Solicitation Response(SR) | **Dept:** 0705 | **ID:** ESR05072400000006832 | **Ver.:** 1 | **Function:** New | **Phase:** Final | ▼ | Modified by batch , 05/07/2024

Header 📎 1

[List View]

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

Procurement Folder: 1354530	**SO Doc Code:** CRFQ
Procurement Type: Central Master Agreement	**SO Dept:** 0705
Vendor ID: 000000174943 ⬆	**SO Doc ID:** LOT2400000011
Legal Name: COGENT INFOTECH CORPORATION	**Published Date:** 4/29/24
Alias/DBA:	**Close Date:** 5/7/24
Total Bid: $1.00	**Close Time:** 13:30
Response Date: 05/07/2024 📅	**Status:** Closed
Response Time: 13:04	**Solicitation Description:** Addendum No 2 - Prequalification Agreements IT Temp Staffing
Responded By User ID: Justin2796 ⬆	
First Name: Sonam	**Total of Header Attachments:** 1
Last Name: Magoo	**Total of All Attachments:** 1
Email: govt-bids@cogentinfo.com	
Phone: 412-212-1155	

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 ESR05072400000006832	1

VENDOR

000000174943
COGENT INFOTECH CORPORATION

Solicitation Number: CRFQ 0705 LOT2400000011

Total Bid: 1   **Response Date:** 2024-05-07   **Response Time:** 13:04:40

Comments: All required forms, addendums and responses requested in the RFQ document is submitted in a single file.

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

Vendor
Signature X   **FEIN#**   **DATE**
All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary IT Personnel Services				1.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services

cogent infotech

20 Years of Excellence Works

Response For:

CRFQ 0705 LOT2400000011
Prequalification Agreements IT Temp Staffing

Due Date & Time:
May 7, 2024 1:30 PM ET

Proposed to:
Attn: Toby L Welch
West Virginia Lottery Commission
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

ISO 9001 CERTIFIED
ISO 27001 CERTIFIED
ISO 20000 CERTIFIED

CMMI APPRAISED ML 3
Appraisal # 63279 | Exp. Jan 20, 2026

Proposed By:

COGENT Infotech Corporation
Attn: Justin Acord, Executive Vice President
HQ: 1035 Boyce Road, Suite 108, Pittsburgh, PA 15241
Email: justin.acord@COGENTinfo.com | Phone: (412) 889-7700
Website: www.cogentinfo.com

2022 Best CEOs for WOMEN | 2022 Best Company HAPPINESS | 2022 Best CEOs for DIVERSITY | 2022 Best Company PERKS & BENEFITS | 2022 Best Company LEADERSHIP | 2022 Best Company CAREER GROWTH | 2022 Best Company COMPENSATION

TABLE OF CONTENTS

CRFQ-0705-LOT2400000011; Prequalification Agreements IT Temp Staffing
West Virginia Lottery Commission (Lottery), WV

cogent infotech

REQUIRED BID DOCUMENTS AND FORMS

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

		Reason for Modification:
Proc Folder: 1354530		Addendum No 2 is issued to publish questions and answers.
Doc Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing		
Proc Type: Central Master Agreement		

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-29	2024-05-07 13:30	CRFQ 0705 LOT2400000011	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: 000000174943

Vendor Name : Cogent Infotech Corporation

Address : 1035 Boyce Road

Street : Suite 108

City : Pittsburgh

State : Pennsylvania   **Country :** USA   **Zip :** 15241

Principal Contact : Justin Acord, Executive Vice President

Vendor Contact Phone: (412) 889-7700   **Extension:**

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

Vendor Signature X _(signature)_   **FEIN#** 32-0083904   **DATE** 5/6/2024

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

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

cogent infotech

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

INVOICE TO		SHIP TO	
LOTTERY PO BOX 2067		LOTTERY 900 PENNSYLVANIA AVE	
CHARLESTON	WV	CHARLESTON	WV
US		US	

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

Comm Code	Manufacturer	Specification	Model #
80111600			

Extended Description:
Temporary IT Staffing Services

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

CRFQ-0705-LOT2400000011; Prequalification Agreements IT Temp Staffing
West Virginia Lottery Commission (Lottery), WV

cogent infotech

SOLICITATION NUMBER: CRFQ LOT2400000011
Addendum Number: 2

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

Applicable Addendum Category:

[ ]   Modify bid opening date and time

[ ]   Modify specifications of product or service being sought

[✓]   Attachment of vendor questions and responses

[ ]   Attachment of pre-bid sign-in sheet

[ ]   Correction of error

[ ]   Other

Description of Modification to Solicitation:

Addendum No 2 is issued for the following reasons:

1) To attach the vendors questions and Agency responses.

--no other changes--

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

Terms and Conditions:

1.   All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2.   Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

cogent infotech

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: LOT2400000011

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

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

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

[X]   Addendum No. 1   [   ]   Addendum No. 6

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

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

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

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

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

Cogent Infotech Corporation
_____
Company

_____
Authorized Signature

5/6/2024
_____
Date

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

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Justin Acord

(Address) 1035 Boyce Road, Suite 108, Pittsburgh, PA 15241

(Phone Number) / (Fax Number) P: (412) 889-7700   F: (412) 774-1515

(email address) justin.acord@cogentinfo.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through *wv*OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Cogent Infotech Corporation
(Company)
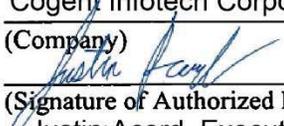
[signature]

(Signature of Authorized Representative)
Justin Acord, Executive Vice President
(Printed Name and Title of Authorized Representative) (Date)
P: (412) 889-7700   F: (412) 774-1515
(Phone Number) (Fax Number)
justin.acord@cogentinfo.com
(Email Address)

Revised 8/24/2023

REQUEST FOR QUOTATION
West Virginia Lottery
Information Technology Temporary Staffing Services

11.2 Emergency Contact: Prequalified vendors must designate and maintain an emergency contact responsible for any staffing issues that may arise outside of regular business hours. The emergency contact number must be answered or responded to within two (2) hours on any given day or time, including weekends and holidays. In addition, Prequalified Vendors shall supply contact information for the emergency contact upon request.

Contract Manager: Justin Acord
Telephone Number: (412) 889-7700
Fax Number: (412) 774-1515
Email Address: justin.acord@cogentinfo.com

Revised 12/12/2017

MUTUAL NON-DISCLOSURE AGREEMENT

This Mutual Non-Disclosure Agreement ("Agreement") is entered into by and between the West Virginia Lottery, with its principal offices located at 900 Pennsylvania Avenue Charleston, WV 25302 ("Lottery"), and Cogent Infotech Corporation _____, with its principal offices located at 1035 Boyce Road, Suite 108, Pittsburgh, PA 15241 ("Party of the second part"), with an Effective Date of _____5/6/2024_____. Lottery and Party of the second party also are referred to herein individually as a "party", or collectively as the "parties".

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

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

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

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

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

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

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

III. **Use of Confidential Information**. A party hereunder receiving Confidential Information shall use such Confidential Information solely for the purposes of, as applicable to the recipient, understanding current business activities of a party, soliciting a proposal for certain information technology services, responding to such proposal solicitation, reviewing solicitation responses, tendering a bid, or discussions or negotiations related to such solicitation, proposal, or bid.

IV. **Protection of Confidential Information**. Each party shall not disclose the Confidential Information of the other party to any third party. The recipient shall protect the Confidential Information by using the same degree of care, but no less than a reasonable degree of care, to prevent the unauthorized use, dissemination or publication of the Confidential Information as the recipient uses to protect its own confidential information of a like nature. A recipient shall restrict disclosure of Confidential Information to its employees, provided that such employees (i) have a need to know, and (ii) are bound by obligations of confidentiality equally as restrictive as the terms of this Agreement.

V. **Exclusions**. This Agreement imposes no obligation upon the recipient with respect to Confidential Information which: (a) was in the recipient's possession before receipt from the disclosing party; (b) is or becomes a matter of public knowledge through no fault of the recipient; (c) is rightfully received by the recipient from a third party without a duty of confidentiality; (d) is disclosed by the disclosing party to a third party without a duty of confidentiality on the third party; (e) is independently developed by the recipient; (f) is disclosed under operation of law; or (g) is disclosed by the recipient with the disclosing party's prior written approval.

VI. **Miscellaneous.** Neither party to this Agreement shall acquire any intellectual property rights nor any other rights under this Agreement except the limited right to use as set forth in this Agreement. This Agreement does not prevent either Party from competing with one another for work or clients unless the parties specifically agree otherwise, in writing, as to a specific client. Each disclosing party warrants and represents that the Confidential Information and other information provided which is necessary to the purposes described hereunder, are true and correct to the best of the disclosing party's knowledge and belief. Nothing in this Agreement shall be construed to preclude either party from developing, using, marketing, licensing, and/or selling any software or other material that is developed without reference to the Confidential Information.

VII. **Export Administration**. Each party to this Agreement agrees to comply fully with all relevant export laws and regulations of the United States and other countries to assure that no Confidential Information or any portion thereof is exported, directly or indirectly, in violation of such laws.

VIII. **No Obligation to Purchase or Offer Products or Services**. Neither party has an obligation under this Agreement to purchase or otherwise acquire any service or item

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

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

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

WEST VIRGINIA LOTTERY

By: _____

Name: _____

Title: _____

Cogent Infotech Corporation _____ **(VENDOR)**

By: _____

Name: Justin Acord _____

Title: Executive Vice President _____

cogent infotech

SECTION 3.0 – VENDOR QUALIFICATIONS

RESPONSE TO 3.1

3.1 Vendor shall be in business for at least five (5) years, providing similar IT staffing services. Vendors must provide documentation to indicate that their company meets this requirement prior to award.

LIST OF SIMILAR IT PLACEMENTS COMPLETED IN LAST 5 YEARS

Cogent has been in the industry providing staff augmentation services for over 20+ years. Provided below is a list of our similar staff augmentation placements since 2017, in the business areas of Lottery's interest. The entire list is rather extensive, thus we have only provided the list of placements that were similar to the Lottery's needs. Entire list can be provided to Lottery upon request if they deem the details important in evaluating our experience and capabilities.

YEAR 2017

Job Title	Client	No. of Placements
Sr. Business Analyst	Austin Energy	1
Sr. QA Engineer	Harris County	1
Java Developer	Deloitte Consulting	15
Programmer	Deloitte Consulting	15
Software developer	Florida Department of Environmental Protection	4
Administrative Assistant	Governor's Office of Employee Relations, NY	2
Sr. QA Engineer/Mobile Tester	Harris County Enterprise Managed Services	4
Java J2EE	Insight Global	4
Java Developer	TEK Systems	9
Sr. GoAnywhere Consultant	Texas Department of Information Resources	1
Sr. IT Project Manager	Texas Department of Information Resources	1
Sr. IBM Maximo Lead Consultant	Texas Department of Information Resources	1
Sr. EHR Analyst	Texas Department of Information Resources	1

YEAR 2018

Job Title	Client	No. of Placements
Salesforce Administrator	Austin Energy	1
Business Analyst 1- IT Ops	Austin Energy	1
Project Manager II – ESD Ops	Austin Energy	1
Business Systems Analyst	Austin Energy	1
Application Developer	CDI Corporation	3
Big Data Engineer	CDI Corporation	2
Sr. Technical Support Consultant	Florida Department of Transportation	3
Sr. Network Engineer	Florida Department of Transportation	1
Sr .NET Developer	Harris County Central Technology Services	2
Sr. PeopleSoft FSCM/HCM Technical Developer	Harris County Enterprise Managed Services	1
Java Developer	Insight Global	3
Oracle Taleo Consultant	Pinellas County	2
Software Developer	Randstad	1
Sr. Information Security Manager	Texas Department of Information Resources	2

YEAR 2019

Job Title	Client	No. of Placements
Java Developer	Altran	1
Fullstack Java Engineer	Apex Systems Inc	1
Java Hadoop Developer	Artech Information Systems	1
Java Developer	Artech Information Systems	1
IT Project Manager	Austin Energy	1
Product Shipping Specialist II (Product Acceptance) (743443)	Aviall Service Inc	1
Product Acceptance Spec A (39481-1)	Boeing Distribution INC	1
Cognos Administrator	CDI Corporation	1
Application Developer Java/Spring/Architect	CDI Corporation	1
Sr. Developer	Deloitte Consulting	4
.Net Developer	Deloitte Consulting	3
Java Developer	Deloitte Consulting	6
PMO Manager/Lead	DFW Airport	1
Business Analyst	DFW Airport	1
Wireless Network Architect	DFW Airport	1
QA Analyst	DFW Airport	1
Sr. ETL Developer/Architect	DFW Airport	1
Business Analyst	DFW Airport	1
Sr. QA Automation Analyst	DFW Airport	2
Sr. Network Engineer	Florida Department of Transportation	1
Applications Development Analyst	Florida Department of Transportation	1
Software Developer/Systems Analyst	Florida Virtual Schools	1
Junior Accountant/ AR Specialist	Global Atlantic Financial Company	5
Customer service Representative	Global Atlantic Financial Company	3
Clerical Support Specialist	Global Atlantic Financial Company	1
Enterprise Project Manager Technical	Harris County Central Technology Services	3
Enterprise Business Systems Analyst	Harris County Central Technology Services	2
Java Developer	Harris County Central Technology Services	1
Sr .NET Developer	Harris County Enterprise Managed Services	1
Software Engineer	IBM	2
Sr. UI/UX Developer	IBM	2
Application Developer	IBM	1
Java Developer	Insight Global	2
Program Manager Level 3	New York City Housing Authority	3
Information Clerks	New York City Housing Authority	35
Office Assistant	New York City Housing Authority	2
Quality Assurance Specialist	New York City Housing Authority	3
PM/ Business Analyst	New York City Housing Authority	3
Administrative Assistant	New York City Housing Authority	22
Project Manager	New York City Housing Authority	8
Desktop Support	New York City Housing Authority	3
Customer Service Associate	San Antonio Water System	28
Accounting Clerk	The School District of Philadelphia	1

YEAR 2020

Job Title	Client	No. of Placements
Senior Network Engineer	Aires	4
Senior Java Developer	Apex Systems Inc	2

Sr. Network Engineer	Austin Community College	3
Project Manager	Austin Energy	3
Administrative Support Specialist	Chicago Transit Authority	2
Customer Care Representative	Denver Water	5
Data Warehouse/ETL/Back end Tester	DFW Airport	3
Senior Application Engineer	DFW Airport	5
Sr. Systems Administrator	DFW Airport	3
QA Automation Analyst	DFW Airport	2
Project Manager	DFW Airport	1
Application Programmer	Harris County Central Technology Services	3
Network Engineer Senior	Lower Colorado River Authority	2
Cybersecurity Analyst	Lower Colorado River Authority	2
Business Analyst	NEW YORK POWER AUTHORITY	3
Web Application Tester	NEW YORK POWER AUTHORITY	4
Senior .Net Programmer	NEW YORK POWER AUTHORITY	2
DevOps Engineer	NEW YORK POWER AUTHORITY	1
Quality Assurance Specialist	New York City Housing Authority	2
Business Analyst	New York City Housing Authority	4
Contract Manager and Contract Administrator	New York City Housing Authority	3
Help Desk	New York City Housing Authority	2
Project Manager	New York City Housing Authority	3
Quality Assurance Analyst	New York City Housing Authority	5
Help Desk Support	Tarrant County	10
Senior/Lead Project Manager	Tarrant County	17
Quality Assurance Analyst	Tarrant County	4
IT Solutions Architect	Tarrant County	2
Administrative Assistant	Tarrant County	18
Senior/Lead Information Technology Business Analyst	Tarrant County	3

YEAR 2021

Job Title	Client	No. of Placements
Network Engineer	Amtrak	3
Tableau Developer	Amtrak	5
Infrastructure Analyst Mid	Amtrak	2
Program Mgr Mid	Amtrak	3
Cybersecurity Engineer – Lead	Amtrak	1
Sr. Program Manager	Amtrak	1
Cyber Security Architect	Amtrak	1
Program Manager Sr	Amtrak	2
SAP Developer Sr. (EPM BPC/BW/BI)	Amtrak	1
Java full stack developer	Cardinal Health	1
Software Asset Management (SAM) Professional Service Support	City of Sacramento	1
Administrative Assistant (Bilingual)	Dallas Independent School District	10
Project Manager	DFW Airport	2
Sr. Application Developer	DFW Airport	2
Help Desk	DFW Airport	5
Sr Wireless Engineer	DFW Airport	1
IT Business Analyst	Georgia Dept. of Administration	2
Applications Programmer	Harris County Central Technology Services	1

Project Manager	IBM	1
Administrative Support Assistantt	KSU- Kennesaw State University	2
Server and Storage Engineer	Lower Colorado River Authority	1
IT Project Manager	NEW YORK POWER AUTHORITY	6
Business Analyst	New York City Housing Authority	18
Quality Assurance Specialist	New York City Housing Authority	10
Kronos Developer	New York City Housing Authority	1
Project Manager	New York City Housing Authority	8
Sr. Programmer	Tarrant County	12
Sr. Accounting Clerks	Tarrant County	25
Desktop Support	Tarrant County	18

YEAR 2022

Job Title	Client	No. of Placements
Java Full Stack Developer	American Airlines	1
Senior Project Manager (technical)	Amtrak	2
Senior Project Manager	Amtrak	4
Business Analyst - Lead	Amtrak	2
Java Developer	Amtrak	1
Office Clerical Support	Dallas Housing Authority	4
Administrative Assistant (Bilingual)	Dallas Independent School District	16
IT Project Manager	Dallas Independent School District	2
Project Manager (Security Team)	DFW Airport	4
Sr. Network Specialist (Operations)	DFW Airport	3
Application Engineer	DFW Airport	5
Sr. Project Manager	DFW Airport	2
QA Analyst	DFW Airport	3
Applications Development - Lead Xamarin Developer (Advanced)	Florida Department of Correction	1
Network Engineer	Florida Department of Corrections	2
Application Architect	Florida Department of Transportation	1
PeopleSoft FSCM functional – Business Analyst	Harris County Central Technology Services	1
Technical Support Analyst I	Houston Housing Authority	1
Accountant III - General ledger	Houston Housing Authority	4
Payroll Associate	L3 Harris	2
IT Project Manager	NEW YORK POWER AUTHORITY	2
Accountant	NYCHA	3
Sr. IT Business Analysis	NYCHA	5
Sr. Accounting Clerks	Tarrant County	14
Sr. QA Analyst	Tarrant County	7
Sr. Accounting Clerks, AP Audit	Tarrant County	15

YEAR 2023

Job Title	Client	No. of Placements
Sr. Project Manager	Amtrak	1
PMO Project Manager Senior	Amtrak	1
Quality Control Analyst - Senior	Amtrak	1
Business Analyst Sr	Amtrak	1
Sr. Project Manager	Amtrak	1
PMO System Engineer and SME Mid	Amtrak	1

Project Controls Manager- Mid	Amtrak	1
Program Manager - Senior	Amtrak	1
Web/JAVA Software Engineer	Amtrak	1
Project Manager Sr	Amtrak	1
Business Analyst Mid - (Active Directory System Administrator)	Amtrak	1
Project Coordinator	City of Philadelphia	1
Project Leader	City of Philadelphia	1
Project Manager	City of Philadelphia	1
Administrative Assistant	Dallas Housing Authority	5
Maintenance Tech	Dallas Housing Authority	3
IT Project Manager	Dallas Independent School District	2
Senior Application Developer	DFW Airport	2
Application Engineer	DFW Airport	1
Project/Program Manager II	DHS / OHA	2
Network Architect	Florida Department of Correction	1
Client Technologies Technician - Helpdesk/TSC	Florida Department of Corrections	1
Project Manager	Florida Department of Health	1
Systems Administrator I	Fulton County Board of Health	1
IT Business Analyst 2 - Project Initiation	Georgia Dept. of Transportation	1
Technical Support Analyst	Houston Housing Authority	2
Senior Quality Assurance Analyst	New York City Employees RetirementSystem	3
Business Analyst	New York City Employees RetirementSystem	3
Custodial Assistant/laborer	New York County District Attorney's Office	5
IT Project Manager	NEW YORK POWER AUTHORITY	2
Business Continuity Analyst	NEW YORK POWER AUTHORITY	3
Technical Business Analyst II	NYC Department of Social Services	58
Project Manager	NYCHA	10

COMPANY OVERVIEW

Incorporated in 2003, Cogent Infotech Corporation is a global, award-winning Contingent Workforce Solutions firm with extensive experience providing **IT Temporary Staffing Services** to the public sector. Cogent thrives on long-term ethical relationships with its clients, employees, and stakeholders. We place a strong emphasis on the delivery of optimum services and solutions to our clients. Cogent is a certified MBE as recognized by the **National Minority Supplier Development Council (NMSDC)**. Our company is among the fastest growing MBE firms in the United States. Due to unprecedented growth, Cogent has opened several satellite offices throughout the United States to better service our customers and has dedicated teams focused on meeting with customers consistently to understand their needs and deliver the absolute best solutions for their financial needs.

Our ability to network within the local community and user groups gives us the edge to attract, hire and retain superb candidates across the nation and we have proven ourselves thus far working with multiple public-sector entities since 2003. We have offices in Pennsylvania, California, Texas, New York, Florida and Virginia. **.** We have a vast experience of providing **more than 600 temporary personnel to various state-wide clients** in the United States till date. Cogent has **a vast experience in serving several state-wide contracts in the United States**, some of which are, **State of South Carolina; State of New Mexico; State of Texas; State of California; State of Delaware; State of Florida; State of Idaho; State of Kansas; State of Louisiana; State of Minnesota; State of Missouri; State of Montana; State of New Mexico; State of North Carolina; State of North Dakota; State of Rhode Island; State of Utah and State of Vermont**. We hold experience of working with **Vermont Department of Liquor & Lottery (DLL)**, where we provided similar IT staff and completed two (2) projects. We have described our experience with Vermont DLL further in our proposal. We hold knowledge of West Virginia's hiring policies and procedures, including all taxes and required documentation. Through more than 13+ years of experience of working with more than 50+ statewide agencies across United States, our team has developed a deep understanding of needs and requirements in educational agencies, and has aligned our services to benefit the mission and goals of educational agencies.

Successfully supporting **120+ Public Sector** agencies and 65+ Fortune 500 Companies

National footprint across all **50 states** serving diverse client base.

US based Executives, Local Delivery and Account Management teams with dedicated point of contact

Global delivery model with over 400 vertically aligned recruiters, data miners and research analysts.

Debt free organization with an impressive D&B Score validating financial stability and the ability to make financial investments

Proprietary AI driven technology Assists with locating passive talent by skill sets, demographics, and location

Cogent provides the best talent, resources, experience, and market expertise to its customers. Through more than **20+ years** of industry experience, we have an in-depth understanding of **information technology** needs in the government sector. Cogent's entire organizational focus is towards delivering world class financial aid services to customers. Therefore, a relentless pursuit of defect eradication is a mission that touches every dimension of Cogent's business. We specialize in the placement of professionals in temporary staff, direct hire, temp to hire, temp to permanent positions with short- and long-term contract assignments. Till date we have completed over 10,000+ placements in the public sector within United States.

Our firm specializes in placing staff in IT categories like, Project Manager, Project Coordinator, Web/application/software development, Client Support Specialist (Desk side/Helpdesk Technician), ABAP Developer, AEM Developer, Business Analyst, Data Visualization Specialist, Behavioral Scientist/Organizational Change Management Specialist, Data Scientist, Data Architect, Cloud Architect, Cisco Networking Administration, Server/Infrastructure Services Administration, Storage Administration, Telecom System Administration, Database Administration, SAP BASIS Administration, Backup Administration, Information Security Analyst, and Security Architect, to name a few. Out of our total 10,000 placements, 60-70% of our placements belong to the Information Technology category, portraying our specialization in providing IT technical staff to clients for their project needs.

Some of our key features are listed below:
- Exceptional ability to inspire, train and motivate staff.
- Highly competent and skilled recruiting team. Competitive and flexible pricing model.
- Quick turnaround, quality talent and an in-depth understanding of procurement and recruitment processes.
- Right Person, at Right Place and at Right time with the highest level of integrity, dedication, and commitment.
- Knowledge and experience in the temporary staffing industry that helps you to achieve growth in your organization.

COMPANY INFORMATION

Company Name	:	Cogent Infotech Corporation
Headquarter Address	:	1035 Boyce Road, Suite 108, Pittsburgh, PA 15241
Ownership Structure	:	Corporation
Size	:	400 Employees (Active SBE and MBE certifications)
State of Incorporation	:	Commonwealth of Pennsylvania
Date of Incorporation	:	06/10/2003
FEIN	:	32-0083904
Authorized Contact	:	Justin Acord, Executive Vice President
Phone	:	(412) 889-7700
Fax	:	(412) 774-1515
E-mail	:	justin.acord@cogentinfo.com
Website	:	http://www.cogentinfo.com/

INDUSTRY EXPERIENCE AND LOCATION OF OFFICES

AEROSPACE & DEFENSE

TECHNOLOGY

MEDIA, ENTERTAINMENT & GAMING

GOVERNMENT

HEALTHCARE

COMMUNICATION MEDIA & TECHNOLOGY

NAICS CODE
541511, 541512, 541513, 541519, 541611, 541612, 541618, 561110, 561312, 561320, 611420, 518210, 541820, 541910, 541613, 541870, 541890

EDUCATION

AUTOMOTIVE & MANUFACTURING

BANKING, FINANCIAL SERVICES & INSURANCE

RETAIL

ENERGY & UTILITIES

TELECOMMUNICATIONS

SR NO.	STATE	ADDRESS	TYPE
1	PA	**1035 Boyce Road, Suite 108, Pittsburgh, PA 15241**	Headquarter
2	VA	4250 North Fairfax Drive, Suite 600, Arlington, Virginia 22203	VA Office
3	NY	200 Vesey Street, 24th Floor New York, NY 10281	NY Office
4	TX	1425 Greenway Drive, Suite 340, Irving, TX 75038	TX Office
5	FL	1800 NW Corporate Boulevard, Suite 130, Boca Raton, FL 33431	FL Office
6	CA	500 Capitol Mall, Sacramento, CA 95814	CA Office

OUR SERVICE DOMAINS

Staffing
IT Staff Augmentation
Managed Services
Professional Staffing

InCIghts
Quantitative Analytics
Qualitative Analytics
Artificial Intelligence

Consulting
Application Development
Cloud Infrastructure
Cybersecurity

Cogent University
Upskilling & Reskilling
Talent as a Service
(Taas)

COGENT'S OWNERS

50% Owner

Mr. Manu Mehta (Founder, President)

Mr. Manu Mehta (Founder, President) brings twenty-five (25+) years of progressive techno commercial experience in the Temporary Staffing (Contingent Workforce Solutions) industry. He is committed to transitioning COGENT into a leading Staffing and Consulting firm. Manu has held various leadership positions in technology, sales, strategy and general management throughout his career. He holds a bachelor's degree in Mathematics and a master's degree in Computers. In the year 2018, Manu, was awarded the "BEST CEO" award by "The CEO Magazine".

Roles & Responsibilities

Our President Mr. Manu Mehta holds a critical leadership position and plays a vital role in driving the overall success and growth of our organization. Here are the key roles and responsibilities of our President:

- **Strategic Leadership:**
  o Mr. Manu Mehta provides strategic direction and vision for the organization, working closely with the executive team and the board of directors.
  o He leads the development and execution of business strategies to achieve our mission, goals, and long-term objectives.

- **Executive Management:**
  o Mr. Manu Mehta oversees the day-to-day operations of the company, ensuring the efficient execution of business plans and initiatives.
  o Work closely with the executive team, providing guidance, support, and mentorship to key leaders in various departments.

- **Business Development:**
  o He is actively involved in business development efforts, seeking new opportunities for growth, expansion, and market penetration.
  o Identify potential markets, partnerships, and strategic alliances to drive the company's market presence and revenue growth.

- **Financial Performance:**
  o He is accountable for the financial performance and overall fiscal health of the company.
  o He works with the CFO (Chief Financial Officer) and finance team to monitor financial metrics, manage budgets, and ensure profitability.

- **Innovation and Market Leadership:**
  o He fosters a culture of innovation, agility, and market leadership within the organization.
  o Also, he encourages creativity, forward-thinking, and continuous improvement to stay ahead in a competitive industry.

- **Corporate Culture and Values:**
  o He ensures that the company's actions align with its core values and ethical standards.
  o also promote a strong corporate culture that fosters inclusivity, diversity, and a sense of purpose among employees.

- **Board of Directors Support:**
  o Manu Mehta collaborates closely with the board of directors, providing updates on the company's performance, major decisions, and strategic plans.
  o Manage work in partnership with the board to align organizational objectives and ensure effective governance.

50% Owner

Mr. Nandan Banerjee CEO & co-founder

Mr. Nandan Banerjee is the CEO & co-founder and holds over twenty (20+) years of experience in the Temporary Staffing industry in both advisory and operational roles. His visionary leadership and can-do attitude are propelling COGENT into a fast growing, premier Staffing, Consulting, and IT services provider. In his role as CEO, Nandan has full responsibility for COGENT's global delivery, client servicing, process initiatives and general management. Nandan has held various management and operational positions throughout his career. He has worked in various roles managing global resourcing and strategic supply chain relationships with diverse companies. He holds a master's degree in Electronics from University of Bombay, and a degree in Business Management.

Roles & Responsibilities

Our CEO, Mr. Nandan Banerjee plays a crucial leadership role within our company, guiding our strategic vision and overall direction. Here are the key roles and responsibilities of our CEO:

- **Strategic Leadership:**
  - Mr. Nandan Banerjee is responsible for setting the company's strategic direction and long-term vision in collaboration with the executive team and board of directors.
  - They lead the development and execution of business strategies to achieve organizational goals and drive growth.

- **Corporate Governance:**
  - Mr. Banerjee ensures compliance with corporate governance principles, regulations, and legal requirements.
  - They maintain transparency and accountability in corporate decision-making processes.

- **Organizational Culture and Values:**
  - He plays a critical role in defining and promoting the company's culture and values.
  - Responsible for creating an inclusive and empowering work environment that aligns with the organization's core principles.

- **Financial Management:**
  - Mr. Banerjee is accountable for the overall financial performance of the company and work with the (Chief Financial Officer) CFO and finance team to ensure financial stability, growth, and profitability.

- **Risk Management:**
  - He is responsible for identifies and manages potential risks and opportunities that may impact the company's success.
  - Work with the executive team to develop risk mitigation strategies.

- **Innovation and Adaptability:**
  - He fosters a culture of innovation and continuous improvement within the organization.
  - Encourage creativity and adaptability to stay ahead in a rapidly changing business landscape.

- **Public Relations and Brand Image:**
  - He plays a role in enhancing the COGENT's public image and brand reputation.
  - Represent the organization in media interviews, conferences, and industry events.

OUR EXPERIENCE WITH VERMONT DEPARTMENT OF LIQUOR AND LOTTERY (DLL)

We currently hold a contract with State of Vermont for IT Services. Under this contract we have provided staff and worked on 8+ different projects. Provided below is the description of work we have completed for DLL.

1. DLL LOTTERY PROJECT MANAGEMENT SERVICES SOW RFP

Resources: IT Project Manager (2 Positions)

Our consultant "IT Project Manager" was tasked with the following duties and responsibilities:

- *Serve as the primary point for all Contract-related questions and issues and the provision of Services by the State.*
- *Responsible for the successful delivery and updating of all State tasks and subtasks defined in the Project Management Plan.*
- *Responsible for developing and implementing the following project management documentation as defined in the implementation vendor's contract and outlined in the solicitation.*
- *Provide technology strategy planning.*
- *Integrate information technologies into the company for optimal effectiveness.*
- *Understand current and future business goals and ongoing IT issues to ensure business success.*
- *Develop a renewal and upgrade schedule for company software programs and Ensure that employees are following computer use policies, information security and privacy*
- *Participate in recruitment, orientation, and ongoing training of new IT staff.*
- *Supervise and direct IT personnel.*
- *Assisting in establishing a Project Management Office to oversee multiple projects.*
- *Liaising with stakeholders such as project personnel, vendors, and end-users regarding project requirements.*
- *Outlining, defining, and initiating the project.*
- *Implementing document control policies and documentation templates.*
- *Maintaining a good working knowledge of assigned component projects.*
- *Evaluating standards of component products.*
- *Monitoring project progress and implementing changes where necessary.*

- *Monitoring expenditures in accordance with the budget.*
- *Ensuring compliance with objectives, organizational policies, procedures, and standards.*
- *Compiling project reports and informing management regarding problems.*
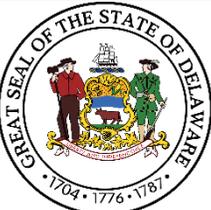- *Ensuring project complies with best practices, SOPs, PMO policies, and other policies.*
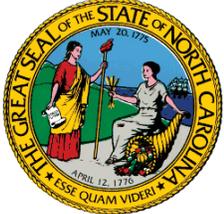
2. DLL BA SERVICES

Resources: IT Business Analyst (1 Position)

Cogent was awarded with "Business Analyst & Project Management" contract to provide the State of Vermont with IT Business Analyst to support the Vermont Department of Liquor and Lotter, Division of Lottery (DLL) Gaming Solution Project for the State. Our BA worked with State and third-party resources to elicit and document business requirements and manage the requirements throughout the lifecycle of the project. In addition to requirements documentation and management, our BA documented current and future state business processes and conduct gap analysis, where applicable, to ensure all business processes and requirements will be met in the new solution. Our IT BA procured through this SOW- RFP extracted the requirements from the solution contract, and make sure they are followed up on and detailed out with the Project team and put them into a Requirements Traceability Matrix to be tracked throughout the lifecycle of this project. Our BA also fulfilled the role of Test Lead and was responsible for facilitating User Acceptance Testing (UAT) to include the development of test case scenarios including acceptance criteria as defined by the user story and managing bugs and issues throughout the UAT period to ensure all requirements have been satisfied.

OUR EXPERIENCE WITH STATE-WIDE AGENCY CONTRACTS

Since 2012, we have been on the State of Florida - IT Staff Augmentation Contract (ITSAC) and have been providing services to multiple State departments through the same. Also, we have experience of serving several state-wide contracts from other States as well. Below provided is a list of some of our state-wide contracts.

IT Temporary Staff Augmentation *State of South Carolina*	**NASPO Value Point** *State of New Mexico*	**ITSAC** *State of Texas*
Technology, Digital And Data Consulting MSA *State of California*	**Temporary Employment Services** *State of Delaware*	**Information Technology Staff Augmentation Services** *State of Florida*
Temporary Staffing *State of Kansas*	**IT Staffing Support** *State of Louisiana*	**MNSITE RFP-1023** *State of Minnesota*

Multiple state-wide IT Services SOW Contracts *State of Vermont*	**Master Contract for IT Services** *State of Montana*	**IT Supplemental Staffing Providers** *State of North Carolina*
Information Technology Professional Services Contract *State of North Dakota*	**Executive Recruitment Firm Services** *State of Rhode Island*	**Temporary Employment Services** *State of Utah*
Temporary Staffing Services *State of Idaho*	**Temporary IT Staff Augmentation Services** *State of Oklahoma*	**IT Professional Services** *State of Washington*

OUR MAJOR IT TEMPORARY STAFFING CONTRACTS (ACTIVE CONTRACTS)

STATE OF TEXAS/DALLAS INDEPENDENT SCHOOL DISTRICT

COGENT holds a multimillion-dollar contract with Dallas Independent School District to provide IT staffing services for various IT categories including ERP implementation, SIS implementation, Software Development, Technology Project Program Management, Transition to Cloud Applications, Shared Services and Managed Services, Data Analytics, Training, Security, and Network Infrastructure.

STATE OF TEXAS/STATEWIDE CONTRACT (ITSAC) - VARIOUS DEPARTMENTS

This is a highly competitive IT contract with over 100 vendors competing for state business. The turnaround time to provide resumes is less than five (5) business days. COGENT is among the Top 15 vendors on this contract. We have provided temporary staffing services to several State of Texas Agencies including: Departments of Transportation, Motor Vehicles, Family and Protective Services, Health and Human Services, Texas Workforce Commission, Office of the Attorney General, Comptroller of Public Accounts and several other entities.

STATE OF TEXAS/AUSTIN ENERGY

We have been providing IT staffing services to Austin Energy since 2017 under various contracts. In 2022, our firm we were awarded a multimillion-dollar technology consulting augmentation contract by Austin Energy. The scope of this project includes providing additional skilled technology resources to augment Austin Energy's existing technology team. Our team works collaboratively with Austin Energy's staff to identify and implement solutions to support their technology initiatives and goals. The contract also involves managing and maintaining existing technology infrastructure, as well as supporting new technology implementations.

STATE OF TEXAS/ LOWER COLORADO RIVER AUTHORITY (LCRA)

This is another multimillion-dollar IT contract. As one of three vendors awarded by LCRA, TX, we are tasked with providing IT consulting services for a range of job titles in the areas of General Technology, Network/Storage Specialty, Security Specialty, PeopleSoft Specialty, and Maximo Specialty. This contract involves providing skilled professionals for various roles such as Project Manager, Database Administrator, Cybersecurity Analyst, and Maximo Reports Analyst, among others.

STATE OF TEXAS/DALLAS FORT WORTH INTERNATIONAL AIRPORT

The Dallas / Fort Worth International Airport Board (Board) is continuing its expansion of systems for Airport facilities and infrastructures. In July of 2018 COGENT became the prime vendor on the DFW AI report Project, under this IT contract we are providing and supporting indefinite delivery of professional services. The scope of services includes providing professional technical services that include architecture, engineering, implementation / upgrade / enhancement and/or administration of new or existing hardware and/or system software.

COMMONWEALTH OF MASSACHUSETTS

This is a Statewide, Multimillion Contract for obtaining information technology labor skills on a temporary basis. This Contract has two Categories. The first is a "Full Service" category, Category 1, under which companies recruit candidates and submit resumes in response to Eligible Entity postings on Resources that have already been recruited by the Eligible Entity. We are qualified to provide IT Consulting services for 50+ IT positions under this contract.

STATE OF FLORIDA/MIAMI-DADE COUNTY

This is another multimillion-dollar IT contract. We were awarded this contract in 2019. Under this contract, we are qualified to provide IT consulting services covering a range of IT services including project management, staff augmentation, system design, multi-platform systems integration, software programming, development and customization, web development, orientation and training, data and media management, network security, engineering, and technical support.

STATE OF CALIFORNIA/SANTA CLARA COUNTY

The County of Santa Clara through this contract seeks to streamline and align IT services for its agencies and departments. The contract includes IT services such as public safety and justice systems, enterprise architecture, enterprise data management, records retention and records management processes, disaster recovery and storage, and financial and employee systems. The contract covers various IT domains including application architecture and design, application requirements and business analysis, application development, Microsoft technologies, application testing/quality assurance, server and network management, mobile and application development, and project management.

STATE OF NEW YORK/NEW YORK POWER AUTHORITY (NYPA)

This is multi-million dollars IT contingent staffing contracts. In 2020, the Authority sought IT contingent staffing services in support of initiatives undertaken by Information Technology. The Authority's goal was to obtain the qualifications, experience, hourly direct labor rate, and billing rate of contingent worker firms with demonstrated success in providing contingent worker personnel. We were awarded this contract and we have been providing IT consultants to the Authority. COGENT is among the top 12 vendors to serve the New York Power Authority under the multimillion IT Contract awarded by the Authority. We have provided over 20 IT consultants to the Authority so far.

STATE OF FLORIDA/STATE WIDE CONTRACT

This is an extremely competitive IT contract with over 150 vendors competing for state business. The turnaround time to provide resumes is less than five (5) business days. COGENT is among Top 20 vendors on this contract. We are qualified to provide IT consulting services for the positions such as Director Systems and Programming, Mgmt. Applications Development, Applications Architect, Enterprise Application Integration (EA) Engineer, Systems Analyst,

Applications Development Analyst, Database Manager, Data Architect, Database Analyst, Database Administrator, Quality Assurance etc.

