvy Cloud.

### **SUBWAY**

**May 2022 – Mar 2023**

**Network Security Consultant**

#### **Milford, Connecticut**

- Experience in firewall optimizing tool Firemon.
- Experience in integrating Firemon with Panorama.
- Analyzing the configuration of existing Palo Alto firewalls using Panorama and reviewing the changes performed by Network team.
- Utilized Cisco DNA Center to manage and monitor the health and status of network devices, reducing downtime and improving overall network performance.
- In order to optimize the existing subway network we proposed to implement SD-WAN.
- Participating in Palo Alto firewalls rule clean activity by analysing shadow rules.
- Experience in managing Akamai Web Application Firewall.



- Experience in integrating all network devices with Sepio tool to monitor the interface information of all devices.
- Hands on experience in Carbon Black Cloud and Preempt Security.
- Experience in protecting the organization data using Digital Guardian DLP tool.
- Monitoring and checking compliance status of spine and leaf in Cisco ACI (Application centric infrastructure).
- Participated in implementing Illumio's adaptive segmentation platform, ensuring effective micro-segmentation.
- collaborated with cross-functional teams to integrate Illumio solutions seamlessly into existing infrastructure.
- Experience in using Thycotic secret server for PAM.
- Hands on experience in Varonis data classification tool.
- Experience in Rapid7 IDR for vulnerability assessment.

### **Lumen Technologies**

**Feb 2022 – May 2022**

#### **Network Security Engineer**

**Herndon, VA**

- Experienced in Network Segmentation Project as a Palo Alto Engineer.
- Design expertise for the SD-WAN(cisco),SD-LAN and WAN optimization technologies for efficient delivery of the application data across LAN and WAN.
- Responsible for the traffic monitoring for these three applications in Dev environment.
- Integrated Cisco Duo with various identity providers (IdPs) such as Active Directory, LDAP, and cloud-based identity services to streamline user authentication processes across the organization.
- Writing policies and modify the existing policies based on the requirement.
- Allow the traffic and deny the traffic based on the ports as per the requirements.
- Palo Alto design and installation (Application and URL filtering, Threat Prevention, Data Filtering.
- Configuring rules and Maintaining Palo Alto Firewalls & Analysis of firewall logs using various tools.
- Successfully installed Palo Alto PA-3060 and –PA-5020 firewalls to protects Data Center and
- provided L3 support for routers/switches/firewalls.
- Integrated Panorama with Palo Alto Firewalls along with managing multiple Palo Alto Firewall using
- Panorama.
- Provided updates and upgrades to the Palo Alto Firewall and Panorama devices.
- Created documents for various platforms including Nexus 7K, 1k enabling successful deployment of
- new devices on the network.
- Experience configuring Virtual Device Context in Nexus 7k series switch.
- Troubleshoot the network issues, restore and refactoring the original configurations by using Palo
- Alto, Wireshark network analyzer.

### **HCL-Security-Specialist**

**June 2018 – Jan 2022**

#### **Security Specialist**

**Client: Performance Food Group**

**March 2020 – Jan 2022**

**Richmond, Virginia**

- Experience in Rule analysis and Rule Modification on ASA Firewall and FMC.
- Experience in Symantec Endpoint Protection, CISCO Umbrella proxy.
- Experience on Cisco AnyConnect VPN client.
- Used Network monitoring tools to ensure network connectivity and protocol analysis tools to assess the networking issues causing service disruption.
- Analyzed information provided from existing legacy AAA system to migrate to ACS.

- Worked on Authentication, access management, and Security rules upgrade for the authentication on Cisco ISE.
- Planning and executing changes and upgrades to the operating system of servers directly supporting firewall components and functionality.
- Performed security assessments of different web applications and network penetration testing using OWASP Top 10 standard (Like SQL injection, XSS, CSRF) and prepared detailed security reports.
- Experience in APM and ASM to enable policy enforcement and control who accesses your apps.
- Articulate the business drivers and translate those requirements into a detailed network design.
- Experience in Cisco MAB management in tracking user logging details and traffic.
- Responsible for implementing, managing, and maintaining Cisco ISE, ISE server, and Cisco Prime for NAC solutions.
- Maintaining and Updating inventory using Network Management Application layer software like SNMP, Wireshark, NTP, and Syslog.

**Client: ELDERS**

**June 2018 – March 2020**

**Melbourne, Australia**

- Experience in installing, configuration, and maintenance of Cisco routers, catalyst switches, and firewalls.
- Palo Alto design and installation (Application and URL filtering, Threat Prevention, Data Filtering). Configured and maintained IPsec and Palo Alto firewalls.
- Experience on Panorama centralized management.
- Deploying ISE Wired and Wireless Authentication, Authorization, and Accounting.
- Load Balancing on Web Applications using BIG-IP's F5 LTM and Cisco ACE 4710 load balancer. Leveraging F5 LTMs & GTMs to improve web application delivery speed and replication through global data centers.
- Authentication of network traffic by BIG-IP system using data stored on a remote server.
- Hands-on experience in Cisco Meraki.
- Responsible for Palo Alto and ASA firewall management and operations.
- Worked on Authentication, access management, and Security rules upgrade for the authentication.
- Hands-on Experience in Cisco ACS and ISE and PKI management and administration.
- Experience on Symantec Endpoint Protection, ZScaler Cloud Proxy.
- Hands-on experience on RSA NetWitness SIEM Tool, Citrix NetScaler, and CyberArk.
- Worked on Access control, Rules Upgrade RADIUS, and TACACS+ management in ACS.

**Canny Technologies**

**Jan 2016 – June 2018**

**Jr Network Security Engineer**

- Upgrading Cisco 7200, 3600 Router IOS Software, backup Routers, and Catalyst 3560, 4500 switch configurations.
- Support 24x7 operations and answer calls from the customers on network emergencies and resolve issues.
- Install and manage Cisco Catalyst 3500XL, & 2960 series Switches and Cisco 1800, 3900 series routers.
- Plans, coordinates, implements, and supports the LAN / WAN hardware, software, and Internet /Intranet integration network connectivity, diagnose network failures, and resolve any problems.
- Responsible for implementation and day-to-day operations of all associated hubs, routers, bridges, gateways, and related equipment.
- Monitoring the network, troubleshooting network problems, implementing changes, communicating, and working closely with vendors, customers, system administrators.
- Troubleshoot Frame Relay; T1, T3, IP, and OSPF-related router and circuit issues.
- Responsible for LAN and internet connection files and print servers.

- Maintained and installed new internet connections for customers.
- Handled installation of Windows NT Server and Windows NT Workstations.
- Handled Tech Support as it relates to LAN & WAN systems.
- Hands-on Experience in Inter- VLAN routing, redistribution, access lists, and dynamic Nat configurations.
- Log messages using the Syslog server and analyze the issues related to high CPU utilization and parameters that can degrade the performance of the network.
- Involved in all technical aspects of LAN and WAN projects including, short- and long-term planning, implementation, project management, and operations support as required.
- Conduct thorough analysis, problem-solving, and infrastructure planning.
- Aided Network Manager and serve as Secondary Network support.
- Troubleshoot and fix any backup and monitoring systems-related issues in conjunction with the Systems team and external vendors.
- Active participation in operational support for routing/switching protocols in complex environments including BGP, OSPF, EIGRP, Spanning Tree, 802.1q, etc.
- Managed various teams involved in site surveys, cabling specifications, Network equipment installation, and configuration.
- Design OSPF areas for reliable Access Distribution and Core IP Routing.
- Used various scanning and sniffing tools like Wire-shark.
- Network Migration from RIP to OSPF and EIGRP.

### **Bala V Seemakurthi**

#### **Penetration Tester/Application Security engineer**

- An Information Security professional with 8 years of experience as a Penetration tester/ Application Security Engineer performing Penetration testing, vulnerability assessments (Vulnerability management), Static code analysis (SAST) and Dynamic code analysis (DAST) on various applications in different domains.

#### **SUMMARY:**

- Experience in performing full cycle Security Assessments (Vulnerability Assessments) and Penetration tests on client systems including web Application, Mobile Applications, Thick clients and infrastructure (Internal network and Wi-fi).
- Experience with Patch Management, Dev App Sec, Source code analysis, dynamic analysis, risk assessment policy compliance, vulnerability management and Penetration Testing.
- Experience in performing secure code reviews using automated tools like HP-Fortify, Checkmarx and Appscan.
- Having experience in Using Burp suite, finding SQL injections, SOQL injections, Authentication and Authorization Vulnerabilities, cross site scripting, Cross Site Request Forgery (XSS), Session management issues, Security Misconfigurations, Access Control issues, etc.,
- Experience in testing SOAP and REST API's using OWASP top 10 API using tools like Postman , SOAP UI and Burp suite.
- Experience Penetration testing Android application based on OWASP TOP 10 Mobile using Burp suite, Geny motion, Android studio, Corellium, Android & iOS physical rooted devices.
- Experience with Now Secure workstation for Android and iOS Pentesting
- Experience in working with the development teams, network administrators in resolution of vulnerabilities found in source code analysis and penetration tests.
- Experience in developing and modifying scripts using languages like Python, C, Java, PowerShell and Bash to automate work during Penetration Tests to increase productivity.
- Having health care experience as worked on various projects under Ky-Health, Medicare, KY-MMIS, DMS, DES, etc.

- Experience in using and developing threat models using Microsoft threat modeling tool and OWASP Threat Dragon.
- Performed penetration tests using industry standard methodologies like open web application security (OWASP) testing guide and Pen Testing Execution Standard (PTES).
- Experience in performing Windows attacks like Kerberoasting, LLMNR/NBT-NS Poisoning, etc.
- Experienced in working on Network Protocols and services such as TCP/IP, FTP, SSH, SNMP, SMTP, DNS, LDAP, NFS etc.,
- Familiar with current regulatory issues like HIPAA, PCI, SOX.
- Experience working on Securing Web services (SOAP and REST).
- Experience in Static code analysis (SAST), Dynamic App testing (DAST), manually validating results by identifying false positives and creating reports.

### **TECHNICAL SKILLS:**

- Operating Systems: Windows, Linux distros (Kali Linux, Parrot, Mobexeler, Santoku), Unix, Mac OS
- SAST: Checkmarx, Hp Fortify, Veracode, etc.
- DAST: Burp Suite Pro, IBM APPscan Standard, HP Web Inspect, Netsparker standard.
- Open source: Metasploit framework, Burp suite, nmap, Nessus, Nexpose, Go buster, Nikto, Zaproxy, Immunity Debugger, unicornscan, SQLmap, wpscan, msfvenom, mimikatz, Dirbuster, etc.
- Power Shell: Powersploit, Powershell Empire, George, Powercat, etc.
- Mobile: MobSF(mobile security framework), Geny motion Android emulator, Android studio, Drozer framework, Frida Framework, Corellium, Android & iOS rooted devices.

### **CERTIFICATIONS:**

- CEH v9: Certified Ethical Hacker - Verify
- OSCP: Offensive Security Certified Professional - Verify
- ECSAv10: Certified Security Analyst - Verify
- (GMOB) : GIAC Mobile Device Security Analyst - Verify

### **PROFESSIONAL EXPERIENCE:**

#### **Senior Application Security Analyst**

**Nov 2020 – Till Date Verizon (Global Network and Technology)**

#### **Ashburn, Virginia (Remote)**

- Responsible for performing penetration testing Web applications on premises and applications on AWS cloud.
- Responsible for performing Security testing on Mobile applications, IOT devices, Hardware devices.
- Responsible for performing API (REST and SOAP) penetration testing
- Responsible for creating the test case checklist for the team to use for Web, API and mobile testing.
- Created testing methodology.
- Assisting development teams with remediation and retests.
- Mapped Verizon's Security controls with test case.
- Helped team creating report templates, Pentest request Dashboards, pen test workbooks, etc,...
- Attending scoping calls and discussing prior to penetration test to identify the scope of engagements.
- Trained and mentored junior testers.
- Helped in improving team's maturity.
- Assisted architects with threat modeling using OWASP Threat Dragon.
- Reviewed SAST scan and DAST scan reports for identifying false positives.
- Performed Android penetration tests using Android studio, Geny motion emulator and physical device.
- Performed Web application Penetration testing and little bit of IoT device testing.
- Performed API testing - SOAP and REST.
- Performed iOS penetration testing using Corellium emulator and iOS physical device.

- Performed Static analysis and Dynamic analysis using Now secure work station.
- Performed PCI testing on mobile and web applications checking for weakness in credit card flows and validated PCI DSS requirements.

## **Penetration Tester, CHFS OATS Information Security**

**April 2017- Nov 2020**

### **Commonwealth of Kentucky, Frankfort, KY**

- Performing END to END penetration tests from Enumeration to finding vulnerabilities, exploiting them and Escalating Privileges to know the severity of Risk.
- Attended Business impact analysis (BIA) with the application owners prior to conducting vulnerability assessment of applications.
- Create detailed report on the vulnerability findings that includes Explanation, severity, proof of concept (POC) for exploitation and Remediation plans.
- Performed penetration tests on state Medicaid Management Information System (MMIS), KY-Health, Medicare systems which are very huge systems with number of applications for each system and found vulnerabilities with severe and high-level risks.
- Performing Network level vulnerability and penetration testing of systems using manual and automated techniques using variety of commercial and open source tools (Nessus, nmap, Nexpose, etc.,).
- Creating and maintaining POAMs (Plan of Action Milestones).
- Attending Business Impact Analysis (BIA) meetings with development teams prior to penetration tests.
- Conducted Scoping calls with application owners to define scope.
- Improved Team Efficiency in Penetration testing process by creating test cases based on OWASP TOP 10, Penetration test Report formats, Scoping documents other documents to track the process and Applications to test in future.
- Monitoring IPTABLES to check the amount of traffic (throughput) that is being sent on network while performing security assessments.
- Monitoring the network packets using TCPDUMP and Wireshark while performing vulnerability assessment and penetration testing.
- Mapped security controls to OWASP TOP 10 for audit purposes.
- Documenting POAM (Plan of action and milestones) which is required by CMS regulations. Followed NIST SP 800-53 rev4 for Security Controls and Assessment Procedures for Federal Information Systems and Organizations.
- Performed penetration testing on Salesforce applications and found SOQL injections.
- Perform Black Box, Grey box and white box tests on applications.
- Performing penetration tests based open web application security (OWASP) testing guide.
- Manually penetration testing web applications for OWASP Top 10 WEB, OWASP TOP 10 API, OWASP TOP 10 Mobile vulnerabilities.
- Worked on Penetration testing AD accounts and other services.
- Worked with HP fortify Source code Analyzer and Checkmarx for source code analysis.
- Worked with HP WebInspect and IBM APPScan Standard for dynamic Scanning.
- Worked with App Detective pro for database vulnerability scanning.
- Performed manual and automated web application penetration testing.
- Verifying the third-party assessments.
- Used python, Shell and bash scripting to automate tasks while performing penetration tests.
- Assisting developers, Database administrators with remediation of vulnerabilities discovered during the Vulnerability Assessments and penetration test.
- Attending Cyber threat working group security discussions.
- Conducting research on new tools and techniques that are available to perform penetration testing.