STATE OF OREGON/MULTNOMAH COUNTY

We also hold an IT Staff Augmentation Services contract with the Multnomah County common functions under which are Server Hosting, Data Center Operations, Network Management, Help Desk Services, Telecommunications, Desktop Services, Database Design and Administration, Business Intelligence, IT Security and Risk Management, IT Administration and Support. Types of positions that are required under this contract are Software Developer, Business Systems Analyst, IT Manager, Project Manager, Database Administrator, information Specialist, Network Administrator, Systems Administrator, etc.

STATE OF NEW YORK/NEW YORK CITY HOUSING AUTHORITY (NYCHA)

COGENT currently holds a contract with the NYCHA to provide General, Professional, and Technical Information Technology Staff Augmentation Services. The scope of services includes providing staff for Technical-IT category. This labor category includes IT positions that require specific technical skills based on pre-defined applications and architectures, such as IT Project Manager, IT Business Analyst, UNIX & Linux Systems Administrator, Web Application Security Experts, Kronos Developer, etc.

COMMONWEALTH OF PENNSYLVANIA/AMTRAK

COGENT also holds another multi-million-dollar contract with AMTRAK to provide IT and Marketing Staff Augmentation Services (IFB#2515831372). We are qualified to provide fulfil staffing needs of AMTRAK for multiple IT and Marketing related to over 50+ labor categories including but not limited to BI Developer, Business Analyst, Database Administrator, IT Applications Solution Architect, Infrastructure Analyst, Artificial Intelligence, Multimedia and Animation Specialist. We are providing services across USA, Canada, and Mexico.

COMMONWEALTH OF PENNSYLVANIA /CITY OF PHILADELPHIA

COGENT also holds an IT consulting contract with the City of Philadelphia, PA. Under this contract, we are responsible for providing temporary supplemental resources to assist in both projects and in operational initiatives and programs including but not limited to system renovations, replacement and development, infrastructure upgrades, techno logy optimization, application enhancements and maintenance, and implementation of new systems, services, and technologies. Some of the positions under this contract are .NET Programmer, Data Scientist, DBA, Business Analyst, Network Engineer, Project Manager, Security Analyst, Cloud Architect, System Administrator etc.

TEAM EXPERTISE – COGENT'S ASSIGNED PERSONNEL ON THE PROJECT:

1. Mr. Justin Acord **Executive Vice Presdident** **Role: Project Manager**	**Responsibilities in the contract:** **1.** Key person for managing contract signed with LOTTERY and interacting with LOTTERY's Project Manager. **2.** Ensuring & tracking LOTTERY requirements. Educate existing/ new Account Executive with LOTTERY requirements. Quarterly meetings with LOTTERY to Monitor Cogent contract performance. **3.** To know Cogent standing & performance on the contract. Weekly meeting with Back Office Staffing Operation & Employee Care Team to give update on Cogent performance & upcoming activities under contract. **4.** Ensuring that Monthly Compliance Reports are being submitted in time to LOTTERY and sending weekly dashboard reports to Executive Management. **Experience Summary:** Mr. Justin Acord, Executive Vice President will assume the role of Contract/Program Manager for this contract. He will be the primary point of contact for LOTTERY and will be responsible for the overall success of this program. Mr. Acord has been with Cogent for 17+ years now and possesses in-depth expertise and experience servicing clients in the Public Sector (federal/state/local). He has successfully managed delivery teams that are responsible for servicing several Federal and State governments' staffing contracts - US Department of State, US Department of Justice, US Department of Labor, States of New

York, Pennsylvania, Maryland, New Jersey, Maryland, Michigan, Maine, Kentucky, Connecticut, Virginia, South Carolina, Florida, Georgia, Texas, Oklahoma, Kansas, Minnesota, Colorado, Montana, Idaho, Utah, California, Oregon, Washington, and Alaska - to name a few. With his unique ability to coordinate smoothly and swiftly with the clients and internal team, he has been efficiently serving the emergency requirements of our clients as a Project Manager. Mr. Acord has handled many multimillion dollars contracts for various public sector clients throughout his career. Mr. Acord has handled many multimillion dollars contracts for various public sector clients throughout his career. He also possesses rich experience of managing various government agencies IT/Technical support contracts including but not limited to Tarrant County, Harris County, Texas Department of Information Resources, Office of the Attorney General, Comptroller of Pubic Accounts, Workforce Commission, Department of Transportation, Department of Health and Human Service Commission, Department of Family & Protective Services, Dallas Fort Worth Airport Authority, San Antonio Water Systems. Moreover, he possesses rich experience serving government education sector clients. So far he has provided his services for IT staffing contracts to multiple government healthcare clients including but not limited to, Washington Health Benefit Exchange, Oregon Department of Human Services, MHMR Tarrant county, Tarrant County Public Health. He is also handling our statewide healthcare contract for the State of Missouri and State of Rhode Island. He has also been overseeing our multimillion dollars contract with Austin Energy since 2017.

Mr. Acord is part of Cogent management and has authority to act as deemed necessary to resolve issues and ensure overall project success. He will directly supervise delivery team and will be available on an as-needed basis for any issue escalation/resolution.

2. Mr.Michael Kosar

Senior Director of Staffing

Role: Account Manager

Responsibilities in the contract:
Writing Synopsis on LOTTERY's requisition which includes:
1. Working with recruitment manager to ensure quality of candidates Selection process and replacement of candidate. **2.** Coordinating consultant interviews with LOTTERY. **3.** Monthly meeting & reporting with LOTTERY's management. **4.** Resolving difficult situations with Cogent Staff working on LOTTERY's projects. **5.** Time to time meeting with onsite personnel. **6.** Operate as secondary point of contact for LOTTERY account for day-to-day activities. **7.** Ensure the timely and successful delivery of our solutions according to LOTTERY's needs and objectives. **8.** Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts). **9.** Prepare reports on account status.

Experience Summary:
Michael Kosar, Senior Director of Staffing, will serve as the Account Manager for this contract. He is an innovative and resourceful Account Manager with over 21 years of enriched experience in the strategic planning, identification of opportunities, and development of new services. He is detail oriented with extensive experience in developing relationships with all levels of management, clients and user groups. He has worked for more than decade with State Government as an employee and consultant. He has been able to successfully achieve & exceed targets under contracts with various federal, state and local agencies across US. He has expert level knowledge and working experience to coordinates the involvement of company personnel, including support, service and management resources, in order to meet account performance objectives. Michael Kosar is a highly accomplished professional with a successful track record in staffing and business development. With over two decades of experience, he has excelled in various leadership roles, consistently driving business growth and client satisfaction.

Michael currently leads a region spanning multiple states and clients, focusing on revenue targets, sales strategies, and client relationships. He is the current acting account and recruitment manager for our major Federal and State governments' IT staffing contracts - US Department of State, US Department of Justice, US Department of Labor, States of New York, Pennsylvania, Maryland, New Jersey, Maryland, Michigan, Maine, Kentucky, Connecticut, Virginia, South Carolina, Florida, Georgia, Texas, Oklahoma, Kansas, Minnesota, Colorado, Montana, Idaho, Utah, California, Oregon, Washington, and Alaska

- to name a few. He has successfully completed 2 projects for Vermont Department of Liquor and Lottery through the state-wide contract by providing qualified and certified technical staff.

In this role, Michael played a pivotal role in expanding the client base, managing the full sales cycle, and generating staffing and SOW opportunities. He also oversaw solutions for clients and built enduring client relationships. As Vice President of Staffing, Michael concentrated on fostering client relationships, expanding sales, and ensuring client satisfaction. He led recruitment delivery teams and account managers. Michael successfully generated new business by establishing strong client relations, driving sales, and providing top-notch customer support. He was adept at prospecting new clients and driving recruitment service sales. Michael identified sales opportunities, expanded accounts, and boosted sales volumes. He effectively managed product lines and increased productivity within his region. Michael demonstrated his ability to analyze client needs, promote software solutions, and achieve remarkable sales growth in the Northeast region. He managed sales, business development, and strategic planning.

Michael's extensive background in business development, client relationship management, and sales growth makes him an invaluable asset for LOTTERY's contract. His proven ability to identify opportunities, build lasting client relationships, and drive sales aligns perfectly with the project's objectives.

TRAININGS WE PROVIDE TO OUR STAFF

Cogent has its own Learning and Development department where we provide training to both the existing and new employees. These employees are periodically trained and upskilled as per the project requirements. We also have a practice of redeploying high-quality candidates that have successfully completed the projects with our other clients. Cogent has unique ability to rapidly train and deploy professionals with niche, emerging technologies. Full-time trainers and subject matter experts impart training. We can also cross-train our temporary personnel in different technologies. Both play an important role for us to ensure our temporary personnel are always at the top in their skillset and will be able to provide services to our clients at the highest level.
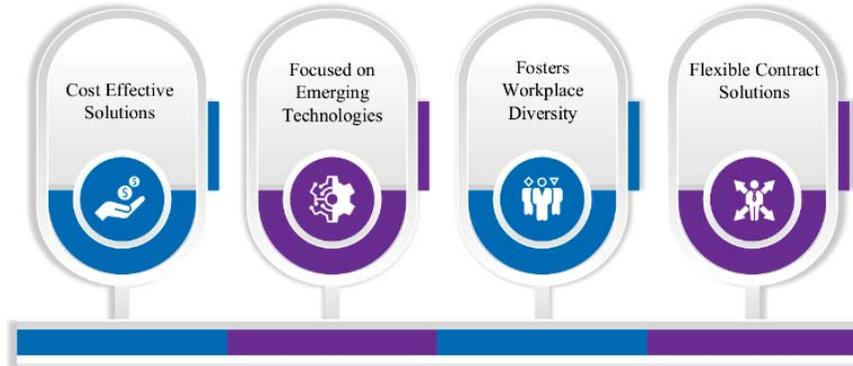
COGENT UNIVERSITY

Cogent views training and personal skill development as an important part of employee development. Employees undergo continuous training in various technical and project management disciplines. This provides continuous, well-trained and knowledgeable staff throughout the project lifecycle. We have a program called "COGENT University", where we are committed to invest in COGENT's #1 ASSET - Our People. We have state of the art in-house training facility in Pittsburgh, PA and provide training remotely & on-demand. We have unique ability to rapidly train and deploy Professionals with niche, emerging technologies.

UPSKILLING & RESKILLING

| Improved retention | Employee empowerment through skill improvement | Upskill workforce in emerging technologies | Reduced Employee Costs | Remote learning ensures flexibility |

cogent infotech

TALENT AS A SERVICE (TAAS)
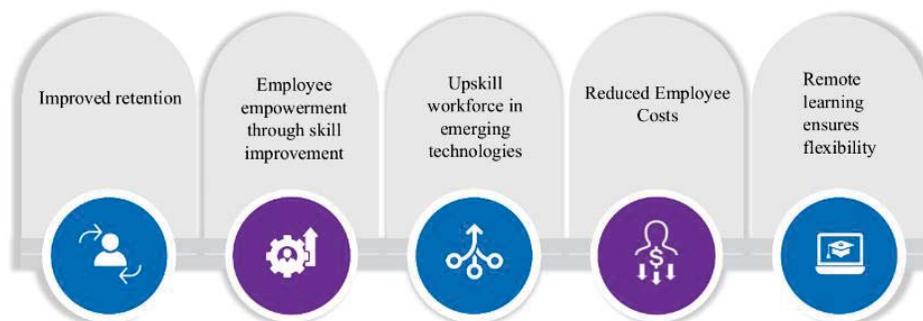
| Cost Effective Solutions | Focused on Emerging Technologies | Fosters Workplace Diversity | Flexible Contract Solutions |

Training imparted by full-time technical trainers and subject matter experts. We also cross-train our consultants in different technologies. Both play a big role for us in ensuring our consultants are always at the top in their skillset and will be able to provide services to our clients at the highest level. We also choose candidates working with our clients on as needed basis to undergo the training program. In the case where a candidate needs upskilling to continue performing the work, or learn new technologies to perform a project, Cogent provides the same to the candidate through Cogent University.

If required, Cogent can also conduct project-specific training to assure all the personnel have the knowledge necessary to fulfil their quality responsibilities and we are open to adapt to Lottery's best practices related to training.

RESPONSE TO 3.2

3.2 Vendor shall provide these services for each classification for bid by providing documentation to indicate they have provided staffing of at least three (3) individuals within the past five (5) years for any classification listed in section 4.2 below.

3.2.1 Documentation should include information to indicate that the Vendor provided an employee meeting the requirements of a specifically named classification from Section 4.

3.2.2 Vendors must provide documentation to indicate that their company meets this requirement prior to award.

3.2.3 The documentation should detail the entity, company or business to whom the individual was supplied and provide contact information for that entity.

1. JOB CLASSIFICATION - BUSINESS ANALYST

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	NYC Department of Social Services
Address	4 World Trade Center-31st Floor, New York, NY 10007
Contact Person	Maria Lucero
Contact Details	(929) 221-5386 luceromar@dss.nyc.gov
Candidate Name	Matthew Mirabello
Date of Placement	4/15/2024

RESUME OF THE CANDIDATE SUBMITTED
EDUCATION Master of Science - Soil Chemistry Cornell University, Dept of Natural Resources Ithaca, NY Bachelor Science - Biology and Chemistry State University of New York College at Geneseo Geneseo, NY **PROFESSIONAL EXPERIENCE** **NYC Department of Health and Mental Hygiene / Vaccine for All Corps: New York, NY** **Flow Monitor, Staffing Coordinator, Supply Monitor** **April 2021- Present** • Provide administrative support to personnel leadership team to ensure staffing process • Secured, managed and stocked PPE for easy access to nurses before, during and after shifts • Provided daily attendance reports and staffing assignments reports automated by MS Excel **United States Census Bureau: New York, NY** **Enumerator** **June 2020 - October 2020** • Professionally, confidentially, and securely collected demographic, economic and housing data • Rate top enumerator on Staten Island, out of 1200, based on case completion rate • Reviewed notes of 75+ cases, daily, to prepare an efficient route effective close strategy • Verified household addresses and corrected discrepancies in existing census data • Followed US Census protocols/procedures and used FDC (Field Data Capture) app in iOS **American Museum of Natural History: New York, NY** **Urban Advantage Program Coordinator** **January 2010 - October 2019** • Collaborated with staff at partner organizations to design and facilitate Professional Learning

- sessions for science teachers at New York City public middle schools.
- Coordinated 2017-2018 revision of program website with the design contractor
- Supported all members of the NYC school community through in-person visits to schools,
- onsite events, and electronic media communications
- Analyzed programmatic data to inform program policies, strategy, goals and metrics
- Managed the processing of printing and receiving vouchers (free visit coupons to museum):
- Included: data preparation for printing, scanning, extracting data via Remark software,
- standardizing / cleaning data for import, and a final reconciliation for 50,000 vouchers
- Efficiently gathered, refined, and automated quality control of millions of climate and weather
- data points for inclusion in a middle school level online graphing tool http://uanyc.science/pwc
- Quality control bulk SQL database file imports and exports
- Utilized information extracted from SQL database to generate end of year reports
- Created automated emailing system for that integrated google forms & google sheets
- Created method using optical character recognition and automated custom excel generated
- paper forms to register 400+ teachers for 600+ professional development sessions.
- Helped design and manage online professional development sessions for 400 teachers using
- the Moodle online learning platform
- Presented at National Science Teacher Association (NSTA) conferences on adapting statistical
- methods to middle school math standards

Staten Island Zoo: Staten Island, New York
Urban Advantage Coordinator
May 2009- January 2010
- Pioneered the deployment of the Zoo's first online ticket sales system
- Organized professional development sessions for NYC Public school science teachers
- Created an online sign-up form for teachers to register for professional development

Cornell University
Department of Natural Resources & Department of Chemistry: Ithaca, NY
August 2006- January 2010
- Teaching Assistant: Environmental Conservation (201), Introduction to Natural Resources (101),
- Field Biology (210), Forest Ecology (420), and Introductory Chemistry (Chem 1560)
- Course: Created syllabi, posted materials online (Blackboard), and organized lab field trips
- Grading: Organized all grade data into spreadsheets to calculate grades and integrate with
- other instructors' contributions

Research Assistant:
- Maintained lab space, equipment, supplies and managed tasks for lab technicians.
- Independently analyzed:
- 3,600 soil extracts for ammonium/nitrate using a continuous flow auto analyzer
- 1,800 soil extracts for cations & phosphorus using an ICP Spectrometer
- Designed protocols and developed methods for soil analyses and trained lab technicians.
- Used excel to automate creating instruction files for the spectrophotometer (sampling
- program), quality control spectrometer data for errors, as well as adjust for signal drift
- Proficiency in the Microsoft/Google suite of tools: Word, Excel, Powerpoint, Outlook, Access
- Advanced expertise with Excel to organize & process data to automate and expedite workflow
- Familiarity with/working knowledge of processing data exported from SQL and other databases

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED

Name of Company	New York City Employees Retirement System
Address	335 Adams Street, Suite 2300 Brooklyn, NY 11201-3724
Contact Person	Rodney H. Greaves, Deputy Director
Contact Details	(718) 251-4640 rgreaves@nycers.org
Candidate Name	Hina Khalid
Date of Placement	10/3/2023

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY:
- An Agile business analyst consultant with over 11 years of experience who collaborates with clients to help them understand and document business requirements. These requirements can be part of an IT-related project or a process improvement initiative
- Excellent knowledge of Software Development Life Cycle (SDLC) - Business Modelling, Requirements Gathering, Design, Development, Testing, and Support. Worked on Agile (Scrum), Waterfall.
- Working knowledge of performing Business Process Cost/benefit analysis, GAP analysis, Risk Analysis, Impact Analysis, Mitigation plan and Impact analysis to check compatibility of the legacy system infrastructure with new business requirements.
- Ability to facilitate Joint Application Development (JAD) sessions with business users and development teams to drive out detailed business requirements.
- Knowledge of work with GAP analysis, Impact analysis, SWOT analysis, Risk analysis, and Cost-Benefit analysis.
- Proficient in developing different types of Tableau Reports, working at the data model to fit tableau needs and discovering data by tableau to best answer the business questions.
- Experience in using Rational Clear Case for Version Control of requirement documents, Rational Clear Quest for tracking and prioritizing defects.
- Programmed in SQL to perform quantitative data analysis on the large amount of data and produce ad-hoc reports for various departments.
- Experience in creating Key performance indicators (KPI), Enterprise Risk Management, Risk Mitigation and Business Continuity Planning (BCP).
- Strong Logical and Analytical Reasoning Skills, Excellent Communication with good Listening, Presentation, and Intrapersonal Skills.

EDUCATION:
Bachelors of Medicine and Surgery Punjab Medical University (2011)

SKILLS:
- Methodologies: SDLC, Agile/ Scrum, Waterfall
- Documentation: FRD, BRD, SRS, run books, wire frames, Mockups, Confluence
- Reporting Tools: MS Project, MS Excel, MS SharePoint, Crystal reports, Luci Charts
- Analysis: Cost/benefit analysis, Impact analysis, GAP analysis, Risk Analysis
- Visualization Tools: Tableau, Power BI
- Tracking / Other Tools: Jira, Rally, Version One, Microsoft Visio, Rational Rose, HP Quality Center, JAD, Rational Clear Quest, RTM, SQL
- Soft Skills: Time Management, Leadership and Management, Problem-solving, Negotiation, Decision-Making, Documentation and Presentation, Verbal Communication
- Operating System: Windows, Linux

PROFESSIONAL EXPERIENCE
North Shore University Hospital, Manhasset, N. Y (remote)
Jan 2021 – Jun 2023
Senior Business Analyst
- Involve in Software Development Life Cycle (SDLC) Phases such as requirement analysis, design, development, testing, and deployment and maintained Agile Methodologies for smooth productions.

- Act as a primary contact between clients, engineers, internal departments, product owners, and vendors.
- Working as a Scrum Master for multiple teams to create Sprint Backlog, organized Sprint planning meeting, Daily Sprint Meeting, Sprint review meeting and Sprint retrospective meeting.
- Participate in all phases of data mining; data collection, data cleaning, developing models, validation, visualization and performed Gap Analysis.
- Analyze data lineage processes to identify vulnerable data points, control gaps, data quality issues, and overall lack of data governance.
- Prioritized projects and its requirements with Project Managers and Product Owners and redirected work to the right Subject Matter Expert.
- Continuously identified and managed risks with the implementation team and product owners.
- Create detailed test plans and testing strategies and ensure these are executed extensively, which includes executing SQL queries to retrieve data and test.
- Create action filters, parameters, and calculated sets for preparing dashboards and worksheets in Tableau.
- Identifying business requirements from the business stakeholders and translated them to system specifications.
- Involve in Joint Application Development (RTM) sessions with SMEs and development teams and documented functional business requirements as product backlogs using JIRA.
- Good SQL reporting skills with the ability to create SQL views and write SQL queries highly recommended
- Create and execute test cases based on test strategy and test plans based on ETL mapping document
- Perform Gap Analysis to understand the gap between the actual and potential requirements.
- Creating complex Excel sheets using VLOOKUP for updating Monthly and Quarterly targets (KPI's).

Citizen Bank, New York, N. Y (remote)
Nov 2018 - Dec 2020
Business System Analyst
- Worked in developing strategy and technical specifications for implementing
- reporting portal / semantic layer in conjunction with data layer.
- Performed requirements gathering and documentation tasks to successful completion within prescribed deadlines.
- Developed ETL test scripts based on technical specifications/Data design documents and Source to Target mappings.
- Served as a liaison between internal technical stakeholders and client-side business users.
- Used JIRA to log and track tickets & manage backlog.
- Used SQL and wrote queries to extract important data and investigate database issues.
- Performed User Acceptance Testing (UAT) and quality assurance checks.
- Assisted in developing project schedule, project status reports and attended project progress meeting to report on project progress.
- Used Business Artifacts to analyze the Functional Non-Functional Requirements from previous years' performance reports.
- Prepared monthly Status Reports for Enhancement Requests to the project team that was used inefficient tracking and monitoring of open issues of the project.
- Tested the messages published by ETL tool and data loaded into various databases.
- Performed Gap analysis by identifying existing technologies, documenting the enhancements to meet the end state requirements.
- Created Tableau scorecards, dashboards using stack bars, bar graphs, scattered plots, geographical maps, Gantt charts using show me functionality.
- Provided continued maintenance and development of bug fixes for the existing and new Power BI Reports.

TD Bank, New York, N.Y (remote)
Apr 2017- Oct 2018
Business System Analyst/ System Analyst
- Business requirements to build SQL queries that would be used in Excel Dashboard to satisfy the business's needs.
- Created Custom Hierarchies to meet the Business requirement in report.
- Worked towards the goals of quality, time and budget using SharePoint and Jira.
- Developed formatted, complex reusable formula reports and reports with advanced features such as conditional formatting, built-in/custom functions usage, multiple grouping reports in Excel.
- Responsible for developing provisioning reports for various groups and upper management.

- Use Alteryx to pull and model data from various sources and created workflows to automate the process.
- Prepare technical specifications and documentation for Alteryx workflows supporting BI reports.
- Translate business logic from one system (Excel, SQL, etc.) into Alteryx in a quick and accurate manner.
- Created Complex Dashboard, Reports using WEBI having multiple metrics and trends and created Hyperlinks for each of the Metric to open a detail report using Open Documents
- Pulled reports on writing SQL Queries in Oracle and SQL DB.
- Develop scoop Scripts to load data into Oracle and work with multiple data connections including SQL and by data blending.
- Perform different calculations like Quick table calculations, Date Calculations, Aggregate Calculations, String and Number Calculations.
- Troubleshooting the issues and working with Sr. Database Architect for tune the Tables and materialized views
- Strong verbal and written communication skills, ability to work effectively with user departments.
- Worked independently on Business Tasks in a timely manner according to proposed client timelines.
- Effectively created and managed release schedules for project deliverables.
- Run morning scrum calls for both business and development team(s).

NYU Langone Hospital, New York, NY
Oct 2014 - Mar 2017
Business Analyst/System Analyst
- Involve in the solution scoping of the project.
- Worked with business team and development team to design, build, and support applications.
- Worked with business intelligence and data warehousing tools and executed and validated test cases.
- Organize workshop sessions to gather business requirements (blue printing) from the business users.
- Effectively produced schedules, resource allocation documents, budgeting documents, and scope progresses according to sprint deadlines.
- Involved in building the ETL architecture and Source to Target mapping to load data into Data warehouse.
- Designed and developed ETL routines, using Informatica Power Center within the Informatica Mappings, usage of Lookups, Aggregator, Mapplets, connected and unconnected stored procedures / functions / Lookups, SQL overrides usage in Lookups and source filter usage in Source qualifiers and data flow management into multiple targets using Routers were extensively done.
- Wrote test scenarios for business to work with during UAT testing.
- Administer for tableau server environments, manage and govern user access, permissions, project per missioning, data source refresh scheduling, monitoring health of server, created Post GRE SQL connections in order to create custom admin visualizations to monitor activity and health of tableau server.
- Served customers and businesses by running and viewing report
- Build Strategic, Analytical, and operational plans for dashboards using Tableau.
- Environment Support to User community, Service Request & Resolution.
- Participate in test planning and test script definition. Resolve end user reporting problems through collaboration with IT and Operations.
- Collaborated with team members to streamline and continuously improve reporting solutions.
- Prepared business models, flowcharts, and diagrams
- Created stored procedures, user defined functions, views, tables, and T-SQL scripting for reporting.
- Created and maintained future state analysis and design documentation and planning.
- Ran morning scrum calls with business team and development team.

Prudential Life Insurance, New York NY
Oct 2012 - Aug 2014
Business Analyst/Data Analyst
- Completed in-depth analyses for business-optimization projects, reporting tools, back-office programs, and payment-processing apps.
- Provided executives with analytics and decision-support tools used as the basis for reorganization, consolidation, and relocation strategies.
- Partnered with developers to automate manual processes, saving time and money while decreasing errors. Credited as a primary driving force behind a 5% increase in margins this fiscal year.
- Collaborated with stakeholder groups across the organization to ensure business and technology alignment. Proposed solutions meeting defined specifications and needs.

- Performed quality assurance, system integration and user acceptance testing facilitating on-time, on-budget and acclaimed "go-live" of enterprise implementations for up to 10,000 global users.
- Maintained and tracked tickets on JIRA in accordance with development team progress and updated visibility to business users accordingly.
- Collaborated with development team leads to visualize and present Excel dashboards and spreadsheets outlining business requirements and target KPI tracking.
- Created stored procedures, user defined functions, views, tables, and T-SQL scripting for reporting.
- Created diagrams and architecture tables using VISO to create target goal tracking and solution-oriented designs in conjunction with development users.

Gap Inc., New York, NY
Jan 2011 – Sep 2012
Business Analyst/QA
- Gathered Business Requirements, interacted with the Executive Directors, Project Manager and SMEs to get a better understanding of the Business Processes.
- Developed business plans, determine key performance indicators, and coordinate the measurement results.
- Analyzed qualitative and quantitative data to uncover competition and industry information to drive the business revenue
- Conducted evolution of organization's workflows, implemented process improvements on Microsoft SharePoint to optimize internal processes and determine the cost drivers in processing using detailed methodology
- Hosted daily scrum calls and created a weekly status report for management.
- Created and released schedules in JIRA
- Worked with the QA teams to make sure the User Acceptance Testing (UAT) was properly done to avoid defects in the future.
- Created and distributed documentation and business required documents in SharePoint to appropriate user base.
- Maintained Agile product development process to organize and target application development.
- Created stored procedures, user defined functions, views, tables, and T-SQL scripting for reporting.

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	New York City Housing Authority
Address	90 Church St, New York, NY 10007
Contact Person	Patricia Lindo
Contact Details	(212) 306-2807
	Patricia.Lindo@nycha.nyc.gov
Candidate Name	Ojashwi Sharma Ghimire
Date of Placement	11/2/2022

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY
- A human services professional with Master of Arts in Global Development and Peace with Concentration in Conflict
- Analysis. Excellent research, writing and interpersonal skills. An empathetic social worker with a post graduate diploma in counseling psychology, and strongly advocates mental health, women's rights and LGBTQ rights. Self-motivated and impeccable customer service skills.

EDUCATION
Jan 2023 - Current
Master of Science in Project Management
University of the Cumberlands
Williamsburg, Kentucky, US

2020-2021
Master of Arts in Global Development and Peace
University of Bridgeport

Bridgeport, Connecticut, United States
Global Development and Peace
2019
Post-Graduate Diploma in Counseling

Counseling Psychology and Social Studies College
Kathmandu, Nepal
Counseling Psychology

2014-2017
Bachelor of Arts in Social Work
Trinity International College
Kathmandu, Nepal
Awards: Trinity Scholar Award
Social Work

SKILLS
Liaison Public Relations Time Management   Logistics   Logistics Management   Proposals Documentation
Community Outreach   Fire Safety   Mental Health   Healthcare   Case Management Relationship Building
Correspondence Microsoft Office   Microsoft PowerPoint   Microsoft Excel Excellent writing skills   Excellent
Communication Skills   Research Skills

CERTIFICATIONS
- Volunteering Certificate: A Panel Discussion on "Disability Inclusive Disaster Risk Reduction: Disaster Resilience for all Ensuring Equality and Inclusion"
- US Embassy, Nepal "Experience Sharing with Disabled People's Organization (DPO) Leaders; First Aid and Evacuation Training for Volunteers"
- Counseling Psychology and Social Studies College: Certificate of training for Community based intervention, Basic Communication Skill, School Counseling Training, Trauma Counseling, Career Counseling, Group Healing, Grief
- Counseling

CRFQ-0705-LOT2400000011; Prequalification Agreements IT Temp Staffing
West Virginia Lottery Commission (Lottery), WV

cogent infotech

- Certificate of Voluntary Services- Ministry of Youth and Sports, Nepal
- 1st Nepal-India Bilateral Youth Dialogue   : Youth for global empowerment
- Career Counseling Assistance: Kantipur-HISSAN Edu Fair
- National Workshop on Alternative Services in Nepal
- by Plan International, Save the Children, SOS Children's Villages Nepal and UNICEF
- St. Mary's Social Service Club

PROFESSIONAL EXPERIENCE
Care Manager
Sun River Health Bronx, New York, United States
July 2022 – Current
- Completes comprehensive assessment, care plan and consents during intake and as needed.
- Facilitates enrollment in benefit and entitlement programs and helps to get additional services/linkages for patients.
- Provides Health Home Care Management services at community-based locations and within Sun River Health Centers
- Facilitates periodic case record reviews and case conferences with all providers serving the client.
- Conducts field work to meet clients in the community
- Tracks and monitors the client progress and produces/maintains detailed, accurate and timely case notes.

Community Outreach Coordinator
Digital Bridges 4 Nepal Clark, New Jersey, United States
May 2021-Sept 2022
- Function as a key liaison between community leaders and the president to organize meetings with ad hoc stakeholders both here in the US, and in Nepal via zoom meetings.
- Establish and maintain pipelines using Google Drive of approx. 5 active Nepali associations, 80+ potential associations for outreach & 150+ Nepali individuals in the US including big and small donors, and potential targeted corporate Nepali donors in Nepal.
- Organize close table dinner events for Nepali associations and donors for appreciation or fund-raising purposes.
- Virtually coordinate with the team in Nepal to keep track of 2 projects in progress and 1 initiating project.
- Work collaboratively with Research Assistant of Kathmandu University School of Education for a research study on the impact of the Computer Learning Environment Center (CLEC); provide resources and support as a CLEC expert and coordinator.
- Coordinate with the KU and DB4N teams for grant research and proposal writing.
- Support the brand manager in social media posts, webpage, blog posts, and e-newsletter circulation.

Program and Volunteer Coordinator
Atullya Foundation Pvt. Ltd Kathmandu, Nepal
May 2019-December 2019
- Organized 5 disability-inclusive fire safety trainings in coordination with partner organizations.
- Maintained public relations and clear communication with partner and other organizations.
- Worked actively in writing proposals for consulting projects relating to Disability Inclusive Disaster Risk Reduction, Education, Disaster Preparedness and Evacuation, Research Projects.
- Coordinated with and led the interns with administrative works, public relations and logistics management.
- Recruited and trained volunteers and interns.
- Conducted 2 table talks on "Importance of mental health counseling for people with disabilities" (1.deaf people/hard of hearing, 2.Physical Disability by birth and disability caused by accidents).

Assistant Counselor Intern
Kaasthamandap Vidhyaalaya Kathmandu, Nepal
February 2019-April 2019
- Took assessments of approx. 15 children who needed psycho-social counseling
- Reviewed progress of the children with their teachers
- Conducted tests such as Stress Assessment, Separation Anxiety Tests and other inventories as assigned by the head counselor

Sponsorship Assistant
SOS Children's Villages Nepal
April 2018-January 2019

- Served as a key liaison with sponsorship co-workers in assigned project locations to ensure that all necessary service materials are produced and delivered as per the policy support documents.
- Was responsible for the correspondence and information of sponsors, children, and young people.
- Prepared 'Letter of Gratitude' and acknowledged the receipt of sponsorship gifts received for children from assigned projects.
- Visited SOS children and families in a timely manner for rapport and relationship building that would help to ensure and cross-check the information provided by co-workers in the project location.

Substitute Teacher
Kathmandu Vidya Kunja Secondary School Kathmandu, Nepal
January 2018-March 2018

- Administered weekly class tests to track progress and understanding of the students
- Conducted timely meetings with the parents of the students to communicate progress necessary support from family
- Assessed student assignments and held extra classes for students who needed personal guidance
- Worked in coordination with the school counselor to monitor and guide students who were taking counseling sessions.

Field Enumerator
Sarokar Foundation Kathmandu, Nepal
September 2016-December 2016

- Visited special-ed schools to conduct Focused Group Discussions and Key Informant Interviews on Issues faced by adolescent girls with disability(s).
- Updated the team leader about the work progress on a regular basis.
- Demonstrated excellent time management and punctuality with the preparation and execution of the final report and workshop.

Survivor Case Manager
Nepal Healthcare Equipment Development Foundation   Kathmandu, Nepal
May 2015-December 2016

- Managed 100+ cases and maintained their documentation during the time period
- Conducted awareness, counseling, and other fund-raising programs for the survivors and family members of the survivors
- Recruited, supervised, monitored volunteers, trained, and briefed them for the events they were volunteering in.
- Prepared event reports; Maintained records of emails and communication with partner organizations.
- Built and sustained relationships between survivors, their families, and public service providers to ensure community-based treatment.

cogent infotech

CRFQ-0705-LOT2400000011; Prequalification Agreements IT Temp Staffing
West Virginia Lottery Commission (Lottery), WV

2. JOB CLASSIFICATION - DATA ANALYST

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	NEW YORK POWER AUTHORITY
Address	123 Main Street, White Plains, NY 10601
Contact Person	Christine Prendergast, Contingent Workforce Program Manager
Contact Details	(914) 681-6612 Christine.Prendergast@nypa.gov
Candidate Name	Narayan Poudel
Date of Placement	2/14/2022

RESUME OF THE CANDIDATE SUBMITTED

EDUCATION
New Jersey City University (NJCU) New Jersey, USA
Bachelor of Arts in Mathematics in 08/18
Master of Science (MS) in Data Science, and Business Analytics in 2020

Technical Skills
- **SAS Skills:** SAS/BASE, SAS/GRAPH, SAS/MACRO, SAS/SQL, SAS/ODS, SAS/STAT, SAS / ENTERPRISE GUIDE.
- **SQL Skills**: - MSSQL, PROC SQL, MySQL, SQL joins, stored procedure, complex SQL queries, subqueries, RDBMS, SQL Data Definition Language (DDL) SQL Data Manipulation Language (DML), etc.
- **R/R-Studio skills:** Data Cleaning, Data Validation, Quality Control, Automation Data Checking. Statistical Analysis, Data Management, Data Visualizations, Exploratory Data Analysis, Feature Engineering.
- **Machine Learning**, Data Mining, Modeling (such as -Decision Tree, Random Forest, Support Vector Machine (SVM), KNN, Bagging, Regression, Classification Tree, etc.)
- **Business intelligence (BI):** Power BI Desktop, and Tableau.
- **Operating Systems:** Windows, Linux, ACE, No MACHINE, Citrix Systems.
- Web Design with HTML, CSS, Java scripts, and SVG.
- **Databases:** Oracle, Microsoft SQL Server.
- **Other Tools:** MS Office, Stata, R-Shiny, ArcGIS, NoSQL, IQRtool, Mongo DB, Python, Octave, MATLAB, Minitab, Visual Studio, Google Collab.
- **Other skills:** Data management, Data visualization, Machine learning, and Deep Learning
- Excellent understanding of all phases of Software Development Life Cycle (SDLC) including models most favorite like Waterfall and Agile Model.
- Proficiency with SAS, R, SQL, and other statistical software and advanced knowledge of Microsoft Office.

Certifications
- SAS Certified Base Programmer for SAS 9.3.
- SQL Certified Stanford University.
- AWS Cloud Practitioner Essentials (Second Edition).
- Social / Behavioral / Epidemiologic Research Investigators
- Issuing authority CITI Program.

Experience

NEW YORK POWER AUTHORITY (NYPA WPO), White Plains, NY 10601 01/22-CURRENT
Data Analyst
- Research inquiries, validate data patterns, and solve complex business problems. Track data issues and satisfy ad hoc analysis requests in a timely fashion.
- Utilized SAS programming knowledge for producing quarterly reports based on wayside detector data.
- Write SQL queries to extract data from different sources such as SAP/CRM/AD/HW/Maximo as per business requirements.
- Process, aggregate, and merge historical data sets from varying sources into a single unified dataset

- Collect and document detailed data requirements and the data flows.
- Identify relevant data attributes from internal data sources and document inputs, outputs, and associated source-to-target data mapping.
- Document key processes and workflows around data acquisition, integration, cleansing, and monitoring.
- Developed and implemented data quality control tools and procedures, ensuring identification and resolution of complex operational and systemic issues.
- Investigate and validate data from different sources, checking for completeness & and accuracy as well as analyzing patterns & and trends in data.
- Identify data issues and assist in manual/automated data remediation efforts.
- Creating appropriate documentation that allows stakeholders to understand the steps of the data analysis process and duplicate or replicate the analysis if necessary.

COMMUNITY HEALTH & AGING OUTCOMES (CHAO) LABORATORY   RUTGERS UNIVERSITY –New Brunswick.
09/21- 01/22
Research (Data) Analyst

- Provides data, programming, and analytical support, and manages the day-to-day operation of research projects (working closely with the project manager to develop project workflows and data documentation).
- Responsible for reviewing and cleaning data, constructing analytic variables, and documenting methods and procedures to facilitate data analysis and replication.
- Applies and interprets appropriate statistical modeling methods, develops and maintains analytic work plans and documentation; and participates in the preparation of results for journal publication.
- Involved in the development and enhancements of SAS Programs.
- Provides high-level analytical, technical, and methodological input to grant applications.
- Optimizing data pipelines for performance, scalability, and reliability, including tuning SQL queries and optimizing data loading processes.
- Extracts subsamples from larger administrative and/or survey datasets and merges or concatenates multiple data sets, as needed for further analysis, by project objectives.
- Performs other duties as required in support of the lab's research mission.

Teva Pharmaceutical Industries, Ltd.   West Chester, PA 01/20 – 02/21
PMX/PKPD Programmer / Data Analyst

- Develops pharmacometrics modeling and simulation programs to support drug development programs.
- Provides input in developing pharmacometrics analysis plans, specifications of analysis datasets, and other related documents.
- Perform Statistical Analyses, review programming, and data checking preferably using SAS/R, and SQL.
- Primarily works with other Statistical programmers on ongoing clinical studies.
- Working to develop the automation R script for Data checking, Data cleaning, exploratory data analysis, and Non-Compartmental Analysis, which helps pharmaceutical study and drug development.
- Work closely with pharmacometricians to develop and execute pharmacometrics analysis programs using NONMEM, MONOLIX, Linux, R, and other software tools to support the analysis of PK and PD data.