## **Security Analyst, Security operations**

**May 2013 – August 2015**

### **Emblix Solutions, India**

- Worked with different clients performing Vulnerability Assessments.
- Conducted Vulnerability Assessment of Web Applications.
- Responsible for leading in the research, mitigation, and coordination of actions designed to reduce information security risk across internet facing presence.
- Performed foot printing using google hacking, Website foot printing, network foot printing.
- Responsible for assessing identified vulnerabilities, prioritizing and driving remediation of vulnerabilities relating to system and applications.
- Update with the new hackings and latest vulnerabilities to ensure no such loopholes are present in the existing system.
- Created clear communication and collaboration with internal and external teams.
- Performed Penetration testing on vulnerabilities like XSS (Cross Site Scripting), SQL Injection, CSRF (Cross Site Request Forgery), authentication bypass, IDOR, etc.
- Worked on Rapid7 Nexpose, Nessus, Burp Suite, NMAP, DirBuster and SQLMap for web application penetration tests and infrastructure testing.
- Conducted penetration tests on systems and applications using automated and manual techniques with tools such as Metasploit, Burpsuite, Nikto and many other open source tools as needed. Work with support teams to address findings as a result of the tests.
- Responsible for performing application penetration testing to identify significant vulnerabilities that threaten the confidentiality, integrity, and availability of customer systems.
- Simulated how an attacker would exploit the vulnerabilities identified during the dynamic analysis phase.
- Conducted network Vulnerability Assessments using tools to evaluate attack vectors, Identify System Vulnerabilities and develop remediation plans and Security Procedures.
- Coordinated with the development team to ensure closure of reported vulnerabilities by explaining the ease of exploitation and the impact of the issue.
- Identified the critical, High, Medium, Low vulnerabilities in the applications based on OWASP Top 10 and SANS 25 and prioritizing them based on the criticality.

## **EDUCATION**

- Master of Science in Computer and Information Systems: Dec - 2016
- The College Of Saint Rose, Albany, New York: GPA-3.8/4.0



---

**1.2.10 Software Developer/Engineer**

---

**ADAM TESLUK**

Python/React/Data Engineer with about a decade of experience within IT.

Local and available remotely from Jersey City, NJ, can interview with a 24-hour notice, can start with a 2-week notice. Open to F/E and Contract.

**TECHNICAL SKILLS:**

- Python, React, Pyspark, Scikit, Pandas, Python Data Transformation, Jupyter Notebooks, ETL DB Streaming, Python Data Analysis, Some R, Django, Pyramid, CherryPy, Flask, Dash, Growler.
- Javascript, ES6, ES5-3, Typescript, NodeJS, ExpressJS, SocketIO, Angular 2-7, VueJS, React.
- Writing / Building API's, REST API Development, JSON, Lambda. HTML, CSS, SCSS, SASS, LESS. SQL, MySQL, MongoDB, NOSQL 0Some GCP, Redhat. Linux, writing bash scripts, PHP, Wordpress, Apache, MongoDB, MySQL, AWS Suite, Selenium, Pytest, Pylenium, FastAPI.

**TECHNICAL TOOLS:**

- Visual Studio Code, IntelliJ, Repl.It, Tensorflow, The AWS Suite, Docker, Kubernetes, Jenkins, Selenium, Git, Vim, Stash, Kafka, Grafana, Kubernetes, Postman, Wordpress, Google Cloud, AWS Suite, AWS Lambda

**PROFESSIONAL EXPERIENCE:****AFS - Tennessee Valley Authority, NYC, NJ - Remote****09/2021 – Present****Software Developer: Python, React, Node Engineer (Contract)**

- Responsible for building out the endpoints for the communication API in the data catalog service, which provides different front-facing teams with data regarding remote sensing input. Executives use internal applications to make vital daily decisions regarding infrastructure operations. Has a public trust security clearance.
- Responsible for designing and building new Kafka-based blade-logic scripts for patching databases and servers.
- Use FastAPI instead of Django to build and manage API endpoints (faster performance).
- Design, build, and maintain our large-scale enterprise data applications using AWS Batch for batch processing, Amazon EMR for handling extensive query processing, AWS Lambda for changes, and other computational functions. We started using AWS Glue for “transform” jobs of large data sets.
- Upgrade Python 2.7 projects to Python 3.1 projects and refactored them.
- Use RabbitMQ for scaling the application by deploying a message queuing mechanism between the two applications.
- Use Elastic Search for log analytics, full-text search, security intelligence, business analytics, and operational intelligence use cases.

- Responsible for building a Python/BladeLogic-based application with BladeLogic middleware for data manipulation on the backend.
- Use React for web app development.
- Use AWS Glue to analyse and re-architect our in-house data warehouses onto our S3 data platforms provided by AWS cloud.
- Responsible for unit testing and code review of features created by different developers and deployments of new features to production Monday through Friday.
- Responsible for running daily scrum meetings.
- Use AWS S3 for our datalakes.
- Build new endpoints for different data reception needs using typescript compiled with Node.js.
- Write and maintain testing suites for each respective repository.
- Use Python/flask/Django to maintain the product—Golang for some middleware.
- Use the AWS Service Catalog connector for ServiceNow to set up and provision our AWS tools using ServiceNow.
- Splunk queries to create analytics dashboards.

**Bank of America, NYC, NY - remote  
Python Engineer (Contract)****09/2020 – 09/2021**

- Responsible for building out the endpoints for the communication API in the data catalog service, which provides different front-facing teams with data regarding traded commodities.
- Built new endpoints for different data reception needs using typescript compiled with Node.js.
- Write and maintain testing suites for each respective repository
- Used AWS S3 for our datalakes.
- Used Python. /Flask to maintain the product.
- We built our data applications using AWS services such as EC2, Aurora, Kinesis, Dynamo DB, and Lambda.
- Used RabbitMQ for scaling the application by deploying a message queuing mechanism between the two applications.
- New API endpoints built via FastAPI.
- Used FastAPI as a REST interface to call commonly used functions to implement applications.
- Used Elastic Search for log analytics, full-text search, security intelligence, business analytics, and operational intelligence use cases.
- Used React for web app development.
- Tools: Lambda, Docker, Spark, ECS, Python, ReactJS, AWS Suite, Jenkins, Flask, EKS, Pylenium, and Pytest for testing. Using SQL, version 2019, for writing to and from local and production DB's and relying on SQL scripting for lambda functions. SQL is being used in the context of our Django framework.
- Used AWSs S3, Lambda, and Kinesis to build and maintain our data warehouses.

**SiriusXM, Podcasting and Radio, NYC, NY - remote  
Full Stack, Data, Python, React Engineer (full time)****03/2018 – 09/2020**

- Plan, developed, and maintained Voice Service microservice that connects the user's app voice requests to voice parsing via AWS and Python, MongoDB, MySQL, Docker, ECS,

Spark, AWS Lambda, and SQS, which returns data in the form of podcasts, songs, episodes, and playlists.

- I also used TS-Mockito, mocha, and Pytest for extensive testing and Selenium. Pylenium and Pytest for testing. Using Microsoft SQL Server connected to AWS.
- Developed and maintained a microservice API that connects users to AWS.
- Developed Typescript-based APIs.
- Used React for web app development.
- Used Python Client for Transcoder API for video coding and transport.
- Designed, built, and maintained our large-scale commercial in-car streaming application using the following AWS Cloud Services: AWS Lambda, AWS S3, AWS EC2, AWS CloudFront, and AWS Redshift.
- Used RabbitMQ for scaling the application by deploying a message queuing mechanism between the two applications.
- For video graph coding, we used a Python wrapper for ffmpeg for batch, concurrent, or clustered transcoding using defined profiles and an optional rules engine for automation.
- Used Elastic Search for log analytics, full-text search, security intelligence, business analytics, and operational intelligence use cases.
- Built Python / Django API for the podcasting service.
- We used AWS S3 for our Data Lakes.
- We used the AWS Service Catalog connector for ServiceNow to set up and manage configurations using ServiceNow.
- We analysed our on-premise data warehouses using AWS Redshift, Kinesis, and non-AWS services like Splunk.
- Helped maintain and develop NLP data synonyms training.
- Responsible for architectural decisions for building new API endpoints based on Grafana usage reports, business needs, and junior mentorship.
- Deployed new versions of the API to the container.
- Used FastAPI to build and maintain new API endpoints.
- Built and maintained the unit and integration test suites.

**Goldman Sachs, NJ/NYC****02/2015 – 02/2018****Python & Data Engineer, Stealthbits, Embedded (full time)**

- Built and maintained Python-based ETL application.
- Used RabbitMQ for scaling the application by deploying a message queuing mechanism between the two applications.
- Used Elastic Search for log analytics, full-text search, security intelligence, business analytics, and operational intelligence use cases.
- Maintained a supervised learning engine for detecting malware threats to active directory databases.
- Maintained a supervised learning engine for detecting malware threats to large active directory databases.
- Moved JS code over to typescript to handle type-sensitive data transfers.
- Datamining: Extraction from AWS Bucket of valuable data to train our models.
- Worked with the front-end team to maintain database layer security for large financial institutions.
- Maintained Python API's and data pipelines for financial clients.

**Sesame Workshop, NYC, NY****06/2014 – 01/2015**

**Front End Engineer (full-time)**

- Use Angular MVC framework to build encapsulated games in JS, compiled in Node. JS.
- Stored and retrieved data from MongoDB with Ajax requests.
- Using SQL for DB querying. MongoDB.
- Used Postgres.

**Skeyin, NYC, NY**

**10/2013 – 05/2014**

**Full Stack Engineer (full time)**

**Responsibilities & Achievements:**

- Front end application built in ReactJS, API built in JS and compiled in NodeJS, data stored in AWS ECS.
- Led the UX design process for different business stages and the user experience.

**Civo via Renren, Beijing China**

**06/2011 – 09/2013**

**Front End Engineer (full-time)**

**Responsibilities & Achievements**

- Built the webpage for downloads and prospective user information.
- Worked on the Java backend for the Android application.

**CERTIFICATIONS:**

- Certified Scrum Master, License #: [REDACTED]
- Public Trust Security Clearance (Active)

**EDUCATION:**

- Bachelor's Degree, Political Science, Minor in Mathematics, University of California, Davis, CA. 2008-2011. 2013.

**TECHNICAL SKILLS:**

- Python, React, Pyspark, Scikit, Pandas, Python Data Transformation, Jupyter Notebooks, ETL DB Streaming, Python Data Analysis, Some R, Django, Pyramid, CherryPy, Flask, Dash, Growler.
- JavaScript, ES6, ES5-3, Typescript, NodeJS, ExpressJS, SocketIO, Angular 2-7, VueJS, React.
- Writing / Building APIs, REST API Development, JSON, Lambda. HTML, CSS, SCSS, SASS, LESS. SQL, MySQL, MongoDB, NoSQL 0Some GCP, Redhat. Linux, writing bash scripts, PHP, WordPress, Apache, MongoDB, MySQL, AWS Suite, Selenium, Pytest, Pylenum, FastAPI.

**TECHNICAL TOOLS:**

Visual Studio Code, IntelliJ, Repl.It, Tensorflow, The AWS Suite, Docker, Kubernetes, Jenkins, Selenium, Git, Vim, Stash, Kafka, Grafana, Kubernetes, Postman, WordPress, Google Cloud, AWS Suite, AWS Lambda

## Hema naga krishna teja

### PROFESSIONAL SUMMARY

- Around 7+ years of experience in Analysis, Design and Development in diversified areas of Client-Server, Distributed and Web applications using **Java/J2EE** technologies.
- Extensive experience as a Front - End UI developer in developing web applications based on **HTML5, CSS, JavaScript, jQuery, AJAX, JSON, XML, Bootstrap, AngularJS, ReactJS**.
- Developed web presentation layer using HTML5 and CSS according to internal standards and guidelines.
- Well versed in **DOM** (Document Object Model) and DOM functionality to use in the interaction with objects in HTML, and XML documents
- Debugging applications in different browsers using Firebug, and testing applications using **Jasmine, and karma**.
- Hands on experience in **Node.js**.
- Designed and developed Enterprise applications using **Java, JSP, Servlets, Struts MVC, Spring MVC, Hibernate, EJB's** (Enterprise Java Beans), **JDBC, Java Messaging Service (JMS), Java collection, SQL, PL/SQL**.
- Hands on experience in developing spring micro services using spring boot and deploying in cloud.
- Proficient in creating server-side components, designing and implementing Business Tier Objects, User Interface (GUI) design and development, Unit testing, debugging and Deployment.
- Developed new features and provided support for all Identity **microservices**.
- Experience in Software Development Life Cycle (SDLC), **OOA, OOD** and **OOP** through implementation and various software testing.
- Experienced and proven best practices of Web services development and Integration (both **REST** and **SOAP**)
- Understanding on **API design** with **Data structures, Algorithms** (Hash Code, Tree, etc.)
- Solid understanding of the fundamentals of core Java programming - **Multithreading, OO, distributed computing, message-based architectures, memory management**.
- Migrating existing application into micro services architecture using **Rest APIs, spring boot, Spring Cloud config Netflix oss** (eureka, zuul, hystrix).
- Deployed the **Zero Down Deployment** using **Kubernetes orchestration** service application.
- Familiar with latest software development practices such as Agile Software Development, Scrum, Test Driven Development (**TDD**) and Continuous Integration (**CI**).
- Experienced in Gitlab CI and **Jenkins** for CI and for End-to-End automation for all build and CD.
- Experienced in working with version control systems like Rally and used Source code management client tools like **GitBash, GitHub, Git Lab**.
- Used **Docker Container** to address every application across the **hybrid cloud** and **Docker** for better collaboration and innovation.
- Experience working with SQL/ NoSQL databases using tables, stored procedures, views, documents and collections.
- Experience with **UML** or design artifacts like Class diagrams, Sequence diagrams and Use case realization.
- Monitored **CVS, SVN, IBM Clear Case, Maven** for Automation Deployment.
- Worked with ANT Builder and **ANT/Maven** for the application building.

- Good exposure to multiple Servers like **Apache Tomcat, IBM Web Sphere, Web Logic and JBoss.**
- Expertise in Java IDEs such as **Eclipse, JDeveloper, RAD, My Eclipse, IntelliJ and NetBeans.**
- Strong experience in RDBMS using **Oracle 10g, SQL Server, PL-SQL programming, schema development, Oracle fine tuning.**
- Worked with Amazon Web Services (AWS) like EC2, S3, Amazon Simple DB, Amazon RDS, Amazon Elastic Load Balancing, Amazon SQS, AWS IAM, AWS Cloud Watch, Amazon EBS and Amazon Cloud Front
- Experience in Amazon Web Services like **EC2, S3 basin, ELB, Auto-Scaling, DB, Elastic Search, Virtual Private Cloud (VPC)** through **AWS Console and API Integration.**
- Hands on Experience with **UNIX, Linux** commands and Deployment of Applications in Server and ability to work effectively on **Windows platforms.**
- Involved in Unit Test Cases writing and having good knowledge in **JUnit/Mockito.**
- Excellent client interaction skills and proven experience in working independently as well as in a team.
- Good at documenting and understanding user requirements and system specifications.
- Ability to grasp new technologies and to correctly apply new tools to build applications. Good Interpersonal Skills, team-working attitude, takes initiatives and very proactive in solving problems and providing best solutions.
- Domain knowledge and business expertise in **Banking, Healthcare, E-Commerce, Insurance, Finance, Telecom.**

## TECHNICAL SKILLS

<b>Programming Languages</b>	C, C++, Java 1.8, J2EE, and PL/SQL.
<b>J2EE Technologies</b>	JDBC, Servlets, JSP, JMS, Java Beans, JTA, JNDI, JTS
<b>UI Frameworks/Technologies</b>	HTML5, CSS3, JavaScript (ES6), jQuery, Bootstrap, Angular, AJAX, NodeJS, JSON, React.js, WordPress.
<b>Backend Frameworks</b>	Spring IOC, Spring MVC, Spring, Spring Security, Microservices, Spring REST, EJB, Hibernate, Spring Boot.
<b>Database</b>	Oracle, MySQL server, MS SQL, MongoDB
<b>Servers</b>	Apache Tomcat, IBM WebSphere, Glassfish, Web logic Application server, JBOSS, WebLogic
<b>Web Services</b>	JAX-RPC, JAX-WS, SOAP, REST, WSDL, UDDI and RESTFUL
<b>Version Control</b>	Rally, Jira
<b>Repositories</b>	Tortoise SVN, CVS and GIT, Bitbucket, Gitlab.
<b>Build Tools</b>	Maven and Gradle
<b>Testing Tools/ Others</b>	JUnit, Mockito, Soap UI, JMeter and Log4J, Postman, Jasmine, Karma, Jenkins, Kubernetes
<b>IDEs</b>	Eclipse, JDeveloper, RAD, Spring Tool Suite, IntelliJ, My Eclipse, NetBeans
<b>Methodologies</b>	Agile, Waterfall, Test Driven Development, Pair Programming
<b>Certifications</b>	AWS Certified Developer – Associate



---

## PROFESSIONAL EXPERIENCE

**Client: Amex, Phoenix, AZ**

**May 2020- Till date**

**Role: Sr. Full Stack Developer**

- Involved in various phases of Software Development Life Cycle (SDLC) as requirement gathering.
- Designed and developed a single page application using HTML5, CSS3, Bootstrap, ReactJS, Typescript and Material UI.
- Developed various screens for the front end using ReactJS and used various predefined components from NPM (Node Package Manager).
- Worked in application development using React JS. Worked with ReactJS Props, Hooks, components, Forms, Events, Keys, Router, Animations and Flux.
- Worked heavily on CSS3 and LESS layout for DOM manipulation.
- Used ReactJS to create views to hook up models to the DOM and synchronize data with server as a Single Page Application (SPA).
- Closely worked with Application using React.JS and Node.js libraries NPM, gulp directories to generate desired view and flux to root the URLs properly.
- Developed user interface by using the React JS components, Forms, Events, Keys, Router, Animations Router for SPA development.
- Responsible for implementing UI mockups, integrating third party REACT libraries, and handling/creating Redux store data.
- Maintained states in the stores and dispatched the actions using redux.
- Implemented REST API using Node.js, Express.js.
- Used node.js as a proxy to interact with RESTful services and interacting with PostgreSQL Database.
- Experience in RESTful web services to integrate between Server side to Client Side.
- Designed CSS templates for use in all pages on the website working with CSS Background, positioning, text, border, margin, padding, and table.
- Worked on unit test cases using Karma and Jasmine on client side.
- Created TypeScript reusable components and services to consume REST API's using Component based architecture provided by Angular 8.
- Built micro apps with latest Angular 8. Micro apps are easy maintainable and highly reusable.
- Deep understanding and working experience in Object Oriented JavaScript programming and JavaScript Spring MVC frameworks.
- Translated design and wireframes into high quality code and wrote application interface code via typescript.
- Produced Web content pages and campaign microsites using WordPress CMS.
- Used the fundamentals of Java 8 like parallel streams and filters through lambda expressions to handle the searching.
- Worked with core java concepts like Collections Framework, Multithreading and Memory management.
- Designed and actualized application utilizing Spring Boot, Spring MVC, Spring IOC, Spring Transactions, Spring JDBC.
- Implemented Microservices platform build upon Spring Boot Services. Worked on development and implementation of the MVC Architectural pattern using Spring Framework.
- Implemented Batch jobs to deal with large number of chunks using Spring Batch Framework to execute the similar jobs simultaneously.
- Implemented Continuous integration systems for Java based projects using Jenkins.
- Utilized Jenkins for Continuous Integration and Spring Tool Suite (STS) IDE for application development and used Git as Version Control tool.

- Involved in using JPA (Java Persistence API) frameworks and APIs as JDO and Hibernate.
- Used Web services like RESTful for transmission of large blocks of XML/JSON.
- Implemented Micro Services based Cloud Architecture utilizing Spring Boot and REST Web Services
- Experience with container-based deployments using Docker, working with Docker images, Docker HUB and Docker registries
- Used Kubernetes to manage containerized applications using its nodes, ConfigMaps, selector, Services and deployed application containers as Pods.
- Executed Kubernetes locally with MiniKube, Created local clusters and deployable application
- Handled fabric services to be deployed in containers and images, used Docker in Linux environment.
- Used Kubernetes to deploy scale, load balance, scale and manage docker containers with multiple namespace versions.
- Experience in writing test cases with the help of JUnit testing framework and configured applications on WebLogic Server.
- Used GitHub for version control; configured Maven for dependencies and Log4J for logging.
- Used AWS Infrastructure and features of AWS like S3, EC2, RDS, ELB to host the portal.
- Created customized AMIs based on already existing AWS EC2 instances by using create image functionality, hence using this snapshot for disaster recovery
- Migrated existing monolithic application into Amazon Web Services (AWS) cloud environment.
- Followed Scrum concepts of the Agile Methodology to produce high quality software.

**Environment:** Agile Methodology, SDLC, HTML5, CSS3, Bootstrap, JavaScript, jQuery, ReactJS, Karma, Jasmine, REST, Angular 8, Java 8, Spring Boot, Spring MVC, Spring IOC, Spring AOP, Spring Transactions, Spring JDBC, JPA, Hibernate, RESTful, JUnit, GitHub, Maven, Log4J

**Client:** American Airlines, Fort Worth, TX

**March 2019 – April 2020**

**Role:** Full Stack Java Developer

- Involved in all phases of Software Development Life Cycle process using Agile Methodology.
- Developed presentation layer using HTML5, CSS3, Bootstrap, jQuery and Angular 6.
- Worked on the enhancements of the navigation and menu button into responsive features using Bootstrap Nav-default class and Collapse button.
- Worked on Angular 6 for client-side JavaScript MVC framework for the development of dynamic web applications and developed custom directives, Factories and Services.
- Used angular-cli tool to configure the angular project and building it for development of Angular application using Angular 6.
- Implemented a Single Page Web Applications (SPA) based front end for displaying user requests, user records history and security settings various users using JavaScript and Angular.
- Implemented databinding using Node.JS for front-end development of a current web application.
- Implemented different validation control on the webpages and developing a cross-platform JavaScript based solution using Angular.
- Used Axios to implementing Web Services for integration of different systems.

- Used REST Client and POSTMAN to test the rest-based services and used Junit and Mockito to test the middleware services.
- Used JAVA 1.8 features like Lambda Expressions, Parallel Streams, and functional interfaces.
- Implemented Core Java concepts like Multithreading, Concurrency, Exception Handling and Collections wherever necessary in the application.
- Spring MVC model integration for front-end request action controller and Spring AOP for logging purposes.
- Developed REST based Web Services for data retrieval to make it independent of the current application.
- Implemented Spring boot microservices to process the messages into the Kafka cluster setup.
- Extensively used Kafka for real time processing, aggregations.
- Used Maven as build automation tool and deployments are on Web Logic Application Server.
- Worked on creating documents in MongoDB.
- Checked Oracle performance related features such as Query Optimizer, Execution Plans and Indexes.
- Experience in using GIT as version control and JIRA for bug tracking. Developed Docker based microservices deployment modules with Jenkins 2.0.
- Used Jenkins for Continuous Integration and Continuous Delivery to assemble pipelines amid organization
- Used GIT as version control system, to keep track of all the work & all changes, allowing several developers to collaborate and used Maven as build and configuration tool
- Utilized Amazon Web Services (AWS) EC2 to deploy Docker containers.
- Web sphere is used as an Application Server to Deploy the Application.
- Responsible for creating an instance on Amazon EC2 (AWS) and deployed the application on it.
- Worked on AWS services to deploy static websites and dynamic Web Apps on EC2 using Elastic Beanstalk and Elastic Container Service-Docker.
- Involved in creating unit testing of various layers using JUnit and created automated test scripts for integration testing using selenium.
- Actively involved in the DevOps streamlining process through Jenkins CI and CD Release Automation.
- Involved in documentation by writing the technical documents for the project on confluence. Also, part of the presentation team to the company's executives.

**Environment:** HTML5, CSS3, Bootstrap, jQuery, Angular 6, React JS, AJAX, Axios, JavaScript, node.js, JAVA 1.8, Spring, REST, Kafka, Maven, Jenkins, Docker, Postman, MongoDB, GIT, Jira, AWS, Agile Methodology

**Client:** Gem, Venice, CA

**Dec 2016- Feb 2019**

**Role:** Full Stack Java Developer

Gem is a blockchain and cryptocurrency firm situated in Venice Beach. Our objective is to enable individuals to fully own their wealth, to profit from the value of their own data, and to experience the collective strength of the decentralized movement that is currently sweeping the globe.

**Responsibilities:**

- Involved in system requirements study and conceptual design.
- Followed Scrum concepts of the Agile Methodology to produce high quality software.

- Involved in component development using J2EE principles and also have experience in using design patterns such as Singleton, Factory and Data Access Object (DAO) in the implementation of the application.
- Implemented persistence framework using Hibernate & Handled Transaction Management using the provided data source.
- Extensively used JSON to parse the data from server side to satisfy the business requirement.
- Responsible for designing Hibernate mapping files based on business logic and Object relationships.
- Integrated Spring and Hibernate together and worked on developing backend components and services using Hibernate and spring.
- Extensively worked with IntelliJ IDEA and WebLogic 10.3 Workshop.
- Used a microservice architecture, with Spring Boot-based services interacting through a combination of REST and Apache Kafka endpoints. Deployed services to Google Cloud Platform in Docker containers, managed by Mesos/Marathon.
- Developed data controls using ADF, ADF Faces and ADF Task Flow.
- New library development with micro services architecture using Rest APIs, spring boot and pivotal cloud fundry.
- Containerized the integration process by GitLab CI within docker.
- Conducted gap analysis and developed data migration and integration plans.
- Created and modified several UNIX shell Scripts to process the files on daily basis like renaming, extracting data, unzipping and remove the junk data from the file before loading them into the base tables.
- Developed RESTFUL web service using REST Jersey API.
- Developed a fully functional prototype application using JavaScript jQuery, Backbone.js and Bootstrap, connecting to a REST-full server on a different domain.
- Create RFP (Request for Proposal) microservice to provide RESTful API utilizing Spring Boot with Spring MVC.
- Performed all necessary day-to-day GIT support for different projects.
- Developed Spring services, Dao's and defined routes using Apache Camel.
- Developed messaging module using Spring JMS, Apache Camel and ActiveMQ.
- Developed applications with NoSQL and relational DB such as Mongo DB.
- Developed Restful web services using Jersey and Spring and developed Rest services using Node-JS and other node modules.
- Implemented design patterns in Scala for the application.
- Involved in unit testing, integration testing, SIT and UAT phases. Performed defect tracking, bug fixing and enhancements.
- Have done debugging to fix issues and used Maven for dependency and build management.
- Used Git Repository.
- Testing the java services by using JUnit.
- Experience in working with cloud tools like Amazon Web Services (AWS) and good knowledge of AWS services like EC2, AMI, S3, Glacier, Elastic Load Balancer (ELB), RDS, SNS, SWF and EBS.
- Performed deployment of applications on JBoss.

**Environment:** Java 1.7, Spring MVC, HTML, Core Java, CSS, JavaScript, JSP, JMS, RAD, UML, XML, ADF, Hibernate, REST, Tomcat 7, SVN, SIT, UAT, Ajax, Maven, JUnit, Win 7, Linux.

**Client:** Kamineni, Hyderabad, India  
**Role:** Java/J2EE Developer

**Sep 2014 – Oct 2016**

**Description:**

Kamineni Hospital Limited is a biotechnology firm based in Hyderabad, Telangana, India. The Hyderabad-based Kamineni Hospital Limited employs 476 people. It generates \$46 million in income. It was established in 1995. Kamineni Hospital Limited (Hyderabad) is a biotechnology-focused hospital.

**Responsibilities:**

- Involved in analysis & design of the system and created use cases, wireframe diagrams, class diagrams & sequence diagrams.
- Followed Scrum concepts of the Agile Methodology to produce high quality software.
- Developed messaging module using Spring JMS, Apache Camel and ActiveMQ.
- Integrated Hibernate with Spring for Handling Transactions.
- Practical experience of Alfresco ECM platform, including development of custom Web scripts.
- Worked on Version control systems like Subversion, GIT, CVS, ClearCase.
- Technical environment applies the latest software development principles with TDD, CI, Agile Software Development, JUnit and JIRA.
- Responsible to ensure compliance with J2EE framework and enhance Reuse and Portability of the application by using various design patterns like Front Controllers,
- Developed Restful web services using Jersey and Spring and developed Rest services using Node-JS and other node modules.
- Developed REST controllers using Spring Data REST to serve the UI with required JSON data.
- Used complete annotation driven approach to develop the application using Spring Boot and was also involved in setting up the Spring bean profiling.
- Custom component development in Alfresco ECM tool. Mentionable are space quota report module, which provides UI based report of space usage, size restriction module, document type restriction module.
- Performed defect tracking, bug fixing and enhancements using UAT.
- Used XML to transfer the application data between client and server. Build Spring Boot microservices for the delivery of software products across the enterprise.
- Decomposed existing monolithic code base into Spring Boot microservices
- Have done debugging to fix issues and used Maven for dependency and build management. Testing the java services by using Junit. Developed applications with NoSQL and relational DB such as Mongo DB.
- Used REST Client and POSTMAN to test the rest-based services and used Junit and Mockito to test the middleware services.
- Used GIT as version control system, to keep track of all the work & all changes, allowing several developers to collaborate and used Maven as build and configuration tool and Jenkins for continuous integration tool.
- Involved in configuration and usage of Apache Log4J for logging and debugging purposes. Used RAD as IDE tool to develop the application.

**Environment:** Java 1.8, Spring MVC, HTML, Git, CSS, JavaScript, JSP, JMS, RAD, UML, XML, MongoDB, REST, Tomcat 7, SVN, Ajax, JUnit, Log4J

**Client :** Evolgence Telecom Systems Pvt.Ltd, Hyderabad, India  
**Role:** Java Developer

**July 2013- Aug 2014**

**Description :**



Evolgence Telecom Systems Pvt. Ltd has established itself as a leader in mobile communications and technology development. Evolgence's spiraling breakthroughs are the result of the cross-fertilization of three core capabilities: mobile, telecommunications, and information technology.