New Jersey City University || Jersey City, NJ
12/17 – 12/19v
Member of Data Science & Programmer

- Prepared new Datasets from raw data files using Import techniques.
- Modified existing datasets using Set, Merge, Sort, and Update statements, functions, and conditional statements.
- Good Experience with data cleaning, descriptive analysis, missing data analysis, and coding. Built asset data summary reports using PROC SUMMARY, PROC MEANS, PROC FREQ, and PROC GCHART.
- Creating complex SQL queries and scripts to extract and aggregate data to validate the accuracy of the data.
- Perform Statistical Analyses, review programming, and data checking preferably using MySQL/R.
- Experiences in Data Science Components such as - Machine Learning, Data Mining, Text Mining, Topic Modeling, sentiment analysis, Natural Network, Data Management, etc.

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Washington Health Benefit Exchange
Address	810 Jefferson St. SE | PO Box 657 | Olympia, Washington 98507
Contact Person	Erin Hamilton, CPPB, NIGP-CPP Procurement Manager
Contact Details	(360) 688-1562
Candidate Name	Nofal Arshad
Date of Placement	4/17/2024

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY

- Over 8 years of experience in Quality Assurance and Data Warehouse Tester in Healthcare Industry. Testing
- Client/server application using Microsoft SQL Server.
- Extensive experience in EDI transactions Testing (SME role) which include the following:
- Working on multiple EDI transactions that includes 834, 837Professional, 837Institutional, 837Dental, 835, response file RJ, TA1, 999, 277CA, 277DRA.
- Validating the layout of the response file as per the EDI rules, check syntax (SNIP validation).
- Creating the test file for all the transactions mentioned above using the test data and real data to test multiple scenarios.
- Performed positive and Negative testing with test files.
- Worked on EDI files from multiple healthcare submitters, worked on helpdesk to answer their questions and be a part of the team to resolve or give clarification to submitters on their submissions.
- Part of the analysis team, where i have been analyzing the EDI files and checking for SNIP validation for submitter files. Worked with BAs to give more clarification on the requirements especially for loops and segments.
- Followed HIPAA implementation guides for preparing the EDI files for multiple scenarios and Processed NCPDP (National Council for Prescription Drug Programs) transaction, verified those NCPDP transaction is converted correctly to XML file format and verified the response files for each encounter is generated correctly
- Performed testing on multiple code sets that are used in 837 and NCPDP transactions such as ICD09, ICD10 codes, HCPCS, Procedure Codes, type of bill and all other types of codes used in these transactions.
- Worked on multiple lines of Business including Medicaid, Medicare, Child health Plus (CHP), Essential Plan(EP), Qualified Health plan(QHP), newly introduced COM(Commercial)

EDUCATION:

- Post Graduate Diploma in Business Management, 2017 University Of California, and Riverside
- Bachelor in Civil Engineering, 2012 University Of Engineering & Technology, Lahore, Pakistan

TECHNICAL SKILLS:

- **Methodologies:** SDLC, Waterfall, Agile
- **Project Management:** Microsoft Project, Microsoft Office: Excel, Power Point, and Visio
- **Testing Tools:** Test Director/ TOAD, SAS , UNIX, Quality Center, QTP and Microsoft Visio.
- **Operating Systems:** Windows XP, Windows NT & Windows Vista
- **Web Technology:** HTML, XML, and MS-FrontPage.
- **Databases:** Oracle 11g/10g/9i/8i, , Sybase, MS SQL Server
- **Tests:** UAT, Regression, Functional, Black box, White Box, Unit, Smoke testing
- **ETL Tools:** SQL Server Integration Services (SSIS), Informatica Power Center, Data Stage

PROFESSIONAL EXPERIENCE:
NYSTEC (NYS Department of Health), NY
Senior Consultant/EDI Analyst
JUN-2020 – Present

- Involved in UAT testing and implementation of the project. Creating Test scenarios, Test cases, test plan review and creating test data to modify the test files.
- Wokred on all 3, 837 transactions (837P, 837I, 837D), created and tested files for 834 Transaction (member enrollment reporting).

- Involved in testing the response files (RJ, TA1, 999, 834RL, 277DRA), syntax, layout, and reporting of the response files.
- Worked on NCPDP transaction for all lines for business including (Medicaid, CHP, QHP, EP, Commercial, & Medicare).
- Followed HIPAA implementation guides for preparing the EDI files for multiple scenarios and Processed NCPDP (National Council for Prescription Drug Programs) transaction, verified those NCPDP transaction is converted correctly to XML file format and verified the response files for each encounter is generated correctly.
- Involved in writing the ETL test cases, writing complex queries to check that the data is correctly mapping from the flat file to Database tables.
- Tested the ETL Informatica mappings and other ETL Processes (Data Warehouse Testing). Execute test cases for testing the mapping to make sure Data from Flat files is moving correctly to corresponding DB tables. Also checked the migration of data in DB table in different stages in Database.
- Write test cases for weekly Extract MAEE for Medicaid, CHP & EP. Write complex queries to test the logics for MAEE. Checking the weekly extract files are being generated with the correct data from OSDS Project. Involved in testing of BI reporting. Reports are being generated using TABLEAU, involved in front end and back end testing of the submitters and issuer reports.
- Involved in the meeting with client and stake holder for any change request and update on the business requirements.
- Performed testing on multiple code sets that are used in 837 and NCPDP transactions such as ICD09 , ICD10 codes, HCPCS, Procedure Codes, type of bill and all other types of codes used in these transactions.
- Performed all type of functional and nonfunctional testing.

Optum, NY
QA Analyst
Apr-2019 – May-2020
- Worked on designing and documenting the Test Plans, Test Cases, Test scenarios, and Test Data based on the project business requirement, Edits Masters, and Companion Guide.
- Documenting the test scenarios and test cases for ETL data Transformation and Data mapping.
- Identified the test cases, document them and migrate those test cases to Dev Suite tool used for test case management.
- Involved in coordinating with SME to discuss different scenarios at the time of scripting Test Cases.
- Involved in Testing the EDIs according to HIPPA code set 834 enrolments and disenrollment in a health plan.
- Involved in testing the response files (RJ, TA1, 999, 834RL), syntax, layout, and reporting of the response files.
- Create multiple scenarios and creating test (input) file for each scenario, to test the response files for HIPPA code 834 transaction.
- Used DEV SUITE/ DEV TRACK to store all testing result and for defect Tracking and Reporting.
- Involved in Testing the EDIs according to HIPPA code set 837 Post-Adjudicated Claims Data version for 3 transactions (837-Professional, 837- Institutional, 837-Dental)
- Followed HIPAA implementation guides for preparing the EDI files for multiple scenarios and Processed 837P, 837I, 837D transactions, verified those 837 transactions were converted correctly to XML file format and verified the response files for each transaction is generated correctly.
- Followed HIPAA implementation guides for preparing the EDI files for multiple scenarios and Processed NCPDP (National Council for Prescription Drug Programs) transaction, verified those NCPDP transaction is converted correctly to XML file format and verified the response files for each encounter is generated correctly.
- Involved in testing of multiple response files including (RJ, TA1, 999, 277DRA) for 837 transactions, response files (RJ, TA1, 999, 834RL) for 834 transaction and response files (RJ, RxFa, RxTA, RxCA) for NCPDP transaction.
- Performed Positive and Negative Testing Manually.
- Involved in writing the ETL test cases, writing complex queries to check that the data is correctly mapping from the flat file to Database tables.
- Involved in creating mockups for BI reports that needs to be designed on TABLEAU.
- Involved in gathering requirements for BI reporting for Submitter and issuer Reports. Frontend design of reports.
- Involved in testing of BI reporting.
- Reports are being generated using TABLEAU, involved in front end and back end testing of the submitters and issuer reports.
- Involved in writing test cases and executing test cases for Tableau reports. Generated multiple complex reports in SQL server bases on the requirements for submitters.

- Tested the ETL Informatica mappings and other ETL Processes (Data Warehouse Testing). Execute test cases for testing the mapping to make sure Data from Flat files is moving correctly to corresponding DB tables. Also checked the migration of data in DB table in different stages in Database.
- Write test cases for weekly Extract MAEE for Medicaid, CHP & EP. Write complex queries to test the logics for MAEE.
- Checking the weekly extract files are being generated with the correct data from OSDS Project.
- Worked with help desk providing answers to the questions of submitter for the issues they were facing while submitting the encounters to OSDS, Supported BA team to resolve the defects that were raised during Issuer Testing.

Affinity Health Care, NY
QA Analyst/ Data warehouse Tester
Apr-2017 - March-2019
- Designed and documenting Test Plans, Test Cases, Test Scenarios, and Test Strategies based on business requirements and Design documents for Credit Card Online application.
- Conduct QA testing of ETL data transformation and data warehouse for reporting solutions.
- Identified the Test Cases and documented them in Quality Center/ALM.
- Worked with the Developers and the test lead to verify the Test Cases.
- Identified/documented data sources and transformation rules required populating and maintaining data warehouse content
- Designed and Developed ETL (Extract, Transformation & Load) strategy to populate the Data Warehouse from the various source systems feeds using Informatica.
- Performed Development Integration, System Integration, End to End and User Acceptance testing for the data services.
- Performed Functional testing, Performance testing and Regression testing to see the entire functionality.
- Performed Data Driven Tests to validate the same scenario with different test data using Quick Test Professional.
- Extensively worked in designing the Testing approach for the ETL process in the Credit Data Provisioning Enterprise Data Warehouse (CDP).
- Tested the application by writing SQL Queries and creating pivot views as to perform back-end testing.
- Responsible for Data driven testing using Quick Test Professional, and written functions using descriptive programming in Quick Test Professional.
- Worked on testing EDI Transactions 834, 837, 835.
- Created DTS and SSIS Packages to vendors in which records were loaded Daily, also to other data resources such as Excel, Access, flat file, and XML in order to Create and maintain a centralized data warehouse.
- Experience in Edifecs testing for 5010 and 5010A1 (ERRATA) files various types of Compliance check.
- Modified the 834 file and then checked if the eligibility enrollment is properly loaded onto Facets.
- Involved in testing the Professional claims and Hospital Claims.
- Followed HIPAA implementation guides for preparing the EDI files.

Amerigroup, VA Beach, VA
Quality Analyst/ Data warehouse Tester
Jan-2016-Mar-2017
- Involved in coordinating with SME to discuss different scenarios at the time of scripting Test Cases.
- Participated/Facilitated Defect Triage meetings with developers and SME's
- Tested the ETL Informatica mappings and other ETL Processes (Data Warehouse Testing).
- Collaborate with internal/external departments to identify/define backend system (including web) that interact with IVR farms.
- Strong hold on Data Warehouse with ETL process and domain knowledge of Claim processing, Group Insurance (GI),Plan Sponsor, Member, Product, Provider, Lab Results,
- Installed & Configured Cognos Office Connection and Developed Templates for Cognos, Office Word, Excel and PowerPoint.
- Requirement analysis in support of Data Warehousing efforts.
- Responsible for testing of different Benefit terms and contract terms according to Configuration library.
- Development of SQL queries as per the request from the business team in SQL server.
- Wrote complex SQL queries in TOAD to perform Back-End testing.
- Sybase Designed and developed table structures, Transact-SQL stored procedures and triggers to implement business rules.

- Involved in requirement gathering and database design and implementation of star-schema, dimensional data warehouse using Erwin.
- Identified the bugs and kept track of the defect report using ALM Quality Center, and also analyzed the root cause for defects
- Conducted Validations for different FACETS modules Providers, Claims and Membership.
- Worked with clients to generate IVR Call Flow diagrams (VISIO), report needs and suggested improvements in order to build IVR test plan.
- Managed IVR quality assurance (QA) which included the creation and documentation of test scenarios, test cases, scripts, testing, UAT and perform internal QA activities on IVR releases.
- Extensively involved in UAT Support for their execution and Defect Triage

Health Alliance Plan (HAP), Detroit, MI
QA Tester
Aug-2014-Dec-2015
- Worked with Business Analyst and QA Lead in reviewing and analyzing the business requirements Documents and functional requirements.
- Implemented agile development best practices and Utilize JIRA to maintain the product backlog, track sprint progress, defects and production issues.
- Imported preexisting Microsoft Word and Excel-based requirements and tests for analysis in MQC.
- Prepared Test Cases based on business requirements and business rules for HIPPA EDI Transaction 834, 276/277,
- 270/271, 278 and 837/835.
- Exposure to Web services, SQL Server, Informatica (ETL), AJAX, jQuery and Data warehousing concepts.
- Involved in up-gradation of HIPAA ANSI 4010 transactions to HIPAA ANSI X12 5010 and ICD-9-CM to ICD-10.
- Involved in Testing the EDIs according to HIPPA code set 834 enrolments and disenrollment in a health plan.
- Involved in testing the loops, segments, and elements for 837.
- Manipulated data in X12 files using EDIFECS Specbuilder to add valid qualifiers and also check for HIPAA edits.
- Used XMLSpy to generate request XML and format response XML as per predefined schema
- Used in-house tool named web service test simulator to invoke XML request and receive response
- Performed Positive and Negative Testing Manually.
- Created and maintained SQL Scripts to perform back-end testing on the oracle database.
- Connected to SQL plus in UNIX and created and executed complex SQL queries.
- Wrote complex SQL queries to perform the Back End Testing of the Oracle database using SQL.
- Performed Security Testing on the application.
- Experiences working in ANSI x12 270-271 EDI Transaction
- Work Validate the data from EDI transaction.
- Logged the errors, reported defects, determined repair priorities and tracked the defects until resolution using ALM.
- Extensively used SQL statements to query the Oracle Database for Data Validation and Data Integrity.
- Responsible for testing Flat Files, Data Mapping, FTP, and XML and tested backend data validation using SQL queries.
- Executed test cases found errors reported defects, determined repair priorities, did regression testing and closed by using Mercury Quality Center.
- Responsible for Performing Integration Testing, UAT testing.

CareSource, Dayton, Ohio,
Quality Analyst
Jan-2013 -Jun-2014
- Reported difference when confirmed as issues in MQC from SME's.
- Tested 4010/5010 conversion EDI transactions, 834, 837, 835, 270/271, 276/277, etc.
- Good knowledge of the Members, Providers, Claims, Configuration and Payment Modules of Facets 4.71.
- Analyzed the Facets Requirements/BRD's/Gap analysis, then prepared test scenarios and test cases.
- Conducted Validations for different FACETS modules Providers, Claims and Membership
- Also worked on 837 and 835 projects, including syntax and business rules for X12 HIPAA 4010 and 5010 validation for loops, segments, elements, qualifiers and code sets.
- Testing for HIPAA 4010 and 5010 projects including legacy testing and HIPAA requirements and compliance mandates.

- Completed HIPAA 4010 and 5010 Project, included Medicaid including claims and enrollment testing as well as NPI and medical coding and ICD-9 EDI.

Kindred Healthcare, KY
Quality Analyst
Apr-2011-Dec-2012

- Prepared Test plans which includes an introduction, various test strategies, test schedules, QA teams role, test deliverables, etc.
- Performed Black Box testing and conducted Functionality and Regression testing on various phases of the Management software
- Developed & executed several Optimized queries in SQL on this data.
- Responsible for Deployment of the report to report server using SSRS and used Report Subscription (Data Driven and Standard) to publish reports
- The tests also included GUI testing: Testing for validation and display of screens
- Created dummy accounts on our system and verified the account generation process and date integrity
- Used SQL queries to test the integrity of data by querying the database
- Represented the end user by conducting User Acceptance Testing (UAT) and System testing
- Involved in writing Use Cases, UAT Plans and UAT cases from Business Requirements

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Thermo Fisher
Address	168 Third Avenue, Waltham, MA USA 02451
Contact Person	Zakhoury Adams Associate Director
Contact Details	Direct: (484) 460-6408 | Desk: (412) 385-4149 x7358 zadams@workspend.com
Candidate Name	Scott Delane
Date of Placement	6/30/2020

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY

Motivated and disciplined IT architect with a proven record of solving complex, real world problems available as a system designer or senior database developer seeking challenging high technology engagements employing visionary thinking. Extensive hands on expertise in commercial ETL/data warehouse, accounting/finance/banking/mortgage, E-commerce, high volume OLTP, SQL conversions/migrations, Azure Databases, turnkey CLR development, complex data science, and/or executive decision support systems.

PROFESSIONAL CERTIFICATIONS:
- Certified Public Accountant (CPA) - Texas LIC ▮▮▮▮▮
- Oracle Certified Associate – 11g Database Administrator
- Certified Professional - Microsoft Certification ID: ▮▮▮▮▮

.
Microsoft Certification Status
- Credential   Certification / Version   Date Achieved
- MCSE: SQL 2012/14 Data Platform Developing MS SQL Databases   Feb, 2016
- MCSE: SQL 2012/14 Data Platform Designing Database Solutions for SQL Server 2012   Dec, 2013
- MCSA: SQL Server 2012   SQL 2012 Upgrade 1&2   Dec, 2013
- Microsoft Certified IT Professional   SQL 2008 Database Developer   Jul, 2009
- SQL 2008 Database Admin   Aug, 2009
- Microsoft Certified IT Professional   SQL 2005 Database Developer   Jul, 2006
- SQL 2005 Database Admin   Apr, 2006
- SQL2005 Bus Int Dev   Sep, 2007
- Microsoft Certified Application Developer   For Microsoft .NET   Jul, 2005
- Microsoft Certified Database Administrator   Microsoft SQL Server 2000   Jul, 2005

Database Architecture / Development (15+ years)

Tier One database systems, large scale data warehouses (multi-terabytes), complex multi faced ETL, BI systems, KPI algorithms, portals, and high-volume public facing internet sites.
- Design to deployment Greenfield development of business intelligence systems for complex KPI presentation, trending analysis, reporting, and dynamic Business Performance Metrics.
- Physical and logical architectural database design including hardware specifications
- Senior design architect for transaction intensive OLTP and/or data warehouse for multi-terabyte commercial database systems (SQL 6.5-2008 / 2012 / 2014 / 2016 / 2017/ 2019)
- Development of schemas, procedures, functions, triggers, constraints, and partitioned tables
- Extensive entity design with commercial grade tools (Erwin/Embarcadero)
- Development of C#/CLR multi-threaded process automation to eliminate repetitive tasks
- Development of set based application code management for rapid object deployment
- Development of maintainable well-designed objects for rapid KPI decision support
- Development table based robotic systems for code validation, stress testing, rules engines
- Development of multi-terabyte central database warehouse/ODS sourced by multiple remote data sources for mission critical business processes
- Development of metric reports for financial and marketing/finance departments
- Develop and deploy automated monitoring tools to anticipate problems

- Database performance tuning, optimization, trouble shooting, code reviews
- Azure database deployment. (Lift and Shift)

Application Development / System Architecture (15+ years)
Commercial grade full life cycle design/development in CLR enterprise scale environments.
- C#, CLR, C++, ASP.NET, JSON,Web services, XML, SAML, Windows services, and multi-tier development
- Entity framework optimization and other ORM abstraction models
- Work with business users to clearly define project expectations and scope
- Commercial database migrations from/to MS SQL, Oracle, MySQL, Postgres, DB2
- Team lead, coordination, and interface management
- Automated Unit/QA and UAT testing for robust scalability and bug elimination
- TFS (Team Foundation Service) for code repository and deployment control
- Visual Studio for application development, Database deployments (DACPAC)
- Prioritize expectations and set deliverables that can be met
- In memory OLTP tables, native complied SQL procedures and functions
- C# CLR complied and deployed functions evoked by SQL procedures
- Azure TFS usage. Azure virtual machines. Azure Data Factory, Azure APIs

PROFESSIONAL EXPERIENCE
Thermo Fisher Scientific– California/Dallas: March 2021 – March 2022
- Senior Analytics Consultant for mission critical corporate financial data warehouse (Advanced data analytics, multi variant analysis, C# development, Upgrade/Migration planning, ETL, Cloud Lift and Shift, SSAS, OLAP best practices, SAP integration)

Santander Consumer USA – Dallas: December 2019 – December 2020
- Solution Consultant for high volume 24x7 OLTP optimization, migration/upgrade planning, and code refactoring. (C#, DMV, index/query plan review / contention resolution / DDL triggers / CDC / C# automated schema compare, OLTP best practices)

Fairway Mortgage - Dallas: July 2019 to October 2019
- Solution Architect/Consultant for internal InfoSec Group, Microsoft SQL, Modeling, ETL refactoring, BEC data science, C#, API, JSON, Visual Studio turnkey application.

Informatica – Austin/Dallas: January 2019 to June 2019
- Enterprise Data Architect/Consultant for detailed evaluation of Oracle migrations to Microsoft SQL Azure (SQL HYPERSCALE / SQL Managed Instance / SQL Datawarehouse / Azure Database HD Insight). Modeling, table scaling, ETL refactoring, and team coordination. (Erwin, Toad, Oracle Data Molder, Visual Studio, C#).

Parsons Engineering - Dallas: July 2018 to December 2018
- Operational SQL 2016 Data Warehouse supporting commercial engineering decision support. SQL 2016 with Informatica/ SSAS CUBES / data mining with predictive analytics. Workday HCM integrations using Web Services, C#.

Permira - Dallas: April 2018 to June 2018
- Upgrade and physical migration of 80+ databases on 10+ servers from SQL 20008/12/14 to SQL 2017. (OLTP/EDW/data Marts) Establish best practices, 24x7 system monitoring, QA environment.

Bank of America – Dallas: November 2016 to January 2018
- Architectural review/redesign/upgrade of legacy EDW. Extensive data modeling for Inmon and Kimball models. (Collections/recovery) (MSSQL / HADOOP / HIVE) Architectural design for core business Greenfield data mart first mortgage service processing. (Black Knight MSP) Architectural design for core business self-documenting data dictionary.

Caliber Home Loan – Irving: August 2016 to November 2016
- Lead EDW architect for daily mortgage loan service processing, amortizations, KPI calculations, and investor portfolio predictive analytics for senior management presentation. SQL 2014, (FISERV)

Colonial Bank – Fort Worth: April 2016 to July 2016

- Senior MS SQL Database consultant for ETL process improvement, complex query optimization, data mart design, automated SSIS deployment tool, mass daily flat file import, and commercial BI system best practices. SQL 2014/16, C#, ER Studio data modeling tool, VS 2014 Web Services for data movement. (FISERV)

INFOR – Dallas: February 2016 to April 2016

- Senior ETL architect engaged to provide technical upgrade road map for a legacy commercial human resource system. (AWS / SQL 2012 / .NET / legacy Web Services)

RealPage – Dallas: February 2014 to December 2015

- Senior architectural consultant responsible for the end-to-end optimization of multiple SQL 2012 enterprise class high volume data warehouses used to expose corporate client specific BI information to commercial consumers. Reviewed/corrected SSIS packages, stored procedures, and reporting processes to comply with ETL industry best practices. Worked with developers, business stakeholders, and production DBA team to implement design changes in a timely and cost-efficient manner. Designed, developed, and coded CLR 4.5 C# metadata driven 24x7 Windows Service automation framework to replace SSIS. Framework scales to N number of databases and N number of services with logging and performance metrics. (SQL2012, MySQL, PostgreSQL). Developed full life cycle from Erwin design, to multiple server deployment, including monthly schema updates and all developmental changes.

Bank of America – Dallas: May 2012 to December 2013

- Senior member of Corporate Architectural Review team responsible for pre-release design review and approval of all MS SQL database applications for over 20 different LOBs. Detailed SME (subject matter expert) for high volume OLTP web facing applications and terra data mission critical warehouse systems emphasizing entity schemas employing Kimball Dimensional Model (star schema) design principles and methods. Review and enforcement of normalization concepts, efficient schemas, T-SQL procedures/UDF functions, table constraints, index optimization, views, SSIS packages, SSRS, C# deployed functions, SQL execution plans. Senior contributor to production and QA optimization issues including simulated robotic load stress testing, profile trace evaluation, and capacity planning. Reviewed, critiqued, and improved more than two hundred full life cycle applications from architecture design to deployment. Active architectural participant in Oracle and Iseries database conversions to Microsoft SQL. Developed automated C# code scan tool to run against SQL database objects to quickly locate established best practice failures. Conducted 35+ SQL candidate SME reviews on behalf of Bank of America.

Black & Veatch Corporation, global engineering -Irving/Dallas: July 2011 to May 2012

- Web metrics data warehouse development for Texas based energy enrollment and payment website. (TXU) Tealeaf package analyzer employed to capture real time web traffic for storage in SQL 2008 R2 database warehouse. Mission critical reporting systems developed with C# designed for operations, marketing, rates of change analytics, and web development team. Procedures developed to identify web site errors and user frustration pointS.

US Bank – Irving/Dallas: August 2009 to July 2011

- SQL 2008 architect/senior developer for high volume (100+ million daily transactions) web facing transaction OLTP systems for the entire US Bank North American ATM network. Extensive C# CLR 4.0 development for mission critical ETL involving multiple databases deployed multiple servers. Senior design architect for all phases of the SQL 2008 data warehouse application used by US Bank employees to field and correct real time customer ATM issues and make real time corrections.

Alvarez & Marsal – Dallas: July 2009

- Short term project to convert SQL 2005 databases to SQL 2008. SSIS ETL process to populate data warehouse for electronic litigation discovery from multiple data sources. Management reporting queries. C# utility programs for extensive data and file manipulation. (Lehman brother's bankruptcy)

Blue Cross– Dallas: August 2008 – July 2009

- SQL 2005 database development related to the core platform Business Acquisitions application suite. SQL 2005 database development related to the mission critical Enterprise Product Platform. SQL 2005 database development related to the core component product rating engine. Multiple legacy SQL 2000 ETL data warehouse system conversions to SQL 2005 deploying SSIS. Scoped project requirements, met with users, prepared detailed conversion plan including new data models. Analyzed legacy VB 6 code and optimized ETL process for SQL 2005

SSIS packages. Replaced all SQL 2000 tables with newly designed and optimized SQL 2005 tables, views, procedures, functions, and triggers. Deployed entire process to test servers and obtained client signoff. Developed installation process and related documentation for DBA production deployment. Complied with Blue Cross internal testing and design documentation. In addition to conversions, assisted development team members in optimizing stores procedures related to other production projects. Assisted team with complex modifications to an Access 2007 front end application used to insert/update/delete customer service representative contract metrics.

VHA – Dallas: April 2008 to August 2008
- Automated manual BI process from T-SQL scripts/Access to SQL 2005 stored procedures. Streamlined T-SQL, improved speed via query optimization, modified tables, and enhanced metrics.

Raytheon – Dallas: September 2007 to December 2007
- Conversion of multiple mission critical SQL 2000 databases and DTS ETL packages to SQL 2005 x64 cluster, including upgrade to SSIS. CLR- C# programming required. Converted/developed over 600 SSIS packages. Replaced multiple Access 2003 databases with SQL 2005 databases.

Hotels.com – Dallas: December 2006 to August 2007
- Conversions of SQL 2000 DTS packages to SQL 2005 SSIS. Development of ETL reporting for departmental metrics. Work with Tealeaf web packet analyzer and Coral8 complex event processing system to elevate real time web user metrics for mission critical marketing applications. Development of Statistical based Marketing models for site property ranking. Database development for on line web applications

cogent infotech

3. JOB CLASSIFICATION - DATABASE ADMINISTRATOR

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	NEW YORK POWER AUTHORITY
Address	123 Main Street, White Plains, NY 10601
Contact Person	Christine Prendergast, Contingent Workforce Program Manager
Contact Details	(914) 681-6612 Christine.Prendergast@nypa.gov
Candidate Name	Unni Thoyakkat
Date of Placement	11/14/2023

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY
A Goal-driven, self-motivated seasoned professional with extensive experience in leading large-scale IT operations in various industries including financial Utilities, telecommunication, manufacturing, distribution and aviation.
Trusted consultant to senior leadership on IT Process, IT Operations and Service Management, tools and solutions.
Creative, strategic change agent, instigating process and service improvement across the enterprise.

TECHNICAL SKILLS
* Operating System   Windows | Unix | Linux.
* Database and Content Management MS SQL | Oracle | Documentum | Lotus Notes| Share Point.
* Data Warehousing and BI   Informatica | Cognos | Hyperion.
* Application Server   Oracle Application Server | WebSphere | WebLogic.
* ITSM   ServiceNow: Calgary – Tokyo | Remedy.
* Software   Microsoft Exchange | MS Office Tools | IBM Lotus Notes | Audit Db | Aveska | IIS Visual Studio.NET | ASP | Citrix | XenApp | F5 Load Balancing | Active Directory | FIM | VMware | Quicker MS Office , Visio
* TRAINING
* Project Management using PMBOK 5.
* Problem Solving and Decision Making, Kepner and Tregoe.
* Certification in Risk and Information System Control (CRISC).
* Capability of implementing CMMI V2.0
* CMMI V2.0 for Development
* CMMI V2.0 for Services

AREAS OF EXPERTISE
* Asset and Configuration Management
* Incident, Change and Problem Management
* Agile and Waterfall Methodologies   IT Governance, Compliance and Strategy
* Business Relationship Management Information Security Management and Vendor Management
* Budgeting and Accounting for IT Services   Program and Project Management
* Continuous Service Improvements
* Release and Deployment Management

EDUCATION AND CREDENTIALS
* Bachelor of Engineering in Computer Science Gulbarga University, Karnataka, India.
* ITIL® 4 Managing Professional Transition Certificate:
* ITIL® V3 Expert Certificate in IT Service Management. Certificate number:
* Certified Scrum Master. Scrum Certificate ID:
* Certified in the Governance of Enterprise IT (CGEIT). Certification Number:
* Certified IT Asset Manager (CITAM). Certificate ID:
* COBIT 5 Fundamentals Certification. Certificate number:
* Certified in Lean Six Sigma Green Belt.

PROFESSIONAL EXPERIENCE
PSEG (Public Service Electric & Gas Company) Newark , NJ.
Manager   ServiceNow and Asset Management.
Sept2021– Till Date.
Notable Contributions:

- ServiceNow Product owner, accountable for defining PSEG ITSM platform strategy, roadmap and the technologies that constitute it (primarily ServiceNow) with an emphasis on automation.
- Develop positive relationships with key stakeholders and vendors.
- Executing the programs to achieve the targeted outcomes of the strategy on quality/time/budget.
- Define and own overall execution of the team structure, resources, work plans, timelines and strive to alleviate technical-issues and operational risks
- Build the ITSM organization to design, build and sustain the platform. Lead a technical team of project and operations resources to deliver on priorities while providing thought and organizational leadership.
- Work with technical and functional owners of related technology spaces, key stakeholders, subject matter experts, and vendors to define creative solutions while maintaining employee experience , cybersecurity and financial commitments
- Build deep understanding of the ITSM domain while directing technical strategy planning, product management requirements gathering, design, and technology quality reviews
- Create standards and operational rigor around the product and operations management.
- Developed, manage and maintain performance measures such as Key performance Indicators (KPI) and Service Level Agreements (SLAs) are met and published by service providers.
- Enforce process governance and attention to data quality.
- Accountability of service delivery performance, meeting business expectations and driving future demand.
- Lead the team on successful ServiceNow upgrade to Rome and Tokyo.
- Ensure new services or changes to existing services are prepared and introduced in a controlled and managed way that minimizes service disruption for the business, operational disruption for technology, and that the support model is sustainable.
- Drive continual service improvement for the services, balancing priorities across business, technology, security, legal, and other inputs
- Oversee departmental finances of hardware, software, services, and labor, including budgeting, monthly accruals and forecasting.
- Worked with procurement on Statement of Work ,Request for proposal, and technology procurement processes and outsourced ServiceNow support as managed outsourcing to service provider.

OTIS, Farmington, CT
Senior Infrastructure Manager: CMDB and Asset Management
Jun 2019 – Sept20
Notable Contributions:
- Working on creating Policies, Process, Procedures with respect to CMDB and Asset management.
- Working on setting up ServiceNow Discovery - MID servers, credentials to capture and track IT Assets.
- Baselined, data accuracy and data completeness for different Models.
- Participated in testing, ServiceNow Madrid and Paris upgrades.
- Working on onboarding Resources, tools and different applications to ServiceNow.
- Accountable to lead a team to capture /document knowledge as part of the split of OTIS from United Technology Corporation.

ALTA (GDIT Stennis Data Centre Provides Support to DHS Infrastructure)
Senior Configuration Manager.
Nov 2018 – Jan 2019
Notable Contributions
- Provided recommendations to bring in value by aligning and mapping relationship between IT Assets to Applications.
- Provided recommendations on Automatic Asset Discovery.
- Provided recommendations to track compliance, governance, data accuracy and data completeness.
- Initiated documenting on Data Dictionary.

AXA XL   Stamford, CT.

AXA XL (formerly XL Catlin) is a global insurance and reinsurance company with more than 100 offices on 6 continents.
Configuration Manager
Nov 2016 – Oct 2018

- Accountable for configuration management database (CMDB), created different models in CMDB with end-to-end workflows in ServiceNow to capture/ map relationship with different attributes related to Applications, Servers, Network devices, Locations, Asset management, GDPR, Governance, Compliance and FIC (Financial Internal Controls) regulation for Internal Audit.
- Responsible for increase in data completeness and data accuracy in CMDB for applications models from 30% to 97%.
- Created reports to track compliance, governance, data accuracy and data completeness, worked with Enterprise IT in risk mitigation, performed audits of discovery.
- Information Technology Services Management (ITSM) Project Lead responsible for the design, development, implementation, and management of global IT Service Asset and Configuration Management process based on the IT Infrastructure Library (ITIL) framework, by guiding /providing best practices and influencing leadership in the development of the ITSM strategy.
- Partners with leadership to help define goals, objectives, deliverables, and guardrails within the governance framework to ensure the development and implementation of efficient, effective, measurable, and sustainable processes and/or services.
- Worked with Gartner to measure the maturity of AXAXL ITSM as per CMMI and was rated above the industry average.
- Led on-boarding of an acquired company (Catlin) onto a single ServiceNow ITSM platform.
- Chaired monthly forums with senior executives to track progress related to Data accuracy, completeness, governance, continuous service improvements (CSI) and innovation.

XL CATLIN Stamford, CT.
Service Delivery Manager | Business Relationship Manager,
 Application, Identity, and Data Management Services (AIDMS).
Jan 2014 – Nov 2016

- Provided leadership to a 65-person team in on-, off-, and near-shore locations to efficiently handle continuous service improvements and deliver value in accordance with agreed service level agreements (SLAs) in AIDMS. Managed resource allocation and staffing requirements including training, mentorship, performance reviews, rewards and recognition.
- Led and directed numerous multidisciplinary teams in developing and implementing global projects, following the solution delivery lifecycle (SDLC) to ensure that high quality solutions are supplied on schedule and within budget.
- Built trust relationship with chief information officers and senior vice presidents, served in vendor management and governance capacity by conducting monthly reviews of vendor SLA performance, Application Availability, staff changes, incident metrics, Continual Improvement programs and other elements of an effective operation along with bi-weekly discussions on incident, problem, demand, and capacity management.
- Metrics driven continuous improvement of Change, Incident, Problem and Configuration Management processes leveraging extensive ITIL experience and process management.
- In conjunction with the businesses, developed and implemented appropriate technological strategies, such as Cloud and, VDI, Implemented technological and infrastructure solutions, such as servers, storage, virtualization, application middleware and delivery, web platforms, database platforms, BI, and identity management.
- Ensured 24/7/365 service and support from onsite, off-shore and outsourced technical teams specializing in application support, databases, OLAP technologies, data warehouses, directory and identity management services, Citrix, Documentum, portal and web applications.
- Identified and decommissioned unutilized technologies resulting in $1M savings.
- Manages and takes accountability for the negotiation and final execution of statements of work (SOWs) related to the development, implementation, and maintenance of different projects , ITSM processes, services, and/or tools
- Deployed SCRUM methodology for faster development of ITSM and ITOM services on ServiceNow.
- Pursues professional growth and provides developmental opportunities for others by soliciting and acting on performance feedback; building collaborative, cross-functional relationships; hiring, training, and developing talent for growth opportunities; delegating tasks and decisions; fostering open dialogue amongst departments; strategically evaluating talent for succession planning; setting performance management guidelines and expectations across units; and working closely with employees to set goals and provide open feedback and coaching to drive performance improvement.

- Ensures adherence of process/service execution with regulatory and internal compliance controls to minimize company risk also ensured all performance deviations are identified, investigated, and handled properly
- Visited ODCs in India and Mexico to assess the operation and developed effective partnership with Delivery Management Teams in India, Mexico, United Kingdom, and the United States to instill a "One Team" mentality across the supplier and retained organizations, which resulted in significant improvement in end-to-end global support across service delivery centers.
- Collaborated on projects including, OS upgrades to windows 2012, SQL upgrades to SQL 2015, server/application consolidation, ServiceNow upgrades Dublin, Fuji, and Helsinki.

XL Capital Stamford, CT.
Assistant Vice President, Application Services
Feb 2008 – Dec 2013

- Managed a team of 25 application engineers in on-shore and off-shore locations as part of the IT operations outsourcing strategy in multiple technologies. Provided oversight to resource allocation, personnel management, mentorship, vendor management, training, budgeting, and internal and external auditing. Aligned forecast resource baseline with actuals through close collaboration with IT managers. Created and managed customer surveys and feedback processes and led service level reviews with senior leadership. Evaluated, tracked and governed service provider issues, escalation procedures, and change management processes. Actively participated in selecting vendors, as well as in writing requests for proposals (RFPs) and statements of work (SOWs).
- Pioneered the development of XL Capital business processes that guarantee contractual compliance.
- Created highly structured process workflows permitting off-shoring of daily Configuration Item (CI) maintenance tasks.
- Partners and collaborates with Sales, Marketing and corporate groups including Finance, IT, Security, Legal, Privacy, Risk, HR and Communications to conduct identification and prioritization as well as establish and manage controls.
- Developed operational-level agreement (OLA), Under pinning contracts, SLA, and key performance indicators (KPIs), CSF while guaranteeing performance and viability of service levels through process governance, reporting, and service provider performance monitoring.
- Maintained active communication with finance manager and service provider contract manager in evaluating vendor performance, as well as with business stakeholder executives on degraded or missed service levels.
- Implemented Change Management and functioned as the domain change manager for application services as well as the ECAB representative from the Application Services Section.
- Ensured regulatory compliance, Sarbanes Oxley (SOX), and Solvency II requirements for all IT processes involved in managing and supporting Critical Financial Applications. Collaborated on the design and implementation of appropriate controls to ensure compliance, IT Governance, Risk and Compliance Management (GRC). Implemented the first ITSM tool in the organization CA Service desk and then ServiceNow Calgary and followed by an upgrade to Dublin.

Project Manager | Technical Lead | Senior Systems Engineer.
Apr 2004 – Feb 2008

- Managed the daily operation, migration, architectural design, configuration, and installation of new servers, as well as the maintenance of 6 domains, 60 servers, 250 databases, 5,000 users, and 200 quick places across Asia, Australia,
- Europe, and North America. Seamlessly handled the consolidation of servers and migration of all applications from
- Lotus Notes 5.x to 6.x.
- Served as a subject matter expert and technical lead in the Lotus Notes to Microsoft Exchange Mail Conversion Project for a global deployment to 5,000 users.
- Pioneered the migration of GAPS portfolio following company purchase from Swiss Re, which involved moving 300 global users from Lotus Notes to Microsoft Exchange.
- Management team member responsible for consolidating 5 datacenters to 2 major data centers, significantly reducing infrastructure costs, contract issues, and improving disaster recovery capabilities to meet the company's RPO and RTO.

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	State of Florida
Address	605 Suwannee St. Tallahassee, FL 32399
Contact Person	Clay Whitaker Manager, Business Systems Support
Contact Details	Office: 850.414.4651 | Mobile: 352.258.6985 clay.whitaker@dot.state.fl.us
Candidate Name	Premkumar Shukla
Date of Placement	9/6/2018

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY:
- A seasoned IT professional with over 35+ years of experience
- Worked as Developer and DBA of MS SQL Server for more than 8 years.
- Worked as Developer and DBA of DB2 (Main Frame, LUW and I Series) for more than 13 years.
- Expert in Data Integration, Performance Tuning and troubleshooting problems.
- Expert skills in Tuning and analysing application code such as SQL, Triggers, Stored Procedures, Setting up Backup and recovery strategies, Scheduling jobs.
- Expert in Creating, testing, and deploying SSIS packages.
- Expert knowledge of maintaining QLIK Sense Enterprise and QAP Environment as QLIK Administrator.
- Expert in creating and implementing QLIK Sense dashboards on QLIK Sense Enterprise Server and QAP environment.
- Expert experience of working as QLIK Sense SME for business users
- Having experience in working with other QLIK tools like QLIK View, nPrinting, GeoAnalytics etc.
- Working knowledge of Power BI. Creating and publishing the apps.
- Expert in Complete Software Development and Maintenance Life Cycle in water fall as well Agile.
- Have Experience in (24 x 7) Production Support
- Worked in domain like Insurance, Manufacturing, Retails and Banking.
- Adaptable to any technology and environment.