**Responsibilities:**

- Developed application using Spring boot, Micro services, MongoDB and Oracle Support
- Developed application using Spring (Core, MVC) and Db2 Support
- Involved in design of various modules using J2EE Architecture.
- Implemented java class concepts like Multithreading in to avoid deadlocking.
- Involved in development of the project. Understanding the requirements of the client.
- Developed Controller and Service classes using spring and configured them in spring configuration file.
- Implemented Dojo for increasing functionality of the project.
- Tested each and every application with using validators.
- Developed the web applications even under pressure when timeline occurs.
- Handled multiple modules simultaneously to achieve the application.
- Advocated a more complex concept which empowered the player to control their ship more freely.
- Worked predominantly with single page applications for financial programs.
- Working knowledge by passing the AJAX, XML, Http Requests to server and populating in cases to JSON.
- Worked in Agile process, delivered project as per the iteration wise deadlines.
- Fixing of bugs coming out of unit testing and Integration testing.
- Involved in review of design and coding and Unit testing with test cases.
- Involved in system requirements study and conceptual design.
- Good at documenting and understanding user requirements and system specifications.

**Environment:** JDK8,JSON, Spring, Maven, MongoDB, Git, Dojo, Mockito, Ajax ,Jenkins, Log4j, IntelliJ, XML ,Spring Boot.

**EDUCATION DETAILS**

- Bachelor's of Technology Electronics and Communication from JNTU 2013
- Masters from I Global University Virginia Information Technology 2020

**VINEETHA****PROFESSIONAL SUMMARY:**

- Highly skilled software professional with **Over 9 years** of experience in software development life cycle experience in Object Oriented paradigm, design and development of multi-Tier distributed, Enterprise applications and providing software solutions using Java/J2EE stack and related technologies.
- Experience in developing web applications using **HTML, HTML5, CSS3, SASS, LESS, XHTML, XML, JavaScript, AJAX, jQuery, WordPress, JSON, Bootstrap, React JS, Redux, ES6, Node JS, GitHub.**
- Strong working experience in developing **Service Oriented Architecture (SOA)** and **Microservice** Architecture based **J2EE** applications on **AWS, Azure, PCF, GCP**



- Expertise in Core Java concepts - **Multi-Threading, Exception Handling, Collections, Java Reflection, Object-Oriented Design (OOD)/Object-Oriented Programming (OOP), Annotation, Generics**, and some new features in **Java 8**.
- Strong knowledge of **Angular 6/9/12/14** practices in commonly used modules and creating **Pipes, reusable Components, and Services**.
- Experience in **Object Oriented, Client-Server**, Web-Based Distributed and Enterprise Applications with **Java/J2EE**, Web based technologies & developing applications with agile method.
- Proficient in using frameworks and technologies like **Struts, Hibernate (ORM), spring boot, spring (DI/ MVC/ AOP/ batch/ Templates), Web Services (AXIS, Jersey), JMS, Log4j**.
- Expertise in developing **SOA (Service Oriented Architectures)** and **Micro-Service** architectures using **J2EE** web services based on **Restful (JAX-RS), SOAP(JAX\_WS), JAX-RPC** and **JAX-R** (Java API for XML Registries) using frameworks like **Apache CXF, Jersey, Apache Axis**.
- Designed and developed modern day applications using **Spring Boot Microservice** architecture on an **AWS, Azure Cloud platform** for backend development **Dockers, Kubernetes** using **DevOps** practices.
- Involved in designing the user experience interface **UI/UX** strategy converting findings into **UI designs**.
- Experience in implementing the security on **microservices** using **Spring Boot** Auth server which generated **JWT** tokens as **OAuth2** mechanism.
- Experience working with **Bootstrap, CSS3** media queries to support **Responsive Web Design (RWD)**.
- Experiences with full software development life cycle, architecting scalable platforms, object-oriented programming, and **AGILE methodologies**.
- Hands-on experience in **Azure Cloud Services (PaaS & IaaS), Storage, Web Apps, Application Insights, Logic Apps, Function Apps, Service Bus, Azure Monitoring, ACR, and SQL Azure**.
- Experience in working on modern **MEAN Stack- MongoDB, Express, Angular, and Node JS**.
- Expertise in developing data models using Object relational mapping (ORM) framework like **Hibernate** and used **Hibernate Annotations** to reduce time at the configuration level.
- Built automation tools like **Gradle, Maven** and **Ant** and deployed to different environments.
- Proficient in programming by using the **IDEs** such as **Eclipse, IntelliJ IDEA, and NetBeans**.
- Hands on experience in configuring and deploying web Applications using different web/application servers such as **Web Logic, IBM WebSphere, JBoss, Glassfish** and **Apache Tomcat**.
- Experience in working with **Relational Databases** like **Oracle, MySQL, DB2, MS SQL Server** using **SQL, PL/SQL**, and **NoSQL** databases such as **MongoDB & Cassandra**.
- Worked on **JMS** over messaging to exchange information asynchronously for enterprise applications.
- Experience with Bug Tracking tools like **Atlassian JIRA, Bugzilla, ServiceNow**.
- Experience in testing with **Junit** Framework using **Mockito** and **Easy Mock & Junit Runner**.
- Developed **Spring boot** applications and **microservices** and deployed on **AWS EC2** instances.
- Experience in **AWS** Solutions using **EC2, S3, EBS, Elastic Load Balancer, and Auto Scaling Groups**.
- Experience in unit testing the applications using **JUnit** Framework and developed logging and standard mechanism based on **Apache Log4J**.

## **TECHNICAL SKILLS:**

<b>Programming Languages</b>	Java, C++, SQL, PL/SQL, and Python
<b>Java Technologies</b>	JSE, JDBC, JPA, AJAX, JSP, Servlets, EJB, JMS, JSTL, JNDI
<b>Web Technologies</b>	HTML5, CSS3, JavaScript, AngularJS, Angular 4/6/8/9, Node.js, React JS, Bootstrap, XML, XSD, XSL/XSLT, AJAX, jQuery, JSON, Typescript
<b>Webservices</b>	REST, SOAP, WSDL, RESTful, AWS, Microservices, JAXB, Apache-CXF
<b>ORM technology</b>	Hibernate, iBatis, MyBatis
<b>Application/Web Servers</b>	WebLogic, Web Sphere, Oracle Glassfish, JBoss, Apache Tomcat.
<b>Applications Frameworks</b>	Struts, JSF, Spring, Spring MVC, Spring Boot, Spring Cloud, Spring Batch, Spring Core, Spring Hibernate, Spring JDBC, Spring Security.
<b>Databases</b>	Oracle, MySQL and SQL Server, MongoDB, Cassandra
<b>Operating Systems</b>	Windows, Linux, UNIX, and Solaris.
<b>IDEs</b>	NetBeans, Eclipse, IntelliJ, RAD.
<b>Version Control Systems</b>	CVS, SVN, Bamboo, GIT
<b>Tools Viewer</b>	JUnit, Log4J, DOM
<b>Build Automation Tools</b>	ANT, Maven, Gradle, Jenkins, Jira, Rally, Ansible, puppet
<b>Cloud Technologies</b>	AWS (ECS, Fargate, EC2, S3, RDS, ELB, Lambda, Dynamo DB), PCF

## PROFESSIONAL EXPERIENCES:

**Client: Office Depot, Boca Rotan, FL**

**Jun 2022 to Present**

**Title: Sr. Java Full Stack Developer**

**Responsibilities:**

- Implemented Routing and HTTP modules for navigation between the components and invoking the Rest Services using GET, POST, PUT, and DELETE methods.
- Designed and Developed Microservices-based applications using Spring, Spring Boot, Hibernate, Spring DAO, Gradle, JDBC, Oracle. Used Eureka to call other proxies Microservices.
- Performed Reverse Engineering to map POJO classes to the database.
- Integrated new APIs for list processing introduced in Java 17, including List.copyOf() and List.Of() methods, for creating immutable lists with concise syntax and improved performance.
- Created DAO interface, abstract class, and concrete classes to interact with persistence entities.
- Designed and developed RESTful Web Services using Spring Boot.
- Built administrator page displaying profile information in React JS and Graph QL.
- Extensive knowledge of XML-based standards and protocols (such as WSDL and SOAP), Service Oriented Architecture (SOA), development of XSD schemas, and implementing both SOAP and REST web services.
- Implemented Spring-Security for authentication process against J2EE pre-authentication, and Database.
- Select the appropriate AWS service based on computing, data, or security requirements.
- Created efficient design, User screens using HTML5, CSS3, JavaScript, React JS, Redux, Bootstrap.

- Experience in building isomorphic applications using React JS and Redux with GraphQL on the server-side.
- Implemented Kafka producer and consumer applications on Kafka cluster setup with help of Zookeeper.
- Used Spring Kafka API calls to process the messages smoothly on Kafka Cluster setup.
- Tested REST API services with GET, POST, PUT, DEL by providing input in JSON parameters in Postman.
- Involved in writing APIs. In Java 17 for AWS Lambda to manage some of the AWS services.
- Implemented Spring boot-micro services to process the messages into the Kafka cluster setup.
- Developed powerful Single Page Application and dynamic responsive Web Application with Angular 8.
- Developed components using Angular 14, needed for the application from the scratch and customized from various Angular-related libraries to meet the application's functionality.
- Developed a RESTful web API using Spring Boot. Spring Data is used to communicate with MongoDB.
- Implemented MVC architecture with React components as Views, controllers in node JS for API development.
- Utilized Angular 14 Command Line Interface (CLI) to develop front-end functionalities and have researched the command that Angular CLI provided.
- Implemented server-side RESTful webservices with Node JS, communicated to client (React JS) with JSON.
- Integrated RESTful webservices using JAX-RPC along with Spring Boot and test cases using JMeter.
- Used Jenkins pipelines to drive all microservices build out to Docker registry and then deployed to Kubernetes, created pods, and managed using Kubernetes.
- Worked on building a data center with AWS. Installed SVN, GIT, Jenkins images on AWS.
- Creates and configures Microservices architecture and integrates with React JS application.
- Set up CI/CD pipelines for Microservices and integrated tools such as Maven, SonarQube
- Worked on spring modules like Spring MVC, Spring Boot, Spring IOC, Spring DAO, and Spring Batch.
- Developed a new build system using Jenkins, uDeploy, and Maven, which is automated code deployment and helped to improve the quality of the build.
- Worked on Agile (Scrum) development to deliver regular updates to the business team and project managers.

**Environment:** Java 17, Angular 14, React, JavaScript/jQuery, Ajax, Spring, MVC, Hibernate, Spring Boot, XML, Kafka, Docker, Kubernetes, Agile, CI/CD, Jenkins, Maven, SonarQube, uDeploy, AWS.

**Client:** CSAA, Walnut creek, CA

**Oct 2020 to May 2022**

**Title:** Sr. Java Full Stack Developer

**Responsibilities:**

- Implemented text block with block indentation in Java 15 to represent structured data in JSON or XML format.
- Worked in DOM, React Props, Lifecycle methods and with React States and Events
- Used Angular 12 HTTP services to perform backend REST webservices interactions to get, post JSON data.
- Implemented REDUX architecture with Angular 12 using angular-redux for unidirectional data flows.
- Created web pages using Angular data-driven and template-driven forms and created custom asynchronous validations to validate the data on the server side.

- Developed application using Java 15, Multi-threading, Spring MVC, Spring Boot, J2EE, Hibernate, REST.
- Developed all client-side logical implementation part of applications with React JS.
- Used Z Garbage Collector (ZGC) as default garbage collector in Java 15 to improve memory management.
- Extensively used React-Router techniques Axios service to retrieve data from server synchronously.
- Used Streams and Lambda expressions available as part of Java 15 to store and process the data.
- Used React JS-based UI framework which wrapper on top of Flux architecture and gulps enhanced workflow.
- Developed Single Page applications using Angular 12 using components, and directives using Typescript.
- Created components, modules, and directives using Angular.
- Worked on web page enhancements using HTML, CSS, Angular 12, JavaScript, Servlets, and JavaBeans.
- Used AWS Cloud Watch to monitor AWS services and Amazon Cloud Watch logs to monitor applications.
- Implemented NoSQL data storage using Azure Cosmos DB, optimizing data models, queries for documents.
- Implemented continuous integration and continuous deployment (CI/CD) pipelines using Azure DevOps for automated build, test, and deployment processes.
- Integrated the Linux environment with Active Directory providing a Single Sign On (SSO) solution.
- Installed, maintained the Apache-Tomcat server and Web sphere Application Server in Linux Platform.
- Microservices have been built using Spring boot, Spring security and deployed to the Azure cloud.
- Used Maven as build tool and deployed the application, Developed Jenkins job to deploy project automatically in QA and Production environments.
- Exposed Microservices with Spring Boot interacting with REST, Azure Service Bus for communication.
- Wrote database triggers, procedures functions in PL/SQL and incorporated business rules and constraints.
- Migrated existing application into Microservices (REST) to provide CRUD capabilities using Spring Boot.
- Set up Jenkins server and build jobs to provide continuous automated builds based on polling the GIT source control system during the day and periodic scheduled builds overnight to support development needs using Jenkins, GIT, JUnit, Selenium, and Maven.
- Developed test cases using JUnit/Mockito, Maven build tool to achieve more functionality for build process.

**Environment:** Java 1.8, Spring, Hibernate, Spring Boot, MVC, Microservices, JavaScript, React JS, HTML5, CSS3, Restful, MongoDB (NoSQL), log4j, GIT, Junit, Jira, Azure, PCF, TypeScript, Webservices, SOAP UI, Agile.

**Client:** Charter communications, St. Louis, MO  
**Title:** Sr. Java Full Stack Developer  
**Responsibilities:**

**May 2019 to Sep 2020**

- Developed UI pages using HTML5, Bootstrap, CSS3, JavaScript, jQuery, AJAX, React JS, Node JS.
- Developed all client-side logical implementation part of applications with ReactJS.
- Extensively used React-Router techniques Axios service to retrieve data from server synchronously.
- Involved to implement various screens for the front end using React.js and used various predefined components from NPM (Node Package Manager) and redux library.
- Created Angular 9 components like controllers, services, directives, and forms to collect different user data and implemented form validation in Angular.
- Used dependency injection features of Spring MVC, Hibernate for rapid development, ease of maintenance.
- Used Spring Boot and developed the application as Microservices. Also Used Spring Boot to initialize, bootstrap the build configuration for the boot-based web applications.
- Used Spring Core for IOC implemented using DI and developing Restful web services.
- Optimized throughput and scalability of web applications using Node JS.
- Used Spring framework to maintain MVC and created action forms, action mappings, DAOs, application properties for Internationalization etc.
- Installed, maintained the Apache-Tomcat server and WebSphere Application Server in Linux Platform.
- Microservices have been built using Spring boot, Spring security and deployed to the AWS cloud.
- Installed AWS CLI to control AWS services through SHELL/BASH scripting.
- Used AWS SDK for connection to Amazon S3 buckets as it is used as the object storage service to store and retrieve the media files related to the application.
- Used Spring Kafka framework to publish and consumer messages into/from Kafka Cluster.
- Developed CI/CD system with Jenkins on Kubernetes container environment utilizing Kubernetes.
- Implemented Unit Testing using JUnit, TestNG, Mockito and Selenium.
- Expertise in using built tools like Maven, ANT for the building of deployable artifacts such as jar & war from source code. Used IntelliJ to develop and debug the application.

**Environment:** Java 11, Microservices, Kafka, Spring Boot, Spring MVC, JavaScript, HTML5, CSS3, AJAX, Bootstrap, jQuery, React JS, Redux, Spring Security, NodeJS, Swagger, Rest, SOAP, MongoDB (NoSQL), AWS, Jenkins, Log4j, Oracle, Docker, Kubernetes, Apache Tomcat, Jasmine, Junit, Agile, Maven, Git.

**Client:** Kraft Heinz, Chicago, IL

**Jan 2018– Apr 2019**

**Title:** Java / J2EE Developer

**Responsibilities:**

- Used Java Lambda expressions for array operations, collections, Enhanced Concurrency methods etc. in application for well-defined programming. Java 8 Stream APIs and functional style of programming.
- REST API's development with Spring Boot, configuration, and maintenance of Micro services with CXF.
- Implemented Spring Transactions along with Spring ORM for Database transactions.
- Participated in front end development using JSF 2.0, JavaScript, HTML 5, CSS 3.0.
- Extensively used CSS and Bootstrap for styling the HTML elements.
- Developed, integrated RESTful services using JAX-RPC along with Spring Boot, test cases using JMeter.
- Developed dynamic web pages using HTML5, CSS3, Bootstrap, Less, CSS3 (SASS) and AJAX.
- Worked in DOM, React Props, and Lifecycle methods and with React States and Events.



- Used the flux architecture in ReactJS for building client-side web application.
- Worked in React JS with Redux architecture. Used jQuery for view rendering of the web pages.
- Extensive knowledge on spring modules like Spring MVC, Spring Boot, Spring DAO, Spring Batch
- Developed data migration strategy and source to target mapping to migrate the data out of the legacy systems into Cassandra customer DB. Using Angular 8, we created custom directives for re-usable components.
- Microservices have been built using Spring boot, Spring security and deployed to the AWS cloud.
- Experienced with the installation of AWS CLI to control AWS services through SHELL/BASH scripting.
- Developed RESTful Services and Web Service Clients (JAX-RS or JAX-WS) using jersey framework with data representation in different formats such as XML and JSON.
- Developed UI automation for Node JS, Angular 8, Micro services have been built using spring boot, Netflix OSS, spring cloud, and deploying to AWS Cloud.
- Developed SOAP services with JAX-WS using Apache CXF framework to represent data in XML format.
- Written Mockito test scripts to automate the unit testing process.
- Wrote Hibernate Criteria queries for data retrievals, performed ORM mappings to map Java entity to DB.
- Used Java Message Service (JMS) for asynchronous exchange of information from Java Message Queue.
- Worked extensively with java persistence context (JPA) implemented by Hibernate.
- Used AWS SDK for connection to AWS S3 buckets as it is used as the object storage service to store and retrieve the media files related to the application.
- Created automation and test scripts using Selenium Web-Driver for multiple platforms and browsers testing.
- Implemented business logic component in middle tier using JDBC and EJB framework including stateless session classes and Entity bean classes.

**Environment:** Angular 8, HTML5, CSS3, JavaScript, jQuery, AJAX, JSON, TypeScript, Jenkins, Agile, REST, log4j2, Spring Boot (Microservices), Apache Kafka, Junit, Swagger, SOAPUI, EC2, AWS lambda, Cassandra.

**Client:** eCAPS Computers India Pvt Ltd, Hyderabad, India

**Feb 2015 to June 2017**

**Title:** Java Full Stack Developer

**Responsibilities:**

- Developed presentation layer with HTML, CSS, Bootstrap, JavaScript, React on W3C standards.
- Involved in developing the application using ReactJS on front end and Redux for State Management.
- Developed Complex User Interfaces, implemented stateless functional components using React Hooks.
- Leveraged latest React Context API for multiple use cases instead of using Redux.
- Setup Angular JS for UI development. Developed HTML views with HTML5, CSS3, JSON and AngularJS.
- Worked on React Virtual DOM, react views, rendering using components that contains custom HTML tags.
- Used React & Redux Dev Tools plugins to observe component state and prop changes instantly.
- Used React JS to create custom components for data manipulations, display data in standard format.
- Implemented stable ReactJS components and stand-alone functions to be added to any future pages.



- Implemented AngularJS Factories and Controllers to manipulate and view employee task data.
- Used AngularJS HTTP methods and calls to retrieve the required data from the Services.
- Used Angular to create Single, Multiple Page Applications to synchronize data to specific views with server.
- Worked on creating login authentication modules using Angular and TypeScript.
- Developed Single Page Applications (SPA), using MEAN (Mongo, Express, Angular, and Node) stack.
- Implemented functionality using Spring Boot and Hibernate ORM to map with Oracle Database.
- Used Spring components like Spring MVC, Spring AOP, Spring Batch, Spring IOC, Spring Transactions and Spring Security modules for developing the service layer of the web application.
- Used Microservice, with Spring Boot services interacting through REST and Kafka message brokers.
- Used Kafka Queues for asynchronous exchange of information between multiple business applications.
- Used Spring Boot Actuator to monitor and manage the application in production environment.
- Worked on Swagger API to auto-generate documentation for REST APIs and used for Testing REST APIs
- Leveraged Redis as temporary database for storing data in a transaction.
- Used Kibana for visualizing logs and debugging. Execute SQL stored procedures to Oracle database.
- Security for the developed Rest API's is provided using JSON Web Token (JWT).
- Created Server instances on AWS. Installed Tomcat, Glass Fish, Swagger used to deploy Microservices.
- Used Amazon Cloud Watch to monitor AWS services and logs to monitor application.
- Involved in writing Java API for Amazon Lambda to manage some of the AWS services.
- Used Jenkins for the automatic build process and used for integration testing and deploying software.

**Environment:** Java, HTML, CSS, Bootstrap, React JS, Ajax, JavaScript, Typescript, Angular, Spring Boot, Hibernate ORM, RESTful APIs, Maven, Spring REST, Rabbit MQ, Netflix OSS, Swagger, Tomcat, AWS, Git.

**Client:** Heute Solutions, Hyderabad, India

**Aug 2013 – Jan 2015**

**Title:** Java Full Stack Developer

**Responsibilities:**

- Developed user interface using Spring JSP, HTML and JavaScript in Agile (Scrum) methodology.
- Used a Microservice architecture, with Spring Boot services interacting through REST, Apache Kafka.
- Developed Microservices using Spring Boot, Netflix OSS, Spring Cloud and deploying to AWS Cloud.
- Deployed Spring Boot based microservices Docker container using AWS EC2 container services.
- Used Spring as controller to handle subsequent client requests and invoked model based on user requests.
- Developed java utility classes using servlet for modules to format, excel downloads and other purposes.
- Defined search criteria and pulled out the record of the customer from the database. Make the required changes to the record and save the updated information back to the database.
- Wrote JavaScript validations to validate fields of user registration screen and login screen.



- Involved in developing UI components using Angular 2, JSON to interact with REST services.
- Used Angular 2 as framework to create a Single Page Application (SPA) which can bind data to specific views and synchronize data with server. Wrote database triggers, procedures, functions in PL/SQL.
- Used JMS for asynchronous exchange of critical data, events in J2EE components. Publisher-Subscriber method was used for data loading and Point-To-Point method of JMS was used for event processing.
- Developed build and deployment scripts using Apache ANT to customize WAR and EAR files.

**Environment:** Core Java, JSP, Servlets, Spring, Hibernate, Tomcat, Oracle, Unix Shell Scripts, XSL, XSLT, Eclipse, MyEclipse, HTML, UML, Java Script, JUnit, JAXP, XML, Git, SQL, Log4J.

## **EDUCATION:**

- Masters – University of Missouri Kansas City in Computer Science – Dec 2018
- Bachelors – JNTUH in computer science – May 2013

---

**1.2.11 Systems Administrator**

---

**JOHN CHERIAN****SUMMARY**

Computer Professional with over 9 years' Experience in Network Design, System Admin, Development and implementation of multi-host, multi-protocol, multi-platform enterprise environment (UNIX & Window NT/2000) MS Exchange, IIS, Proxy, SMS. Well versed in TCP/IP, LAN/WAN integration, Routers, Switches & Network management. Ability to identify, isolate & rectify problems. Work independently and communicate with non-technical users.

**SKILLS PROFILE**

- Graduate course in Computer System Management,
- B.S in Commerce and Trade,
- Microsoft Certified System Engineer.
- Network Design & Implementation. Architect Implementation for Windows
- NT & 2000, Ms Exchange, Proxy, SMS.
- UNIX (Solaris 8 & Linux Red Hat 6.2, Sendmail, Apache, Squid, Samba) .,
- Training in M.S. Exchange, Cisco (CCNA 2.0), and Solaris 8 & Linux Red Hat 6.2.
- 

**CERTIFICATIONS**

- (MCSE) Microsoft Certified Professional 4.0 Core Technologies, NT
- Workstation 4.0, NT Enterprise, Network Essential, TCP/IP, Exchange 5.0

**SKILL SETS**

- MS Windows NT (2000 & Rel. 4) System configuration & Installation
- Active Directory services, Migrating NT4 to Windows 2000
- Ms Exchange 5.5, MS Internet Information service
- Windows 2000 Terminal server. Citrix
- MS Proxy 2.0, MS SMS 2
- VPN (Virtual Private Networking)
- Firewall configuration
- Norton Enterprise Virus Configuration
- DSL, ADSL, Installation and Configuration
- Installation and configuration of software packages with Microsoft windows Installer (MSI)
- Implementing DHCP, WINS, DNS and RAS services Veritas Backup Exec.
- Unix (Solaris Rel. 7 & AT&T SVR4) System configuration & Installation
- Unix web server (Apache ver 1.3.2), Send mail, Samba & Squid Implementation

**PROFESSIONAL EXPERIENCE****System Admin: AVIT Technologies.****Duration: Nov 2001 - Present**

- Major responsibilities included Configuring Windows 2000 and Exchange 2000
- Implementing Network Infrastructures for LAN & WAN.
- Carried out strategically migrating from NT 4 to Windows 2000 from
- Single Master Domain to single Active Directory domain model.
- Implemented DNS, using registered DNS Namespace, WINS, and DHCP.
- Analyzed Business requirements, IT admin model, Analyzing Technical requirements, and performance related requirements.
- Implemented Domain Controller, Organizational Unit, and Global catalog.

- Used NTLM security Implemented DFS, Remote access services, and policies for users.
- Architect implementation of Windows 2000.
- Architect Active Directory structure and Windows 2000 Network
- Primary duties involved Implementing and Configuring NT 4.0 with trusted domain environment, Implemented WINS/DHCP/DNS and Remote
- Access, Provide troubleshooting expertise with RAS connection.
- Implemented Raid 5 for Application server. Ensuring network reliability and performance with hot-swappable modules, daily administration, maintenance and troubleshooting of LAN/WAN. Installed and configured
- Router for multiple wan locations. Manage switches, Hubs and Remote access servers.
- Installation for W2k with Active directory and Network Security policies.
- Network Design & Implementation, Implementing Fault Tolerance & Maintaining data storage
- System performance Analysis & Tuning, Software/ Hardware trouble-shooting
- Implementing Network printers
- Installation and configuring for Veritas Backup 9.0.
- Handling large scale anti-virus deployment thru Norton Enterprise system.
- Worked on ADMINTOOL for creation of users, logins and groups with the access permission.
- Setup permission for directories and files for security.
- Configured the sun systems in NFS network with other UNIX hosts.
- Monitoring system performance and tuning server.
- Scheduled backups and recovered files and data when required.

**Client: Barclays Bank. New Jersey.**

**Duration: June 2001 - Nov.**

**Role: Network Engineer**

- Worked for Barclays as team member in Disaster recovery program for
- Stock trading floor Configured MS Exchange 5.5, MS Windows NT (2000 & Rel. 4) System configuration & Installation Active Directory services, Migrating NT 4 to Windows 2000
- Ms Exchange 5.5, MS Internet Information service MS Proxy 2.0, MS SMS 2
- Installation and configuration of software packages with Microsoft windows Installer (MSI)
- Network Design & Implementation
- Implementing Fault Tolerance & Maintaining data storage
- Cisco Router Installation. & Configuration for 1600, 1700 & 2500 series System performance Analysis & Tuning
- Software/ Hardware trouble-shooting
- Implementing Network printers.
- Supported end user for the application installed.
- Training and development

**Client: Manufacturer**

**Duration: July 1992 to June 2001**

**Role: Senior System Administrator**

- Carried out Implementation and Configuration for Solaris 7 & Linux, Windows 2000 . Primary duties involved maintenance and operation of the system. System administration logins, duties and schedules, changing run levels Adding and removing users, restoring files, directories, formatting, and partitioning disks Installed tuned and maintained application packages, updated operating System software, process of reconfiguring the system and building new kernels.
- Managing and setting up data backup system and print service. Scheduled backing up and restoring information. Identifying probable bottlenecks, tuning procedures for memory management. Monitoring and controlling disk usage, Directory reorganization and eliminating file system fragmentation

- MS Exchange: Responsibility includes Consulting, Implementing, Configuring and tuning MS Exchange infrastructure.
- Ms Exchange activities involved with installation of Exchange servers, Inter-site Connection, Internet mails Services, Managing Outlook web client, Recipients, Internet protocols, Public folders. Configured and monitored SMTP connections between international sites.
- Provided resolutions for network and server-related issues to the international sites. Designed procedures for MS Exchange system troubleshooting and monitoring processes to allow proactive responses to email problems. Installed test environments for analyzing potential problems and solutions, and documented all events.
- Provide timely resolution of technical and operational problems relative to UNIX & NT Networks. Provide and maintain documentation of current UNIX & NT infrastructure, design and standard operating Procedures.
- Microsoft SMS: Responsible for planning, testing and electronic distribution of client and server software Responsibilities included defining distribution processes and procedures as well as packaging and customizing software for electronic distribution. Working knowledge of SMS, SMS Administration Console & Software Distribution.
- Responsible for creating Packages, Collections, and Advertisements, through the SMS 2.0 MMC Snap-In.

### **Rafael O. Arrendol**

#### **PROFESSIONAL SUMMARY**

- Bilingual Senior Network Engineer with over 10 years of experience installing and configuring Cisco Routers and Switches, offering an in-depth understanding of IT infrastructure areas particularly IT network integration.
- Good understanding of Load Balancing using F5, Site Minder, and DNS.
- Offered Help Desk support to thousands of users worldwide, earning a reputation for complex problem resolution and professionalism.
- Provided technical solutions and investigated alternative methods for solving a problem
- Responsible for management, research, design, security, and implementation of multiple networks.
- Detailed-oriented self-starter with demonstrated success in initiating, tracking, reporting, and closing projects on schedule, and proven ability to troubleshoot and resolve network issues.
- Works closely with the Vendors community to understand and incorporate their latest technologies

#### **EDUCATION**

##### **Boston University**

**Cisco Network Administration: CCNP Certificate Program.**

**Windows NT Administration: MCSE Certificate Program.**

#### **TECHNICAL SKILLS**

- **Operating Systems:** Windows XP, Windows Vista, Windows 7, Windows Server 2000, Windows Server 2003, Windows Server 2008, Cisco IOS, and Nexus OS.
- **Software:** Nicira NVP (Network Virtualization Platform) Cisco Nexus OS, VMware-Sphere 4.1 and VCenter, VMware Workstation-7, Microsoft Office, Visio 2003 and Alterpoint, NetBrain, Wireshark, Aruba AirWave.
- **Hardware:** Cisco Routers and Switches as Nexus C7000s, C5500s, and C2000s, Catalyst 6509. C3750s, C4948 10Gig, C819, C829 and C2900s, C4300s ASR1006s routers. Arista Networks switches 7050s and DCS 7124s, Brocade MSXe-16 and HP Blade C7000, Flex-10, Cisco 4400 Wireless LAN

Controller, Braking Point, F5 for Load Balancing. Aruba Controllers 6000, 7010, and 3200xm, Access Point as the AP70, AP215 and the AP225, RAP2 and RAP3 devices.