EDUCATION
- MSc. (Mathematics) from Kanpur University, Kanpur in 1982.
- BSc. (Maths, Physics, Chemistry) from Kanpur University, Kanpur in 1980.

PROFESSIONAL EXPERIENCE:
Florida Department of Corrections (FLDOC), Tallahassee, FL
Jul 2018 – Nov 2023
Sr. Database Administrator (SQL Server Admin / QLIK Sense Admin)
- Maintain and administer QLIK Sense Enterprise Servers (Dev, QA, PROD and QAP)
- Round the clock monitoring of Jobs that are running in production and taking necessary action when there are issues.
- Implementation of Production Changes during the scheduled days and providing post-production support
- Performance tuning of dashboards was carried out to limit the response time to well under 5 second Calculation and defining server sizing for optimal performance of Qlik sense dashboards.
- Checking on any long running production jobs and doing any performance tuning activities to ensure jobs are moving faster.
- Implement various data modelling, visualization, and reporting techniques.
- Extracting, transforming, and loading data from multiple sources into Qlik Sense applications.
- Subject matter expert for QLIK dashboard and data connections to FDC users
- Co-ordinating with Executives to find the areas of using QLIK analytic dashboards and implement them.
- Create different types of charts for Qlik Sense Dashboard Analysis
- Provide input on proposing, evaluating, and selecting appropriate design alternatives which meet client requirements and are consistent with client's current standards and processes.
- Maintain and create QLIK data file QVD, Transformation for consuming data from SQL server.

- Maintaining data load scripts for user created dashboards and publishing into PROD environment.
- Co-ordinate with Web manager to embed the dashboards into Web applications.
- Analysing developer's needs for new objects and making recommendations as to the most efficient way to implement the requirements and making changes as needed to ensure optimization.
- Coding stored procedures, triggers, and views using ANSII standard SQL and SQL Server Transact SQL.
- Develop and maintain technical specifications, standards, procedures, and techniques for collecting, processing, storing, and distributing data.
- Develop and maintain processes that optimize databases and queries to ensure timely response times are kept to a minimum.
- Analyse DB2 and SQL database issues and the ability to troubleshoot and resolve the issues to minimize impact on users.
- Create SQL Server Integration Systems (SSIS) Packages to push data to SQL server databases from IBM mainframe DB2 databases.
- Administer SQL Server security as needed to applications programmers.
- Develop and maintain database and warehousing designs across multiple platforms and computing environments.
- Develop an overall data architecture that supports the informational needs of FDC in a flexible but secured environment.
- Create and maintain SQL Server indexes as needed to improve the performance of the FDC's applications.
- Restore SQL databases when requested.
- Refresh Development and Test SQL Server environments with production data as needed for testing out program changes.
- Refresh Development and Test SQL Server environments with production data, as needed, for testing out program changes.

Technologies: MS SQL Server 2012, QLIK Sense (November 2021 Release), QLIK Sense with QAP capabilities and related products

Florida Department of Corrections (FLDOC), Tallahassee, FL
Sept 2016 – Jun 2018
System Project Consultant
- Developing, Testing, and deploying SSIS Packages for populating data in Enterprise Data Warehouse.
- Tracking the DB2 subsystem and CICS subsystems on z/OS through BMC utility (MainView).
- Managing Code promotions and Web Services.
- Maintaining Test LPAR with all changes done in Production LPAR.
- Created ER diagram for DB2 current database for moving database to MS SQL Server.
- Running queries in PROD to analyse the correctness of the data.
- Analysing DB2 data for improving data quality.
- Creating and maintaining Web services on z/OS.

Technologies: Z/OS, JCL, DB2, MS SQL Server 2012

Promantus, Inc., Cary, NC
Jan 2016 – Sept 2016
MS SQL DBA/DB2 DBA
- Identified database requirements by interviewing customers.
- Analysed department applications, programming, and operations.
- Evaluated existing system and designed proposed systems.
- Established solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications.
- Installed revised or new systems by proposing specifications and flowcharts.
- Recommended optimum access techniques.
- Coordinated installation requirements.
- Maintained database performance by calculating optimum values for database parameters.
- Implemented new releases and completed maintenance requirements.
- Prepared users by conducting training; provided information to resolve problems.
- Supported database functions by designing and coding utilities.
- Maintained quality service by establishing and enforcing organization standards.

Cogent Infotech

CRFQ-0705-LOT2400000011; Prequalification Agreements IT Temp Staffing
West Virginia Lottery Commission (Lottery), WV

Technologies: z/OS, JCL, DB2, DB2 LUW 10.1, CL, QMF for Windows, DB2 Connect, iSeries Navigator, TOAD for DB2, AS/400, OS/400, AIX, Linux and PC, MS SQL Server 2012, BMCLOAD, HADR, QREP and related products

IBM, RTP, NC
July 2015 – Dec 2015
DB2 Database Administrator

- Monitoring the jobs running on Data Collection through JAZZ ETL
- Tracking of Database servers
- Fine tuning database servers to make job run faster.
- Supporting IBM Rational Team Concert and ClearQuest environments
- Supporting DB2 servers on AIX and Windows servers.
- Migrating DBs from AIX to Red Hat Linux and windows servers
- Migrated more than 200 databases (DB2, MS SQL and Oracle) from old servers to New Servers (From DB2 9.5 to DB2 10.5, MS SQL 2005 to MS SQL 2012 and Oracle 10g Release 2 to Oracle 12c)

Technologies: DB2 UDB 9.5, 9.7, DB2 LUW 10.1 and 10.5, IBM Data Server Manager, IBM Data Studio, Red Hat's Open client for Linux 6.2, IBM Power Server with AIX OS and IBM tools.

BCBSNC, Durham, NC
Jan 2014- July 2015
Production Support DBA (DB2 & MS SQL)

- Monitoring the health of DB2 Region on Mainframe and iSeries
- Tracking of DB2 jobs and trouble shooting
- Evaluated existing system and recommend solutions.
- Established solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications.
- Installed revised or new systems by proposing specifications and flowcharts.
- Recommended optimum access techniques.
- Coordinated installation requirements.
- Maintained database performance by calculating optimum values for database parameters.
- Implemented new releases and completed maintenance requirements.
- Supported database functions by designing and coding utilities.
- Maintained quality service by establishing and enforcing organization standards.
- Migrated reports from MS SQL Server 2005 to MS SQL Server 2008R2 using SSRS and migrated integration packages from 2005 to 2008 R2.

Technologies: z/OS, JCL, DB2, DB2 LUW 10.1, CL, dB Visualizer for Windows, iSeries Navigator, ALDON, HP ServiceCenter, MS SQL Server 2008 R2, CONTROL-M, AS/400, OS/400 and PC

Promantus, Inc., Cary, NC
Oct 2013- Jan 2014
MS SQL DBA/DB2 DBA

- Identified database requirements by interviewing customers.
- Analysed department applications, programming, and operations.
- Evaluated existing system and designed proposed systems.
- Established solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications.
- Installed revised or new systems by proposing specifications and flowcharts.
- Recommended optimum access techniques.
- Coordinated installation requirements.
- Maintained database performance by calculating optimum values for database parameters.
- Implemented new releases and completed maintenance requirements.
- Prepared users by conducting training; provided information to resolve problems.
- Supported database functions by designing and coding utilities.
- Maintained quality service by establishing and enforcing organization standards.

Technologies: z/OS, JCL, DB2, DB2 LUW 10.1, CL, QMF for Windows, DB2 Connect, iSeries Navigator, TOAD for DB2, AS/400, OS/400, AIX, Linux and PC, MS SQL Server 2012, BMCLOAD, HADR, QREP and related products

USGBC, Washington, DC
May 2009 – Oct 2013
MS SQL Server DBA / DB2 DBA

- Designed Implemented and supported databases as well as Custom developed.
- Database Performance monitoring, tuning and capacity planning.
- Data maintenance, Backup Planning and Recovery
- Object / Data Migration and authority profile from one DB2 subsystem to another
- Created Physical and logical file using QMF and Command line CL command.
- Created tables, indexes and views using DDL.
- Used TOAD for DB2 to monitor Database health.
- Created and reviewed triggers and stored procedures.
- Data Modelling and implementation of Database design using ERWIN.
- Imparted training to the Application Development Team
- Development and maintenance of Stored procedures
- Reviewed Stored Procedures and user defined functions before moving to production.
- Used IFS for many of the admin work on DB2 and AS-400
- Used CL command for monitoring jobs and working with objects.
- Co-ordinating with network and operational personals for maintaining performance of Database for users. Giving support 24X7 to the users of the AS-400 DB2 Environment.
- Performed MS SQL Server installation and configuration.
- Created reports using MS SQL Server Reporting System
- Create multiple data integration packages to load data from different sources using MS SSIS
- Performed database migrations.
- Provided ongoing database support including performance enhancement maintenance and end-user education.
- Managed and resolved design issues during development stage and worked closely with developers.
- Moved database Schema changes to stage or production.
- Performed database tuning using Quest monitoring tool, Explain Plan.
- Created databases and databases objects.
- Modified and enhanced existing databases.
- Performed backups recoveries and reorganizations of databases.
- Replicated database updates using Replication Centre
- Created database reports using SSRS.
- Imported data from difference data resources using SSIS.

Technologies: DB2-400, CL-400, QMF for Windows, DB2 Connect, Data Mirror Transformation, iSeries Navigator, TOAD for DB2, AS/400, OS/400, AIX and PC, MS SQL Server and related products, ERWIN, MS SQL Server 2005, 2008R.

IBM, Raleigh, NC
Nov 2006 – May 2009
AS400 – DB2 DBA

- Interacted with end Users.
- Designed Intermediate Database
- DB2 Support for System X and SEATS (Single Element Arrangement Transaction System)
- Developed application using CL programs.
- Created tables, indexes, and views.
- Created triggers and stored procedures.
- Co-ordinated between application development team and IBM DB2 support team
- Kept track of change request and implementation of the same
- Kept defect register and took corrective action to remove defect and planned for preventive action to make sure subsequent deliverable should go error free.
- Maintained System X
- Maintained database model using ERWIN.

Technologies: Z/OS, JCL, DB2, CL, QMF for Windows, AS/400, OS/400, Lotus Notes, QREP, IBM's Management tools, ERWIN, and PC

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Lower Colorado River Authority
Address	3700 Lake Austin, Blvd, Austin, TX, 78703
Contact Person	Al Beavers, C.P.M., CPSD Sr. Category Manager, Strategic Sourcing
Contact Details	(512) 578-3278 Al.beavers@lcra.org
Candidate Name	Carlos Zapata
Date of Placement	7/6/2021

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY
Detailed-oriented IT with experience as a software applications and systems technician. Skilled at operating in a wide range of platforms and security implementation.
Excellent written and oral communication skills; capable of explaining complex software issues in easy-to-understand terms.

EDUCATION
Nederland High School; Nederland, Texas - High School Graduate

SKILLS
Experience with Service Now for work requests. Experience with Norton Symantec. Three years experience and knowledge of IBM BigFix. Knowledge of Tripwire, Splunk and Nessus Scanner. Knowledge of Windows operating systems, Linux experience with Ubuntu and Red Hat. Knowledge of various wireless and mobile devices. Knowledge of security ramifications to energy related regulations (e.g., NERC, FERC, CIP, Change Management process) and applicability.
Experienced in team management to meet deadlines and quotas.

PROFESSIONAL EXPERIENCE
Experience   System Support Specialist
22nd Century Technologies (Austin Transit Partnership)
November 2022 – April 2023
- Support onsite audio / visual infrastructure for meetings responsive to the business need of Austin Transit Partnership (e.g., setup meetings, troubleshooting virtual conferencing systems) for onsite IT support. Maintain hardware and software asset management, including support onsite "help desk" service (e.g., software downloads on laptops, troubleshooting of WIFI and network connection, hardware issues) and printer/copier network.

Wi-Fi Support Artech (AT&T)
July 2022 – September 2022
- Role was to provide remote assistance to AT&T business customers by providing support to network equipment. This included switches, routers, access points and Wi-Fi through Cisco Meraki. Checked ticket log for generated issues at location in order to resolve any network issues that the client experienced.

OT Patching Specialist Comtec (LS Power)
November 2021 – April 2022
- Member of the Security Patching team using BigFix for all devices in the power grid as an SME. Daily tasks included verifying emails, downtime, contacting SME's, device owners and functional groups to verify availability of devices for patching using BigFix. Tasked with the monthly task of finding all security related updates for all software used in the environment for federal regulations regarding electricity by NERC. Assisted in training all new personnel to the patching team. Assisted Endpoint security team in updating anti-virus agent and client to all operation devices. Other tasks included, resolving ticketing system requests and providing any documentation for audits. Also used BigFix compliance and endpoint management. Assigned to write all procedures and work instructions regarding BigFix and patch management process according to regulations.

OT Admin

Cogent Info Tech (Lower Colorado River Authority)
July 2021 – October 2021
- Member of Cyber Security team. Task involve doing backups of systems at power plants. Implementing data backup plans as well as implementing recovery plans for data loss. Other tasks were to rebuild systems, complete work requests and maintain systems up to date following CIP standards.

IT Specialist
HCL America Inc. (Pennsylvania Power and Light)
September 2020– April 2021
- Member of Cyber Security team. Task involve doing backups of systems at power plants. Implementing data backup plans
- as well as implementing recovery plans for data loss. Other tasks are also assigned however primarily main tasks involve data backups among four plants.

IT Specialist
HCL America Inc. (Entergy)
March 2017 – May 2020
- Member of the Security Patching team using BigFix for all devices in the power grid as a back-up lead. Daily tasks included verifying emails, downtime, contacting SME's, device owners and functional groups to verify availability of devices for patching using BigFix. Tasked with bi-weekly task of finding all security related updates for all software used in the environment for federal regulations regarding electricity by NERC. Assisted in training all new personnel to the patching team. Assisted Endpoint security team in updating anti-virus agent and client to all operation devices. Other tasks included, resolving
- Education Lamar Institute of Technology, Beaumont, Texas - Associate of Applied Science in Software Applications.

4. JOB CLASSIFICATION - HELP DESK SUPPORT

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Penns Valley School District
Address	4528 Penns Valley Road, Spring Mills, PA 16875
Contact Person	Daniel Loht Director of Technology
Contact Details	(814) 422-2010 dloht@pennsvalley.org
Candidate Name	Dickens Akech
Date of Placement	9/6/2022

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY
- Friendly Help Desk Technician with 3 years quickly and effectively resolving customers' technical issues.
- Dedicated to exceeding client expectations by verifying satisfactory resolutions for every submitted ticket.
- Skilled at maintaining positive communications even in stressful situations.
- Ready to leverage deep technical knowledge and amiable personal interactions to provide superlative technical responses.
- Productive Material Handler offering 5 years of demonstrated experience in warehouse operations.
- Committed to safety and cleanliness in workplace. Dedicated to learning new skills and accepting tasks of increased responsibility.
- Detailed security professional with 3 years of experience bringing leadership and intuition to commercial and private security teams.
- Adept at monitoring high volumes of people while providing safety.
- Skilled at resolving conflicts and diffusing escalated situations.
- Experienced lance corporal Infantryman offering 6 years of experience with United States Marine Corps.
- Solid communication, planning and problem-solving abilities. Outstanding team collaboration and leadership skills.

SKILLS
- Order Processing Strong Attention To Detail
- Working Independently Excel
- Maintain Security
- Problem-Solving Skills
- Maintain Inventory

PROFESSIONAL EXPERIENCE
Material Handler Fulltime
2021-09 - Current
Defense Logistics Agency, Harrisburg, USA
- Ensured Reverse Supply Chain Operations processed that targets are met for sustainability initiative
- Performed picking duties in efficient manner meeting customer service standards
- Enhanced technical and functional competencies, as well as professional and leadership development
- Observed all safety regulations and promoted safe work habits
- Pulled, staged, verified and compared identifying information and counts of outgoing shipments
- Ensured effective and professional communication with team members and site
- DA leadership
- Maintained warehouse in clean, safe and organized manner
- Stored goods in warehouses and storage areas in proper locations
- Maintained clean and safe working environment throughout factory
- Drove material handling equipment to transport stored items within warehouse
- Pulled and prepared materials for customers' orders and shipping
- Pulled and issued parts for Production work orders Verified, counted and packaged product against packing list
- 0311(infantry man) Reserve component, US marine corps

cogent infotech

CRFQ-0705-LOT2400000011; Prequalification Agreements IT Temp Staffing
West Virginia Lottery Commission (Lottery), WV

Help Desk Support Specialist
2020-02 - Current
Sea Gate Communications (Part Time)
- Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- Patched software and installed new versions to eliminate security problems and protect data. Removed malware, ransom ware and other threats from laptops and desktop systems.
- Configured hardware and granted system permissions to new employees.

0311 Infantry Rifleman
2016-12 - Current
US Marine Corps Reserve (Part Time Weekends)
- Performed as the automatic riffle man in my fire team during situational training exercise in all infantry battle drills
- On occasion performed as fire team leader for numerous training events.
- Implementations of various tactics to accomplish challenging objects Various uses of small arms with close quarter battle techniques
- Honor, courage and commitment, the core values of the marines, define how every marines in the corps thinks, acts and fights.
- Trained teams on emergency situation preparedness and integration of tactical planning, equipment maintenance and weapon use.
- Taught personnel to mitigate environmental hazards and properly use personal protective equipment such as chem gear for battle scenarios.

Security Officer
2018-07 - 2021-09
Allied universal, Harrisburg, PA
- Managed third party risk management program in partnership with cross-functional teams
- Patrolled Emergency Department on consistent basis Implemented effective process for reporting of security incidents
- Ensured development, documentation and presentation of classified security education, awareness and training activities
- Investigated security incidents such as data spills, data integrity and malicious events
- Reported safety concerns, security breaches and unusual circumstances verbally and in writing Developed, tracked and reported on key program performance metrics
- Coordinated and conducted Industrial Security briefings and debriefings
- Provided constructive input to foster process improvement within department
- Collaborated with peers and supervisors to solve problems.

Security Guard
2014-04 - 2018-07
G4S secure solutions, Harrisburg, USA
- Enforced regulations designed to prevent breaches of security
- Documented daily activities using computer software such as Microsoft Office Word and Excel
- Reported safety concerns, security breaches and unusual circumstances both verbally and in writing
- Assisted, directed and monitored all persons entering and leaving facility property.

EDUCATION
- Bachelor of Science: Information Technology - 2022-07 – Current
- Arizona State University - Tempe, AZ

CERTIFICATIONS
- IBM cyber security analyst - 2022-07
- Entrepreneurship - 2022-07
- CompTIA security + - 2022-05

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	New York City Housing Authority
Address	90 Church St, New York, NY 10007
Contact Person	Patricia Lindo
Contact Details	(212) 306-2807
	Patricia.Lindo@nycha.nyc.gov
Candidate Name	Mario E Alicea
Date of Placement	5/11/2020

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY:
- Over 8 years of experience as an IT professional
- Knowledge of Software Development Life Cycle (SDLC) using Waterfall and Agile methodology
- Able to work independently and manage business expectations with a delivery/quality focused approach
- Experience interfacing with stakeholders, systems analysts and senior management
- Experience in creating design documents and Flow diagrams
- Experienced meeting facilitator, working through each stage of the SDLC
- Hands-on experience in data analysis
- Performed functionality testing, regression testing, accessibility testing and usability testing for various projects
- Ability to multi-task and prioritize work duties based on business needs
- Experience providing web application support to end users via phone, remote access and e-mail
- Open to dynamic work environment and ability to work collaboratively with business analysts, testers, project managers and other team members in the overall enhancement of product quality

CERTIFICATIONS:
CompTIA A+

City University of New York -Lehman College, Bronx, NY
Bachelor of Science – Computer Information Systems

Capstone Project: Developed a new version of the 1979 classic arcade game Asteroids, working through each step of the SDLC, using the Waterfall methodology and documenting all development and testing deliverables.

Relevant Coursework: Computer Information Systems, Microcomputer Applications, Visual Basic Programming, Database Management, Micro Database, Database Design & Programming, Programming Methods I & II, Advanced Java programming, UNIX Fundamentals, Microcomputer Architecture, Computer Programming and Information Processing, The Internet.

PROFESSIONAL EXPERIENCE:
Videndum Production Solutions Shelton, CT
09/2021-Present
Technical Support Engineer
- Performed Software/Hardware installation and configuring network switches, routers, firewall and mobile devices
- Repaired equipment by replacing faulty control, logical and power supply boards
- Provided troubleshooting services via phone with about 15-25 calls per day
- Utilize remote application support tools to diagnose hardware and software issues and document resolution for each service request reviewed
- Utilize knowledge base to analyze and formulate solutions to meet business software and equipment requirements
- Processing repair and payment paperwork
- Create and maintain customer accounts via Salesforce application
- Used Bomgar to remote into system in order to provide application support to clients

United Parcel Services   Bronx, NY
08/2003 – Present
Package Center Supervisor / Tech Support

- Technical support of field service team, resolving issues as they are identified and reported
- Attend and contribute to system enhancement requirements sessions as Subject Matter Expert
- Monitor webservices and troubleshoot data connection and rack and sim card issues for DIADs within specified SLA time frame
- Utilize data dictionary to resolve error messages on hand held and mobile devices
- Review service requests and perform ad hoc data corrections in the ODSE system within the same day
- Execute queries and produce daily required productivity reports
- Responsible for performing User Acceptance Testing and communicating identified errors for resolution
- Train new and existing users on the current application and newly deployed system enhancements
- Performed Project Management duties, create weekly team member schedule and delegate tasks
- Correspond with clients and vendors requiring technical resolution and management representation
- Utilize policy manuals and business rules to make sound decisions

Cogent Infotech / New York Housing Authority   New York, NY
05/2020 – 09/2021
Service Desk Support Technician
- Used Service Now Track-It ticketing system to create, update, resolve and escalate tickets for trouble shooting purposes
- Used Microsoft Teams to remote into system in order to download data and import into client network systems
- Provided troubleshooting services via phone with about 15-25 calls per day
- Responsible for troubleshooting reported Virtual Private Network (VPN) connectivity issues
- Managed mobile application troubleshooting via Workspace ONE (UEM)
- Assist with employee Multi Factor Authentication (MFA) enrollment issues
- Handles tickets assigned to the Siebel CRM and Siebel Public Housing group, including resolving incidents, fixing bugs and fulfilling requests. This includes approximately 120 incidents and many email & phone requests per week
- Name/SSN/DOB changes
- Pending addition issues with duplicate SSN
- Assists users working from home on how to connect to Siebel
- Registering tenants for self-service access & resetting/unlocking their passwords
- Process Annual Reset and Opt In, Opt Out request
- Assist users with upload documentation issues
- Handle corrections via audit trail

TekSystems / Krasdale Foods Inc. White Plains, NY
03/2019 – 09/2019
Help Desk Support Technician
- Provided troubleshooting services via phone with about 15-25 calls per day
- Performed Software/Hardware installation, created disk imaging, installing and configuring network switches, routers, firewall and mobile devices
- Repaired PC and printer hardware
- Used Bomgar to remote into client network to recalibrate touch screens, troubleshoot printers and pin pads (credit card machine used for payment)
- Used Bomgar to remote into system in order to download data and import into client network systems
- Transferred data between networks and primary server using Filezilla
- Used BMC Track-It ticketing system to create, update, resolve and escalate tickets for trouble shooting purposes

TekSystems / Marriot International Stamford, CT
04/2018 – 12/2018 *Application Support Analyst*
- Communicate with Marriot property team members via SERVICE NOW, and REMEDY
- Analyze reported Interactive Voice Response (IVR) system issues
- Recreate issues identified during QA /UAT, prioritize and coordinate with the respective team to get them resolved
- Regularly interact with stakeholders to understand their business needs and gather requirements for system enhancements
- Responsible for troubleshooting reported network issues related to mapped drives, network printers and scanners, bad ports, low speed etc.

- Utilize remote application support tools to diagnose hardware and software issues and document resolution for each service request reviewed
- Work with Project Manager and assist various groups with migration tasks for scheduled deployments
- Utilize knowledge base to analyze and formulate solutions to meet business software and equipment requirements

Fidelis Care Rego Park, NY
02/2000 – 08/2003
Service Specialist
- Reviewed requirements and developed an excel database to manage the inflow and tracking of more than 1000 health insurance paper application forms per day
- Maintained process flow functions to comply with application completion guidelines
- Processed mail merge responses triggered by errors identified by agents
- Maintained document repository and edited forms as requested by appropriate authority
- Worked with agents to analyze current business processes and procedures to identify gaps and areas for process improvement

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Tarrant County
Address	Plaza Building, 200 Taylor St., Fort Worth, TX 76196
Contact Person	Richard Barron Supervisor
Contact Details	(817) 884-1857 rjbarron@tarrantcounty.gov
Candidate Name	Movva Kedarnadh
Date of Placement	8/17/2020

RESUME OF THE CANDIDATE SUBMITTED

Professional Summary:
- Desktop engineer specializing in **SCCM** Administrator with around eight years of experience in SCCM, **MDT**, **SCOM**, **AdminStudio**,**APP-V**,**VMware**,**Hyper-V,PowerShell,VBScript,Citrix**,**Intune**, **Azure**,**SCUP**,**MDM**,**WSUS**, **MDOP SQL.**
- Demonstrate an understanding of the application development lifecycle. Familiarity with **SDLC** (Systems Development Life Cycle) standards.
- Packaging and re-packaging **MSI**s for heavily locked-down environments.
- Worked on the deployment of the application and development of total system solutions. Expertise in Windows Installer Technology and working with various applications for software packaging.
- Experience with MDOP tools **APP-V** 4.6 and 5.0 Virtualization of applications that support Win7.
- Experience in creating and working on **MST** (Transforms), **MSP** (Patches) and **MSM** (Merge Modules) for use with MSIs.
- Knowledgeable of PC setup and installation to include peripheral installations.
- Provision Packages using **AutoPilot** configuration deployments.
- Good Experience in automating the applications for software distribution using SMS Installer, SCCM 2007/2012/2016, Install shield/Admin Studio, Citrix XenApp, APP DNA, Group Policy
- Experience in deploying application through Citrix XenApp 5 including Application Streaming Process, Application Delivery Criteria and User Profiles.
- Manage technical aspects of software deployments using Install shield AdminStudio 2014, SMS installer, Wise Package Studio, and Prism for various products on server and client operating systems.
- Detailed knowledge on analyzing & evaluating the product & making desired modifications, enhancements to release the final product.
- Develop MSI packages and transforms using **AdminStudio**.
- Used all the available tools in InstallShield AdminStudio effectively in developing the Windows Installer Packages.
- Experience in creating **Upgrades**, **Patches** and Services as per customer standards.
- Experience in application sequencing using App-V 4.6 Sp1 & App-V 5.0 and App-V 5.1.
- Understanding and experience in working with **MacOS** Management platforms like **JAMF** Casper.
- Created, modified and customized MSI packages using **Wise Studio** (3, 5 and 6) and **Orca**.
- Experience with SCCM, **Intune**, and **Landesk** systems management software.
- Help troubleshoot Mobile Device Managed (MAM) devices as well as Mobile App Managed policies (MAM) with **Intune**.
- Deploying Intune Clients to PC's through **Intune**.
- Knowledge of **Windows Registry**, File System, Services, Devices, Security and Active directory services.
- MSI re-packaging using Altiris Wise Package Studio and deployment on Windows XP.
- Used Orca for MSI conflict resolution and performing ICE validation.
- Strong Knowledge and Experience in Implementing and configuring Microsoft Application Virtualization Environment.
- Extensive experience in migrating SCCM from 2007 to 2012, migrating software packages, collections and clients.
- Experience with **VDI** (Virtual Desktop Infrastructure) along with App-V 5.0.
- Experience with **Citrix XenApp and Citrix XenDesktop**, utilized them for **App-V** Applications delivery.
- Hands on experience on disk encryption tools like **BitLocker**.
- Worked extensively on WMI, Wise script, Win Batch, VBScript, Perl and Visual Basic.
- Familiar with debugging tools like **Orca, Filemon, Regmon, Functional testing, performance testing, UAT testing**.

- Worked on various Application packages for Windows XP Professional and Windows 7.
- Experience in SCCM Administration, ThinApp, Wise Package and Install Shield.
- Experience in Microsoft ACT, App DNA's Aptitude compatibility tool.

CERTIFICATIONS:
- **ITIL Foundation v.3 Certified** (EXIN)
- **RHEL**
- Bachelors in computer science from Osmania University, India

TECHNICAL SKILLS:

Packaging Tools and Scripting	**Microsoft Application Virtualization, Wise Package Studio and InstallShield, Flexera AdminStudio 2014, Flexera AdminStudio2016, Citrix XenApp, APP-DNA, Microsoft App-V**, SCCM **2007**, **SCCM 2012,SCCM 2016, Powershell,VBscript.**
Deployment Tools ,Others	**SCCM 2007,SCCM 2012, SCCM 2016, APP-V**
Virtualization Tools	**Hyper-V and VMware,APP-V**
Debugging Tools	**FileMon, RegMon, Procmon, Beyond Compare and Dependency Walker**
Database	**Microsoft SQL Server, MySQL**
Operation Systems	**Windows Server(2008,20012,2016), XP, Vista, Win 7,Win10, Linux and UNIX**

PROFESSIONAL EXPERIENCE:
HCSC, Richardson, TX
October 2018 –Present
Sr. Desktop Engineer /SCCM Admin
- Worked closely with application owners on any or all of the application request phases until completion.
- Repackaged legacy installers and In-House applications using Adminstudio Repackager.
- Created application packages and deployed using **SCCM** to 25000 workstations and/or servers.
- Performed QA tests for the applications in production, worked as a primary interface with the business users and passed the application through User Acceptance phase.
- Worked on Various applications to build **MSI** packages and used Merge Modules (**MSM**) and Patches (**MSP**) and performed customization by using Transforms and worked on Silent Installs for certain application to automate them for software distribution.
- Create and configure processes for profile migration from **Windows 7** to **Windows 10** utilizing USMT.
- Created Driver packages and Task sequenced them.
- Third level troubleshooting of all packages and delivery in the environment.
- Document installation and troubleshooting procedures for all approved software.
- Sequencing the application using Microsoft **APP-V 5.1.**
- Create MSI via App-V sequencer and deploy them through SCCM.
- Implementing Automation using **Powershell** scripts.
- Knowledge in **MDT** and SCCM (capturing images (.wim), creating packages, advertisements, task sequences, operating system deployment (OSD) and queries).
- Responsible for developing post-imaging scripts (**Batch**,**VBScript**,and **Powershell**) to automate configuration tasks for Windows 10 deployments
- Microsoft SCCM duties that included Deployment, Patching, Infrastructure, and troubleshooting duties.
- Automated, scripting, administered and configured office365, Skype for Business, **Microsoft Teams**, **Windows server 2008,2012 ,2016,2019** and virtualization environment using Windows PowerShell.
- Experience in deploying application through Citrix XenApp6.5 including Application Streaming Process, Application Delivery Criteria and User Profiles.

- Developed Virtual apps for in-house client server applications through Citrix Streaming profiler 6.5/6.0/5.2.
- Facilitated end client user system upgrades from **Office 2010, 2013,2016** to **Office 365**.
- Created the Transforms (MSTs) for the vendor supplied MSI file using Install Shield Admin Studio.
- Testing of the applications using **Hyper-V**.
- Utilization of change management/change control processes and procedures for deployments.
- Management of the **JAMF** Casper servers including packaging, deployment scripting and testing, shell scripting, and tier 3 technical issue resolution.
- Performing administration and Troubleshooting of **Active Directory**, **IIS**, **WINS** and **WSUS**.
- Apply applicable Microsoft and Third Party patches through **Big Fix**, SCCM/WSUS and **SCUP**.
- Customize and create hardware agnostic Windows 10 image using sysprep, PXE, WinPE.
- Administer Microsoft SCCM 2012 R2 environment, including creating or editing security groups, application deployments (collections, advertisements, task sequences, and PowerShell scripts), patch management, general troubleshooting, log analysis, upgrade and recommendations on current infrastructure.
- Knowledge of Microsoft SCCM 2012's: Architecture, Sites, Collections Distribution points, SCCM database, Windows Server 2008R2+Active Directory, MDT deployment technologies.
- Familiarity and understanding of Active Directory, **Windows GPO**, WINS, **DNS**, **DHCP**, and **TCP/IP** and commands.
- Configured new and existing machines, virtual desktops, Wyse Thin Clients, laptops, applications and user profiles for Windows 7.
- Set up new laptop and desktop computers, transferring user data.
- Provided senior level desktop support for trading floors and varying departments after Windows 7 rollout.
- Client based interaction, Multi-Tasking, and Problem Solving with-in the time frame.
- Performed setup and management of monthly patching of Windows Servers.
- Thorough knowledge of Windows operating systems (7/8/10), MS Office products, PC configurations, PC hardware, networking and server environments.
- Coordinate training sessions for customerand helpdeskteam.
- Help desk using Service Now ticketing system. Provided support via phone, remote and deskside.
- Build, configure and troubleshoot server and desktop software and hardware.
- Setup of laptops. Help users logon. Work troubleshooting tickets.
- Hands-on experience solving technical problems concerning Office 365 services - **Onedrive,** Office 365 Proplus, SharePoint Online, **Intune**, O365 Groups, Teams, Delve and all Azure, Azure AD Synchronization and O365 identity management.
- Deploying Intune Clients to PC's through **Intune**.
- Mobile integration for laptops/desktops, tablets, and phones for **Intune**.
- Involved in Automation of the Packaging and deployment by developing various automation tools.
- Manage O365 accounts in the **AZURE** portal with resetting passwords, changing accounts, and monitoring activity.
- Implementing Intune **Autopilot** and configuring profiles to match GPOs.
- Creates packaging and deployment of third party applications for Windows Servers.
- Creating Custom Actions in .MSI packages using VB/PowerShell scripting.
- Provide support and technical assistance for the MS **Bitlocker.**
- Monitor **SCOM** alerts for any disk space, memory, disk IO issues.
- Providing support through **JIRA** system tool working on tickets of users.
- Understanding of WMI and familiarity with WQL queries. Create custom collections, WQL queries/SQL reports to provide management with software deployment status, asset inventory (hardware and software), and Software metering usage reports.
- Experience with developing deployment, configuration, and reporting solutions using Microsoft PowerShell.

Tarrant County, Fort Worth TX
April 2017 to October 2018
SCCM Admin
- Application Packaging for Windows 10 environment including the latest release.
- Performed Software Packaging and distribution, Software Metering, Software and Hardware Inventory.
- Working on the escalated technical incidents\problems by SCCM L2 Team.
- Responsible for client-side troubleshooting for Software distribution.
- Proficient in VB and PowerShell scripts and able to create custom actions.
- Software Distribution deployment via SCCM.
- Generating SCCM custom SQL reports.

- Resolved problem tickets relating to Office 365 Identity and **Azure AD**, Free/busy information, **SharePoint online**, Exchange online, Skype for business, **Windows server 2008 R2/2012 R2 Active Directory Domain Services**
- Installed periodic updates of MS patch and security patches and bug fixing using Windows WSUS and BigFix.
- Created packages for operating systems and application deployment using SCCM and Automation tools.
- Experience with OSD and MDT within SCCM as well as MDT stand-alone deployments.
- Provide second- and third-level troubleshooting and support of desktop-related issues.
- Responsible for SCCM operation tasks including Software Deployments, Monthly patching activity, CI and Baseline etc.
- Configuring, testing, validating, implementing and deploying of Microsoft Local Administrator Password Solution (LAPS) across client's Active Directory with GPOs.
- Responsible to transfer customer profile information from Windows 7 to Windows 10 by using User state migration tool (USMT).
- Used **Splunk**, **Nagios**, SCCM and other tools to maintain and monitor the network.
- Set up of Windows Servers in a virtual testing environment VMWare in preparation for BitLocker encryption.
- Installing O365 ProPlus using Click-to-run from O365 portal and deploying using SCCM with creation of SCCM package.
- Software Support for **Microsoft Intune** and **Ofiice 365 MDM** (Mobile Device Management).
- Following **ITIL Change Management, Incidents Management**, **Problem Management** process.
- Working on the escalated technical incidents\problems.
- Expertise in Packaging applications with Wise/**Admin Studio** and Virtualizing applications using **APP-V** and **Thin APP**.
- Perform patch management via SCCM and ensure Windows servers have the latest approved patches.
- Completing pre-distribution**, UAT** and **Pilot** analysis to ensure the request includes the necessary information to fulfill the process.
- OS deployment in SCCM (image management, task sequences) Windows Imaging & OS Deployment Customizing.
- Troubleshooting on SCCM/ConfigMgr Distribution failures and Validating Packaged Applications for Deployment Readiness.
- Scheduling distribution of software packages to target audience through distribution tool within the required duration and time frame.
- Communicate with business users to ensure the successful implementation of projects.
- Packaged applications using Admin Studio. Created, tested, documented, and deployed applications, scripts on Windows 7 and Windows 10 systems. Using SCCM, monitor installation status, troubleshoot, worked with vendors, and resolved installation and OSD failures.

Weir Group PLC, Fort Worth TX
November 2016 to March 2017
Sr. Application Packager/SCCM Admin
- Responsible for creating packages for Windows10, Windows2012 R2, Windows7 (32, 64), operating system and Citrix machines.
- Responsible for migrating Engineering, ERP and other applications from a legacy environment to **Azure cloud**.
- Create Package for **Citrix**/**EUC** Desktop Environment
- Packaged various Home, **COTS** applications, custom applications to build MSI, MST packages according to the package requirement using **AdminStudio 2016**, Install Shield.
- Created Custom Actions that add additional functionality to an MSI using Scripts.
- Created Windows Installer setup packages (.MSIs) and modified the MSIs as per the standards, using Admin Studio for standard desktops and laptops.
- Worked on packaging applications like Office2016, Office2010, **Solidworks**, **AutoCAD**, **Syteline**, **SAGE**, **Adobe reader**, **Adobe Air** etc.
- Creation and Implementation of Transforms (.MST), Merge Modules (. MSM) and Patches (.MSP) within an application package.
- Web Server/IIS 7.0 installation, configuration.
- Experience in **Citrix XenApp** packaging and publishing shortcuts through **Citrix Studio**.
- Troubleshooting of packaged Applications in both the Windows and Citrix environments.
- Analyzing the various technical problems during the UAT and providing timely resolution of issues in both the Citrix Xen desktop and windows environment.
- Experience with using Virtual Desktop Infrastructure (**VDI**).

- Sequence applications using **APP-V** sequencer and use full infrastructure to publish them.
- Used App-V Sequencer to monitor the installations of applications Packages.
- Understands software deployment processes possibly leveraging JAMF Casper Suite and/or Apple Software Update.
- Involved in Windows 10 migration project.
- Extensively used Batch Script, VB Script to achieve additional functionality.
- Testing packages in different windows systems by using HYPER-V (6.3.90).
- Strong experience in using software distribution tools SCCM-2012 to deploy applications, creating task sequences, advertising virtual applications, creation of collections.
- Collection and Application/Package Creation, Distribution and Deployment in SCCM.
- Configured Discovery methods, Boundaries, Distribution points (DP's).
- Created applications and deployed to user-based, device-based collections.
- Providing technical assistance to system users by identifying, researching, and resolving technical issues.
- Experience with Win Installer and Debugging Tools like **File-Mon**, **Reg-Mon** and IN-Control.
- 24/7 On-call rotation for software install and SCCM support.
- Worked on updating the duties and notes under **JIRA**\confluence.
- Monitoring and troubleshooting the software distribution/Patch Management end-to-end process. And Monitoring SCCM Servers health using SCOM.
- Developed OS patching and imaging process using WinPE to distribute to 7000+ servers across data centers around the world. This is integrated with Autopilot to provide a robust mechanism for imaging, OS upgrading, and patch updates that occurs monthly.
- Deployed created packages to Azure environment.