- **Network/Protocols:** TCP-IP, LAN/WAN, DHCP, DNS, SNMP, HSRP, VLANs, VTP Domain, DMVPN, STP, RSPT, IPS, and VPN experience.
- **Cisco Internet:** Frame Relay, T1/E1, HDLC, NAT, PPP, VoIP, EIGRP, OSPF, BGP, Frame Mode MPLS, and Multicast routing, Site-to-Site VPN.

## **PROFESSIONAL SUMMARY**

### **Verizon, Corp: Systems Admin**

**Mar. 2019 – Present**

- As the IE-Activation Engineer I was responsible for remotely perform the logical configuration of customer network equipment (both Customer Premise and Network) through routing concepts.
- Skill sets typically include Cisco, Juniper, and Adtran platforms.
- As the IE-Activation Engineer; I ensured that the router's configurations met customer expectations as well as industry and product standards supports customer activations, and responsible for configuration adjustments as needed for management acceptance testing.
- As the IE-Activation Engineer; I perform circuit upgrades from a partial T1, T2, or T3 anywhere from 5 - 100 Meg Ethernet circuit using 2900s, 4300s, and ASR1006s Cisco routers.
- I performed a router upgrade from a Juniper to a Cisco router and performed secure L2L connectivity for our clients.
- In addition, as the IE-Activation Engineer I was also responsible for accurate back office system data record management.
- As the IE-Activation Engineer; I completed a project that entailed the upgrade and configuration of 1,900 units of APC Smart-UPS including the SRT1000, SRT2200, and Symmetra SYA16K16RMI.

### **IT4ward**

**Jan. 2017 Mar. 2019**

- Working for numerous clients. The performed system builds of virtualized environments using Windows 2012 Hyper-V, upgrade the environment from Win2012 to Win2016 Hyper-V.
- Provide on-going admin support of Corporate Network Infrastructure (Cisco, F5 & Aruba)
- Perform the image upgrades on the network devices (Cisco, F5 & Aruba)
- As a Network Infrastructure admin, I also rack and cable equipment in the Data Center and Campus environment.

### **Green Key Solutions, LLC**

**Jul. 28 – Oct. 21, 2016**

#### **Sir, System Network Engineer Sensitech Inc.**

- Build a virtualization lab utilizing Windows 2012 Hyper-V and F5 load balancer, Blade server, VLANs and SAN.
- Hands-on administration on Windows 2008\2012 Server, F5 Load balancer, Enterprise Virtualization platforms, SAN Technology, IIS, Active Directory
- Setup a management tool to control the virtualization environment and its inventory by using Microsoft 2012 System Center.
- Work directly with the DCOPS team to achieve a highly effective IT compliance environment.
- Experience building a virtualization lab for test and performance testing. Perform system builds of virtualized environments using Windows 2012 Hyper-V, upgrade the environment to Win2016 Hyper-V, and roll out new software releases.
- Update IT tasks as well as the creation and builds of the VM's in the environment.

### **Network Infrastructure Engineer**

**Mar 4. 2015 – Apr. 2016**



- Configured network equipment such as Core switches as Cisco 6509, Catalyst 4948/10G for server connectivity, and C3750-12s for external Core network for the DMZ.
- Completed a hardware and software upgrade project on the visitor's network environment by upgrading the old hardware from a dual Cisco Pix525 firewalls to the Cisco ASA5500Xs firewall and successfully performed a complete mapping of the Pix firewall software configuration to the new ASA5500Xs.
- Using a Windows 7 platform to SSH to Data Centers and access network equipment like the Cisco C6509, Nexus5000s and Nexus 7010s Multi-Layer Switches at the Distribution and Core layers, performed software upgrades on Nexus 7010s and responded to technical issues.
- Resolved day-to-day issues through the ticketing managing system' Service-Now Application.
- Train end-users on the correct operation and use of virtualizing workstations to maintain optimal performance.
- Assigned Static IP addresses through DHCP Server and Infoblox.
- Experience working with Aruba Wireless Controllers 6000, 7010, and 3200xm. Maintained and managed the Aruba Network wireless network environment with AirWave, by adding Access Point to the wireless network as the AP70, AP215, and AP225, connecting remote users with RAP2 and RAP3 devices, managing wireless user and device access through the Master Controller and Clear pass.
- Participated in regular 24x7 on-call rotations and coordinated with the offshore team for night-time scheduled activities.
- Adding and managing Network devices with Solarwinds and SNMP and Cisco ACS Servers.

**Clean Harbors Environmental Services  
Network Infrastructure Engineer  
Norwell, MA**

**June, 20 2013 – Dec. 2014**

- Participated in regular 24x7 on-call rotations and coordinated with the offshore team for nighttime scheduled activities.
- Responsible for the day-to-day administration and upkeep of the client's network, which includes but is not limited to all routers, Nexus switches, firewalls, wireless equipment, and load balancers.
- Schedule recommended software updates and hardware repairs
- Administer and troubleshoot network infrastructure. Work with internal and external resources to resolve issues quickly. Maintain documentation and allocate IP addressing company-wide.
- Work with users and field personnel at remote locations to install and maintain routers, switches, and wireless access points. Effectively communicate step-by-step instructions with non-technical personnel.
- Completely redesign, upgrade and perform the implementation of the network, which allowed for improved performance, reliability, and scalability using Cisco hardware.
- Thorough understanding of and experience with Cisco ACLs on PIX/ASA firewalls and routers.
- Experience with Load balancing F5 and GTM. Thorough understanding of BGP and EIGRP.
- Administer and troubleshoot Microsoft Lync 2013 IP telephony, setting up users for Enterprise Voice with the Polycom desk phone CX500 & CX600 series.
- Installing and Administering Barracuda Spam & Web filter Appliance.

**Verizon Corporation  
Waltham, MA  
Sr. Network Engineer/ Consultant**

**Apr. 14 2011-Apr. 2013**

- Design, implement and maintain VMware vSphere infrastructure
- Monitor, troubleshoot, and capacity planning of vSphere environment
- Proactively identify and perform hardware and software upgrades
- Evaluate new products and recommends updates and upgrades
- Provide technical guidance to other VMware administrators

- Manage and configured HP C7000 chassis populated with G6, G7, and G8 blade server, and installed and configured VMware vSphere server 4.1 and performed software upgrade of the vSphere and vCenter from 4.1 to 5.0.
- Familiar with the upgrade paths for ESX\ESXi Host servers\Virtual Center Server & the setting up of networking on Linux 5 servers.
- Created clones from existing VMs (both live and powered-off)
- Configured VMware Data Recovery for an automatic backup of all VMs and host to a NetApp storage Appliance.
- Schedule recommended software updates and hardware repairs for off-and-on-pick production in compliance with standards and policies.
- Experience developing and or operating IP-based cloud services, working closely with cross-functional teams including Planning, Engineering, and Operations to understand constraints and requirements.
- Works closely with the Vendors community to understand and incorporate their latest technologies

**ICE Data Services  
Bedford, MA  
Network Specialist**

**Mar. 2003 –Jul. 2010**

- Performed desktop support to over 500 employees in person and via telephone.
- Provided functional and technical support, and diagnosed hardware and software problems including desktop, laptop, WAN, LAN, and remote systems.
- Planned and execute the migration from obsolete equipment to a new network for more than 400 users at Corporate Headquarters in Bedford, MA, Boston, Boxborough MA, and two locations in New York City to implement a corporate wide voice-over IP solution with Mitel's VoIP phone system and Multicast routing.
- Deployed server farm operations with 10 Gigabit Ethernet switches as C4948s, Nexus 2000 at the access layer, Nexus 5000s, C6509, and Nexus 7010s Multi-Layer Switches at the Distribution and Core layers.
- Project Manager of a new Data Center in Hayward, California. Installed and configured network equipment in a Lab environment for later deployment to the new site, installed configured network equipment such as Core switches Cisco 6509 with dual Supp. Eng. 720, Catalyst 4948/10G for server connectivity and C3750-12s for external Core network for the DMZ.
- Access remote Data Center equipment to performed configuration and software upgrades.
- Successfully manage the completion of a high visibility project that consisted of upgrading all Cisco devices with a new IOS, VOIP installation, and Spanning Tree conversion. At completion, executed a test plan and recorded an end-to-end failover of one packet lost during Spanning Tree conversion.
- Participated in regular 24x7 on-call rotations and coordinated with the offshore team for night-time scheduled activities.

**General Dynamics  
Network Engineer  
Needham, MA**

**March 2001 to Jul, 2003**

- Installed hardware and software in a large LAN/MAN environment. Configured Gigabit-Ethernet, Fast-Ethernet, V-LANs, VTP, ISL, and 802.1Q Protocols on Cisco C2948G, C4706, C3500G switches.
- Configured Cat4006, and Cat6509 multi-Layer switches for load-balanced and fail over and CGMP for management of multicast traffic.
- Maintained from start to finish projects on the schedule including shipping equipment to customer sites, travel worldwide to perform final stages of a project, and ensure total customer satisfaction.

Genuity, Inc  
Burlington, MA  
Field Service Engineer

Sept 1998 to 2001

- Handled customer complaints and remediate problems to ensure client satisfaction.
- Addressed the day-to-day hardware and software issues.
- Provided training to new employees.
- Provided technical assistance and maintained contracted levels of system availability. Assisted and advised all warranty related action.
- Provided instruction and assistance in timely preparation of defective components for shipment to contractors for repair, replacement or exchange.
- Assisted in the implementation of software upgrades and emergency replacement of failed or upgraded network components.
- Surveyed, analyzed and evaluated site while providing technical advice/trouble resolution pertaining to the performance and functionality of all networking equipment internally and at customer sites.
- Provided rapid detection and resolution of system component failures/errors in the network.
- Participated in regular 24x7 on-call rotations and coordinated with the offshore team for night-time scheduled activities.

## **BENEZER TAKPOR**

### **PROFILE SUMMARY**

- I have extensive experience as a Cloud Network/System Engineer, during which time I have gained extensive knowledge of data center infrastructures and server operating systems such as Linux base & Windows Servers platforms. When it comes to analyzing and authorizing third-party access in accordance with established security requirements, I have vast experience implementing procedures to mitigate risk. FedRAMP, FISMA, NIST, OWASP, HIPAA, PCI-DSS, and GLBA are just a few of the frameworks I learned about. Anti-virus and intrusion prevention system monitoring and alarm handling; AWS and Azure cloud service configuration and administration. Expertise in creating and deploying firewalls, DMZs, ACLs (Access Control Lists), and web content filters, among other network security solutions. I also have experience with the creation of modern, scalable, highly available, secure, and fault-tolerant cloud ecosystems that are affordable. Knowledgeable in configuring and administering Cisco routers, switches, and firewalls in addition to managing Active Directory, Windows, and Linux servers. Experienced in establishing secure connections between virtual private clouds (VPCs) via VPN (Hub & Spoke, Client-to-Site, Site-to-Site, or Fully Meshed VPN) and building security groups to safeguard applications. Ability to efficiently use AWS Route 53. In addition, I have worked extensively with tools like Terraform, Ansible, and Python to automate cross-platform communication. Keep an eye on the data flowing across the network and any security alerts that may indicate a breach in security. Conduct thorough investigations and analyses of security incidents, making use of security information and event management (SIEM) and intrusion detection systems (IDS) and Intrusion Prevention Systems (IPS) for threat detection, prevention and management. Establish a plan to deal with security incidents and put it into action.

### **SKILLS**

- Cloud Platforms: AWS, Azure
- Infrastructure as Code: Terraform, CloudFormation
- Configuration Management: Systems Manager, Ansible
- Containerization: Docker, Kubernetes, EKS/ECR, Nodeport/Replicant/LoadBalancer/Services
- Continuous Integration/Continuous Deployment (CI/CD)
- DevOps Tools and SCM: Jenkins, Git, Bitbucket, AWS CLI

- Scripting Languages: Python, Bash, Yaml
- Networking: VPC, VPN Gateway, DMVPN, VNET, DMZ, Subnets, security Groups, Transit gateway, Load Balancers, Endpoints, DNS (windows, Route 53, Infoblox)
- LAN Switching – VLAN, VTP, STP, EtherChannel, Cos, WAN –MPLS, MPLS/VPN, MP-BGP
- Monitoring and Logging: VPC flow Logs, CloudWatch, CloudTrail, ELK Stack, Prometheus, Splunk
- Database management; RDS, DynamoDB, MongoDB
- Security and compliance: Secret Keys Management, IAM, Encryption, Palo Alto, ISE, CloudFront, Security Best Practices, IPsec, SSL/TLS, Site-to-Site VPN.
- Problem solving and troubleshooting.
- Excellent Communication and team Collaboration
- Operating Systems: Windows and Linux

## **EDUCATION & CERTIFICATIONS**

- Masters in Cybersecurity, Harvard University, Cambridge MA - In View (2026)
- Postgraduate Certificate in Cloud Computing (University of Texas, Austin) Feb 2022
- Network Technology and Administration (Bunker Hill Community College) 2020
- Bachelor's in political Science and Public Administration (University of Benin, Nigeria) Nov 2011
- Certified Information Security Manager (in View)
- AWS Certified Solutions Architect (Associate)
- Cisco Certified Network Associate (CCNA)
- CompTIA Security+
- Palo Alto Networks Certified Networks Security Administrator
- Certified Wireless Security Professional (CWSP)
- Certified Wireless Network Administrator (CWNA)

## **PROFESSIONAL EXPERIENCE**

### **System Admin (Harvard Medical School)**

**Sept 2022 – Till Date**

- Define and deploy monitoring metrics, logging systems, and application and system log analysis using CloudWatch and CloudTrail in a multi-cloud environment.
- Implement Infrastructure as a Code using Terraform, resulting in a decrease in deployment time and an increase in consistency.
- Provision Istio service mesh and Calico to manage ingress and egress traffic at layers 7 and 4, respectively.
- Applying the AGILE framework to projects and sprint/iteration to backlog items
- Configuration, Deployment, and Administration of BASTION Teleport for internal/external cloud infrastructure access control.
- Create a Golden AMI and Docker Image containing a customized application for simple deployment.
- Implement Kubernetes clusters for container orchestration, enabling seamless scaling and administration of containerized applications.
- Implementation of static and dynamic scans in the CI/CD pipeline using OWASP ZAP, bandit(python), and additional language-specific scanning tools.
- Ensure that the best security practices are followed by configuring IAM policies, Security Groups, and SSL/TLS certificates for secure environments.
- Deploy modules for application execution within the FISMA Environment.
- Proficient in vulnerability management and remediation utilizing WAF, IPS/IDS, Tenable Nessus, etc.
- Regular management of WAF endpoint, CDN, and sensor rotation.
- Develop a website with minimal latency by storing content in an S3 bucket and utilizing CloudFront/Global Accelerator as a Content Delivery Network (CDN)
- Construct infrastructure that facilitates rapid disaster recovery, Data Loss Prevention (DLP), and point traffic in an AWS environment using route 53.