American Airlines, Dallas TX
January 2015 to October 2016
Sr. Application Packager/SCCM Admin
- Responsible for creating packages for Windows10, Windows7 (32, 64), Windows8.1-64bit operating system.
- Gathering Requirements, Packaging, Testing and Deploying Software packages.
- Creating Windows Installer setup packages (.MSIs) and modified the MSIs as per the standards, using Flexera AdminStudio 2014.
- Responsible for Creating Custom Actions using various scripting technologies like VB Script, Wise Script, Power Shell.
- Responsible to create Windows10 image according to Client policies and customizations.
- Used VB Scripts and PowerShell Scripts to add various functionalities in packaging and to automate/schedule the tasks.
- Worked on windows registry files like creating/merging, debugging the invalid entries and working with existing registry using VB Scripts and PowerShell
- Utilized SCCM 2012 to deploy Package for UAT testing, **QA** and finally to End-Users.
- Administrated workstations remotely from a centralized location using Landesk.
- Responsible for Operating System Deployment (OSD), image deployment, Office 365 and software deployment.
- Maintain Active Directory services and Exchange O365.
- Experience with MDOP 2010 tools App-V 4.6 and App-V 5.0 Virtualization of applications that support Win 7.
- In-depth understanding and experience with Active Directory, Group Policy and VMware
- Identifying and Fixing SCCM 2012 deployment issues.
- Keep management, business stakeholders, and project managers informed on deployment progress and/or issues.
- Captured Windows10 OS customized image and deployed it to several Client machines using MDT 2012.
- Conversed legacy Citrix applications to VMWare ThinApp.
- Worked with **Flexera AdminStudio** to repackage various applications and build MSI packages and Transforms (MST) and Patches (MSP).
- Created transforms (.MST) with Tuner and Developer to run alongside the original vendor Windows Installer setup package (.MSI) during deployment to add data and to allow future patching and updating
- Respond to any SCCM infrastructure alarms Symantec /incidents and resolve issues.
- Created VB scripts and packages for deployment via SCCM 2012.
- Creating & managing software inventory reports using SCCM queries.
- Created a Packaging template to facilitate the process and best practices using AdminStudio.
- Software packaging with AdminStudio and managing VDI pools for the production environment.
- Ensure Machines encrypted using bitlocker and verified the Recovery key information is stored in Active Directory.

- Updating configuration or .dll file using Installshield for MSI applications.
- Created MSI packages using Citrix Installation packager in Citrix.
- Created MSTs for the In-House applications, COTS Type applications, and vendor MSIs to modify and package them as per the organization's packaging procedure according to Microsoft's best practices guidelines.
- Patching of organizations Workstations & Laptops through WSUS.
- On-site exposure on MS Bit locker to encrypt and decrypt the disk drives.
- Experience with editing MSI application using Install shield and updating them.
- Provided guidance on creating custom reports utilizing the SCCM DB using custom SQL queries and SQL Reporting Services.

Home Depot Atlanta GA
December 2013 to December 2014
Application Packager
- Responsible for migrating existing XP Packages to Win7 32, Win7 64.
- Repackaged COTS and internally developed applications (many were legacy applications) using Flexera Install shield AdminStudio, Microsoft Application Virtualization 4.5 (App-V), Wise Package Studio 7, Wise Script, PowerShell and VBScript.
- Responsible for developing post-imaging scripts (**Batch**, **VBScript**, and **Powershell**) to automate configuration tasks for Windows 7 and **Windows 8.1** deployments.
- Testing the applications in Windows 7 –platform for admin and nonadmin users.
- Implementation, Configuration and Troubleshooting of Systems Using Windows7.
- Designed and built the App-V Sequencing and the **Wise Repackaging VMware** virtual machines using Best Practices guidelines for use by the entire team.
- Developed and executed on application patching utilizing System Center Updates Publisher 4.5 for security patching of non-Microsoft applications.
- Managed and reviewed group polices to propose changes to increase performance, security, and efficiency.
- Adobe Customization Wizard is used to package and deploy adobe application which has packaging restrictions
- Created customized reports utilizing SQL/SQL Reporting services to help assist in making better business decisions.
- Monitored SCCM platform health and mitigated issues as needed.
- Designed workflow-based software packaging solution which included requirements gathering, software certification, packaging, detailed documentation, and end-user testing.

Belk Charlotte NC
January 2013 to November 2013
Application Packager
- Worked on Windows XP to Windows 7 Migration Project.
- Repackaged third-party applications into .msi format to support company standards and distribution methods.
- Worked on **Install shield**11, Adminstudio11 to create.MSI packaged to deploy on to Windows7
- Created silent installs to various vendor applications and also created Transforms to vendor MSIs using install shield Tuner and Orca.
- Create/Capture and tune Windows Operating Systems Images of Windows 7, injecting the appropriate drivers in Images and Customize User Profiles through USMT.
- Used PowerShell & VB scripting to develop application packages.
- Installed packages in system context on production build and complete QA testing before rollout.
- Troubleshot packaged Applications in both the Windows and Citrix environments.
- Tested applications in different user profiles (Admin and standard Users) to make sure that they function properly for all users on the managed Windows 7 Platform.
- Documented step-by-step process used for Repackaging and testing which includes custom action scripts.
- Troubleshot the various technical problems during the UAT and providing timely resolution of issues in both the Citrix Xen desktop and windows environment.
- Troubleshot package issues using third-party tools like **Procmon**, **beyond compare**, **Dependency walker** etc.
- Distributed Software using SCCM 2007 in a large-scale environment.

5. JOB CLASSIFICATION - IT SERVICE CONTINUITY ANALYST

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Lower Colorado River Authority
Address	3700 Lake Austin, Blvd, Austin, TX, 78703
Contact Person	Al Beavers
Contact Details	(512) 578-3278
	Al.beavers@lcra.org
Candidate Name	Krystal A Kulle
Date of Placement	05/04/2020

RESUME OF THE CANDIDATE SUBMITTED

Summary:
- Accomplished and influential professional with expansive experience and career achievement in cyber security analysis, defense management, tactical and strategic remediation, client engagement, and intelligence reporting. Maintains understanding of current information security challenges and solutions.
- A technically-sophisticated and proactive leader who is able to articulate complex information on security threats and incident response to internal and external groups across varied levels of technical understanding—while optimizing processes and methods for advanced persistent threat detection, threat intelligence, incident response, and vulnerability analysis.
- Multiple cyber trainings and certifications such as Splunk and Palo Alto Fire Range.
- Initiated triage of potential incidents to determine nature, scope, severity, and alerted FDA IT leadership.
- Completed cyber intelligence analysis in collaboration with Systems Management Center (Cyber Ops), Advanced Forensics/Insider Threat, and Threat/Vulnerability teams
- Develops, coaches, and empowers top-performing teams. Excellent interpersonal skills; forges productive relationships and rapport with diverse groups of key stakeholders and colleagues at all organizational levels.
- Thrives in collaborative, team-oriented environments; works independently with equal success. Recognized for sound judgment, key decision making, analytical mindset, and solid technical acumen.
- Resourceful, innovative, and respected.
- Monitored and tracked customer compliance in accordance with DFARS requirements and ensured that an action plan (POAM) was created and followed through.
- Cyber Intelligence Analysis | Information Technology | Intelligence Product Reporting | Strategy Development
- Open Source Intelligence (OSINT) | Defense Management | Threat Research & Assessment | Detection & Response
- Training & Mentoring | Quality Control | Signals Intelligence (SIGINT) | TS/SCI w/CI Polygraph Security Clearance
- Professional Experience

TDI-Austin, TX
July 2019 – March 2020
Supervisory Criminal Analyst
Led TDI Fraud Units Financial and Intelligence team in a wide-ranging evaluation of sensitive and open source technical and criminal intelligence; provided in-depth analysis and assessment of criminal fraud and fraud related emerging threats to TDI, and Texas consumers.
- Excelled as Intelligence Team Manager spearheading a new TDI project for early warning indications and criminal fraud threats
- Managed financial intelligence analysts, effectively able to communicate findings to individuals of all levels
- Proven success at prioritizing mission and personnel needs, such as budgeting for training, software and time management
- Fostered strong moral with own team and with other teams within the department, as well as agency
- Established optimized situational awareness of emerging threats, criminal fraud actors and potential exploitation techniques
- Determined nature/scope of potential incidents and events; classified severity of incidents, and advised TDI Fraud Unit leadership on emerging threats
- Produced whitepapers, and reports to TDI Fraud Unit Leadership

DC3-Linthicum Heights, MD
Aug 2018 – Jan 2019
Senior Cyber Security Analyst
Led comprehensive evaluation of classified and open source technical and cyber security intelligence; forged in-depth analysis and assessment of cyber and acquisition threats to DOD assets, critical networks, and infrastructure.

- Established optimized enterprise situational awareness of emerging threats, threat actors, and exploitation techniques
- Completed cyber intelligence analysis in collaboration with Systems Management Center (Cyber Ops), Advanced Forensics/Insider Threat, and Threat/Vulnerability teams
- Triaged and determined nature/scope of potential incidents and events; classified severity and prioritized incidents, and advised DoD leadership on actions to address
- Produced polished whitepapers, presentations, and briefings used by senior US Government officials

FDA-Bethesda, MD
March 2018- Aug 2018
Cyber Security Analyst
Identified threats to FDA critical networks and infrastructure via exhaustive research and evaluation of classified technical and cyber security intelligence. Analyzed and correlated network security incidents from multiple internal FDA systems to define cyber threats and vulnerabilities with potential to impact FDA public health mission.

- Developed intelligence-driven recommendations to enhance FDA cyber security program and meet FDA's cyber security objectives and goals; produced cyber threat intelligence briefings and reports for network analyst, and technical and senior leadership
- Directed cyber intelligence analysis; established understanding of potential intent, objectives, and activities of cyber threat entities (foreign intelligence, additional external actors, and insider threats)
- Assessed security architectures against FDA information to determine potential Advanced Persistent Threats; prepared cyber threat assessments based on research, raw data, and open source reporting
- Initiated triage of potential incidents to determine nature, scope, severity; alerted FDA IT leadership

Navy Cyber Warfare Development Group (NCWDG), Suitland, MD
Dec 2015 – Feb 2018
All Source Analyst and Reporter
Spearheaded identification and assessment of target capabilities and vulnerabilities. Collaborated with intelligence community partners to produce classified threat intelligence products and briefings to internal and external partners. Contributed to long-term target development and discovery and exploitation of adversary vulnerabilities.

- Championed critical engineering threat analysis; completed 800+ hours of research to identify critical vulnerabilities—and subsequently amplified critical target awareness and secured 15% productivity growth
- Produced complex, multi-source intelligence products derived from intelligence data collection and analysis; identified information gaps and prioritized development of intelligence and collection strategies
- Excelled as Team Lead on two projects to complete critical engineering analysis of strategic threat platforms
- Tracked Advanced Persistent Threat activities; devised cyber threat assessments based on research, unique data sets, and events

Developed comprehensive whitepapers, presentations, and briefings (utilized by senior US Government officials

Uss Porter- Norfolk, VA
Dec 2012 – Aug 2015
Reporter and Analyst
Facilitated optimal, time-sensitive cryptologic support for fleet level consumers. Conducted real-time SIGINT analysis and prepared tactical and technical reporting.

- Operated signals collection equipment, systems, and antennas for analyzing signals of interest; allocated signals intelligence collection resources
- Led analysis SIGINT collections; drafted time-sensitive reports (20%+ of total mission output)
- Mentored and trained 10+ junior military personnel in collection operations, target analysis, and tactical reporting; secured 100% pass rate for analyst training and qualification exams—and bolstered operational manning by 25% (two months ahead of schedule)
- Managed personnel access and clearances via effective documentation and maintenance of security procedures
-

- Crafted multiple operational summaries to keep leadership apprised of adversary vulnerabilities and ship movements; secured 30% increase of awareness
- Established new Analysis Fusion Cell; discovered new targets and amplified total collection by 15%, enabling better and more in-depth long-term analysis and increased awareness of adversarial positioning

Navy Information Operations Command (NIOC)-Honolulu, HI
Dec 2008 – Aug 2012
Senior Analyst and Reporter

- Excelled as Lead Analyst. Delivered support to tactical and strategic consumers including PACOM. Authored product intelligence reports providing actionable intelligence to consumers to inform forward deployed military assets of collection targets and protocols. Responded to request for information (RFIs) from national consumers and 2nd party personnel.
- Developed multiple SIGINT product reports—contributing 20%+ of total mission output
- Led in-depth analysis on multiple assets and target locations for high-profile target operations; increased production capabilities, accounting for 25%+ of total mission coverage

Education:

- Bachelor of General Studies in w/con History from Southern New Hampshire University   Mar 2019
- Master of Psychology w/con Industrial and Organizational Psychology from Southern New Hampshire University expected 2020

Certifications & Training:

- Splunk Certified User (Cert-███████)
- Intelligence Community Advanced Analysis Program (ICAAP), Office of the Director of National Intelligence (ODNI)
- Analysis 101, College Park, MD
- Analysis 201, (ODNI) Distinguished Graduate, Tyson's Corner, VA
- Joint Special Operations Intelligence Course (DIA), Anacostia-Boiling, MD
- Cyber Range Training (Palo Alto Networks), Reston, VA
- Technical Proficiency
- JPAS, DRT, HITS, Google Earth, Renoir, Analysts Notebook, Anchory, Metrics, Interlink, AMHS, NSAnet, JWICS, SIPR, NIPR, mIRC, MS Office, OneNote, Alaska, SIGINT tools and programs, Virus total, Splunk, IpVoid, Wire shark, InfoByIP, Domain Totals, Fire Eye, and other open source tools and resources

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	New York Power Authority
Address	123 Main Street, White Plains, NY 10601
Contact Person	Christine Prendergast
Contact Details	(914) 681-6612
	Christine.Prendergast@nypa.gov
Candidate Name	Zorawar Singh
Date of Placement	02/11/2021

RESUME OF THE CANDIDATE SUBMITTED

SUMMARY
- Over 14+ years of diverse experience as a Management Consultant and Lead Business & System Strategy Analyst in the field of Information Technology with an emphasis on Business Analysis in Healthcare and Financial delivery on projects focused on distinct domains focusing as Customer relationship management (CRM), Data Warehousing, Business Process Management, Business Intelligence, Healthcare Management, Global Wealth Investment Management, Claims Management System, Analytics using predictive Modeling techniques domain,
- Expertise in creating Business Requirement Documents, User Requirement Specifications, and Functional & Technical Specifications based on the respective domains and bring about radical & innovative ideas to suit business needs.
- Expert in analyzing skills in Claims Migration Projects, vendor delegated projects and Analyzing RFP's provided by vendors.
- Extensive experience in analyzing and Creating Use Cases, Use Case Diagrams, and Activity diagrams, Data Flow Diagrams, Business Flow Diagrams and Navigational flow diagram, Wire frame Diagrams and Sequence diagrams.
- Expert understanding on the whole SDLC life cycle in depth within the agile and waterfall space
- Expert skills in creating Business Required Document (BRD) following, Current & Future State Process following EPMO standards.
- Worked on Salesforce product implementation during open enrollment and billing.
- Implemented CRM applications and Salesforce modules for product development of different modules used by the organization
- Experience using IBM BPM tool and IBM Blueworks Live for process modeling and Pega platform changes
- Expertise in Data modeling for Data Warehouse/Data Mart development, Data Analysis for Online Transaction Processing (OLTP) and Data Warehousing (OLAP)/Business Intelligence (BI) applications.
- Extensive experience in preparing monthly financial reports, expense/accrual analysis and PL review
- Experience in financial analyses, Forecasting, Metrics Reporting, and creating standardized adaptable Market Reports
- Excellent Communication, Presentation and Analytical skills
- Experienced in Project Lifecycle Management including initial scoping and budget and schedule estimations, planning, analysis, design, development, and implementation Offshore/Onsite management.
- Worked in various levels of management and performed managerial processes involving Requirement Design Discussions, Interaction with Client and Cross Functional Team Interactions.
- Excellent knowledge in Healthcare domain like Claims system (837, 835, 270/271), Medicare, Medicaid, Managed care, DSNP members, MMIS, Health Plan, provider, membership and HMO/PPO, Dental and vision claims.
- Designed and applied best practices for business analysis and application delivery based on Scrum framework.
- Mentored and trained team members to assist in productive team interactions and building skill sets.
- Strong Analytical, Multi-tasking, Communication, Presentation, Decision making, Negotiation, Facilitation and Organizing skills.
- Expertise in Business Modeling using MS Visio, Enterprise Architect, Rational Rose and proficient in creating Wireframes/ Mock-up Screens for designing prototypes.
- Experience with BABOK Techniques; Business Process Modeling, Use Case Development, Wire framing and Rapid Prototyping to help the business in designing their software models.

TECHNICAL SKILLS
- Business Modeling Tools: MS Visio, IBM Blueworks Live, BPM, Excel, PowerPoint, and UML
- Change Mgt Tools: Service Now, Clear Quest
- Agile Tools: JIRA and Dev Ops

- Testing Tools: Clear Quest, Test Director, Quality Center, ALM
- Office Tools: MS Office Suite, IBM Lotus notes
- Reporting Tools: Tableau, Cognos BI, Crystal Reports, OBIEE, Analytics, Microsoft SharePoint
- Data Modeling Tools: Erwin r7.1/7.2, ER Studio. Oracle Designer, Rational; Microsoft office tools
- OLAP Tools: Microsoft Analysis Services, Business Objects
- ETL Tools: Microsoft SSIS and Informatica 7.1.3
- Programming Languages: SQL, PL/STL, T-SQL, SAS/SQL, HTML, Physical Data Modeling
- Database **Tools:** Ms SQL Server 2000/2005/2008, DB2, Oracle 10g/9i, MS Access, Teradata

EDUCATION
- Bachelors in Political Science, Montclair State University.

Certification
- CompTIA A+ and Network+
- Oracle Hyperion(Financial Planning) Certified
- HP certification in QTP Automation
- Six Sigma Green Lean certified

EXPERIENCE

Blue Cross Blue Shield Horizon, NJ
May 2012 – Present
Sr Business Analyst / Product Owner
Horizon Blue Cross Blue Shield of New Jersey, headquartered in Newark, NJ is the only licensed association plan in New Jersey, providing health insurance coverage to over 3.8 million people throughout all of NJ. We work collaboratively with health care professionals and hospitals across the state. As a Lead BA, I was responsible for leading and overseeing Provider related initiatives, Medical cost reduction (vendor delegated) projects and Pharmacy programs.

Responsibilities:

Project – Lab Implementation
- Gather current state data feed requirements from external vendors
- Migrated from NDM Mainframe job to ETL for the file feeds sent to Lab partners (LabCorp, Quest Diagnostics & Bio-Reference)
- Worked with managing Data reports and metrics across multiple data sources to identify gaps, issues and mitigation plans.
- Worked with Data Analytics team for dashboard Metric built for Medical cost trends and high cost drugs
- Worked with middleware teams for API source to target mapping for internal/external portals and crosswalk table updates.
- Worked with business stakeholders in prioritizing new feed requirements based on new regulatory guidelines.
- Documented complex business processes and work flows, and propose areas for improvement resulting in ROI
- Involved and developed RFP's and business cases during vendor selection process for the provider platform enhancement
- Working knowledge of developing and implementing enterprise architecture (EA) governance Ability to work/execute on multiple projects.
- Worked on SAS Analytical reporting for Clinical and Rx claims data for CMS and state level regulatory reporting.
- Gathered FHIR/interoperability requirements related for 837I(institutional claims) data exchanges and updated API mapping documentation working alongside with EDI teams.
- Facilitate and lead JAD Sessions to collect requirements from Subject Matter Experts (SME's) and prepare business requirements and Technical requirements that provide appropriate scope of work for technical team to develop prototype and overall system
- Developed timelines for project delivery, and managed projects/resources
- Acting as a PM/IT Lead in setting realistic Project Expectations and in evaluating the Impact of changes on the Project
- Plans accordingly and conducted project related presentations for CTO department.
- Created targeted Questionnaires for SME's to gather requirements.

- Responsible for giving solution to assist enterprises to administer important business as well as operational risks and to identify best practices, operations cost reduction, and development opportunities.
- Conduct training sessions to ensure end users are prepared for system deployments.

Project – **Provider Data upgrade**
- Gather current state data feed requirements from external vendors and understand FHIR, Interoperability impacts
- Worked on modernization of the Provider upgrade program
- Worked within the Agile Safe framework working with Agile Teams, Scrum Masters, Product Owners and cross functional areas that supported Agile Safe framework (Provider portal and member portal teams)
- Worked on Credentialing and Re-credentialing requirements and process flows
- Experienced with data analysis and mapping for system integration and API development support
- Worked on Provider Network modules, specialties and associations.
- Worked on upstream impact analysis and requirements gathering for CRM application using Salesforce
- Worked on Provider automation of letters (Welcome letters, Network change, location change letters).
- Performed Data profiling activities, source to target mapping to build out data models for provider data
- Led agile/sprint sessions with users/dev/qa teams related to front end changes for provider network operations.
- Worked with business stakeholders in prioritizing requirements in an agile environment
- Wrote requirements for Provider Add/Remove Location Affiliations
- Worked on Provider Enrollment Functionality Wizards for Medicaid and Medicare LOBs
- Worked on configuration requirements for Provider domain for new specialty types, taxonomy codes for Medicaid and Medicare providers
- Manage and prioritize strategic projects and drive proactive solutions that deliver business value and lead the implementation of information transformation capabilities
- Involved and developed RFP's and business cases during vendor selection process for the provider platform enhancement
- Presented Demos/trainings of proposed functionality improvements to internal teams & clients and conducted usability evaluations on CRM and ERP applications
- MDM Implementation – Query Database to analyze the data for analysis.
- Extracted data from Oracle and SQL Server and DB2 using Informatica to load it into a single data warehouse repository.
- Worked with Enterprise Architects, BPI teams and Application areas in identifying process improvement areas related to provider data
- Data Analysis – Create new business rules to load cleansed data in MDM Hub feeding to the provider and member portals
- Worked with technology areas(data governance/MDM/Teradata teams) to identify business rules to load cleansed data in MDM Hub via Informatica Data Quality
- Create targeted Questionnaires for SME's to gather requirements.
- Facilitate and lead JAD Sessions to collect requirements from Subject Matter Experts (SME's) and prepare business requirement and Technical requirements that provide appropriate scope of work for technical team to develop prototype and overall system
- Responsible and led the preparation of BRDs
- Excellent strategic and interpersonal skills, comfort in working with people at all levels across all functions, including business and technology
- Ability to manage complexity, multi task, juggle multiple work streams and deliver solutions to a tight deadline
- Worked on process improvement areas in Provider network by automating some of the provider operation areas(provider and member letters) brining in an ROI of $750k over 5 years.
- Developed timelines for project delivery, and managed projects/resources
- Acting as a PM/IT Lead in setting realistic Project Expectations and in evaluating the Impact of changes on the Project Plans accordingly and conducted project related presentations for CTO department.
- Created targeted Questionnaires for SME's to gather requirements.
- Responsible for giving solution to assist enterprises to administer important business as well as operational risks and to identify best practices, operations cost reduction, and development opportunities.
- Conduct training sessions to ensure end users are prepared for system deployments.

Project – **Pharmacy Programs (Multiple projects)**

- Worked with Pharmacy stakeholders to understand business functions and recommending process improvement areas
- Document improvement areas, ROI's and work with technology areas and Architects to gather cost and solutions for funding.
- As an IT Lead, presented the process improvement areas to a broader funding committee for approval to bring in a cost savings of $5 million.
- Lead the data feed work streams (daily, weekly, monthly and reconciliation feeds) for Enrollment data, Pharma claims, Membership feeds and Group/Product information for Commercial and Government Programs LOBs.
- Analyze PBM given Request for Proposal (RFP's), and prepare presentations to assist executive team in preparing project charter.
- Acted as a liaison between stakeholders: system users, clients and managers, who have a business problem, and software development team to gather requirements.
- Gather current state data feed requirements from external vendors
- Organize JAD Sessions to collect requirements from Subject Matter Experts (SME's) and prepare business requirement and Technical requirements that provide appropriate scope of work for technical team to develop prototype and overall system.
- Work with the Pharmacy Benefits Management team to document their needs.
- Worked with stakeholders to document business case for enterprise funding
- Acted as an PM/IT Lead role and worked with application areas to gather cost estimates and document high level solution options for presentation to the broader funding committee
- Create Documentation Analysis reporting, strategy planning, risk analysis, contingency plans for project sponsor's
- Ability to manage complexity, multi task, juggle multiple work streams and deliver solutions to a tight deadline
- Led the creation of a plan and support documentation for successful transition for current EDW systems to Horizon dad hub(Teradata platform)
- Performing data profiling and data analysis for multiple systems of records for bringing data to warehouse for reporting needs.
- Converted Pharmacy and Enrollment reports into Reporting Requirements for Business for validation
- Map Future State Process Map after gathering business requirements from business side.
- Assist executive team in **UAT Testing** for various projects, active Work Orders in Clear Quest (CQ).

Project – **Medical Cost Saving Initiatives (Multiple projects)**
- Worked as a Lead BA on multiple vendor-delegated cost saving projects where BCBS sends Out of network claims to vendors via 837 file to be priced on a negotiated rate and reduce OON medical cost related to an ROI of 40+ million over the next 5 years.
- Worked on NASCO impacted projects or claims delegation models to 3rd party vendors.
- Worked on creating user stories
- Used IBM BPM tool for automating business strategies for process improvement
- Used BPM tool for documenting process landscape and future state diagrams.
- Conducted Data Model design review meetings to get approval from cross-functional teams.
- Developed RFP's during preliminary stage of vendor selection for medical claims delegation (Clinical /Utilization Mgmt)
- Created Source to Target mapping document in excel spreadsheet that contains the transformation logic, worked closely with ETL Team, and developed various complex transformations.
- Worked on projects related to delegating behavioral health claims to a vendor partner as part of a 10+ million cost saving.
- Worked with technology stakeholders and enterprise architects in delivering best solutions options and technology.
- Monitor delegated projects after 6 months to identify process improvements functions to eliminate production cost
- Worked with vendor partners on an initiative on behalf of BCBS that manages the Utilization management, provider network, claims processing for different LOBs (Durable Medical equipment, Orthotics & prostethics, Traditional home health and Home Therapy) for an annual savings up to 15+ million based on 2015 spend of $192 million. The implementation brings in a tighter control of home based services; reduce fraud, waste and abuse.
- Led all EDI projects, executed the design, and support of EDI activities to increase efficiencies, reduce costs and enhance business relationships with trading partners

- Highly Experienced in HIPAA (Health Insurance Portability and Accountability Act), Health Care industry providing Business Process Assessment, Requirements Gathering, Gap Analysis, Implementation and Testing. Well versed with EDI and HIPAA transactions.
- Worked on commercial claims, dental, vision plans and including Medicaid/Medicare.
- Created department training and communication plans to include but not limited to, workflows, and management oversight.
- Facilitated and Led JAD Sessions to collect requirements from Subject Matter Experts (SME's) and prepare business requirement and Technical requirements that provide appropriate scope of work for technical team to develop prototype and **overall** system.

Project – **Tableau implementation**
- Created department training and communication plans, to include but not limited to, workflows and operational documents.
- Created controls and user guides for Tableau application within the ACM (Access Control Management) tool for internal users.
- Created role and access matrix (Admin/Analytics/Power users/testers/viewers/custom) by working with application owners and stakeholders.
- Created service now/ITIL user guides and instructional documentation for tier 1/2/3 support and steps in resolving different types of issues.
- Created user guides by working with Tableau Admins/dev/infrastructure teams for tableau server monitoring and controls
- Facilitated and Led JAD Sessions to collect requirements from Subject Matter Experts (SME's) and prepare business requirement and Technical requirements that provide appropriate scope of work for technical team to develop technical/function requirements and design.

Environments: Windows, agile, waterfall, MS Visio, IBM Blue works live, MS Project, ClearQuest, MS office Products, UML, IBM BPM, ETL, Data warehousing, Analytics

Merrill Lynch Bank of America, Pennington, NJ
February 2010 – May 2012
Business Analyst
Merrill, previously branded Merrill Lynch, is an American investment management and wealth management division of Bank of America. Along with BofA Securities, the investment banking arm, both firms engage in prime brokerage and broker-dealer activities

Responsibilities:

- Leading test effort by preparing test plan templates for client.
- Facilitate meetings with Business counterparts to document their current marketing requirements
- Created Functional Requirement Document depicting system context diagrams and business process workflows for GWIM (Global Wealth Investment Management) system.
- Support Data quality, reconciliation and other data governance processes.
- Maintain Data Integrity within GWIM (Global Wealth Investment Management) Hub for any data discrepancies.
- Execute queries using GWIM mainframe database for any client data issues.
- Provide support on Profile Update Utility (In-House Application) used by FA's (Financial Advisors) across the globe at branch offices and home offices within GWIM.
- Work with PBIG (Private Banking Investment Group) team for any client data issues and LOB (Line of business) changes.
- Work across different technology sectors within GWIM (Global Wealth Investment Management) for any escalated client data issues.
- Responsible for laying out business needs in the form of Business Requirement Documents to our technology partners to make sure data requirements are correctly mapped to client needs
- Conducted GAP analysis between current and desired system by creating Process flow diagrams and as is - to be flow diagrams using MS Visio in order to interpret current and desired state.
- Analyzed individual portfolios & compared their annual ROR against custom benchmark indices in order to determine if the target asset allocation is in line with the client's objective.

- Performed in-depth data analysis by identifying the source of data & comparing various Excel data files to make sure they are in the scope of the project.
- Generated crystal reports based on data files & displayed data in a variety of visual formats to analyze patterns & identify differences among the results set.
- Analysis & Reporting of Data Quality trends within Master Profile.
- Manage projects and act as a liaison between technical and non-technical teams, both internally and externally.
- Build up systems knowledge, technical knowledge and business knowledge through self-assessment, self-training materials and liaising with key development contacts to obtain a deep understanding of the systems and business.
- Provide data fix on reported issues by Financial Advisors through in house application (Profile Update Utility). For any Client activations, FA visibility and FA change issues.
- Wrote requirements and functional specs to fix data issues that prevent clients from an integrated ML/BOA client experience including client account authentication, money movements, and Single Sign On for online banking.
- Provide reports to upper management through OBI (Oracle Business Intelligence) and IBM Cognos tool.
- Implemented RUP best practices, created UML diagrams using MS Visio, used Clear Case for document management and version control, used Requisite Pro for requirements management and traceability.
- Created Scope document and conducted a walkthrough session to ensure that all project stakeholders understand the scope and any associated constraints, risks or issues as early as possible.
- Responsible for conducting JAD sessions with project stakeholders in order to prioritize defects and identify scope creep.
- Conducted GAP Analysis by identifying the existing technologies and documenting the enhancements to meet the end state requirements.
- Responsible for Data Mapping, Data Compilation, Data Analysis, Data Scrubbing and Data Validation using SQL queries in a MS SQL Server 2000 environment
- Created, designed and laid out specifications for project Management Reporting including descriptive mockups, process flows, use cases, site maps, navigation models and release notes
- Worked with Project Managers in updating Project Plans by adding tasks, sub-tasks and milestones on the MS Project Server.
- Periodically conducted various training sessions with Project Managers, Project Analysts and Portfolio Project Managers to enhance reporting capabilities and to provide robust management reports.

Emblem Health, New York, NY
March 209 – Feb 2010
Business Analyst
Emblem Health is one of the United States' largest nonprofit health plans. It is headquartered at 55 Water Street in Lower Manhattan, New York City. It is a multi-billion company with over 3 million members.

- Strategic Project; SCRUM meetings daily, goals meeting weekly. (EPMO Standards)
- Gather Current State Requirement for COGNOS reports, Business Objects, and Framework that will be migrated to COGNOS 10.2
- Incorporated ICD 9 – ICD 10 Remediation to Reports being remediated from ICD 9 to ICD 10.
- Incorporating dispositions for all business units, tables with their rightful business owners whether being migrated or archived
- Work with Various departments in preparing their Current State Process, gather business requirements & Functional Requirements
- Prepare the support plan and engage the stakeholders in all of SDLC phases for their inputs and validations for data.
- Work with various divisions; Finance, Medical Management, E-Commerce, Product Management, Risk Adjustments (Medicare, Medicaid) to migrate their COGNOS reports to COGNOS 10.2 and migrate their frameworks, tables into Packages.
- Responsible for preparing (BRD) Business Requirement Document and then translating into functional specifications and test plans.
- Facilitated and Led JAD Sessions to collect requirements from Subject Matter Experts (SME's) and prepare business requirement and Technical requirements that provide appropriate scope of work for technical team to develop prototype and overall system.
- Heavily utilizing MS Visio for Report Mockups for Technical Requirement Documents for scrum goals on weekly basis for validation from Business.

Environment: Agile, Waterfall, SharePoint, MS Visio, Azure, Data Governance, MS Project, Rational CQ, OBIEE, Clear Quest

HSBC Securities , Charlotte, NC
February 2007 – March 2009
Business Analyst
HSBC, one of the largest banking and financial service companies provides a wide range of financial Services to consumers and businesses. The role required establishing and embedding a management information reporting structure that is aligned to/builds on the tools and processes infrastructure, for TRAMS, Transaction Management System, which edits controls and reports all monetary credit card transactions coming from and going out to the associations (MasterCard & Visa). TRAMS had a user interface front end that allowed users to monitor daily activities and a batch backend process. Vision plus TRAMS was a payment processing financial system which handled all monetary transactions for credit card services and interfaced with general ledger (Oracle financial)

Responsibilities:
- Host Requirement Gathering Sessions (RGS), Joint Application Development (JAD) sessions and Joint Application Requirement (JAR) sessions.
- Gathered business and system requirements for developing application on handling HSBC's debit card reconciliation.
- Conducted Gap Analysis and created an AS-IS workflow to better understand the mechanics of the existing system.
- Worked with Enterprise Architects and BPI teams to identify process improvements
- Generated reports as per Adhoc request from the client through Data extraction, Data mapping, Transformation, and loading through by using Informatica Tool.
- Generated Dashboards with Quick filters, Parameters and sets to handle views more efficiently.
- Generated context filters and data source filters while handling huge volume of data.
- Built dashboards for measures with forecast, trend line and reference lines.
- Published Workbooks by creating user filters so that only appropriate teams can view it.
- Delivered Data flow diagrams, Database normalization theory techniques.
- Coordinated with QA team for Test Planning and Design & creation of traceability matrix for ensuring the consistency of test cases with the business requirements.
- Worked with Solution Architect team for establishing batch framework and scheduling.
- Delivered High-Level and Low Level Requirements Documents, Functional specification Documents and Test Plans.
- Maintained version control for documents through SharePoint.
- Prepared GAP Analysis Document to display current and future business process with MS Visio.
- Handled SDLC lifecycle of the project in building applications i.e. Plan Driven and Change Driven Methodology including Sprint releases.
- Developed BRDs for enhancement requests from internal stakeholders.
- Work with Various departments in preparing their Current State Process, gather business Requirements & Functional Requirements
- Prepare the support plan and engage the stakeholders in all of SDLC phases for their inputs and Validations for data.
- Work with various divisions; Finance, Medical Management, an MMIS team for upgrade enhancement changes and downstream impacts

Environment: Agile, SharePoint, MS Visio, Azure, Informatica, MS Project, Rational CQ.

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	New York City Housing Authority
Address	90 Church St, New York, NY 10007
Contact Person	Patricia Lindo
Contact Details	(212) 306-2807
	Patricia.Lindo@nycha.nyc.gov
Candidate Name	Richard Newmark
Date of Placement	01/05/2022

RESUME OF THE CANDIDATE SUBMITTED

Professional Summary:
- An attorney, certified mediator and Associate in Risk Management (ARM) with more than 30 years of experience in tort and product liability litigation and claims management.
- An experienced litigator and negotiator who has cost-effectively managed tort and product liability
- litigation under large self-insured programs for private and public companies
- A corporate counsel with a proven record of using effective litigation management techniques and
- preventive practices to reduce the cost of risk and to improve operational efficiency.

Professional History:
New York City Housing Authority
2000 to present
Associate General Counsel, Tort Division,
2016 to present
- As head of the Tort Division, supervise a staff of eleven attorneys and thirteen support staff responsible for the supervision and management of outside counsel in the defense of over 2,000 tort liability claims and lawsuits involving premises liability, security, Labor Law, motor vehicle, lead based paint, mold, toxic tort, etc. cases.

Chief, Tort Division,
2000 to 2016
- Supervised a staff of five attorneys responsible for the supervision and management of outside counsel in the defense of over 1,000 tort liability claims and lawsuits involving premises liability, security, Labor Law, motor vehicle, lead based paint, mold, toxic tort, etc. cases.
- Handled own caseload managing outside counsel in high exposure tort cases including evaluating and negotiating settlements.
- Assisted in developing and maintaining the case management system, performance guidelines for outside counsel and internal claims handling and reserving practices.
- Assisted Risk Finance in procurement of liability insurance policies. Provided counsel to NYCHA operating departments in areas affecting tort liability.

Metropolitan Transportation Authority,
1994 to 2000
Assistant Director, Risk and Insurance Management,
1997 to 2000
Risk Counsel,
1994 to 1997
- Managed all claims and litigation under a self-insured program for tort liability on capital construction projects.
- Monitored outside counsel and evaluated and negotiated settlements in contractor cases, including significant Labor Law cases.
- Advised the Director of Risk Management on all aspects of insurance and risk issues.
- Ensured compliance of all contractors, vendors, etc., with contractual insurance and indemnification requirements. Supervised staff of six.
- Oversaw tort claims insured through MTA's captive insurance company.
- Consolidated the number of outside law firms used, resulting in more favorable terms and lower legal fees.

- Through diligent investigation and effective inter-agency communication, obtained evidence resulting in the avoidance of all liability in a claim involving a building collapse in which the contractor ultimately paid multi-millions in damages.

Tressler, Soderstrom
Maloney & Priess, Of Counsel, (Contract Position),
January -November, 1994

- Handled all aspects of New York litigation primarily involving the defense of tort and commercial matters.

Black Clawson Company, Corporate Counsel,
1989 to 1993

- Managed all product liability and tort litigation nationwide for this manufacturer of heavy equipment, including the evaluation and negotiation of settlements.
- Supervised Product Safety Committees and Product Safety programs company-wide.
- As one of only two lawyers in the company, handled a variety of other corporate legal affairs, including contract review and negotiation, license agreements, worker's comp and OSHA issues. Provided counsel to division heads on a wide range of corporate issues.

Herzfeld & Rubin, Associate,
1983 to 1989

- Handled defense of product liability, tort and commercial cases, including trials, in New York and Federal Courts.
- As national counsel for a major automobile manufacturer, supervised outside counsel in the defense of product warranty cases in approx. 20 states, and product liability cases in five states.

The Law Offices of Richard Newmark, Park City, UT
1977 to 1983

- Own practice handling various tort and commercial litigation and transactional matters.

Education:
- Associate in Risk Management, 1999
- J.D., Albany Law School, 1976
- Admitted in New York State, the US District Courts for the Southern and Eastern Districts of New York, Utah and the US District Court of Utah.
- B.A. in Psychology, State University of New York at Albany, 1973
- Magna Cum Laude graduate.
- Diplomate, Bronx High School of Science, 1969.

Memberships:
- Association of Corporate Counsel
- Manufacturers Alliance for Productivity & Innovation – Product Liability Council New York State Bar Association.

6. JOB CLASSIFICATION - NETWORK ENGINEER

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	City of Philadelphia
Address	1234 Market St. Philadelphia, PA 19107
Contact Person	Oscar Alejandro Ramos Lopez
Contact Details	(717) 602-7270 alejandro.lopez@phila.gov
Candidate Name	Jasmina Rivas
Date of Placement	05/17/2023

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL EXPERIENCE:
LEADERSHIP:
Volunteer, Fundación Santa Teresa
2006–Present
- Fundraised through social media and networking
- Created "Casitas," a project which aimed to construct seven modest homes to enhance the quality of life and access to essential resources for families living in the Santa Teresa community in El Salvador. Team Captain, DC Fray
- Coordinates game times and rallies team to meet minimum gender requirements foreach game.

Project Manager I
Network Connex, Columbia, MD
September 2020 – Present
- Oversee the project management process serving a wide range of clients for sites located in the state of Pennsylvania, Maryland, and Delaware.
- Manage client expectations by collecting requirements and holding regularstakeholder status meetings throughout the project's life cycle.
- Create and update project schedules as resource availability changes.
- Manage and update fiber team's internal workflows, change logs and documents lessons learned.
- Appoint responsibilities to team members such as field work, obtaining private easements, specialty permitting, and make ready engineering
- Ensure that a quality control management program is in place to exceed client's expectations for all deliverables
- Coordinate permitting with local and state jurisdiction as well as pole owners for various client projects.
- Identify any potential project risks and identify the best course of action to mitigate or remove uncertainties and risks
- Verify and Validate services and systems provided by our client achieves its intended purpose and meets the needs/objectives of their clients

Staff Analyst & Project Coordinator
CTC Technology & Energy, Kensington, MD
June 2017 – September 2020
- Oversaw entire project management process for the CTC wireless siting team serving Baltimore, Harford, Anne Arundel Montgomery and Prince George's counties in Maryland, and Fauquier and Louisa counties inVirginia.
- Managed client expectations by collecting requirements and holding regular stakeholder status meetings throughout the project's life cycle.
- Created and updated project schedules as resource availabilitychanged.
- Managed and updated wireless siting team's internal workflow and documented lessons learned.
- Reviewed wireless siting application forms and data; identified gaps and inaccuracies; ensured that all applications abided by local and federal laws and prepared requestsfor information (RFI) to send to applicants.
- Ensured that all steps in the clients' application review processes were completed to meet internal deadlines and FCC shot clockrequirements.
- Prepared recommendation reports for Montgomery County board's review andvote.
- Attended public-facing committee meetings after hours and addressed any information requested or concerns raised by voting members.

Project Manager
Schreiber Translations, Inc., Rockville, MD
October 2014–June 2017
- Managed an average of 160 projects per month for the state of Maryland through setting deadlines for translator and client delivery, adhering to project and client requirements, Jasmina Rivas, PMP reviewing key documents, and monitoring expenditures to ensure that at target GPM was met or exceeded.
- Selected appropriate linguists from a pool of 1800+ to fulfill translation and interpretation project requirements.
- Served as the point of contact for clients and translators/interpreters via email, telephone or in person, if inquiries or concerns about a project arose between either party.
- Coordinated federal agencies' interpreting events for conferences around the US to include travel, equipment, and resource

Guest Services Agent
Rouge Kimpton Hotel, Washington, D.C.
October 2013–October 2014
- Served as the primary contact for guests of the hotel.
- Oversaw third party transactions and efficiently handled unexpected reservations.
- Processed guest check-in/check-out to ensure accuracy inreservation.
- Resolved guest complaints professionally.

SKILLS:
- Spanish (fluent), English (fluent)
- MS Office, Adobe Acrobat, Adobe InDesign, IBM Notes, MicrosoftAccess, SiteTracker, Smartsheets

CERTIFICATIONS:
- Project Management Institute (PMI) July 2020 Project Management Professional (PMP)

EDUCATION:
- University of Maryland, College Park May 2014 Bachelor of Arts, Government & Politics and Spanish Language &Culture

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Lower Colorado River Authority
Address	3700 Lake Austin, Blvd, Austin, TX, 78703
Contact Person	Al Beavers
Contact Details	(512) 578-3278 Al.beavers@lcra.org
Candidate Name	Suresh Gade
Date of Placement	03/09/2020

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY:

- Senior Network/Security professional with extensive hands-on experience on the implementation, administration, and troubleshooting of complex routing & switching technologies, Network Security-Next-Gen Firewalls, Load Balancers, End Point Security, Proxies, DLP, Wireless, and Voice solutions.
- Seeking a challenging position as a seasoned network professional in a progressive organization where I can implement my technical skills and coursework while further expanding my 8 years of expertise and knowledge.
- 8 years of working experience with Cisco products and having multiple Certifications Cisco (CCNA&CCNP), and Experience within designing, architecting, deploying and troubleshooting Network & Security infrastructure on routers, switches (L2/L3) & firewalls of various vendor equipment
- Extensive experience in Networking and Security, including hands-on experience in providing network installation, network integration, network support, End Point security and analysis for a broad range of LAN/WAN/MAN communication systems.
- Experience with End point Security, DLP, Threat analysis, Tuning, Assessment, Risk Analysis, Security Breach investigations and patching, Vulnerability testing.
- Experience in ALIEN VAULT, SEIM, N-CENTERAL, ORION, SONIC FIREWALL'S, WATCHGURD, McAfee/Norton Virus Protection Utilities.
- Providing Technical help to customers on various issues of Symantec Endpoint Protection. Implementation of Symantec Endpoint Protection.
- Advanced Security Analytics and Endpoint Detection and Response solutions.
- Experience with industry recognized SIEM solutions such as NITRO, Splunk, Forcepoint and many other tools.
- Highly skilled in configuring, maintenance, Support, troubleshooting, and issue remediation for WSUS and Solar winds.
- Good understanding of network, server and storage devices in SolarWinds
- Detailed knowledge and hands on experience in configuring and troubleshooting Layer 3 Interior Gateway Routing protocols such as Link-State routing protocols (OSPF and IS-IS), Distance Vector routing protocols (RIPv1, RIPv2 and EIGRP), and Exterior/Path-vector routing protocol (BGP).
- Hands-on experience on implementation and troubleshooting complex layer 2 technologies such as VLAN Trunks, VTP, EtherChannel, STP, RSTP and MST. Implementation of HSRP, VRRP for Default Gateway Redundancy.
- Hands on Experience on Cisco 2960, 3650, 3750, 3850, Cat 4500X, Cat 6500, Cat 6880, Cat 9k series switches in Enterprise environment. Experience Installing, configuring and troubleshooting Nexus 2k, 3K, 5K, 7K, 9K in Datacenter. Thorough with VPC, VDC and FEX.
- In-depth knowledge and hands-on experience in ISP Routing Policies, Network Architecture, IP Addressing and Subnetting, ARP, VLSM, TCP/IP, MPLS, NAT, ACL, DHCP, DNS.
- Worked on Zscaler and Bluecoat proxies. Experience with PAC file, Access Policies for Web traffic, Log feed to SIEM, ArcSight, Policies for Internet WEB security based upon location, User ID, Department, AD group etc.
- Worked on Cisco IOS for configuration & troubleshooting of routing protocols: OSPF, EIGRP, RIP, BGP v4.
- Hands on experience in configuring and supporting site-to-site and remote access Cisco IPSec, VPN solutions using ASA/PIX firewalls, Cisco AnyConnect and VPN client.
- Responsible for Palo Alto and Cisco ASA firewall, FortiGate administration across global networks. Experience with Palo Alto 5K series firewalls. Worked on URL Filtering, SSL Forward Proxy, SSL Decryption, APP ID, Threat ID on Palo Alto Firewalls.
- proficient in Tufin Orchestration Suite and Bluecoat Proxies, ticketing tools like HP Service manager, BMC Remedy, Service Now, Python/scripting and Knowledge of Incident management and change management
- Working knowledge and demonstrated experience on the PAN-OS 6, 7.1, and 8.0 versions: PA 220, PA 820, PA-2K, PA-3K and PA-5K firewalls.

- Experience in working with Cisco Nexus Switches and Virtual Port Channel configuration.
- Worked on Application load balancing with Cisco ACE, F5 LTM, GTM, APM, Citrix NetScaler's and A10. Worked on software and Hardware load balancers. Well versed with TCP, UDP, Http/Https, SSL, tcpdump, cur and TCL scripting for iRules.
- Hands-on experience on F5 LTM, GTM series like 6400, 6800, 8800 for the corporate applications and their availability. Experience on Virtual Servers, Pools, Persistence, iRules, Listener IP's, WideIP's, SSL, HTTP and TCP headers.
- Worked on Application traffic security with WAF, F5 ASM, F5 APM for Authentication, Citrix NetScaler's for ICA proxy, Citrix VDI, Microsoft Office 365, Azure AD, AWS, Zscaler Cloud based proxies, Cisco IronPort proxies and Blue Coat.
- Experience in testing Cisco routers and switches in laboratory and deploy them on site production.
- DMZ zoning & configuring VLANs/routing/NAT with the firewalls as per the design.
- Configuring BGP/OSPF routing policies and designs, worked on implementation strategies for the expansion of the MPLS VPN networks. Implemented DMVPN for remote site connectivity. Experience with mGRE tunnels, NHRP, IPSEC tunnels. Experience with Junos Pulse, Cisco AnyConnect SSL VPN Solutions.
- Hands on experience and demonstrated knowledge on Software-Defined Networking (SDN), SD-WAN. Experience with Cisco ACI on Creating VXLAN's, VTEPS, VNID's, EVPN, Bridge Domains, Tenants, Application profiles, Contracts etc on ACI. Thorough understanding of Spine-Leaf Architecture.
- Demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
- Working knowledge of testing practices and troubleshooting procedures associated with network support.
- Demonstrated ability to interpret and apply regulatory standards and technical specifications.
- Exposure to multiple ticketing tools, workflows, monitoring tools that include ServiceNow, Jira, Remedy, SolarWinds, Wireshark, NetCool, Whatsup Gold, SNMP v2c and V3.

CERTIFICATION:
- CCNA - Cisco Certified Network Associate
- CCNP – Cisco Certified Network Professional
- PNCSE – Palo Alto Network Certified Security Engineer

TECHNICAL SKILLS:
- Network Configuration: Advanced switch/router configuration Cisco IOS access list, Route redistribution/propagation, IPv4, IPv6.
- Routing Protocols: RIP, IGRP, EIGRP, OSPFv2, OSPFv3, IS-IS, BGP v4, MP-BGP
- WAN Protocols: HDLC, PPP, MPLS, DS1, DS3, OC3, T1 /T3 lines, SONET OC3-OC192, SDH, POS, PDH
- Circuit switched WAN: T1/E1 – T3/E3/OCX (Channelized, Fractional & full).
- Security/Firewall Technologies: Cisco FWSM/PIX/ASDM, Palo Alto, Cisco ASA Fire Power, Fortigate, Checkpoint, IDS/IPS, Blue Coat proxy server, Standard/Extended ACLs, Port Security, DHCP Snooping, IP Source Guard (IPSG).
- Cisco Routers: Cisco ISR-1000, ISR-4000, ASR-1000, ASR-9000, ASR-5500, Meraki vMX 100; Juniper T4000, MX10, MX40, ACX2200, ACX5000
- Redundancy and management: HSRP, VRRP, GLBP, RPR, NSF/NSR, STP, Wireshark, SolarWinds, SNMP
- Physical interfaces: Fast Ethernet, Gigabit Ethernet, Serial, HSSI, Sonet (POS)
- Layer 2 technology: VLAN, VXLAN, HSRP, VRRP, GLBP, STP, RSTP, PVST+, MST, PVLAN, Optimizing STP (Port Fast, Uplink Fast, Backbone Fast, Root Guard, BPDU Guard),
- Layer 3 Switching: CEF, MLS, Ether channel (PAGP & LACP, Load Balancing)
- Switches: Cisco Catalyst 3650, 3850, 6500, 6880, 9k series; Nexus 2k, 3k, 5k, 7k, 9k; Juniper EX3300, EX4600, EX4300, EX3400
- Load Balancers   F5 LTM, GTM, BIG-IP, iRules
- Network Management and Monitoring
- Wireshark, Infoblox, Cisco Prime, Security Device Manager (SDM), Cisco Works; TCP Dump and Sniffer; SolarWinds Netflow Traffic Analyzer, Network Performance Monitor (NPM).
- Cloud Computing and Automation   Azure AD, AWS, Python, Ansible, TCL
- Operating Systems: Cisco IOS, JunOS, Microsoft XP/Vista/7, Windows Servers 2003/2008, Windows MS-Office, Microsoft Project Server 2013, macOS, Linux (Kali, RedHat, Ubuntu)

PROFESSIONAL EXPERIENCE:
Client: LCRA
Location: Austin, TX
March'20 – Till Date
Role: Senior Network / Security Engineer
Responsibilities:

- Responsible for entire LAN and WAN maintenance and troubleshooting of the company network. Involved in the Team of Data Center Operations to perform duties like administration and deployment of Cisco Routers and Switches according to the organization requirements
- Provided tier 3 support for Check Point and Cisco ASA Firewalls to support customers, Backup and restore of checkpoint and Cisco ASA Firewall policies.
- Experience with Routing protocols (BGP and OSPF), Switching (VLANS, VTP Domains, STP and trunking) using Cisco (Nexus 7k, 9k) and Arista Networks
- Experience with Wireless networks using Cisco ISE, etc.
- Experience with Check Point Firewalls, Firewall rules, NAT, VPN, etc.
- Wrote/created several Ansible (version 2.9) playbooks/roles and Python Code : to standardize network device configurations to ensure reliability, patching managing all connected machines
- WAN Optimization Follow documented procedures to track system configuration changes in the environment and maintain Operating System and product revision lists along with asset numbers and serial numbers for each asset.
- Escalate facility, security and environment issues affecting the services as they arise, using tools provided which is defined and currently located on the team portal.
- Accountable for monitoring and controlling daily service ticket activity, customer calls, and service levels.
- Accountable for resolving technical problems with hardware, software and connectivity.
- Responsible for email Management and ensuring that emails are responded promptly.
- Responsible for the installation, removal, testing and labeling of all cross-connect cables (for e.g., cat6 cables, coax cables and fiber cables etc.).
- Experience configuring VPC, VDC and ISSU Software upgrades on Cisco Nexus 7010
- Experience in Configuring, upgrading and verifying the NX-OS operation system
- Responsible for Cisco ASA firewall administration across our networks
- Support customer with the configuration and maintenance of ASA firewall systems
- Design, and configuring of OSPF, BGP, ISIS on Juniper Routers and SRX Firewalls.
- Configuring IPSEC VPN on SRX series firewalls
- Worked extensively in Configuring, Monitoring and Troubleshooting Cisco's ASA 5500/PIX security appliance, Failover DMZ zoning & configuring VLANs/routing/NATing with the firewalls as per the design.
- Splunk data enrichment and Splunk knowledge object mgmt.
- Incident management/investigations using splunk
- Configuring, maintaining and troubleshooting of Aruba, Net Screen, Palo Alto, and Firemon Firewalls
- Configured and maintained IPSEC and SSL VPN's on Palo Alto Firewall sand, Firemon.
- Successfully installed Palo Alto PA-3060 firewalls to protects Data Center and provided L3 support for routers/switches/firewalls/Firemon
- Implemented Site-to-Site VPNs over the internet utilizing 3DES, AES/AES-256 with PIX Firewalls, MP-BGP and MPLS LDP protocols.
- Configuration and Administration of Palo Alto Networks Firewall to manage large scale Firewall deployments.
- Proactively involved in upgrade, maintenance, monitoring and support for the PA500 Palo Alto devices.

Client: Health Partners
Location: San Jose, CA
Sep'18 – Feb'20
Role: Senior Network / Security Engineer (Firewalls, Proxies, Security-CIS, Load Balancers)
Responsibilities:

- Worked in Operations and deployment team on firewalls, proxies, Information security and Load Balancers.
- Worked on Palo Alto, Cisco ASA, Check point firewalls in Data Centers and Remote sites. Worked on F5 LTM, GTM, APM and ASM for application load balancing, Authentication and Security.
- Worked on migrating from Bluecoat to Zscaler cloud proxies. Migration of Policies and coordinating between CIS and Network Security team on DLP, Whitelist, blacklist policies.

- Implementing security Solutions using Palo Alto PA-5000/3000, Cisco 5580/5540/5520, Checkpoint firewalls R70, R75, R77.20 Gaia and Provider-1/MDM.
- Configuration and administration of firewalls, which includes Checkpoint, Juniper, and Cisco ASA firewalls.
- Configuring High Availability using Cluster XL on Checkpoint as well as VRRP and monitor the Sync status for tasteful replication of traffic between active and standby member.
- Deploy, configure, and support Aruba wireless controller and AP devices globally, also a direct escalation path for all wireless issues.
- Researched, designed, and replaced Checkpoint firewall architecture with new next generation Palo Alto PA3000 and PA5000 appliances serving as firewalls and URL and application inspection.
- Configuring rules and Maintaining Palo Alto Firewalls & Analysis of firewall logs using Panorama.
- Successfully installed Palo Alto PA-3000/PA-5000 firewalls to protect Data Center and provided L3 support for routers/switches/firewalls.
- Experienced in using Ansible playbooks/roles to Manage Config Files, Data Base, Commands, users mount points and packages. Ansible to assist in building automation policies.
- Experience with Ansible for configuring equipment and performing routine tasks
- Developed and maintained Ansible playbooks for use with Jenkins pipelines to deploy infrastructure stacks. Developed and maintained CI/CD pipeline with Jenkins.
- Configured and maintained IPSEC and SSL VPN's on Palo Alto Firewalls and also implemented Zone Based Firewall and Security Rules on the Palo Alto Firewall.
- Exposure to wildfire feature of Palo Alto.
- Exposure to design and implementation experience primarily on Cisco WSA proxy.
- Configuration and Maintenance of Cisco ASA 5580-20, ASA 5540, ASA 5520, ASA 5510 series firewalls.
- Configure Syslog server in the network for capturing and logs from firewalls.
- Provided tier 3 support for Checkpoint and Cisco ASA Firewalls to support customers, Backup and restore of checkpoint and Cisco ASA Firewall policies.
- Experience configuring and managing Cisco Web Security Appliance (WSA) in an enterprise environment
- Monitoring Traffic and Connections in Checkpoint and ASA Firewall.
- Manage project task to migrate from Cisco ASA firewalls to Check Point firewalls.
- Policy Reviewing, Audit and cleanup of the un-used rule on the firewall using Tufin and Splunk.
- proficient in Tufin Orchestration Suite and Bluecoat Proxies, ticketing tools like HP Service manager, BMC Remedy, Service Now, Python/scripting and Knowledge of Incident management and change management
- Configuring and troubleshooting site-to-site IPSEC VPN tunnels using Cisco ASA 5540 for third party connectivity.
- Installation and Configuration of Cisco Catalyst switches 6500, 3850 & 2960, 9300 series and configured routing protocol OSPF, EIGRP, BGP with Access Control lists implemented as per Network Design Document and followed the change process as per IT policy it also includes the configuration of port channel between core switches and server distribution switches This included Meraki MX/MS/MR/Z3 devices and design/configuration Cloud solutions - AWS setup and deployment for SDWAN solutions.
- Creating object, groups, updating access-lists on Check Point Firewall, apply static, hide NAT using smart dashboard.
- Installed and configured high availability Big IP F5 LTM and GTM load balancers like 6600, 6800 to provide uninterrupted service to customer applications and monitoring the availability.
- Follow information security policies, methods, standards, NIST standards, and practices to organize information systems, IT reference material, and interpret regulations.
- Monitor Intrusion Detection Systems (IDS) console for active alerts and determine priority of response.
- Strong understanding of Cisco networking technologies: ASA, IPS, WSA, ACS, VPN.
- Monitoring the organization's networks for security breaches and investigate a violation when one occurs and ensure security of network systems.
- Create security assessment of security controls on Information Systems by interviewing, examining and testing methods using NIST 800-53A rev4 as a guide.
- Review and update System Security Plan (SSP) based on findings from Assessing controls using NIST SP 800-18 rev1, NIST SP 800-53A rev4 and NIST SP 800-53
- Performed continuous monitoring on Information Systems using NIST SP 800-137.
- Tuning – regularly performing tuning and filtering SIEM alerts and monitoring components to ensure only relevant security data is gathered and manage the SIEM infrastructure.
- Conduct network vulnerability assessments using tools to evaluate attack vectors, identify system vulnerabilities and develop remediation plans and security procedure.

- Monitoring current security alerts to patch software such as operating systems with the latest versions install and use software, such as firmware and data encryption programs to protect sensitive information.
- Prepare reports that documents security breaches and the extent of the damage caused by the breaches
- Environment: Cisco ASR1002-HX, Cisco ISR 4451/4351/4321/4221, MPLS-BGP, Nexus 9504/9508, Nexus 93600CD-GX, ACI, Ciena 3903/3930/6500, Cisco ME-3600X, Cisco Catalyst 6500 series/9k switches, BGP, OSPF, EIGRP, GNS3, Microsoft Visio, MetroEthernet

Client: Huntington Bank
Location: Columbus, OH
Jul'17 – Aug'18
Role: Senior Network Engineer (Data Center Routing, Switching, Firewalls, Wireless, ISE)
Responsibilities:

- Working Knowledge and demonstrated experience on the Cisco, and Alcatel-lucent equipment in an enterprise environment.
- Worked on the configuration and installation of Cisco Nexus 3k, 5k, and 7k series switches.
- Worked on the configuration of vPC (Virtual Port Channel), VDC (Virtual Device Context), FCOE in Nexus 5k and 7k series switches.
- Experience with the configuration of Nexus 2000 Fabric Extender (FEX) for the Nexus 5k to connect servers and storage devices.
- Cisco Nexus (N7K,N5K,N1K) in addition to IOS and a number of Cisco switch and router platforms
- Worked on the configuration of Cisco 6500 VSS in Distribution layer of the Data center network.
- Worked and responsible for managing VPN systems for site-to-site and remote access.
- Worked on the installation and configuration of Cisco ISR 800, 1000 series and ASR 1000 series routers.
- Working knowledge and demonstrated experience on the implementation of Quality of Service (QoS) through Shaping, Policing, Diffserv, Priority Queuing, QoS Tools, and QoS Algorithms.
- Hands on experience on the automation framework using Python scripting.
- Policy Reviewing, Audit and cleanup of the un-used rule on the firewall using Tufin and Splunk.
- proficient in Tufin Orchestration Suite and Bluecoat Proxies, ticketing tools like HP Service manager, BMC Remedy, Service Now, Python/scripting and Knowledge of Incident management and change management
- Worked on the URL filtering and upgradation of Palo Alto firewall from PAN-OS 7.1 to PAN-OS 8.0.
- Worked on the configuration of DMZ, PAT, SSL Encryption, App-IDs on the Palo Alto firewall.
- Worked on the migration from Cisco ASA to the Palo Alto firewall and the configuration of User-ID's, App-ID's, SSL Decryption, URL Filtering, Policies, Zone Protection, High Availability, and Certification Management.
- Migration and implementation of Palo Alto Next-Generation Firewall seriesPA-500, PA-3060, PA-5060, PA-7050, PA-7080 from Cisco PIX and ASA.
- Palo Alto Firewall troubleshooting and policy change requests for new IP segments that either come online or that may have been altered during various planned network changes on the network.
- Worked on BGP routing protocol, configuring BGP sessions and troubleshooting on Nexus 1K, 5K, 7K, Juniper MX-960 routers and cisco ASR routers.
- Worked on the Inflobox DNS Traffic control, DHCP, and IPAM for the Network control; Worked on the implementation of Domain Name Service and BIND.
- Worked on Infoblox to update the DNS host and A records to assist the part of the migration
- Security configuration on Wireless LAN using protocols PEAP, EAP-FAST.
- Dealing with TCP/IP, OSPF, EIGRP and BGP, MPLS.
- F5 LTM appliances and Aruba wireless
- Assigning RADIUS and TACAS for new deployments in production environment. AAA for users to implement changes on production devices
- Assisted team in rolling-out Cisco Identity Services Engine (ISE) for network administration & admission control.
- Involved in configuring ISE endpoint profiling policies and enforcing them in the network.
- Designed perimeter security policy, Implemented Firewall ACL's, allowed access to specified services, Configured Client VPN technologies including Cisco's VPN client via IPSEC.
- Maintain, Upgrade, and Implement improvements to the VMware ESXi infrastructure.
- Great exposure to SDN and network virtualization technologies like Cisco ACI.
- Migrated VMs across hosts within a HA cluster to perform maintenance tasks on ESXi hosts.
- Deployed VMs from Templates and customized the necessary configurations.
- Created clones from existing VMs and worked on migration of VMs during the server upgrade.

- Experience in Cisco Unified Communication Manager (CUCM), Call Manager Express (CME), Cisco Unity Connection (CUC), Unified Contact Center Express (UCCX), Unified Contact Center Enterprise (UCCE), IM and Presence, SRST and Voice Gateways.
- Hands on experience with Cisco Meraki switching and wireless LAN. Switching, VLANs, spanning-tree, 802.1q, channeling
- Worked on the installation of Meraki MR42E and MR53 wireless access points for the cloud management.
- Manage operational monitoring of equipment capacity/utilization and evaluate the need for upgrades; develop methods for gathering data needed to monitor hardware, software, and communications network performance.
- Worked towards the key areas of the project to meet SLA's and to ensure business continuity. Involved in meetings with engineering teams to prepare the configurations according to the requirement.
- Working with different teams to gather info for the new request and troubleshoot for any connectivity issues by capturing traffic using TCPDUMP and smart view tracker.
- Follow information security policies, methods, standards, NIST standards, and practices to organize information systems, IT reference material, and interpret regulations.
- Creating change tickets according to the scheduled network changes and implementing the changes.

Environment: Cisco 2k, 3k, 5k, 7k series; Catalyst 2960, 3650, 3850 series switches; ISR 800/1000 series, ASR 1000 series, 3600/2800 routers, Alcatel-lucent, Red Hat Enterprise Linux, SDN, EIGRP, BGP, DMVPN, SSL VPN, Cisco Meraki, Cisco ACI, Cisco ISE, EtherChannel, VMware ESXi.

Client: TD Bank
Location: Farmington Hills, MI
Jul'16 – Jun'17
Role: Senior Network Engineer
Responsibilities:
- Worked on 2900, 3900, 7613 Routers, implemented OSPF and BGP and performed route filtering and route manipulation by applying distribute-lists, route-maps & offset lists.
- Translating Cisco IOS Route maps to Cisco IOS XR Routing policies.
- Configuring HSRP between the 3845 router pairs of Gateway redundancy for the client desktops.
- Upgrading the IOS on the ASA 5550, 5585 and have done IOS upgrades on Cisco routers and switches.
- Involved in Configuring and implementing of Composite Network models consists of Cisco7600, 7200, 3800 series and ASR 9k, GSR 12K routers and Cisco 2950, 3500, 3550, 3750, 5000, 6500 Series switches.
- Mutual redistribution of OSPF and BGP routes using route maps for WAN optimization.
- Configuring VLAN, STP, VSTP, SNMP on EX series switches.
- Working Knowledge and demonstrated experience with the Cisco Firepower Next Generation Firewall (NGFW).
- Worked on the configuration of VPN tunnels for the DMVPN and remote access on the Cisco ASA firewall.
- Worked on the configuration of QoS, URL filtering, and other features on the Cisco ASA firewalls.
- Creating object, groups, updating access-lists on Check Point Firewall, apply static, hide NAT using smart dashboard.
- Experience working with migration from 4500 series devices to 6500 Series switches in Campus deployments at Core and Distribution Layers.
- Configuring High Availability using Cluster XL on Checkpoint as well as VRRP and monitor the Sync status for tasteful replication of traffic between active and standby member.
- Provided tier 3 support for Check Point and Cisco ASA Firewalls to support customers, Backup and restore of checkpoint and Cisco ASA Firewall policies.
- Monitoring Traffic and Connections in Checkpoint and ASA Firewall.
- Manage project task to migrate from Cisco ASA firewalls to Check Point firewalls.
- Worked with team on the migration from Citrix NetScaler to F5 Load Balancer.
- Experience in the deployment & Troubleshooting F5 Load Balancer Includes BIGIP Series 5050V, 10000V, 8900, 6900, and 3900.
- Demonstrated experience with BIG-IP environment utilizing the GTM, LTM, APM or ASM.
- Hands on experience on F5 BIG-IP LTM 11.2, F5 BIG-IP GTM, F5 BIG-IP APM and F5 BIG-IP ASM.
- Experience with configuring virtual server and load balancing in F5 Networks BIG-IP LTM.
- Worked on F5 Load Balancer for managing F5 LTM Application Load Balancing.
- Worked on the implementation of Inflobox DNS, DHCP, and IPAM (DDI) for the network.
- Implementation of SDWAN, Meraki and AWS transit gateway
- Assisted Voice team in the configuration of Cisco Unified Communications Manager (CUCM).

- Hands on experience with the working of protocols such as SIP, RTP, RTSP, IGMP, and IP Multicast for supporting the Voice, Data, and Video networks.
- Assisted the networking team on the installation of 7800, 6900, and 3900 series IP phones.
- Assisting offshore teams located in India in upgrades, VLANs configurations, in troubleshooting layer 3 issues and routing protocol issues mostly BGP.
- Moved Core switches and several non-Cisco devices under strict deadlines without compromising the existing parameters to maintain network functionality
- Upgrading system images on Nexus 5k and 7k multi-layer switches using kick start and FTP server.
- Worked on the configuration of BGP and advertisement of routes to the ISP network.
- Environment: Cisco Router 7613, Cisco Switch 6500, Nexus 2K, 5K, 7K, RIP, OSPF, BGP, EIGRP, VLAN, MPLS, 802.1x, Cisco ASA 5550/5585, Cisco ASA FirePower, Inflobox, SDN, Blue Coat Proxy, PIX Firewall, F5 Load Balancer 6400/6800, F5 Load Balancer, BIG-IP, LTM, GTM.

Client: Wipro
Location: IND
Jul '15 - Jun '16
Role: Network Engineer
Description: Project involved supporting the daily operations and troubleshooting networking issues. Includes installation and troubleshooting of routing protocols. Creating network diagrams and proper documentation for the network architecture is also a part of the project.
Responsibilities:
- Configured and managed IP routing using a combination of static routing and dynamic routing protocols like OSPF and EIGRP.
- Worked on PRTG Network monitoring tool to monitor and troubleshoot various issues in the network.
- Configured STP for switching loop prevention and VLANs for data along with configuring port security for users connecting to the switches.
- Worked on issues related to static and dynamic routing protocols like RIP, EIGRP (Variance and unequal cost load balancing) and OSPF.
- Worked along with NOC team to troubleshoot network issues received through Remedy ticketing system.
- Performed troubleshooting, while maintaining trouble ticket tracking, following internal/external escalation procedures and customer notifications.
- Supporting Development team for the access to corporate network and outside world. Providing access to specific IP, Port filter and port access.
- Worked with the Help Desk for circuit troubleshooting to give Support to the Tech persons at the site.
- Configuring routers and sending it to Technical Consultants for new site activations and giving online support at the time of activation.
- Configured VLANs with IEEE 802.1q tagging, private VLANs, VTP on Cisco 4500 and 6500 series switches. Configured trunk groups, ether channels, and Spanning tree for creating Access/distribution and core layer switching architecture.
- Troubleshoot TCP/IP problems, troubleshoot connectivity issues.
- Worked on issues related to VLAN, VTP and HSRP failovers.
- Created network diagrams and proper documentation for the network architecture.

Environment: Cisco 6509/3750/3550/3500/2950 switches, Cisco 7200/3845/3600/2800 routers, Checkpoint firewalls (SPLAT), Cisco IOS CLI, Net Flow, TACACS, EIGRP, RIP, OSPF, CSM, Remedy Ticketing System, EtherChannel.

EDUCATION:
Bachelors in Computer Science and Engineering From 2014 JNTU Hyderabad

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	State of Florida (Department Of Transportation)
Address	605 Suwannee St. Tallahassee, FL 32399
Contact Person	Clay Whitaker
Contact Details	(850) 414-4651 clay.whitaker@dot.state.fl.us
Candidate Name	Rahul Reddy
Date of Placement	11/19/2019

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY:

- A motivated professional with nearly 6+ years of IT industry experience in network security, network design, administration, analysis and troubleshooting.
- Planning, design, implementation and maintenance of Fast Ethernet based Local Area Networks (LAN's), Wireless Networks (WLAN's) and Wide Area Networks (WAN's).
- Hands-on experience, specializing in Cisco Environment in Data Center, systems, network and user administration, LAN / WAN, routing, switching, security, application load balancing, and wireless.
- Expertise in troubleshooting, implementing, optimizing and testing of static and dynamic routing protocols such as EIGRP, OSPF & BGP.
- Experience in configuring the HP Switches 5930-48 G, 5130- 48G, 2510 -24G and Cisco routers 1841, 2900, 3900, 7200 series.
- Configure all Palo Alto Networks Firewall models (PA-2000, PA-3000, PA-5000 etc.) as well as a centralized management system (Panorama) to manage large scale firewall deployments
- Experience in analyzing security logs generated by Intrusion Detection/Prevention Systems (IDS/IPS), firewalls, network flow systems, Anti-Virus and/or other security logging sources.
- Worked a lot with Meraki wireless MR52, MR53 and MR33.
- Meraki worked on plug and play principle, with smart meraki dashboard.
- Planning designing, Installation, configuration and maintenance of 802.11a/b/wireless Networks and Wireless Access points.
- Worked on TACACS+ servers for AAA authentication and user authentication.
- Worked on access control server configuration for RADIUS & TACAS+
- Knowledge on Data Center Design with Cisco Nexus Switches and Virtual Port Channel
- Responsible for Checkpoint and Cisco firewall administration across global networks.
- Deploy and Configure F5 load balancers, created VIPs, pools, node and iRules.
- Experience in configuring of Layer 2 / 3 networking features such as HSRP, NAT, VLAN, STP, VTP, 802.1X, Port Security.
- Black listing and White listing of web URL on Blue Coat Proxy Servers.
- Configuration of Network and Security devices such as Cisco routers and switches (Cisco […] 7K/5K), Firewall (Checkpoint R75/Gaia and Cisco FWSM), Load Balancers and DNS and IP Manager (Infoblox)
- Expert knowledge in implementing filters on routes using Standard and Extended access-list
- Having knowledge and Experience in the VOIP Technology.
- Extensive knowledge of OSI and various network Protocols (DNS, DHCP, TCP/IP, FTP, TFTP, UDP, ICMP, IPV4, IPV6, HTTP, SNMP, NFS)
- Experience of implementing and troubleshooting Switching Technology including VLANs, Port Security, Trunking, STP, Inter-VLAN Routing, LAN security etc.
- Having Experience in implementing and configuring IPSEC and GRE tunnel and turning up the new IPSEC VPN tunnels on routers and firewalls.
- Hands-on experience on configuring ACL and Policies on routers and Cisco firewalls (ASA 5500 series) using CLI and SDM.
- Experience in Monitoring and Maintaining inventory reports of Network devices.
- Excellent Verbal, written communication skills and Interpersonal skills with ability to work with large teams as well as independently with minimum supervision & team player

TECHNICAL SKILLS:
- Microsoft Servers: 2008 - 2012
- Lan Technologie: Ethernet, Fast Ethernet, Gigabit Ethernet, 10 Gigabit Ethernet, Vlans, STP,802.1q.
- Cloud technologies: Azure
- Networking: MPLS, NAT, VTP, VLAN, L2TP, PPTP, RDP, TCP/IP, IPX/SPX, NetBEUI, UDP, ARP, NTP, EIGRP, OSPF, RIP, VoIP, SIP, SSL, VPN, ESP, 802.11 Wireless, HTTP, HTTPS, FTP, POP3, SMTP, DNS, ICM
- Wireless Technologies   IEEE 802.1x & 802.11 a/b/g/n/ac, WLAN, WLC and LWAPP, WAP, AP, SSID Meraki MR42,MR 33
- Firewalls: Checkpoint, Juniper, Cisco ASA, Palo Alto
- Security Tool: Wireshark, Tcpdump, Venifi
- Operating Systems and Languages: Window 7/8, Ubuntu, Linux, Unix, MS DOS, C, C++
- Knowledge on Routing Protocols: OSI, TCP/IP, VOIP, UDP, ARP, BGP, SIP, DNS.
- Security Protocols:IKE, IPSEC-VPN, SSL- VPN, MPLS

PROFESSIONAL EXPERIENCE:
Client: Florida Department of State, FL
June 2017 - Till Date
Role: Network and Security Engineer
- Involved in installing, configuring and managing network hardware and software for Department of FVRS WAN, LAN and wireless Networks.
- Involved in the Florida online Voter Registration system (OVR) by creating the web servers and virtual server in the Microsoft windows Server 2012 R2, and in the VMware.
- Involved in creating the OVR web application and creating the Virtual IP in the F5 load balancer so that the public can reach to that Virtual IP to access the Application.
- Researched, designed and replaced Checkpoint firewall architecture with new next generation Palo Alto PA3000, PA5000 appliances serving as firewalls and URL and application inspection.
- Configuring rules and maintaining Palo Alto Firewalls& Analysis of firewall logs using Panorama
- Successfully installed Palo Alto PA-3000/PA-5000 firewalls to protect Data Center and provided L3 support for routers/switches/firewalls.
- Configured and maintained IPSEC and SSL VPN's on Palo Alto Firewalls and implemented Zone-Based Firewall and Security Rules on the Palo Alto Firewall.
- Exposure to wild fire feature of Palo Alto.
- Configured Meraki wireless dashboard with SSID, claimed new meraki devices and setup them on map floor.
- Supporting the team for migration work of applications and websites from one Data Center to another Data center through the fail over process using Zerto.
- Assists with and support Department and FVRS virtual infrastructure including Microsoft Hyper-V, VMware and HP integrity virtual environments.
- Supporting OSPF and BGP based network by resolving level 1 &2 problems of internal Sites.
- Used Nagios Monitoring tool as an alarm generation in case of network failure and for issuing major critical warnings in the network.
- Configured static NAT, dynamic NAT, inside global address overloading access-list.
- Extensive use of Access-lists for restricting traffic between VLAN's on the Core switch as well as on Layer 3 switches which is stand alone.
- Implementing MPLS VPN for the Branch locations
- Support customer with the configuration and maintenance of PIX and ASA firewall systems
- Responsible for layer 2 securities which was implemented using a dedicated VLAN ID for all trunk ports, setting the user ports to non-trucking, deployed port security when possible for user ports
- Created, Monitored and Maintained the Azure Cloud infrastructure.
- Implemented security policies using ACL, Firewall, IPSec, VPN, AAA Security TACACS+, and Radius on different series of routers.
- Responsible for network management including network performance tuning, security monitoring, file server backup, email server administration, and public domain records
- Perform/Assist with the Backup/Recovery processes and disaster recovery procedures.

- Utilize VMware vSphere to ensure all Virtual Machines are powered on as required and providing user and administrator services such as mail, monitoring, media, DNS, and DHCP
- Design and implementation of off-site Disaster Recovery location.
- Involved in migrating from Cisco ASA firewall to Palo Alto firewall.
- Having Knowledge in Configuring Site-to- Site and Remote Access VPNs, NAT/PAT policies on Palo Alto Firewalls.
- Installing, configuring and maintaining F5 Big-IP infrastructure, including LTM and GTM.
- Installed and configured high availability Big IP F5 LTM and GTM load balancers like 6600, 6800 to provide uninterrupted service to customer applications and monitoring the availability.
- Configured Cisco routers/switches for VoIP – including quality of service (QOS) guarantee of voice and data integrity.
- Worked on Cisco IronPort Email and Web Security.
- Involved in providing windows, Linux, and Unix server administration and office 365 administration, including Gmail.
- Having ability to plan, organize and coordinate work assignments, and to communicate technical data effectively, verbally and in writing.

Environment: Cisco 3900 / 2900 / 2800 / 1800 Routers, HP 5940/ 5130/3810/2930 Switches, VLAN, IPV4, IPV6, OSPF, Azure cloud, Cisco ASA, Wireshark, meraki wireless, VPN, VMware, F5 load Balancer, VOIP, Iron Port, Palo Alto Firewall 2000,3000,5000.