- Proficient in the secure configuration and troubleshooting of Direct Connect connections to data centers and Site-to-Site VPNs.
- Configuring Palo Alto VM-Series and combining it with GWLBE and IP address whitelisting to secure the ingress and egress traffic of the application.
- Create documentation on updating the Palo Alto firewall and other network devices or nodes.
- Configure and update Global Protect VPN (GPVPN) and create a HIP object and Global Protect VPN profile.
- Connect VPC to VPC (East-West Traffic) utilizing the Transit Gateway and Palo Alto Firewall VM-Series
- Create infrastructure utilizing AWS Boto3 Python.
- Create and manage IAM accounts and role-based access control (RBAC) policies for access to AWS services in accordance with the creation and administration of user permissions, directories, and files in a Linux environment.
- Experience configuring Cisco ISE for network device management and configuration of end devices.
- Experience with on-premises and cloud network configuration, automation, and troubleshooting, as well as using Python scripts aligned with Netmiko and Paramiko Libraries for network automation projects.

#### **Network Specialist (Hanscom Airforce Base, MA)**

**Jan. 2021 – Sept. 2022.**

- Design and implement network configurations, such as VLANs, subnetting, and routing protocols (e.g., OSPF, BGP), to improve efficiency and security.
- Configure DMZ to segment internal network from external access
- Implement Data-in-Transit Security with VPN (IPSEC/TLS), Data-at-Rest Security with Encryption, and Data-in-Use Security with Proper User Orientation.
- Configure TACACS+ and Radius for authentication and authorization on routers and switches and end user devices
- Configure and troubleshoot enterprise Wireless Controllers and Wireless Access Points.
- Analyze network traffic and host activity across all platforms and technologies.
- Providing new IT assets, such as firewalls, routers, and load balancers, and ensuring that new installations adhere to the NIST. Cybersecurity framework.
- Conducting a comprehensive examination of system logs to determine consumption levels, bandwidth, performance, and system security in order to identify inefficiencies and implement suitable solutions.
- Implementing open-source network monitoring applications such as Nagios and Splunk for network performance monitoring and analysis.
- Designing a comprehensive network segmentation or Isolation from start to finish, including the required firewall and network access policies to ensure PCI/PII/PHI compliance.
- Conduct incident response activities, including host triage and retrieval, malware analysis, end-user interviews, and remediation efforts.
- Use SCAP compliance scans and STIG protocols to validate remediation and security control implementation.
- Investigate, document, and escalate customer incidents and events within the SIEM (Security Information and Event Management) platform and internal ticketing systems.
- Excellent working knowledge of network concepts and protocols (TCP/IP, UDP, DNS, DHCP, HTTP, HTTPS).
- Configure and direct DNS traffic (Infoblox, Route 53, Windows).
- Create DNS Records.
- Willing to assume responsibility for and promptly resolve any escalated issues that may arise from leadership, consumers, or vendors.
- Utilize IDS/IPS and OSINT tools to identify, investigate, and respond to network traffic alerts.
- Conduct research on phishing alerts and execute phishing campaigns.
- Distinguish between false positives, false negatives, and actual intrusion attempts.
- Ensures that all identified incidents are promptly investigated and validated.



- Recognize potential successful intrusions and compromises by reviewing and analyzing pertinent IOCs.
- Analyze security event logs and alerts to determine their validity, importance, and impact in relation to security threats.
- After-hours support for incident investigation validation prior to client escalation.
- Conduct proactive security surveillance, detection, and incident response in real-time.
- Respond to incidents with triage, analysis, remediation, and recovery.
- Conduct exhaustive investigations of security events generated by our detection mechanisms, such as SIEM, IDS/IPS, Anti-Virus, and consumer alerts.
- Respond promptly to security-related alerts and escalations.
- Familiarity with Windows GPO updates and Active Directory policy creation for users and computers.
- Examine the security risks related to the acquisition of software, systems, and enterprise resources.
- Effectively disseminate the findings of intrusion or compromise investigations to the relevant stakeholders.
- Exhibit problem-solving abilities that contribute to the resolution of arising issues.
- Maintain situational cognizance of the most recent cybersecurity threats, vulnerabilities, and countermeasures.
- Participated in the incident response team for computer security.
- Perform additional responsibilities as required or assigned.

**Network Administrator, Tufts University, Somerville MA**

**Sept. 2019 – June 2020**

- Maintain LAN and WAN Network Infrastructure.
- Network design, administration, and troubleshooting.
- Subnet/VLAN configuration and Problem Diagnosis.
- Maintain network services, including file servers, VPN gateways, and intrusion detection and protection systems.
- Upgrade Router and Switch Firmware.
- Keep an eye on server event logs, performance logs, network data growth, and server backups.
- Provide management with comprehensive project status reports as directed.
- Performs day-to-day maintenance and installation of server, network equipment, virtual machines, messaging, backups, and storage.
- Resolving security issues; testing systems for hardware and software vulnerabilities; administering virtual private networks, firewalls, and security programs.
- Conducted user experience analysis, surveys and evaluations of existing technology, and product research for prospective projects.
- Developed contracts, managed projects, and collaborated with AV personnel, facilities, and vendors to ensure deliverables met work specifications and deadlines.
- Installed and maintained computer systems, such as local area networks (LANs), wide area networks (WANs), network segments, intranets, and other data communication systems, including LANs, WANs, network segments, and intranets.

**Projects Achievement**

- Configuration of Site-to- Site DMVPN for direct connect to data centre.
- Penetration/Vulnerability Assessment.
- Virtualization using thin client device and Citrix NetScaler.
- Network Access Control (NAC).
- Desktop Standardization etc.
- SaaS Deployment using Docker.
- Single Sign-on and Multi-Factor Authentication (MFA) implementations.
- Zero trust implementation for network security
- IAM Deployment.
- Configure TACACS/Radius on Switches and Routers with python





- Configure Wireless Controllers and Wireless Access Points
- Configuration of Palo Alto Next-Generation Firewall.
- Create Document to upgrade Palo Alto Firewall to the latest version.
- Create Document to upgrade Infoblox to the latest version

---

## **1.2.12 Technical Writer**

---

### **Charles Walker**

#### **SUMMARY**

- Technical writer and editor specializing in explaining complex systems to a wide range of audiences; creating reference documentation for system-on-a-chip microprocessors and EDA tools; and writing tutorials, user's manuals, and administrative manuals for software developer tools, database tools, and applications software.

#### **SKILLS SUMMARY**

- Tool Suites: Microsoft Office (Word, Excel, Outlook, PowerPoint), Adobe Technical Communications Suite (Acrobat, FrameMaker, Photoshop, RoboHelp)
- Documentation Tools: Quark XPress, Interleaf, DocBook, IXgen, Information Mapping, UML
- Online Tools: HTML, CSS, XHTML, XML, DreamWeaver, In Design
- Graphics Tools: Visio, Illustrator, PaintShop Pro
- Content Management/Related Tools: Documentum, Anacapa, SCCS, CVS, CMVC, Microsoft Project
- Operating Systems: Microsoft Windows, MacOS, Unix (AIX, HPux, Linux), AS/400
- Computer Languages (reading knowledge): C, SQL, Assembly (Intel, Motorola, MIPS), Pascal, Modula-2, Nomad, Verilog
- Natural Languages: French, German

#### **TECHNICAL WRITING EXPERIENCE**

**Technical Writer/Translator GlobalFoundries, contract** **May 2010 –**  
**current**

- Translating troubleshooting guides for a silicon wafer fabrication plant from German into English. Using Word.

**Technical Writer Rainmaker, contract** **Jun 2008 – Aug**  
**2008**

- Analyzed data validation tests and business procedure documentation, wrote procedures for sales reps, and training class materials. Used Word.

**Technical Writer 2 Quest Software** **Jul 2007 – Mar**  
**2008**

- Wrote help system, Installation Guide, and Release Notes for LiteSpeed, a market leading database backup and recovery tool. Filed and resolved bug reports. Used RoboHelp, FrameMaker, SnagIt, Word, StarTeam.

**Senior Technical Writer Cisco, contract** **Sep 2006 – Jan**  
**2007**

- Wrote Administration Guide for IP telephony application, SDK documents for IP telephony toolkit, edited Command Line Reference for Phone Proxy. Used FrameMaker, Word.

**Translator Bear Communications, freelance** **Jun 2006 – Aug**  
**2006**

- Translated semiconductor manufacturing process training presentations from German.

**Senior Technical Writer StarCore, contract  
2006**

**Mar 2006 – Jul**

- Wrote assembler, linker, assembler utilities, and C/C++ compiler user's manuals for a DSP design company. Reengineered command-line tool documentation set. Managed project schedules. Used FrameMaker, IXgen, Information Mapping.

**Technical Writer, Editor Intel, contract  
2005**

**Jan 2005 – Dec**

- Edited and wrote documents for microprocessor used in BlackBerry products: Microprocessor Design Reference Manual, Microprocessor Physical Data Sheet, Flash Memory Programmer's Manual.
- Updated specification (used as chip bug-tracking document). Handled other writer's overflow work as needed. Used Intel documentation standards, FrameMaker, Word, Documentum.

**Technical Writer Pervasive Software, contract  
2004**

**Aug 2004 – Nov**

- Wrote Data Profiler User Guide, including introduction to scripting data queries. Developed documentation requirements, plan, and schedule. Worked with application and interface developers and marketers. Filed and resolved bug reports. Developed hardcopy and help versions in parallel with product development. Used FrameMaker, WebWorks, PaintShop Pro.

**Technical Writer Intrinsity, contract  
2003**

**Jun 2002 – Mar**

- Wrote hardware references and software designer's references for MIPS32-compatible microprocessors and matrix co-processor. Revised processor specification. Managed review cycles with more than 20 reviewers. Interviewed hardware designers and software developers. Edited work of other writers. Used FrameMaker.

**Technical Writer Cynergy System Design  
2001**

**Jul 1999 – Dec**

- Wrote user's guides, API references and all technical documentation for a line of EDA tools used for physical design, functional verification, synthesis, and timing verification of system-on-chip microprocessors. Planned and managed all documentation projects as sole writer on development team. Developed templates, style guidelines, and edit cycle requirements for technical manuals, white papers, and marketing documents. Used FrameMaker, Project.

**Technical Writer Clear Commerce, contract  
1999**

**May 1999 – Jul**

- Wrote specification for merchant site engine. Worked with marketers and software designers. Used Word.

**Technical Writer AMD, contract  
1999**

**Sep 1998 – Mar**

- Wrote hardware technical data sheets and reference manuals (including instruction set) for x86-compatible microprocessors. Wrote technical notes. Used FrameMaker.

**Technical Writer Texas Department of Education, contract  
1998**

**Jul 1998 – Aug**

- Planned and wrote for an early version of TDE website. Used FrameMaker and Project.

**Technical Writer Motorola, contract  
1998**

**Oct 1995 – Jun**

- Wrote technical data sheets, user's manuals, and product briefs for DSP56xxx-family digital signal processors. Mentored and trained new writers. Handled overflow work as needed. Researched existing documents for content requirements. Planned document single sourcing, worked on template design and procedure standardization in the technical publications group. Used FrameMaker, Project

## **EDUCATION**

- Bachelor of Arts (cum laude in field), Harvard University
- Major Field: History and Literature of early modern Europe (England, France, and Germany 1600 – 1815). National Merit Scholar, John Harvard Scholar.
- Art History, University of Kansas
- Graduate study in Renaissance and Baroque periods, specializing in graphic art.
- Computer Science, Harvard Extension School
- Coursework included programming, computer science, and software engineering.

---

**Rebecca White**

**Summary**

- Technical Writer with additional experience as a Business Analyst and SharePoint Admin/Dev with a strong background in data governance and policies & procedure writing seeking an exciting and challenging long-term or permanent position in my next role with an excellent organization. I have a strong background in 508 Compliance as well.

**Experience**

**Technical Writer & Proposal Coordinator – Consultant (various temp work)**

**July 2022-Present;**

- Gathering information for Proposals and responses to RFIs, RFPs, writing/editing Past Performances and Use Cases or Stories; participating in color review meetings and taking minutes for Action Items for the team. Utilizing GovWin, researching competitors and SAM.gov for information.
- All publications I review for WCAG standards for 508 Compliance as it is a government requirement at almost every level. Also help other individuals with resume and cover letter writing.

**Technical Writer & SharePoint Admin -InquisIT, LLC – Dept of Commerce**

**Nov 2017 – May 2022**

- Responsible for writing, proofing of all technical publications such as SOPs, User Manuals, System Security Plans, FRDs, and other such documents for GOTS tools as well as SaaS and BI products.
- Ensuring document review periods are adhered to according to government policy for auditing purposes and keeping Visio diagrams of system architectures up to date.
- Technical Writer. SharePoint specific tasks range from creating lists and libraries, data mining and archiving, assigning permissions, generating workflows, building workspace pages to suit customer needs as, not only a document repository, but a full, collaborative site.
- Ensuring all web front-end app information is 508 Compliant abiding by strict government regulation. Review and edit proposals with the Senior Proposal Writer and Business Development team. Updated a 10k page DoD data library for all data items, data definitions, and placements, discarding obsolete data items.
- Honed a lot of experience with WCAGS 2.0 and utilization of JAWS software for users with disabilities as a 508 Compliance regulation.

**Technical Writer & Web Master/Business Analyst – Charleston Home Solutions LLC –**

**Aug 2014 – Oct 2017**

- Completed tasks such as web authoring, content development and image editing in Adobe Photoshop, and creating pages with high Search Engine Optimization. Handled and wrote proposals or short-term contracts, developed invoices and estimates.
- Created advertisements via various job boards to create an influx of business for the company. Used HTML5, CSS, and Adobe Photoshop. Ensured all website pages adhere to 508 Compliance.

**Technical Writer & Subject Matter Expert/Systems Analyst– HP Enterprises/FDA – CVM;**

**Nov 2013 – Aug 2014**

- SME/Analyst for XML template-based system maintaining FDA drug index listings and their applications within FDA laws and regulations. Software developed and maintained using a GOTS developed designer tool (eSubmitter).
- Responsible for coordinating with the test team for each configuration change before the stage gate on a monthly timeline. Wrote out the test scripts for each change to be administered during unit and regression testing while working with the QA Manager and test team to ensure quality of product.

- Duties also include versioning of the software, ongoing development and unit or regression testing performed as the main SME for the software, which interfaces with BI, SaaS, and the web front end application.
- Provided Technical Writing support during important stage gates. Updated all SDLC documentation and Project Charters, SSPs, O&Ms, Test Plans, and wrote all policy and procedure documents. Assisted Business Development with SOWs, BRDs, and Proposal requests.
- Repositories used are Subversion and CDMS. Maintained a JIRA ticketing system tool.

**Technical Writer & SharePoint Administrator and Developer– BAE Systems – Bureau of Labor Statistics; Sep 2011 – April 2013 -**

- Interviewed customers to determine their needs for custom-designed SharePoint sites using SharePoint Designer.
- Worked with Project Managers and Senior Economists to create and maintain sites/pages for agency-wide governance by deploying all rollouts to resemble public-facing web sites. Set up workflows and alerts.
- Created an interactive instructor-led set of pages for workflows to manage student assignments, grading, testing, and overall student development. Sites were changed as the nature of the material changed, based on the instructor's new curriculum.
- Trained instructors on minimal maintenance after development. Provided testing for all sites and adhered to 508 Compliance.

**Technical Writer & SharePoint Administrator - Technik, Inc. - ARMY contract;  
April 2010 – Sep 2011**

- Held biweekly SCRUM sessions with a Government Lead to discuss progress for required deliverables and map out schedules regarding major milestones for the next Sprint in an Agile environment.
- Maintained all documentation for each system used by the Army, and updated all graphics for system upgrades, new ports & protocols, and network traffic changes as per government policy. Prepared various DoD documents to include CONs, CONOPS, SOPs, SIAs, System Design, Functional Requirements Documents, O&Ms, and User Guides.
- Produced Visio diagrams for various levels of architecture design and worked closely with Help Desk to write Install Guides for all approved software. Built SharePoint workspaces for each team with specific permissions settings.
- Performed extensive research in efforts to deploy all workspaces with ease of usability while adhering to the governance agreed upon by each team and the agency, setting up workflows for Team Leads, parsing folders and document views, and created tracking systems for projects.
- Updated all acronym lists and Data Element Dictionaries, screening for deletions, replacements, and additions.

**Technical Writer/Software Tester/Graphics - AmCad, LLC;  
Sep 2008 - Nov 2009**

- Created consistent presentations for Marketing. Created professional brochure materials with Adobe Creative Suite. Developed Case Studies about products and architectural outlines for testing.
- Developed White Papers and full Software Development Lifecycle documentation. Wrote testing documentation to include Test Plans and Test Scripts for company-wide use.
- Assisted with all technical aspects of the Proposal process with the CEO and Proposal & Financial Administrator. Utilized Content Management System, and Joomla!

**Technical Writer – GDIT – Dept Health & Human Services/Office of the Inspector General –  
Network Infrastructure Operations; Aug 2007 – Jan 2008**

- Compiled all documentation relating to CISCO Network Infrastructure to include updating 20+ diagrams with all text content.



- Created SOPs for the Microsoft Exchange Team. Responded to Help Desk calls and emails to resolve or escalate issues.

### **Education**

- Northern Virginia Community College – Career Studies Certificate (C.S.C) Marketing: social media –May 2018 (included ‘Principles in e-commerce’ and ‘Social Media Marketing’ courses)
- Northern Virginia Community College – A.A.S. Information Systems Technology May 2022

## **Susan Barefoot**

### **Summary**

- My work includes technical writing, web content, and illustration for both internal customers: software development, sales, management, other company and corporate audiences, and external customers. In most positions I worked with executives top-down including: company Presidents, CEOs, COOs, VPs, and Directors.
- Results include winning multi-million-dollar contracts and increased sales of products and services. Identified and documented issues, risks and gaps (descriptions, impact) and provided recommendations and alternatives. · Helped businesses to articulate and prioritize their ideas and create efficient processes. Versatile and results motivated, with a creative and insightful focus on developing new documentation, graphics, web content, and enhancing user experience.
- Ensures that documentation processes and the architectural structure of documentation provides for the needs of customers and progresses (scales) with the development of technology.

### **Experience Includes**

- Documenting Products and Technologies, within the Following Industries and Disciplines within an Agile Environment.
- Focused on UX and UI with all documentation considering appropriate audiences and purposes
- Documenting APIs
- Cybersecurity internal controls
- IT standard procedures
- Cybersecurity governance
- Cybersecurity Use Cases
- Device management software
- Healthcare analytics software
- Software Development Life Cycle (SDLC)
- SaaS/Cloud Solutions
- Power and energy management technology analytics software products and services
- Telecommunications (digital, cell, and network software/hardware) and process documentation
- Medical, scientific, IT hardware and software illustrations
- IT banking security governance and procedures
- Web content and content strategy
- Business development for Government contracts, medical device software, power, water, and gas

### **Employment**

#### **Senior Technical Writer Contract)**

**September 2020 – Present (Short-term**

#### **Florida Blue Insurance Company (Blue Cross Blue Shield of Florida), Jacksonville, FL**

- Responsible for the development/creation/edit of specialized technical documents to support Florida Blue’s IT groups and End Users. Reviews and edits existing documents for internal teams, as well as external-facing technical documentation for provider communications, on-boarding, and training.
- Develops/creates/edits specialized technical documents to support IT groups and other end users for a large updating effort and for ongoing maintenance using a Remedy knowledge base editing application.

**Senior Cybersecurity Technical Writer****November 2019 – September 2020****United States Postal Service Cybersecurity Engineering Operations, Morrisville, NC**

- Cybersecurity documentation and presentation projects: software application security, internal training, other documentation concerning threats, risk mitigation, networks monitoring, controls, incident detection, audits, data loss, policy for hosted and cloud solutions primarily associated with the integration of Office 365. Held Federal Public Trust Clearance. Used Microsoft Office, Visio and SharePoint.
- Assisted Program and Project Managers, C-level Management, VPs, Directors, Engineers, and Analysts in preparing deliverables, presentations, and other related documents and artifacts using MS Office 365 applications · Assisted Cybersecurity Analysts in writing use cases that were integrated into playbooks associated with mitigating cyber threats and risk management
- Assisted Cybersecurity Engineers in writing about internal controls applicable to USPS IT tools and systems · Assisted Cybersecurity Analysts with writing IT standard procedures applicable to threat detection and mitigation · Assisted Cybersecurity Engineers with governance applicable to USPS IT systems and operations

**Technical Writer****March 2019 – November 2019****PiTech Solutions, Inc., Research Triangle Park in Durham, NC**

- Wrote and edited business documentation including RFIs and RFPs by collaborating with technical teams and stakeholders for the US Federal government (NIEHS, DoD, and other military departments) and private sectors. Held Federal Public Trust Clearance. Used Microsoft Office, Visio and SharePoint.
- Supported the company President, Director of Operations and Program Manager on assigned projects using MS Office 365
- Supported the Contracts and Program Managers in preparing deliverables and other related documents and artifacts · Ensured technical documentation was accurate, complete, met editorial and government specifications, and adhered to standards for quality, graphics, coverage, format, and style using MS Office
- Gathered and analyzed information specific to proposals and other documentation, tailored to the scope and evaluation criteria identified by the client
- Maintained version control of all documents, incorporated edits and feedback on SharePoint CMS · Provided support in responses for RFI and proposal development, including data center requirements and architecture, software recommendations, cloud requirements, within the constructs of the requested information

**Technical Writer****November 2018 – March 2019****City of Raleigh IT Department and Wake County Planning, Land Use, and Zoning, Raleigh, NC**

- Wrote internal user guides for a new planning, land use, and zoning COTS software used by local City Government. Included customization that addressed enterprise-level workflow and process regulations
- Interviewed stakeholders (Director of IT, Departmental Managers, Business Analysts, Engineers, and others) to gain architectural structure of documentation
- Tested and wrote a customized User Guide for EnerGov planning and land use software and edited IT Standard Operating procedures

**Technical Writer****October 2017 – May 2018****Optanix, Inc., Raleigh, NC**

- Assisted in drafting the business requirement documentation by collaborating with technical teams, executives, and stakeholders for device management software, with a focus on UX and UI.
- Content strategist for various internal and external documentation using the CRM system. Responsible for interpretation of the Business Requirement Document (BRD) into meaningful user stories · Worked with the product owner and development team in deciding and negotiating the definition of done. · Facilitated and/or attended various Agile scrum ceremonies for documentation:

sprint planning, daily scrum meetings, sprint review, sprint retrospective and backlog refinement with cross functional scrum development teams· Elicited business requirements by conducting group interviews with project stakeholders, SME's and company executives

- Used Confluence, Jira, and WordPress to write help files and other software documentation for device management software applications

#### **Senior Technical Writer**

**November 2015 – August 2017**

##### **Virtusa Corporation at IBM Watson Health, Research Triangle Park, NC**

- Developed additional new customer documentation to support unique healthcare data analytics software products and services for providers, payers (insurance), government (state and federal agencies), and life science organizations (research) for IBM Watson Platform for Health, built on IBM Cloud. DGPR, HIPAA, and GxP compliant
- Worked with Developers, Directors, Engineers, software architects and other SMEs to document APIs, defining calls/requests and data formats and conventions. Worked with the Postman API platform (REST and SOAP). · Gathered business requirements and analyzed data/process flows. Defined the scope, and benefit analysis. Ensured progression from problem statement to well-designed documents
- Facilitated collection of functional requirements from system users and prepared business requirement documents · Reviewed design documents and requirements analysis specifications with project lead, business owners and the technical lead
- Effectively handled change requests from product owners
- Conducted questionnaires and facilitated sessions with business users, developers, and database design team to deal with backend synchronization problems accompanied with interviews and document analysis · Worked in close conjunction with the architecture team to document the conceptual and logical model of the system using FrameMaker authoring software, and MS Office. Created use case diagrams, activity diagrams, and business process flow diagrams in MS Visio
- Supported cognitive analytics documentation development across all offerings, examples: clinical, population health · Supported documentation for unique development architectures, data models, and implementations to enable compliance with Protected Health Information internationally for government, and the ability to identify fraud, waste, abuse, and overpayment
- Collaborated simultaneously with multiple teams of software Engineers, Business Analysts, and Project Managers using Agile methodology: scrums, sprints, spikes, engineering development stories within the CA Agile Central application Mentored other writers

#### **Technical Writer (Contract)**

**June 2015 – November 2015**

##### **MasTec, Inc., Cary, NC**

- Worked within and directly with professionals within various teams of Engineers and Executives:
- Collaborated remotely with consulting team members, and various SMEs and stakeholders within MasTec's national markets to produce cell phone tower installations, Using MS Office and Visio
- Created Visio process documentation
- Interviewed SMEs nationally and locally to implement change processes and re-design existing documentation

#### **Technical Writer (Contract)**

**February 2015 – April 2015**

##### **Charles Schwab Corporation, Raleigh, NC**

- Worked directly with professionals within various teams and Executives located nationally within the United States · Collaborated with all associated Schwab teams, locally and remotely to create content for replacing the existing financial analysts' web site content using MS Office and M-Files CMS
- Created process documentation using customer templates

#### **Web Content Developer and Project Manager (Self Employed)**

**March 2014 – February 2016**

##### **1099 Contracts and Freelance Projects:**

##### **Michael Guadagno and Associates, Cary, NC**

- Wrote improved web copy for technical surveillance, counter-espionage services, and communications security business · 102.3 FM Country Super Stars, Clayton, NC
- Assisted the Director of Operations with optimizing the radio station's Web site for mobile device and desktop · Castle Worldwide, Inc., Morrisville, NC
- Wrote and edited completely new or revised user manuals for testing certification software and customer software tools. And collaborated with IT Engineers, Editors and Project Managers to create more useful and relevant customer documentation

**Technical Writer (Contract)**

**January 2014 – March 2014**

**Sensus, Inc., Raleigh, NC**

- Developed and edited Requests for Information and Requests for Proposal (RFI/RFP) responses
- Interviewed and collaborated with proposal project management and sales executives on projects that won bids and sold technology solutions

**Self Employed  
2014**

**December 2013 – March**

**Technical Writer (Contract)  
2013**

**November 2013 – December**

**Deutsche Bank, Cary, NC**

- Researched and wrote executive-level documentation process documentation within a highly-secured Internet environment. Collaborated with senior executives and writers within the United States and the UK concerning document presentation and content management
- Developed process documentation for the department of Technical Access Management for IT security and governance

**Technical Documentation Project Manager  
2013**

**February 2012 – July**

**Power Analytics Corporation, Raleigh, NC**

- Researched and wrote enterprise-level documentation for power and energy software, business intelligence (analytics) applicable to power management scenarios primarily within power grid design schematics, and data centers
- Utilized Madcap Flare, MS Office, MS Project, and TortoiseSVN version and revision control system. · Created publications for various markets, including government contracts and global client audiences using various style guides, and industry-specific standards for power engineering
- Documentation was designed to be reused for sales, training purposes for internal (new hires), existing and prospective customers and other business units using Madcap Flare, and MS Office

**Technical Writer (Contract)  
2011**

**March 2011 – June**

**Global Knowledge, Inc., Cary, NC**

- Collaborated with Instructional Designers, Information Architects, C-level management, and large editorial teams for clients such as Microsoft, Cisco, R.I.M., and Red Hat as part of a large, time-sensitive directive that improved the quality, and effectiveness of student materials
- Performed conversions of manuals from MS Word to FrameMaker
- Managed document storage and organization on SharePoint
- Provided and initiated improvements to editing processes

**Technical Writer (Contract)  
2011**

**February 2011 – March**

**Bob Barker Company, Inc., Fuquay, NC**



- internal processes using MS Office

**2011 Ceridian, Inc., Research Triangle Park, NC**

- Generated standard operating procedures for employee work processes using MS Office · Authored new user manuals and administration guides by collaborating with Business Analysts for internally developed software

## 2009

**TeleHealth Services, Inc., Raleigh, NC**

- million-dollar contracts

**Systems Documentation, Inc. (SDI), Research Triangle Park, NC**

- Authored, illustrated, rebranded, and edited user manuals for global audiences and supported global software sales using MS Office, FrameMaker with DITA and other tools internal to IBM.

## Additional Experience

## Technical Writer, Editor, Illustrator, Web Content

- Duke Medical Center Department of Audiovisual Education, Durham, NC – Scientific Illustrator ·  
Gerry Graphics, Durham, NC on site - National Institute of Environmental Health Sciences (NIEHS),  
Research Triangle Park – Scientific Illustrator

## Education

- **University of North Carolina, Greensboro, NC** BA Art, Minor Psychology with graduate-level studies



*3.3 Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.*

Cynet Systems Inc., possess all licenses, permits, and certifications required to perform this contract before the start date of service.

*3.4 Lottery shall require resources to hold current certification for target technologies, the certifications would include but not limited to cybersecurity or vendor-specific certifications as Cisco and Microsoft.*

All our resources will hold current certification for target technologies, the certifications would include but not limited to cybersecurity or vendor-specific certifications as Cisco and Microsoft.

## **2 Minimum Experience Requirements**

*Vendor's staff must meet or exceed minimum experience requirements for the associated classification and target technology. E.g., Software Developer/Engineer with five (5) or more years of experience with MS Visual Basic for Applications (VBA) and one (1) or more years of experience with MS Transact SQL (TSQL).*

All the staff that are and will be provided by Cynet, will meet or exceed minimum experience requirements for the associated classification and target technology.

## **3 Designated Contact**

**Printed Name and Title:** Arpit Paul, VP - Strategy & Partnerships

**Address:** 2100 Atlantic Blvd, # 700, Sterling VA 20166

**Phone Number / FAX Number:** (571) 442-1007 / (866) 838 - 0907

**Email address:** arpitp@cynetsystems.com

## 4 Certification and Signature

**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.

Cynet Systems Inc.

(Company)

(Signature of Authorized Representative)

Arpit Paul, VP - Strategy & Client Partnership

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

(571) 442-1007, (866) 838 - 0907

(Phone Number) (Fax Number)

arpitp@cynetsystems.com

(Email Address)

**5 Addendum****ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: LOT240000011**

**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.

Cynet Systems Inc.

Company



Authorized Signature

May 06th, 2024

Date

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