Client: Citizens Bank, Providence, RI
Feb 2016 – May 2017
Role: Network Engineer

- Responsible for installing and configuring Cisco Catalyst switches 6500, 4000, 3750 & 3550 series
- Experience in layer-3 Routing with, Cisco 7600, 7200, 3810, 3925, 2811 series.
- Designing, Implementing and Troubleshooting Cisco Routers and Switches using different routing protocols like RIP, OSPF, EIGRP, BGP, ISIS & MPLS L3 VPN, and VRF.
- Designed and implemented DMZ for Web servers, Mail servers & FTP Servers using Cisco ASA5500 Firewalls
- Participated in Installation and configuration of Bluecoat Proxy SG in the network for web traffic management and policy configuration.
- Installed and configured Foundry Load Balancer and ASA firewall for a customer web site
- Have experience and worked with configuring session persistence and web services.
- Experience in Wireless LAN (IEEE 802.11) and deployment of light weight access point.
- Implemented Port-Security on Cisco 6506, 4948E, and 4510 series switches.
- Good knowledge of wan solution, protocol HDLC, PPP, FRAME RELAY.
- Worked in Multi-vendor environment containing Juniper, Cisco and Nortel routers.
- Configured ACLs, VLSM, NAT, DHCP server, and DHCP relay on Cisco routers.
- Configured HSRP and VLAN Trunking 802.1Q, VLAN routing on catalyst 6500 switches.
- Installing and configuring F5 Load balancers and firewalls with LAN/WAN configuration.
- Maintained F5 BIG-IP LTM 6900 for providing application redundancy, load balancing and policies.
- Configured VRRP & GLBP and VLAN Trunking 802.1Q & ISL, STP, Port Security on Catalyst 6509 switches.
- Experience with convert Checkpoint VPN rules over to the Cisco ASA solution. Migration with Cisco ASA VPN experience
- Support customer with the configuration and maintenance of Checkpoint and ASA firewall systems.
- Worked extensively in Configuring, Monitoring and Troubleshooting Cisco's ASA 5500 with ACL, NAT, Object Groups, Failover, Multi-Contexts
- Configure Syslog on the Cisco ASA5505 with logging to a host and internal buffer. Forward all logging to an internal Syslog server for monitoring and management. Configure and manage Syslog output generation using custom message lists. Implement FTP backup of internal buffer when it is exceeded.
- Primary responsibility is to design and deploy various network security & High Availability products like Checkpoint NGX, Cisco ASA other security products
- Involved in Switching Technology Administration including creating and managing VLANS's, Port security, Trunking, STP, Inter-Vlan routing, LAN security etc.
- Responsible for day-to-day management of Cisco Devices, Traffic management and monitoring.
- Establishing VPN Tunnels using IPsec encryption standards configuring and implementing site-to-site VPN, Remote VPN.
- Performing the ACL requests changes for various clients by collecting source and destination information from them.

- Implemented SNMP on devices to allow for network management
- Monitoring the network flow and identifying flaw in the networking using the network monitoring tools (Wireshark and solar winds) and reporting to the Sr. Engineer
- Provided Technical supports for internal users and resolved trouble shooting tickets.

Environment: Windows 2000/2003, 2012 R2HTTP, FTP, DNS, NTP, DHCP servers, Cisco 7204 Routers, Ether channels, Spanning tree protocol and HSRP, SONET, Wireless LAN (IEEE 802.11), NGX, Cisco ASA, Routers 7000, 3000, 2800, Series Cisco Switches 3750, 6500, Site to Site VPNS, Cisco VPN 3060, F5 Load Balance.

Health Net. INC - Los Angeles, CA
August 2014 – Jan 2016
Network Design Engineer
- Involved in configuration of MP-BGP, LDP, EIGRP, RIP, BGP v4 and IP access filter policies.
- Defined Group Policy for different organizations units in Active directory
- Responsible to manage the virtual infrastructure through VMWare Client 4.1 and 5.1 on the ESXI Servers
- Experience Palo-Alto, Network Security, Juniper Firewalls, SSL VPN, Checkpoint, RSA, Cisco Nexus, Cisco ACE, Cisco Wireless
- Created replicated instance of the VMWare view connection Server
- Monitoring and troubleshooting network issues between client site and remote sites with legacy switches and routers. Performed and presented network analysis as a part of network migration.
- Involved in configuring Nexus 7k, 5k and 2k (remote line cards) it was design and deployment of converting 6509 to nexus.
- Configured VRRP & GLBP and VLAN Trucking 802.1Q & ISL, STP, Port Security on Catalyst 6500 switches.
- Maintenance of 3750 stack and 6500 VSS for improved efficiency of the data plane.
- Involved in knowledge transfer to vendors and provided them network support as required.
- Created LAB setup with Nexus 7k and 5K switches for application testing.
- Co-ordinated with the Data Network and Security team and came up with possible solutions.
- Responsible for Checkpoint and Cisco ASA firewall administration across global networks.
- Provided proactive threat defense with ASA that stops attacks before they spread through the network.
- Cisco ASA/Checkpoint Firewall troubleshooting and policy change requests for new IP segments that either come on line or that may have been altered during various planned network changes on the network.
- Experience with Firewall Administration, Rule Analysis, Rule Modification.
- Created standard access lists to allow SNMP, NTP and logging servers.
- Documented new VPN enrollments in a database and create standard procedures for further improvement.
- Troubleshoot traffic passing managed firewalls via logs and packet captures
- Negotiate VPN tunnels using IPsec encryption standards and configured and implemented site-to-site VPN, Remote VPN.

Environment: Cisco Routers 6500,5000 series, Cisco Switch 3000, 6000 series, Cisco ASA, Checkpoint, Nexus 7k and 5K series, VPN, SNMP, NTP, VLAN, RIP, BGP.

Client: Birla Ericsson Optical Ltd, New Delhi, India
January 2012- June 2014
Role: Network Support/ Engineer
- Resolve various workstation issues; document and assess problem before escalating to second level as appropriate to ensure timely resolution
- Involved in configuring the Routers and Switches.
- Install and managing network devices including Hubs, Switches.
- Supported and maintained networking devices, cabling and standalone systems as part of job duties.
- Troubleshooting phone unregister issue.
- Planning, designing and implementing high availability solutions with Netscreen & Juniper SRX Firewalls (500 & 650 series)
- Implementation of name resolution using DNS in TCP/IP environment
- Worked on Cisco Layer 2 switches (spanning tree, VLAN, VTP, Trunking using dot1q).
- Perform Hardware Support and troubleshooting.
- Involved in troubleshooting of DNS, DHCP and other IP conflict problems
- Implementation of name resolution using DNS in TCP/IP environment
- Configured Voice ports and Dial peers on the call manager for the VOIP call to reach remote destination

- Configuration of site 2 site and remote access VPN's
- Implementation of firewalls from Scratch to administration and maintenance of Cisco and Checkpoint Nokia Firewalls.
- Installed and configured routers including 1800, 2800 along with Cisco switches including 3750 and 6500.
- Installed and Configured Active Directory in Windows Server 2003 and helped System Admin to set up LAN network in the company.
- Installed different software on the systems.

Environment: TCP/IP, DNS, DHCP, LAN, WAN, VOIP, SONET, Switches, Routers.

EDUCATION and CERTIFICATION:
- CCNP Aspirant
- CCNA Certified
- Bachelor of Technology in Engineering from Jawaharlal Nehru Technological University India.

7. JOB CLASSIFICATION - PROJECT MANAGER

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	New York City Housing Authority
Address	90 Church St, New York, NY 10007
Contact Person	Patricia Lindo
Contact Details	(212) 306-2807
	Patricia.Lindo@nycha.nyc.gov
Candidate Name	Cindy Anderson
Date of Placement	06/17/2021

RESUME OF THE CANDIDATE SUBMITTED

Professional Summary:

- Strategic leader with 20 years' experience leading support teams and managing network, hardware, and application implementations in telecommunications and energy industries. Seeking to apply my experience to develop innovative strategies for the support and continuous improvement of NYCHA's telecommunication and IT services portfolio.

Certifications:

ITIL 4 Strategist: Direct, Plan and Improve – Axelos Certified	6/2/2021
Support Center Manager – HDI Certified	12/9/2016
Cisco Certified Network Associate (CCNA) – Cisco Certified	6/5/2001
MBA – Webster University, Merritt Island, FL	3/6/1999
BSBA, International Business – University of Nebraska, Lincoln, NE	8/13/1994

Professional Experience:

Southwest Gas Corporation
08/06/2018 – 3/19/2021
BUSINESS TECHNOLOGY SUPPORT MANAGER – Las Vegas, NV

- Guided multiple application teams across 5 divisions in 3 states for natural gas distributor in support of construction, damage prevention, field service, and customer service operations.
- Core team member on radio upgrade project
- Reviewed use of analog radio communications for emergency response to plan for improvements and replacements of telecommunications systems
- Partnered with carriers and vendors to identify new offerings, including review of 3G and 4G cellular replication of analog radio signal
- Operations representative on mobile device committee
- Developed policies and procedures for use of mobile telecommunications
- Recommended updates and improvements to facilities and equipment
- Reviewed telecommunications inventory and invoice reports to ensure efficiency, cost control, and effectiveness in operations
- Led support team for customer service operations, working with vendors to continuously review and improve call center voice telecommunications system
- Tested physical telecommunications equipment and software offerings
- Responded to customer issues with IVR and voice system
- Supported integration with mobile app and website for customer notifications
- Ensured application compliance with Sarbanes-Oxley (SOX), IT General Controls (ITGC), Red Flag Rules, Nevada Privacy Act (NPA), California Consumer Privacy Act (CCPA), and Public Service Commission tariffs in Arizona, California, and Nevada

Southwest Gas Corporation
07/11/2016 – 08/05/2018
HELP DESK SUPERVISOR – Las Vegas, NV

- Mentored six-person internal IT service desk team supporting over 4000 end users.

- Created analytics dashboards and quality scorecards to track KPIs and visualize incident trending, increasing first-call resolution by 15% and ticket accuracy by 22%
- Continuously reviewed service desk telecommunication software and equipment for feature enhancements to increase efficiency and effectiveness of service desk
- Developed and delivered ongoing training for over 200 IS employees, incorporating ITIL standards for change management into Remedy Smart IT application training
- Orchestrated policy and process improvements in IT Service Management (ITSM), Knowledge-Centered Support (KCS), and Root Cause Analysis (RCA)

Southwest Gas Corporation
04/30/2014 – 07/10/2016
ANALYST II BUSINESS TECHNOLOGY SUPPORT – Las Vegas, NV

- Support analyst and subject-matter expert for Customer Service System billing functionality.
- Documented business and technical requirements, and coordinated user acceptance testing (UAT) of updates for in-house COBOL-developed Customer Service System
- Conducted regular testing of system-generated reports and application functionality to ensure Sarbanes-Oxley (SOX) control compliance
- Regularly reviewed Public Service Commission tariffs in three operating states to ensure systems were compliant with changing requirements

Southwest Gas Corporation
08/27/2012 – 04/29/2014
ANALYST I BUSINESS TECHNOLOGY SUPPORT – Las Vegas, NV

- Business analyst providing end user support of enterprise-wide business applications.
- Application administrator and subject matter expert for SAP Learning Management System (LMS), developed training and user guides for end users and content creators
- End user support and training for Microsoft Office, Citrix, and Adobe Creative Suite
- Negotiated new licensing agreement and use strategy for GoToMeeting and Arkadin teleconferencing solutions, significantly reducing voice telecommunications cost

Link Technologies
06/04/2012 – 08/26/2012
SENIOR BUSINESS SYSTEMS ANALYST – Las Vegas, NV – (contract)
Consultant supporting Windows NT - Windows 7 migration project for Clark County, Nevada.

- Evaluated County software library for Windows 7 compatibility
- Developed upgrade or replacement plans for out-of-support applications

Leading Edge Communications
12/13/2010 – 11/23/2011
TELECOMMUNICATIONS MANAGER, TRAFFIC ENGINEERING – Henderson, NV

- Achieved go-live status in under 6 months for international telecommunications provider.
- Established vendor base for new wholesale VoIP carrier division, identifying qualified carriers and negotiating contracts for telecommunications services
- Coordinated implementation of Orca Wave least-cost routing (LCR) application for route optimization of international telecommunications traffic
- Analyzed call quality and monitored network capacity to ensure customers received clear and reliable voice and data telecommunications services
- Responded to customer complaints to identify bottlenecks and areas for improvement
- Collaborated with other departments to develop process for customer provisioning
- Trained staff on telecommunications management and monitoring techniques

CommPartners Connect
5/2/2005 - 12/10/2010
TELECOMMUNICATIONS MANAGER, TRAFFIC ENGINEERING – Las Vegas, NV

- Transformed traffic engineering processes for VoIP startup routing 10 million minutes daily.
- Reduced wholesale carrier costs 50% by implementing least cost routing software
- Authored documentation and trained staff on usage of telecommunications tools

- Collaborated with sales team and executive management to identify call quality KPIs
- Coordinated testing of all vendors and major wholesale customers
- Investigated fraud or misuse reports, directing steps for correction when necessary
- Regularly reviewed carriers' Public Service Commission tariffs and FCC bulletins to plan for and mitigate risks due to changing rates and regulations

Mpower Communications
5/22/2000 – 04/29/2005
NETWORK LEAD, NATIONAL NETWORK PROVISIONING – Las Vegas, NV

Five years of increasingly responsible roles in network engineering and provisioning for national provider of voice and data telecommunications services.

- Supervised team of eight network designers responsible for ordering all voice and data telecommunications network interconnection facilities
- Established procedures and trained staff on network design, standardizing documentation of facilities in inventory control system
- Led migration of facilities designs when Mpower acquired ICG California
- Subject matter expert for order management and inventory control system
- Supervised migration of Excel, PowerPoint, and Visio documentation into design templates in new system
- Trained network planning and design teams on use of new system, including migration to use of industry standard terminology and naming conventions
- Project coordinator for new telecommunications switch installation in California
- Authored business case and implementation plan for executive management
- Developed wide area network (WAN) facilities design for engineering
- Coordinated among operations, installation, provisioning, and engineering
- Supervised ordering and installation of all telecom facilities and hardware
- Facilitated cutover with all service providers, ensuring minimal down-time
- Telecommunications network analyst for Western region service territory
- Voice network spanning 20 metropolitan areas and over 100 local markets
- Eliminated unnecessary redundant equipment and telecommunications facilities, leading to an annual savings of over $1million
- Implemented WAN carrier redundancy, increasing reliability by over 50%
- Continuously achieved service level higher than 99.5% non-blocking SLA
- Regularly reviewed carrier tariffs to plan for rate change impacts

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	State of Florida (Department Of Transportation)
Address	605 Suwannee St. Tallahassee, FL 32399
Contact Person	Clay Whitaker
Contact Details	(850) 414-4651 clay.whitaker@dot.state.fl.us
Candidate Name	Mark Huston
Date of Placement	09/17/2013

RESUME OF THE CANDIDATE SUBMITTED

Professional Summary:

- Legacy Conversion, On-Line Provider Management System, Third Party Administration Implementation, Electronic Health Record and Care Coordination Systems Certifications:

Professional Experience:

- Company/Organization Name: Department of Health, Children's Medical Services, State of Florida
- Address: 4052 Bald Cypress Way
- Tallahassee, FL 32311   Reference Contact Name: Ms. Rae Hendlin, Bureau Chief
- Phone: 850-245-4219
- E-mail: rae_hendlin@doh.state.fl.us
- Project Name: Multiple Projects. Legacy Conversion, On-Line Provider Management System, Third Party Administration Implementation, Electronic Health Record and Care Coordination Systems
- Project Description: For Children's Medical Service, covered legacy claims process and billing system from COBOL legacy to SQL Server. Second assignment to development and implement Online Provider Management Applications and Processing System. System accepts and process provider information for network operations and provides information for State of Florida Residence. The Third Party Administrator Project development and implemented the Facets/Trizetto insurance claims processing and case management system state wide for Florida for the Children's Medical Services Network and Early Steps operations. System up and running state wide and process 60K Lives. $50M in operation.

Consultant References

Consultant Name: Dr. Mark L. Huston, PMP

Today's Date: 07/28/13

- Project Name: Multiple Projects. Legacy Conversion, On-Line Provider Management System, Third Party Administration Implementation, Electronic Health Record and Care Coordination System
- Address: 4052 Bald Cypress Way
- Tallahassee, FL 32311   Reference Contact Name: Ms. Mary Beth Vickers, Director
- Phone: 850-245-4218
- E-mail: Marybeth_Vickeres@doh.state.fl.us
- Project Name Multiple Projects. Legacy Conversion, On-Line Provider Management System, Third Party Administration Implementation, Electronic Health Record and Care Coordination Systems
- Project Description: : For Children's Medical Service, covered legacy claims process and billing system from COBOL legacy to SQL Server. Second assignment to development and implement Online Provider Management Applications and Processing System. System accepts and process provider information for net work operations and provides information for State of Florida Residence. The Third Party Administrator Project development and implemented the Facets/Trizetto insurance claims processing and case management system state wide for Florida for the Children's Medical Services Network and Early Steps operations. System up and running state wide and process 60K Lives. $50M in operation.

Consultant References

Consultant Name: Dr. Mark L. Huston, PMP

- Today's Date: 07/28/13
- Company/Organization Name: Brandt Consulting, Health Management Associates
- Address: Tallahassee, Fl 32311
- Reference Contact Name: Mr. Jay Tur Louw, PMP, IV&V Team

- Phone: 850-933-1075
- E-mail: Jayt@brandtinfo.com
- Project Name: Name Multiple Projects. Legacy Conversion, On-Line Provider Management System, Third Party Administration Implementation, Electronic Health Record and Care Coordination Systems
- Project Description For Children's Medical Service, covered legacy claims process and billing system from COBOL legacy to SQL Server. Second assignment to development and implement Online Provider Management Applications and Processing System. System accepts and process provider information for net work operations and provides information for State of Florida Residence. The Third Party Administrator Project development and implemented the Facets/Trizetto insurance claims processing and case management system state wide for Florida for the Children's Medical Services Network and Early Steps operations. System up and running state wide and process 60K Lives. $50M in operation
- Mr. Tur Louw is the IV&V Consultant on the project and has reviewed Dr. Huston's work since 2007 when the IV&V team was brought on board.
- Project Beginning Date: July 2007
- Project completion Date: Ongoing, 04/14 Complete Date

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	City of Philadelphia
Address	1234 Market St. Philadelphia, PA 19107
Contact Person	Oscar Alejandro Ramos Lopez
Contact Details	(717) 602-7270
	alejandro.lopez@phila.gov
Candidate Name	Timothy Scott
Date of Placement	04/17/2023

RESUME OF THE CANDIDATE SUBMITTED

Professional Summary:
- Self-employed broadband consultant with a focus on fiber/broadband deployments across various local government engagements implementing a range of models and approaches to ensure long term viability
- Long term interest and involvement in the growth of US municipal broadband market with key recent leadership roles at Centennial, Breckenridge and Boulder, Colorado
- Led the private sector engagement with Massachusetts government agencies on the roll out and network operations of broadband stimulus funding for an 1100 mile new "middle-mile" fiber backbone deployment connecting 123 underserved communities in western Massachusetts
- Deep understanding of the complexities involved in this market, from feasibility, strategic planning, community engagement, design, modelling and finance, procurement, vendor selection, deployment, operating approaches, and developing key strategic partnerships in both the private and public sector
- Implementing strategy to bring fiber connectivity and internet to low income housing properties across Boulder and investigating ARPA funding to assist with additional connectivity costs
- Experienced in deploying backbone, middle mile, FTTP/FTTT, wireless, and new small cell projects
- Successful project management of multi-year complex broadband and fiber deployments
- Retained broadband consultant for multiple engagements already completed
- Relationship builder, from CEOs and CTOs, to City Mayors and elected officials
- Experienced with government agencies, NTIA, RUS, DOLA, state transit agencies
- Strong, diverse technology understanding including software, network infrastructure, wireless, small cell, security, unified communications, broadband and fiber access
- Experienced public speaker and comfortable engaging with press and media

Certifications:
EDUCATION: University of Ulster, Jordanstown, N.Ireland 1994 BA with Honors (Upper Class) Business Studies

Professional Experience:
Jan 2019–current:
Independent Broadband Consultant (Peakview Enterprises, Colorado)City of Boulder, Colorado
Project and Program Manager – Fiber/broadband strategy and deployment
Hired by Boulder to create a complete approach with fiber backbone design and strategy that included determining critical lateral connections for a new fiber backbone project ($20m), Ensured departmental and partner engagement, city leadership and council understanding. Led selection of construction vendor, determined final BofM, design and all connections. Oversee current construction of fiber backbone, began February 2020 and is estimated to be complete late 2022. In parallel to project management of the fiber backbone and managing various project stakeholders, currently developing the strategy for future fiber expansion and FTTPfor Council consideration in early 2022.

2020 current: Independent Broadband Consultant (Peakview Enterprises, Colorado) Dense Networks
Principal Consultant - Fiber Infrastructure, broadband strategy, open access
April 2016–Dec 2018:Independent Broadband Consultant (Peakview Enterprises, Colorado) City of Centennial, Colorado
Executive Director of Fiber Infrastructure
- Contracted by the City to implement adopted Fiber Master plan, select contractors, secure applicable partnerships, and recruit service providers to leverage City's new fiber backbone. Managed on-time and within budget deployment of City's new 50 mile-high density, fiber backbone. Several service providers contracted to operate on the new

network with FTTP and gigabit services available. Implemented a new "infrastructure" model and approach that has gained considerable interest from other US municipalities as an approach to address their broadband challenges.

- Currently retained by Centennial to offer ongoing advice related to their fiber initiative.

April 2015–current: Independent Broadband Consultant (Peakview Enterprises, Colorado)
- Self-employed consultant focused on the delivery of various fiber planning and deployment projects working mainly with local Government, regional carriers, and enterprise customers.
- Contracted engagements include:-
- Town of Breckenridge, Colorado, broadband advisor to their FTTH project including the final design, build out of first phases, and key selection of an RSP to offer broadband services and network services.
- Currently retained by Town to assist with fiber growth strategies including MDU strategy and current DOLA middle mile grant.
- "4 Towns" Colorado, broadband strategist and advisor to the 4 Towns of Meeker, Mead, Miliken and Berthoud including feasibility and P3 options.
- Allied Fiber, Business Development with a focus on local government and Regional Service Providers (RSPs) that leased fiber and colocation space and services along regional SE route offering fiber and enhanced wireless offerings. The new fiber backbone, connected key new colocation facilities, and regional carrier hotels deployed in FL/GA.

2010–April 2015: Axia NetMedia Corporation / Axia NGNetworks USA
Global HQ, Calgary, Alberta, Canada / Boston, Massachusetts, USA
Vice President, Business Development Axia NGNetworks USA – Boston
- Successfully led and developed a unique market approach, securing Axia's first large US customer win in Massachusetts - a $90M BTOP capital project and fiber network initiative (MB123) with a long term, renewable, wholesale, network operating contract
- Focus on connecting the under and unserved communities of western Massachusetts
- Led the engagement with State agencies MBI/MTC on the roll out and wholesale network operations of the new western MA network that connected 123 communities and led to new community broadband initiatives across the state
- Engaged with State IT and EOPSS offices who were connected to the new middle mile fiber network
- Led multiple community engagement initiatives providing input and education on the new western state plan, what the project would deliver, and how communities could best position themselves to benefit from the new infrastructure. Sole responsibility for all of Axia's business development and market interests within the US which include a complex mix of market approaches and partnership strategies.

2009 – 2010   Broadband Consultant and Global Business Development, Axia NetMedia Corporation
- Established broadband consultancy to take advantage of broadband stimulus opportunities and international vendor relationships requiring US market support
- Reviewed and analyzed broadband markets with possible national government contracts in both New Zealand and Taiwan

2004 - 2009   PacketFront, North America
Highlands Ranch, Colorado (Global HQ, Stockholm, Sweden)
- PacketFront is a small privately held European based leading provider of hardware and software solutions for the Broadband & Fiber access/FTTP market

Vice President, Business Development
- Hand selected to launch PacketFront in North America and lead its market and business development initiatives
- Defined strategic direction of North American operation including market segmentation, team growth and development, partnership and reseller creation and implementation
- Successful market entry included private property developers, CLECs, and utility organizations and small municipalities

1998 – 2004   Cisco Systems EMEA, Middle East, Dubai, UAE
Regional Sales Manager, Commercial Team, Gulf Region
- Managed all business development and sales activities for the newly formed Commercial line of business across all the Gulf countries including distribution and reseller channels

- Led a large direct sales team that was successful in developing more than $50m in annual revenues

Business Development Manager, New Technologies – IPTel and IPCC
- Developed a new focus and plan for New Technologies across the whole Middle East region with an emphasis on Unified Communications (IP Tel and IPCC) Wireless, Security

Territory Manager, southern Gulf countries
- Led all facets of business development and sales
- Created top performing GCC countries in sales and channel development

1997 – 1998   Cisco Systems International, Amsterdam, NL
Internal Sales, UK
- Developed a successful sales approach targeting regional districts and new channel partners in the UK
- Top sales performer leading to multiple internal career opportunities

8. JOB CLASSIFICATION - QUALITY ASSURANCE ANALYST

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Tarrant County
Address	Plaza Building, 200 Taylor St., Fort Worth, TX 76196
Contact Person	Richard Barron
Contact Details	(817) 884-1857
	rjbarron@tarrantcounty.gov
Candidate Name	Jeffrey Bryan Bentle
Date of Placement	08/05/2020

RESUME OF THE CANDIDATE SUBMITTED

Summary:
- Extensive years of experience as Quality Assurance Engineer.
- Develop and utilize automated test scripts to perform duties.
- Perform complex test cases and maintain associated test records
- Define and manage the QA process end-to-end starting with user stories, end-sprint testing, pre-production testing, production testing, and post-deployment defect handling
- Developed and executed automated tests using Visual Studio IDE, written in C#, utilizing SpecFlow, Selenium Web Driver, and Protractor technologies
- Familiar with Load runner
- Designed release test plans
- Tracked and reported all releases; projects status and defects
- Working experience with UNIX, Oracle, MS SQL Server, SQL scripting, HTML, XML, Groovy, Java, Silk4J, Rally, JIRA, Selenium IDE, Selenium WebDriver, Protractor, Ranorex, Soap UI, Microsoft TFS, IIS, Jenkins, Postman, Visual Studio and Eclipse development environments

Professional Experience:

One Technologies
Feb2018 – Jun2020
Senior Software QA Engineer
- Develop customer -focused test plans using QTest
- Set up and maintain testing environments using Jenkins
- Perform complex test cases and maintain associated test records
- Develop and utilize automated test scripts to perform duties
- Test APIs using Postman
- Assume a QA project or team leader position within the organization
- Participates in agile estimation taking into consideration product and process requirements during the development lifecycle
- Provides technical leadership and influence to other team members
- Assists in the process with development in order to provide timely and accurate resolution to critical customer issues
- Proactively works with other team members as needed to resolve issues and meet project goals
- Fosters teamwork within the group, proactively mentors, develops team members
- Demonstrates mastery of problem solving skills-test plans seldom require re-work

Dealer Socket
Feb 2017 – Feb 2018
Lead Software QA Engineer
- Define and manage the QA process end-to-end starting with user stories, end-sprint testing, pre-production testing, production testing, and post-deployment defect handling
- Ensure all teams follow the defined processes
- Mentor QA Analysts and Test Engineers on best practices
- Work closely with the development staff to ensure that defects are dealt with in a timely manner

- Own the library of regression tests, making sure it is kept up to date, and work toward 100% automation

Texas Property Brokers
July 2016 – present
Realtor / Investor
- Obtained my Texas Real Estate Agent license
- Self-employed real estate investor for my personal financial interests

Object Systems Group at Cash America International
Sept 2015 – May 2016
Contract Software QA Engineer
- Worked as a member of a self-managed Agile/Scrum team, developing a POS application
- Collaborated with the Product Owner and Business Analysts to define acceptance test scenarios based on user story acceptance criteria
- Wrote feature test scenarios in Behavior Driven Development format
- Executed manual acceptance test scenarios
- Reported and tracked defects, and regression tested corresponding fixes to ensure product quality
- Developed and executed automated tests using Visual Studio IDE, written in C#, utilizing SpecFlow, Selenium Web Driver, and Protractor technologies

NICE Systems
Jun2012 – Nov2014
Senior Principal Software QA Engineer
- Worked as a member of a self-managed Agile/Scrum team, developing a workforce scheduling application
- Wrote and executed user acceptance tests based on the Product Owner's acceptance criteria
- Designed release test plans
- Managed and mentored offshore QA team
- Reviewed test cases written by other team members
- Provided input and direction for the QA department, impacting peers inside and outside of my team
- Performed Scrum Master role, along with QA duties
- Developed and executed automated tests using Eclipse IDE, written in Java, utilizing Ranorex and Silk4J technologies

Kronos Inc.
Feb2006 – Jun2012
Senior Software QA Engineer
- Worked as member of a high performing Agile/Scrum team in a Test Driven Development environment, developing a workforce management application
- Worked with the Product Owner and other stakeholders to define acceptance tests written in Behavior Driven Development format
- Wrote and executed manual regression and manual smoke test cases
- Designed release and regression test plans
- Responsible for defect and project status reporting
- Performed minor Java development, fixing defects
- Developed and executed automated tests using Eclipse IDE, written in Groovy, utilizing Selenium WebDriver technologies for UI testing, and XML and JTF for API testing

ECommerce Industries Inc.
Aug2004 – Feb2006
Lead Software QA Engineer
- Worked in a waterfall development environment developing an eCommerce application
- Created and executed manual test cases
- Created, executed, and maintained test plans
- Tracked and reported all releases; projects status and defects

Kronos Inc.
Mar 1999 – Aug 2004
Software QA Engineer, Senior Support Engineer, Engineering Liaison

- Wrote / Executed / Cataloged test plans throughout the product life cycle
- Managed test environments; preparation and maintenance
- Configured complex product test scenarios
- Confirmed, reported, and tracked product defects
- Regression tested product defect fixes
- Reported and communicated product QA status
- Worked closely with Engineering to develop product specs
- Acted as a liaison between Engineering and Technical Support
- Developed strong troubleshooting experience
- Provided technical guidance to the Support team
- Managed escalated customer issues through to resolution
- Responsible for creation of product documentation, installation instructions, release notes, and numerous online knowledge base articles

Education:
Texas A&M University- BS

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	New York City Housing Authority
Address	90 Church St, New York, NY 10007
Contact Person	Patricia Lindo
Contact Details	(212) 306-2807 Patricia.Lindo@nycha.nyc.gov
Candidate Name	Kevin Carter
Date of Placement	07/01/2021

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY
- A Sr. Housing Specialist with excellent experience in supervising other Housing Specialists and contracted employees.
- Hands on experience in completing Tenant Rent Calculations using the HUD rent calculation tool for SRO residents as well as two other housing programs.
- Conducted extensive annual home inspections for the Property Management Department and address maintenance issues.
- Proven ability to complete 2010e Housing Applications.
- Experience in managing scattered site housing and transitional housing properties.
- Good experience in coordinating and conducting annual inspection of housing units to ensure compliance with applicable housing codes and standards.

EDUCATION
- **DIPLOMA**

RICE HIGH SCHOOL 1982
Major: Academic

- **CERTIFICATE**

NY REAL ESTATE INSTITUTE 2014
Related coursework: Property Management

- CERTIFICATE

SEC-CURITY SAFETY CENTER 2019
OSHA30 – Construction Safety & Health Training Course

SKILLS

- Supervisory skill
- Microsoft Word
- Community Outreach
- Contract Negotiations
- Time and Resource Optimization
- Excellent negotiation skills and able to diffuse complex problems and situations
- Building trust with outside/inside resources

PROFESSIONAL EXPERIENCE

The Fortune Society, Long Island City, NY
9/2014- 11/2018
Senior Housing Specialist
RESPONSIBILITIES
- Responsible for the management of one hundred and ninety-five scattered site apartments throughout the five boroughs of NYC.
- Coordinate and conduct annual inspection of housing units to ensure compliance with applicable housing codes and standards.

- Maintain accurate and detailed lists of all housing placement.
- Verify accuracy of landlord invoices and submit invoices for payment.
- Collect, compile and summarize all data for reports related to property management.
- Enter all client services in the agency's proprietary database, as wee as in the appropriate contract funder's databases. Prepare and submit reports on client intake and discharge activities.
- Locate property for agency needs and maintain a running list of new contacts.
- Liaise with landlords, brokers and building managers for new units.
- Maintain a list of housing placements.
- Arrange client relocation, when necessary.
- Complete Tenant Rent Calculations using the HUD rent calculation tool for SRO residents as well as two other housing programs.
- Oversee the work of Housing Specialist.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring and training employee relations and resolving problems.
- Periodic file reviews to ensure compliance with property management requirements.

The Fortune Society, Long Island City, NY
5/2009- 9/2014
Housing Specialist/Case Manager
RESPONSIBILITIES

- Delivered comprehensive case management services by conducting home visits, conferences with the following: Medical, psychological and or harm reduction service providers.
- Create annual service plans and conduct quarterly reassessments to track progression.
- Assist participants with their transition from incarceration to independence.
- Identify and negotiate leases with landlords that agree to rent apartments to The Fortune Society.
- Conduct annual home inspections for the Property Management Department and address maintenance issues.
- Enter all client services in the agency's proprietary database, as well as in the appropriate contract funder databases.

YMCA of Greater, New York City, NY
10/2007-1/2009
Housing Specialist
RESPONSIBILITIES

- Coordinate the transition of homeless population that have been referred by The Human Resources Administration.
- Verify that the participate has been maintaining all medical, mental health and substance abuse, appointments and any other barriers that prevents responsible independence.
- Conduct room inspections to ensure cleanliness.
- Identify viable housing with landlords that accept HASA and /or Social Security benefits.

The Bridge, New York City, NY
6/2006 -5/2009
Per Diem Resident Counselor
RESPONSIBILITIES

- Improve the daily living skills of participants with mental health diagnosis and their adherence to medication regimen. Maintain an hourly log of building activities and improve the resident's social skills through interaction.
- Maintain medication log to ensure that all medication is accurate.
- Enter all client services in the agency's proprietary database, as well as in the appropriate contract funder databases that all medication is accurate.
- Medication is accurate.
- Enter all client services in the agency's proprietary database, as well as in the appropriate contract funder databases that all medication is accurate.
- Enter all client services in the agency's proprietary database, as well as in the appropriate contact funder databases.

Project Samaritan Aids Services, New York City, NY
12/2003-9/2007
Case Management Technician
RESPONSIBILITIES

- Delivered comprehensive case management services, assessments and referrals for the HIV positive population.
- Assist in the coordination of documentation needed for service plans and development of daily progress notes.
- Maintain accurate billing records for NYC Medicaid
- Case conference with service providers to ensure appropriate levels of care are received
- Conduct quarterly home visits and accompany participants to appointments and educate them on the importance of adherence.
- Enter all client services in the agency's proprietary database, as well as in the appropriate contract databases.

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	New York City Employees Retirement System
Address	335 Adams Street, Suite 2300 Brooklyn, NY 11201-3724
Contact Person	Rodney H. Greaves
Contact Details	(718) 251-4640 rgreaves@nycers.org
Candidate Name	Manzoor Shanawaz
Date of Placement	09/18/2023

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY:
- Senior QA / Lead with 15 years of strong IT experience in Quality Assurance including both Manual and Automation Testing of Web-based Client/Server and data warehousing applications.
- Proficient with all stages of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC)
- Strong skills in using testing methodologies such as Functionality testing, Integration testing, System testing, Regression testing, Business Function testing and User Acceptance testing (UAT).
- Hands on experience in Testing Java based web services using SOAP UI for both SOAP and REST API.
- Extensive experience in automation using Rational Functional Tester and Selenium Web driver.
- SME level of understanding on the Child Support Application.
- Experienced in performing mobile testing on various mobile Operating Systems such as android, iOS.
- Excellent logical skills for understanding and developing system workflows and well suited for communicating with both technical and functional professionals
- Strong Possess experience in scripting language like JavaScript for test automation.
- Expert level of understanding of WSDL, Schema, and XML documents for Web Services Testing.

TECHNICAL SKILLS:
- Test Management/Defect Tracking Rational Test Manager, HP ALM, Clear quest, JIRA
- Test Automation Rational Functional Tester, Selenium Web driver
- Test Scripting Java script
- Database DB2, Oracle, Postgre SQL
- Others SOAP UI, Postman, XML Spy, TOAD, Rapid SQL,
- DOORS, Putty, Version One, JAWS

PROFESSIONAL EXPERIENCE:
State of West Virginia/Dept. of Human Services
Sep'21–PRESENT
Interface Test Lead
Project Title: Child Support Management System
- Responsible for Analyzing Business Requirements document for developing Test Scenarios and Test Cases.
- Analyzed mainframe legacy COBOL programs to extract the business logic.
- Testing the interfaces (Federal and State interfaces) and batch jobs.
- Responsible for working on the interfaces that include federal interface like FCR, CSE Net, and State interfaces.
- Responsible for Testing APIS using Postman for both SOAP web services and REST API.
- Responsible for reviewing the manual test cases and guiding the team with test strategy and test plan.
- Responsible for tracking the team progress and supporting the test data setup from interfacing applications.
- Responsible for defect management and team guidance.
- Implement JIRA defect workflow integration with Jenkins
Environment: Java/J2EE, JIRA, Postgre SQL, Postman

State of Maryland/Dept. of Human Services, MD
Aug'18–Aug'21
Senior QA
Project Title: MDTHINK – Child Support Management System

- Responsible for Analyzing Business Requirements document for developing Test Scenarios and Test Cases.
- Responsible for reviewing the manual test cases and guiding the team with test strategy and test plan.
- Responsible for tracking the team progress and supporting the test data setup from interfacing applications.
- Responsible for defect management and team guidance.
- Responsible for Creating of automation framework using Selenium web driver.
- Developing Page object model framework.
- Creation of base utilities and reusable scripts.
- Developing custom test automation scripts and frameworks in JAVA that is reusable across all scripts.
- Test NG is used for orchestrating the scripts.
- Extent-Reports are used to generate html reports.
- Worked on AWS cloud environment with good understanding in Containerization and Cabernets concepts

Environment: Java/J2EE, JIRA, Postgre SQL, Postman, Selenium, AWS

Freddie Mac, VA
Feb'14–Aug'18
UAT Tester
Project Title: ASCS (Advisory Suite Common Services) – LCA, R& W, BCVS, CAC and CrMS
- Developed Test Cases using WSDL, Schema files which defines Web Service Request, Response, methods/operations, End of web service to be tested.
- Created the Test data using XML Spy in XML/JSON format and made the required modifications that helped extensive Backend Testing.
- Tested Java based web services using SOAP UI for both SOAP and REST API.
- Created RTM and participated in the Test Case Peer Review to ensure test cases appropriately translate and map to requirements.
- Evaluated overall results of test execution, performed risk assessment, and reported status and recommendations for modifications to test plan and/or schedule based on findings.
- Involved in guiding and monitoring the implementation and execution of the test cases, test procedures and test suites by the team members.
- Responsible for verifying the test artefacts developed by the team member and checking for timely delivery of different milestones.
- Created summary reports on test status result documents on daily basis.
- Generated multiple reports in HP ALM like the execution status, defect trends and delivered on regular basis to the stalk holders
- SPOC for the test automation initiative using Selenium to automate the smoke and regression scenarios.

Environment: Java/J2EE, JMS, Auto sys Job, Java web services, DB2 , HP ALM, Rapid SQL, DOORS, Service Now, SOAPUI / XML Spy

Federal (Department of Education), DC
Feb' 10 to Jan' 14
Senior QA Test Lead
Project Title: G5 – Grants Management
Manual Testing Role:
- Extensively performed backend testing.
- Tested Oracle Federal Financials application (MOTS) customized for the Department.
- Tested the interface between Oracle Account Receivables, General ledger, Account Payables, Billing modules.
- Tested AR, AP, FA, and GL financial modules in Oracle R12 Financial.
- Performed mobile application testing on various devices for the newly developed functional models.
- Performed 508 testing using JAWS to verify the 508 compliance.
- Owner for testing financial modules like payments, refunds, adjustments, feeder and sub ledger in the G5 project.
Automation Testing Role:
- Identifying test scenarios from user stories & business process flows for functional testing for automation.
- Developed the automation framework for the G5 project.
- Developed custom scripts and functional libraries for the framework using java script.
- Responsible for test automation using Rational Functional Tester (RFT) as part of the overall Software Development Lifecycle.
- Scheduled and executed automated test scripts on appropriate hardware resources during specified test periods.

- Maintaining RFT automation scripts for smoke & regression testing.
- Used the data-driven approaches for automation.
- Extensively used Java for enhancing the automation script in RFT.

Environment: Java, Oracle 11g, Federal Financials, JavaScript, Rational Quality Manager, Rational Functional Tester (RFT), Rational Clear Quest, Toad, JAWS

Wal-Mart, Bentonville, AR
Aug'09 to Jan '10
Senior Test Engineer
Project Title: Item Relationship (RMS)
- Working in Agile methodology and attending daily scrum meetings & status review calls.
- Performed requirement verification.
- Involved in review meetings and walk through meetings with the customers.
- Extensively used backend testing.
- Performed major role in the execution of test cases. Defects were tracked, reviewed, analyzed and fixes are re - tested
- Worked with developers to identify the development errors, resolve them and tested the Bug fixes.
- Developed Test plans and modified the test plan when required in later stages of testing

Environment: Java, Oracle ERP, SQL Developer, UNIX, HP Quality Centre 9.2

WellPoint, Inc.
Jul '08 to Jul '09
Senior Test Engineer
Project Title: Facility Providers
- Analyzed the system test cases and selected test cases suitable for automation.
- Worked as the SPOC for this project and interacted directly with the client on day-to-day basis for setting up the regression bed.
- Designed data driven framework in Rational Functional Tester using POI and implemented across the projects.
- Created automation scripts using Rational Functional tester & Rational Robot Scripts for Provider and facility portals.
- Worked on monthly releases, executed the regression scripts, analyzed the results and reported the issues.
- Involved in preparation of Claims Data in the Legacy Systems Mainframe AS-400 (Claim Processing).
- Good understanding in the EDI transaction system. (834, 837 transactions)
- Developed Test Cases from the Software Requirement Specifications using the Rational Test Manager.
- Responsible for updating the project team about the status of SIT execution.
- Validated several Application Engine programs by creating the expected results using SQL and matching them with the elements in the reports.
- Developed Requirements Traceability Matrix (RTM) between requirements and Test cases.
- Maintained defect tracking using Rational Clear quest.

Environment: Java, AS/400, Rational Functional Tester, Robot and Test Manager

Government of Switzerland
Jul '06 to Jun '08
Lead Test Engineer
Project Title: VISTA
- As a Test Engineer, responsible for understanding the Requirements and writing test scenarios and test cases which ensure complete coverage.
- Worked closely with Functional Analysts to Identify Functional requirements to Prepare Test Scripts for the new Functionality
- Conducted Test Coordination meetings between Functional and QA teams
- Worked with the developers to identify the development errors, to resolve them and Tested the Bug fixes
- Involved in Interim testing co-ordination meetings during the Testing Cycles
- Designed the data for interpreting Positive/Negative test results
- Logged the errors and track them using Rational Clear Quest and co-coordinated efforts with the development team to solve the problems

Environment: Java, UNIX, SQL Server, Clear Quest Test Manager, Rational Clear quest

CERTIFICATION:
- ISTQB Foundation Level Certified.
- CSTM (Certified Software Test Manager) Certified
- Amazon Cloud Certified Practitioner
- AIX Certified
- Oracle 9i Fundamental Certified

EDUCATION:

Bachelor of Engineering (Computer Science) from Madurai Kamaraj University   2004

9. JOB CLASSIFICATION - SECURITY ANALYST

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	DFW Airport
Address	2400 Aviation Drive, PO Box 619428 DFW Airport, TX 75261
Contact Person	Emily Grose
Contact Details	972-973-5468 egrose@dfwairport.com
Candidate Name	James Kujero
Date of Placement	11-02-2020

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY:
- Experience in identifying, evaluating, and prioritizing risks to optimize continuous improvement in the Financial Services, IT outsourcing, and Telecommunications industries.
- software development background experience and Dev experience (.NET/C#/C++)
- Strong operational network experience with Firewalls, primary is Palo Alto.
- Experience with C/C++ and scripting languages like Perl, PowerShell
- Excellent understanding of information security and risk frameworks/standards (ISO 27001/2, NIST 800 series, PCI-DSS, SOC 2, HITRUST etc.)
- Experience in Security Control Assessment with in-depth knowledge of HITRUST, SIG, SSAE 18 (SOC 1, SOC 2), NIST 800-53, NIST 800-37, NIST 800 -137, PCI-DSS to achieve Confidentiality, Integrity, Availability of Information Systems.
- Support the GRC operating model and the service-oriented customer engagement model
- Experience with Vormetric Thales
- Functional knowledge of ISMS governance models (i.e. ISO 27001, NIST, CAIQ), information security roles, security controls
- Provisioned user accounts in the AWS IAM Console, based on Role Based Access Control (RBAC) that ensured least privilege was enforced in accordance with Access Control policies, and separation of duties matrix.
- Extensive Knowledge with ServiceNow, Archer, Cyberark, Oracle Identify Manager (OIM)
- Experience with Encryption, Risk, vulnerability assessment Vormetric & Thales, Encryption, conducting risk assessments and vulnerability scans to identify potential threats and vulnerabilities in the encryption infrastructure.
- Evaluation of enterprise and department-level software including CyberArk and Tripwire
- Experience with Network proxies (Blue Coat, Zscaler, McAfee, Websense, etc.)
- Experience in audit and control, risk assessments and Vendor/Third Party Risk Assessment.
- In-depth knowledge of Sarbanes-Oxley Act (SOX), application control risk assessment, IT General Controls (ITGC) and SAS70/SSAE18 attestation.
- Verified and reconciled failed accounts within the QA and production CyberArk environments.

Certifications
- Certified Third-Party Risk Professional (CTPRP)
- Certified Data Privacy Solutions Engineer (CDPSE)
- SABSA certification
- CompTIA Network+
- AWS SA Professional
- PMP- Project Management Professional
- CISM – Certified Information Security Manager-ISACA
- CISA-Certified Information System Auditor -ISACA
- ITIL V4 certification
- FS certificate in FS FSCA
- FS certificate in FS FSDA
- CRISC- Certified in Risk and Information Systems-ISACA
- SR. Third Party Risk Management Professional- ISO 27001 LA

- CEH- Certified Ethical Hacker
- CFE- Certified Fraud Examiner
- CISSP- Certified Information Systems Security Professional
- Sailpoint Certification on Identity Now (Professional or Engineer)
- ISO 27001 – GAQM
- ISO 27001: 2013 – GAQM
- ISO 27001: Lead Auditor – GAQM

SKILLS:
- Network & System Security, Shared Assessments, Risk Management, Vulnerability Assessments, Authentication & Access Control, System Monitoring, Regulatory Compliance, System Integration Planning, Multitier Network Architectures.
- Tests professional proficiency in all aspects of enterprise security as delivered by the SABSA method.
- Achieve ISO 27001 certification, using the Vanta platform
- Proven record in building and heading vendor/third party/supplier risk management, contract administration, second line of defense Programs: Policies, standards, controls/risk assessing functions, business strategy, operations management, and managing vendor relationships.
- Security Risk Assessment & Management, Business Continuity and Disaster Recovery, Policy Management and Compliance, Security Operations, Security Program Management, Security Architecture & Engineering.
- Endpoint protection (Symantec, McAfee, Bit9, Tanium, CrowdStrike, Cylance, Bromium, etc.)
- Implemented end-to-end ERP platform managing multi-company financials, warehouse and merchandising.
- Experience with FISMA, RMF, and NIST SP 800–53 or 53A or equivalent policies
- Processed both internal and external Cyber Threat Intelligence for determination of impact, hunting to determine scope, and implementation of mitigations.
- AWS – IAM, EC2, VPC, S3, Route53, CloudFront, RDS, SQS, SWF, SNS, Kinesis, Redshift, DynamoDB, Neptune, Aurora, CloudWatch, AWS CLI, Storage gateway, Direct connect, VPN connect, ELB, Teammate, Veracode, Checkmarx, Aquasec, Twistlock, OWASP ZAP

Technical Skills/Tools Used:
CAAT, TeamMate, ACL, GAMx, CANVAS, IDEA, ETL, Microsoft SharePoint, CITRIX Office Tools, RSA Archer, Ariba, MetricStream, Agile, DevSecOps, NESSUS, Xacta, CSAM, STIGs, eMASS, ACAS, SCAP, Qualys, Splunk, ServiceNow, PeopleSoft, Jira, Azure, AWS, SharePoint, Active Directory, TraceSecurity, Tableau, ERP and Cloud ERP, MS Office Suite, MS Visio, MS Project, NIST CSF, NIST, RMF, JavaScript, SQL, Python, Bash, Jenkins, Docker, Git, Maven, Selenium, Ansible, Nagios, SnatchBot, TOAD, PuTTY, SSH, Crontab, VMware, VirtualBox, Nexpose (by Rapid 7), RACF, SailPoint, WebInspect, Cortex XDR, Zscaler, Palo Alto Firewalls, Carbon Black, Symantec Endpoint Protection, Imperva, Varonis, LogRythm, Tripwire, Forescout, Symantec Cloud Access Security Broker (CASB), SecureMail, Symantec WebPulse, VMRay, Symantec Web Security Service, Fortinet FortiGate, Azure, Crowd Strike, Tenable, Securonix, Cyber Defence, Saviynt, KnowBe4, ZenGRC, Jira/Confluence, Automation, Neo4j, Python, qualys, Troubleshooting, Vulnerability Scanning etc.

PROFESSIONAL EXPERIENCE:
Huntington Ingalls Industries (Remote)
May 2023 – Current
Firewall Project Manager/Snr. Security Engineer/ Senior IT Security Risk Analyst
- Manage the Mission Tech MT/HII Firewall implementation project.
- Experience managing multiple concurrent full-lifecycle programs including Git version.
- Experience with BeyondTrust
- Lead the team of network engineers and firewall SMEs on the installation of Palo Alto Firewalls and migrating the VM firewalls to be managed in Panorama.
- Maintained a hands-on role to ensure deadlines are met and key deliverables are always accurate.
- Utilize Python to develop custom security tools, scripts, and automation frameworks tailored to the organization's specific security needs.
- Actively participate in Agile ceremonies such as sprint planning, daily stand-ups, sprint reviews, and retrospectives.
- Defined project scope, goals and deliverables that support business goals in collaboration with cross-functional and cross-operating teams.
- Developed project plans and associated team structures, and communication documents in collaboration with cross-functional and cross operating teams.

- Coordinated design meetings and decisions within internal team.
- Defined clear targets and objectives and communicated them to other team members.
- Recommended process and systems improvements such as improved process workflow and suggestion on new process inclusion.
- Provide security training and awareness programs to developers and other stakeholders on secure Git practices
- Monitored project progress continuously and made detailed scheduled reports on measurable items, such as milestones and deliverables.
- Provided progress reporting and prepared presentations for executive communication.
- Effectively utilized metrics to track progress, identify issues, make decisions and improvements
- Assign and oversee the daily tasks of the technical team while ensuring all subordinates are actively working toward established milestones.
- Identifying potential security threats and vulnerabilities specific to REST and SOAP APIs, and devising strategies to mitigate these risks.
- Held regular development and technical team meetings to determine progress and address any questions or challenges regarding the Palo Alto implementation project.
- Exposure to projects with the following Fortinet to Palo Alto Migration, Palo Alto Deployment, Integration with Azure V-Wan, Panorama Implementation, Firewall Policy - Site-to-Site Connectivity, GCCH Environment, FIPs Mode on Palo Alto and Experience translating LS-VPN
- Migrated 3,500+ Devices into the tenant and then set up in Intune.
- Performed heavy interaction with both leaders, the functional office, the technical team, and the PMO.
- Helped to manage and track day-to-day tasks related to the migration effort.
- Developed weekly status reports and provided updates to senior leadership as needed.

Modis – Ameritas Life Insurance, Lincoln, NE
Sep 2021 – May 2023
SR I.T Security Lead/ Senior IT Security Risk Analyst
- To monitor controls and perform control testing on effectiveness of TPRM compliance in accordance to Risk methodology and program set by Group and Regional TPRM
- Develop security architecture strategies, frameworks and reference models
- Provide application specific recommendations and plans for utilizing Azure Disaster Recovery (DR) tools and services
- Experience with Qualys vulnerability scanning and reporting
- Supported / Implemented SailPoint for medium to large scale customers across various industry verticals.
- Experience on IAM concepts like JML, RBAC, Provisioning, Health Checks
- Strong background in coding and development using Java.
- Experience on Palo Alto firewalls and securing Internet facing application
- Demonstrate strong technical skills, problem solving and troubleshooting skills.
- Able to work under pressure in case of a critical incident and provide resolution.
- Experience supporting Security Orchestration, Automation, and Response (SOAR) tools
- Process Unity software experience in Third Party Risk
- Evaluate, deploy, and manage security tools and technologies that enhance the security of Git repositories
- Configuring and managing API gateways to enforce security policies, rate limiting, and traffic management for both REST and SOAP APIs.
- Advanced knowledge of frameworks including NIST CSF, ACSC Essential Eight Maturity Model, IEC 62443, CIS and ISO27001
- Extended detection and response (XDR) and utilizing an attack surface platform to identify security exploits
- Develop and maintain incident response plans and procedures, ensuring they align with agile methodologies and are regularly tested and updated.
- Support GRC capabilities, such as enterprise security risk management, compliance and audit management, policy management, security awareness training, third party risk management, and metrics and reporting
- Participated in the evaluation of enterprise and department-level software including CyberArk and Tripwire
- Develop and implement Python scripts to aid in the containment and eradication of security threats
- Experience in Public Cloud technologies including AWS and Microsoft Azure specifically in networking and security solutions and implementation.
- Plan, lead and facilitate Agile practices like sprint planning, burn up/burn downs, cross functional scrum team dependencies, create release schedules and related staffing plans.

- Experience in GRC platform assessing risks, managing approvals, and running audits.
- Implemented, configured, and managed endpoint security tools, including Carbon Black, CrowdStrike, Palo Alto XDR, and other relevant technologies.
- Experienced in DDos, Sql Injection protection, XSS protection, Python script injection and major hacking protection techniques to address and integrate Security in SDLC by following techniques like Threat Modeling, Risk Management, Logging, Penetration Testing, etc.
- Evaluated vulnerabilities based on exploitability using the MITRE Attack framework.
- Experience with applying NIST SP 800-37 Risk Management principles, interpreting requirements, and developing implementation guidance
- Conduct risk assessments to help identify and describe the operational, reputational, financial, and compliance risks affecting SEI's businesses
- Evaluate, assess, and quantify the potential impact of risks to SEI's businesses
- Report risks in the manner appropriate for each target audience, highlighting the relevant likelihood and severity of each risk
- Assist in determining the most appropriate response to identified risks (avoid, share, reduce, accept)
- Support Regional TPRM team on the reporting of high-risk third-party contracts and third-party high risks / ineffective controls and highlight third party risks and the action planned to address inadequate controls to executive management
- Improve awareness of Operational Risks faced by Business from third party failure/poor performance and work with Local TPRM/Legal/Business to mitigate any losses
- Build and maintain strong influencing relationships with Business Partners and SMEs such as ORIC, ISR, BCP, Legal, Compliance, Audit and BRCM to improve their understanding of TPRM, and ensure consideration of third-party risk within their own risk domain framework
- Lead / Support other risk function initiatives as the subject matter expert for TPRM, such as new regulatory requirements in relation to third party risk (FSA – RRP, Material Outsourcing) Anti Bribery etc.
- Developed Cloud ERP/CRM platform.
- Ensure Third Party Risk Management activities conform to Regulatory, Group Policy and Local Procedures
- Lead incident response efforts related to security incidents involving Git repositories
- Proactively work with Third Party Risk Management Category teams and Business Partners to identify areas of risk and reduce, mitigate or eliminate third party risk within the category plans
- Perform analytics for the TPRM program using the company's Archer GRC solution and other tools; acquire data from vendor master; support TPRM Manager and TPRM Director with data aggregation from risk assessment tools, such as Archer; input risks and related remediation into risk register in Archer; update and manage business owner communications forums
- Collaborating on risk management efforts between various risk functions within the ERM team
- Develop reports, dashboards, and presentation materials sufficient to communicate Azure DR options and recommendations
- Assisted in the review of data protection requirements of business functions and document the available solutions and processes; CASB, DLP, Tokenization, transparent encryption and other related data protection technologies
- Performed cyber threat intelligence operations including intelligence collection (IOCs), tracking threat actors, identifying and tracking malicious infrastructure
- Working collaboratively as part of team that is preforming activities with Network/Micro/Application Segmentation on the Palo Alto firewall.
- Responsible for creating and maintaining SAP application-level authorizations based on Standard SAP roles and designed from scratch for the new SAP S4 landscapes.

Company: Transamerica (American Computer Service, Inc)
Location: Plano, Texas
Duration: Jan/2020 – September/2021
Role: SR I.T Security Lead/ SR. Third Party Risk Management Professional/Senior Risk Analyst
- Worked closely with Functional Business Area (FBA) senior managers and managers to ensure awareness and understanding of third-party risk program requirements and associated risk within their portfolios.
- Excellent knowledge of JAVA /J2EE, JavaScript and other scripting languages and XML in python.
- Experience with Qualys vulnerability scanning and reporting
- Strong knowledge of Access Reviews and certifications in SailPoint.
- Experience in cybersecurity with more focused towards XDR technology. Experience in IBM XDR tool

- Assisted to manage security compliance programs and activities that support various compliance regulations
- Demonstrated expertise in enterprise security architecture, including: securing service oriented architecture (SOA); network security; application security; Internet and Intranets; network infrastructure and web services
- Developed reports, dashboards, and presentation materials sufficient to communicate Azure DR options and recommendations
- Strong knowledge of Data Protection Legislation, GDPR and DPA rules including impact and risk assessments
- Lead incident response efforts related to security incidents involving Git repositories
- Experience with analyzing, assessing, or implementing assessment procedures, including NIST security controls
- Develop and implement Python scripts to aid in the containment and eradication of security threats
- Excellent knowledge and understanding of LDAP concepts and working experience with at least few of the LDAPs.
- Extensive experience in reviewing application security vulnerabilities and determining likelihood, impact, inherent risk, and residual risk.
- Experience in testing browser-based apps, API endpoints, and mobile apps on both iOS and Android platforms.
- Designed interface with ERP backend with API's and message queues to minimize web developer interaction with ERP backend and in general minimize the scope of knowledge and required for any developer task.
- Setup integrations between log management platform and other critical Security tools like SOAR, asset inventory, reporting dashboard, EDR, WAF, CSPM., etc
- Documenting incident response processes and procedures.
- Worked on GRC Tools: ServiceNow, Archer.
- Utilizing the internal ISO based risk assessment process to perform the risk assessment through the entire Git lifecycle: kickoff, assessment, report completion, report delivery, capture and manage findings and remediation responses/dates, and provide consultation on finding and remediation that may come from other assessments.
- Plan and conduct security risk assessments for all third-party vendors/suppliers.
- Reviewed and validated all controls at the vendor site to ensure data confidentiality.
- Validate security questionnaires during onsite vitals, to ensure up to date data protection on vendor site.
- Reviewed and scored Risk and Authorization Management Program assessment responses
- Reviewed third-party audits and reports (SOC 2 type 2, ISO 27xxx, CSA STAR, etc.)
- Worked with cloud vendors to communicate deficiencies in assessment responses
- Managed and prioritized multiple assessments
- Troubleshoot, verified and reconciled accounts that were not working properly in the CyberArk.
- Verified and reconciled failed accounts within the QA and production CyberArk environments.
- Communicated assessment requirements to vendors and customer organizations
- Conduct on-site risk assessments based on agreed upon procedures guidelines
- Review all essential security policies and procedures documentation
- Provide detailed reports of assessments to business owners and the vendor management office
- Conducted third party risk assessments aligned with ISO and NIST standards
- Reviewed completed SIG questionnaires based on vendor inherent risk
- Performed risk assessments that address security threats, changes to systems and/or applications, process improvement initiatives, supplier assessments (including downstream outsourcers) and other requests from the business.
- Knowledge of on-prem infrastructure security and knowledge in public cloud infrastructure and automation.
- Provide support for various third-party management meetings.
- Provide strategic input to the development of new processes and redesign of existing processes.
- Report risks in the manner appropriate for each target audience, highlighting the relevant likelihood and severity of each risk.
- Monitor controls and perform control testing on effectiveness of TPRM compliance in accordance to Risk methodology and program set by Group and Regional TPRM
- Support TPRM team on the reporting of high-risk third-party contracts and third-party high risks / ineffective controls and highlight third party risks and the action planned to address inadequate controls to executive management.
- Partner with appropriate stakeholders across the Bank to document deviations from Information Technology, Information Security, and business continuity expectations as defined in Policies, Standards and Frameworks
- Ensures all relevant aspect of the risk exceptions are documented in detail to support the inherent and residual risk determination.
- Ensure the risk exceptions are approved by the appropriate individuals based on the nature and severity of the risk.

- Drive risk mitigation strategies and issue resolution actions with key stakeholders Manage scrum teams applying Agile principles, practices, and theory Responsible for taking small to large, company-wide, mission critical programs/projects from original concept through final implementation.
- Develops and maintains reporting on the status of the program for senior leadership and appropriate oversight committees.
- Ensures work effort dependencies, assumptions, risks and issues are defined, documented and communicated to the appropriate lead and/ stakeholder.
- Improve awareness of Operational Risks faced by Business from third party failure/poor performance and work with Local TPRM/Legal/Business to mitigate any losses
- Proactively work with Third Party Risk Management Category teams and Business Partners to identify areas of risk and reduce, mitigate, or eliminate third party risk within the category plans
- Collaborating on risk management efforts between various risk functions within the TPRM team
- Keep abreast of business and technology trends, particularly in the areas of business resilience, third party risk, cybersecurity, information governance, and identity management
- Maintained privileged accounts within CyberArk vaults.
- Coordinate with the Third-Party Program Manager/Officers to maintain the third-party inventory, risk assessment information, contracts, action plans, watch list, service level agreements, issues, and required documents within the SharePoint, and document management system
- Working knowledge of assessing controls against standards and frameworks such as ISO27001:2013, ISO 22301, NIST 800-53 Rev 4
- Assess the security controls and regulatory compliance of a client
- Scoping and understanding client environment, business processes, people and technologies, determining compliance requirements and then assessing if the client organization can demonstrate the compliance through clear evidence that is observed, reviewed and tested.
- Drafts a compliance report that outlines how the company has met compliance requirements for the company's
- Coordinate with the Security Operations Center on prioritizing DLP event responses
- Hands on experience with McAfee DLP, Forcepoint and CASB
- Performed cyber threat intelligence review, assessing and tracking potential cyber threats commonly associated with attempted intrusions, network & host-based attacks (external & internal), product vulnerabilities, etc., and coordinate incident response and remediation efforts

Company: NYC Department of Information Technology & Telecommunications
Location: New York
Duration: March/2016 – Jan/2020
Role: SR I.T Security Lead/ SR. Third Party Risk Management Professional/Senior Risk Analyst
- Reviewed and validated all controls at the vendor site to ensure data confidentiality.
- Validate security questionnaires during onsite vitals, to ensure up to date data protection on vendor site.
- Experience in network security (Palo Alto firewalls, DMZ , Segmentation, ADC, WAF, DDOS, redundancy architectures, end point security
- Extensive Experience in development/support of workflows, forms, and other SailPoint IDM Component
- Experience troubleshooting issues with database access, CyberArk credentials, Qualys Cloud Agents in Windows, Linux, and MacOS
- Develop and maintain incident response plans and procedures, ensuring they align with agile methodologies and are regularly tested and updated.
- Familiarity with IBM XDR platforms and related security technologies
- Process Unity software experience in Third Party Risk
- Collaborated with Information Technology's Cyber Threat Intelligence Team within the Security Operations Center
- Implement mechanisms for continuous monitoring of Git repositories for security vulnerabilities, suspicious activities, and compliance violations, and drive ongoing improvements to security processes and controls.
- Assessing the security posture of third-party API providers and vendors, evaluating their security controls, and ensuring contractual agreements
- Experience with SOAR platforms (XSOAR, Splunk Phantom, IBM Resilient).
- Knowledge of federal information security policies, standards, procedures, directives, and frameworks, including FISMA, NIST 800-53, Revision 4, and the Risk Management Framework

- Development and deployment of IOC's from threat intelligence and incidents to relevant endpoint security solutions, and conveyance of these IOC's to other teams such as Network Security, Email, Vulnerability Management, Product Security, etc.
- Provide strategic direction on enterprise security architecture and the implementation of appropriate safeguards and controls
- Experience with first responder forensics analysis and investigation
- Advise Stakeholders on legal requirements of the relevant Data Protection Acts (DPA) or equivalent privacy laws, forthcoming EU Privacy Regulation as well as raising awareness of data security, compliance and regulation
- Conduct on-site risk assessments based on agreed upon procedures guidelines
- Review all essential security policies and procedures documentation
- Provide detailed reports of assessments to business owners and the vendor management office.
- Identified and documented opportunities for where the State could gain DR efficiencies and effectiveness by utilizing Azure DR related services.
- Developed best practices for testing DR plans in Azure.
- Collaborated with various operational and business teams to complete assessments and drive remediation items to closure.
- Experience in developing, architecting, and supporting Security mainly on SAP S4 and other products like SAP GRC, SAP HANA, ABAP/R3, Business Objects, Cloud SAS solutions and SAP ETL tools, ChaRM, Solution Manager, BTP ,etc.
- Maintained accurate reporting of remediation activities to bring appropriate visibility to stakeholders and leadership.
- Leverage FedRAMP assessment experience and technical and program management skills to lead, plan, track, collaborate and report on FedRAMP program deliverables, including scheduling and leading meetings, assigning and tracking action items, and developing status reports
- Create and publish technical documentation associated with FedRAMP assessment packages
- Act as a Subject Matter Expert (SME) on FedRAMP authorization and assurance activities to develop and implement an effective FedRAMP program that leverages the National Institute of Standards and Technology (NIST), Federal Risk and Authorization Management Program (FedRAMP), and other applicable standards, policies, and regulations
- Work with a government agency to help them achieve (or maintain) FedRAMP authorization
- Drive working sessions with clients to ensure expectations and direction are aligned and timelines are being met
- Experience working with Application/Web Servers (Tomcat, WebLogic, Websphere) or developing J2EE products.
- Perform necessary Data Flows between User and Applications, and Application to Application
- Work as a remediation analyst to ensure all gaps discovered during the assessment are remediated or mitigated timely
- Experience working with Splunk application, both administration and searching/dashboarding development
- Identity & Access Management - Provisioned user accounts in the AWS IAM Console, based on Role Based Access Control (RBAC) that ensured least privilege was enforced in accordance with Access Control policies, and separation of duties matrix.
- Plan and conduct security risk assessments for all third-party vendors/suppliers.
- Categorizing information systems with reference to guidelines from FIPS 199 and NIST SP 800-60.
- Act as an advisor to a client organization in preparation for an assessment (~25% of the time) Guiding the client to properly prepare for controls and/or compliance audit through proper scoping and identifying sensitive data, how it is managed, determine what the requirements are needed to implement controls, perform gap analysis and generate a report outlining action items to take and policies to develop to be ready for an assessment.
- Serve as the SOC's initial point of contact for all users.
- Perform IT Controls Monitoring via ServiceNow GRC.
- Work with Business Continuity Planning team to understand Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for critical business functions and related technology.
- Lead and perform IT general control testing in accordance with Sarbanes-Oxley (SOX) requirements.
- Built and managed third party risk management oversight program for second
- line of defense; led strategic initiatives.
- Provide oversight in developing Archer solutions to support three or more of the following: SOX, PCI DSS, ISO 27001/27002/27005, HIPAA, Unified Compliance Framework, Enterprise Risk Management, Vendor Risk Management, Vulnerability Risk Management, Security Operations Management, Business Continuity Management, Audit Management.

- Conducts and leads all aspects of the end-to-end IT audit process to include engagement planning, coordination, scope determination, risk and control identification, design of audit program procedures, testing, and evaluation and analysis of results.
- Develop and maintain Risk Management plan using NIST RMF and CSF.
- Conduct NERC CIP audits
- Prepares adequate documentation (work papers) supporting all audit work performed to support the preparation of a written report to Management
- Prepares comprehensive, well-written Internal Audit Reports summarizing the review results.
- Follows-up on status of prior IT audit recommendations to ensure that report recommendations are implemented on a timely basis. Provides support to the IT Director, Finance Director, Internal Control Staff, External Auditors, and to Management with respect to information technology and its application to the business.
- Identify security controls and construct a compliance matrix for tracking.
- Apply appropriate information security control for federal information system based on NIST 800-37, evaluate threats and vulnerabilities based on tenable reports.
- Working directly with ISSO in the review of packages such as system security plan (SSP) to ensure the SSP is updated based upon findings in the requirement traceability matrix (RTM), and spearhead team of information security professionals responsible for the development of security policies, procedures, and security assessment and authorization (aa) packages for various commercial and government entities.
- Providing security support to information system security officers (ISSO) and point of contact on the FISMA and NIST process.
- Initiate security assessment and authorization environments such as system security categorization, development of security and contingency plans, security testing and evaluation, system accreditation and continuous monitoring.
- Reviewing privacy threshold analysis (PTA) privacy impact assessment (PIA), and a system of record notice.
- Preparing comprehensive and executive assessment authorization (AA) packages for approval of an.
- Ensuring customers adhere strictly to security policies and procedures following NIST 800-53 NIST 800-53a.
- Work with process owners and external auditors to manage and execute controls testing.
- Conducted IT-Security standards/compliance assessments/shared assessments.
- Reviewing artifacts and removed any PII (personally identifiable information) for audit requests. Perform vulnerability scanning and analysis with Nessus.
- Directly manage and escalate outstanding remediation items to ensure timely completion.
- Understanding of internal control concepts and experience in applying them to perform, manage and report on the evaluation of the business processes/areas/functions
- Strong verbal and written communication skills, to effectively present to peers and business management.
- Experience supporting Sarbanes Oxley/SOX controls.
- Managed cloud infrastructure security using IAM roles for AWS, least privilege security practices, password policies, groups, individual users, and configuring multi-factor authentication for privileged users.
- Experience working with and/or implementing DLP tools and solutions within On-Prem or Cloud Based solutions such as O365 and G Suite
- Experience with a variety of frameworks and regulations (e.g. NIST, PII, PCI, GLBA, GDPR, FFIEC, HIPAA, SOX, ISO 27001, SSAE16, SOC1/II, COBIT, COSO, etc.)
- Experience with Virtualized systems administration using Hyper-V, VMWare, and Azure IaaS.
- Monitored the security risk profiles and events of our suppliers to objectively determine high risk suppliers that require additional review and treatment plans.
- Understanding and application of applicable cybersecurity standards and frameworks i.e. NIST CSF, NIST 800-53, NIST 800-207, ISA62443, CIS, ISO 27001

Company: PerfectNET Inc
Location: New York
Duration: 04/2014 – March/2016
Role: Third-Party Risk Management & QA/Information Assurance Lead / SOX 404 Compliance testing Lead
- Experience with e- GRC tools such as RSA Archer to ensure secured and prompt communication of findings and deployments of questionnaire to the vendor and to track vendor progress on remediation.
- Experience troubleshooting issues with database access, CyberArk credentials, Qualys Cloud Agents in Windows, Linux, and MacOS
- Hands on design and implementation of various network security stack architectures with a primary focus on Palo Alto firewalls.

- Experience with triaging and resolving advanced vector attacks such as botnets and advanced persistent threats (APTs)
- Experience with SAP authorization concept, role design, user administration, SOD conflict resolution.
- Supported the automation of KRIs and KPI reporting that align with operational/business risk areas and corporate risk.
- In-depth knowledge of Network Security architecture, models and methodologies, authentication schemes
- Experience in Splunk>Phantom, including writing playbooks, troubleshooting, training, or supporting technical requests
- Experienced data protection professional with an analytical mindset and demonstrable experience in a privacy or data protection function of an international corporation, with experience of privacy law and practice
- Extensive experience developing Splunk dashboards to concisely and accurately display actionable security data/alerts
- Verified and reconciled failed accounts within the QA and production CyberArk environments.
- Ensure third party relationship adhere to company's policies, procedures and compliant with regulatory guidelines and industry best practices.
- Design and constantly upgrading suppliers' questionnaires to ensure all areas of new threat signatures discovered are covered.
- Administer questionnaires to all vendors to determine the control effectiveness.
- Conducts onsite and virtual risk assessment to continuously determine the security posture at the vendor site.
- Extensive experience with Agile tool and techniques: Lean design, accommodating changing requirements, iterations, feedback loop with customer involvement
- Escalate issues of 3rd party vendor's non-compliance to the vendor risk management office (VMO).
- Analyze and update System Security Plan (SSP), Risk Assessment (RA), Privacy Impact Assessment (PIA), System Security test and Evaluation (ST&E) and the Plan Of Actions and Milestones (POA&M).
- Experience in computer and network systems, including IT/OT security, NERC CIP regulations, NIST requirements, SANS security practices, Cisco Firewalls and Routers, and Siemens networking products.
- Lead a team of Database Security, Data Loss Prevention (DLP), Cloud Security, and Encryption experts, providing guidance, direction, and thought leadership
- Built AWS Storage Gateway (NFS File Gateway) for offsite backups of on-premise Oracle databases.
- Assist System Owners and ISSO in preparing certification and Accreditation package for company's IT systems, making sure that management, operational and technical security controls adhere to a formal and well-established security requirement authorized by NIST SP 800-53
- Gathered and documented Disaster Recovery plan for various business units.
- Directed the implementation and administration of one or more e GRC/IT GRC platforms, such as RSA Archer, MetricStream, or BWise.
- Designate systems and categorize its C.I.A using FIPS 199 and NIST SP 800-60
- Conduct Self-Annual Assessment (NIST SP 800-53A)
- Perform Vulnerability Assessment. Make sure that risks are assessed, evaluated and a proper action have been taken to limit their impact on the Information and Information Systems
- Created standard templates for required security assessment and authorization documents, including risk assessments, security plans, security assessment plans and reports, contingency plans, and security authorization packages
- Conducted IT controls risk assessments that included reviewing organizational policies, standards and procedures and provided advice on their adequacy, accuracy and compliance with the Payment Card Industry Data Security Standard.
- Perform IT risk assessment and document the system security keys controls
- Meet with IT team to gather evidence, develop test plans, testing procedures and document test results and exceptions
- Design and Conduct walkthroughs, formulate test plans, test results and develop remediation plans for each area of the testing
- Wrote audit reports for distribution to management and senior management documenting the results of the audit.
- Developed audit programs and risk assessments, and subsequently conducted testing for IT-related audits in accordance with the annual audit plan.
- Participate in the SOX testing of the General Computer Controls
- Develop a Business Continuity Plan
- Architect, design and implement a right-sized Third-party Risk Management

- Program (TPRM) and associated standards, protocols, tools, and templates to support an industry-standard TPRM life cycle framework.
- Collaborate with internal control partners (ISO, BCPM, Compliance, Privacy, Finance, etc.) to define and incorporate risk control reviews to achieve regulatory and policy compliance. Define 1st line operating model, governance & oversight protocols, and quality assurance standards. Drive Program adoption and continued maturation of the TPRM discipline across the enterprise.

Company: PlainsCapital Bank
Location: Saint Louis, MO
Duration: 07/2007 – 04/2014
Role: IT Security Analyst/ Third Party Risk Analyst

- Performed gap analysis of the IT security policy framework between ISO/IEC 27001-2013 and 27002-2013 and map ISO/IEC 27001-2013 -NIST (SP)800-53 Security controls to ensure enterprise remained in compliance.
- Experience troubleshooting issues with database access, CyberArk credentials, Qualys Cloud Agents in Windows, Linux, and MacOS
- Experience in assists in the development of network security requirements, assists in technical regulatory compliance efforts, evaluates security services and technologies, and reviews and documents information security policies and procedures as well as provides monitoring and oversight for alerts in this environment to hand off to Operations.
- Process Unity software experience in Third Party Risk
- Assist in the review of data protection requirements of business functions and document the available solutions and processes; CASB, DLP, Tokenization, transparent encryption and other related data protection technologies
- Hands-on experience with SAP security design, build, deployment, and audits for standard role-based Security.
- Experience in programming languages to include Python.
- Experience working with the Vanta platform
- Experience as the leas during business-impacting situations, and work to restore normal service operations in cooperation with cross-functional partners.
- Acted as an advisor to the organization in preparation for an assessment.
- Guiding to properly prepare for controls and/or compliance audit through proper scoping and identifying sensitive data, how it is managed, determine what the requirements are needed to implement controls, perform gap analysis and generate a report outlining action items to take and policies to develop to be ready for an assessment.
- Executed IT testing as directed by Senior Managers, etc.
- Evaluated client documentation to support controls.
- Scheduled meetings participated in client meetings and take extensive notes.
- Documented minutes and design / operational effectiveness of controls.
- Worked with Senior Associates and Managers to determine proper information assurance treatment of various issues that arise during an IT audit.
- Communicate on a daily basis with client management and process owners.
- Developed workpapers and client deliverables.
- Prepared draft audit reports and communicate audit observations to management.
- Reviewed and evaluated risk, documented and assessed key controls, documented and assessed process flows and identified significant information assurance issues
- Communicated to senior associates and management potential information system issues
- Identified and communicated information assurance matters to senior associates, managers and partners.
- Implemented lifecycle, versioning policies in S3 for all S3 objects.
- Created EFS (Elastic File System) for shared storage between EC2 instances over NFS protocol.
- Experience in IT infrastructure, technical analysis, servers/databases, etc.
- Assisted in the development of proposals and thought leadership
- Assisted with business development activities, such as proposals, capture, account teams, whitepapers, conferences, and/or other thought leadership materials.
- Information security system policies, plans, and baselines were developed and reviewed.
- Provided security expertise and guidance in support of security assessments.
- Reviewed authorization documentation for completeness and accuracy for compliance.
- Ensured cyber security policies are adhered to and that required controls are implemented and facilitated continuous monitoring system.
- Implemented and checked information system security plans to ensure NIST control requirements are met.

- Experience with Identity and access management and administration of Active Directory Domain Services.

Company: Bank Of China
Location: New York, New York
Duration: 02/2002 – 07/20007
Role: IT Security Analyst/ Third Party Risk Analyst

- Developed SCA documentation and Authored recommendations associated with findings on how to improve the customer's security posture in accordance with NIST controls.
- Worked hand in hand with the team to have a proper artifact collection and brief to clients examples of artifacts that will satisfy assessment requirements.
- Performed security research, analysis and design for all client computing systems and the network infrastructure.
- Managed infrastructure scanning platform, Qualys to perform vulnerability scanning, manage and troubleshoot client issues, custom reporting, and policy compliance.
- Participation and analysis of cyber threat intelligence efforts.
- Coordinated with dev team to ensure closure of reported vulnerabilities by explaining the ease of exploitation and the impact of the issue.
- Security tested of APIs using SOAP UI.
- Experienced in reverse Engineering of Native Mobile Application.
- Explored local Storage and hard coded information and file structure of Native Application.
- Experienced in using Kali Linux to do web application assessment with tools like Dirbuster, Nikto, and NMap.
- Assisted customer in understanding risk and threat level associated with vulnerability so that customer may or may not accept risk with respect to business criticality Identifying the critical, High, Medium, Low vulnerabilities in the applications based on OWASP Top 10 and SANS 25 and prioritizing them based on the criticality.
- Reviewed security logs to ensure compliance with policies and procedures and identifies potential anomalies.
- Technical experience to understand how PCI controls will be implemented, and whether proposed or implemented technical solutions satisfy PCI requirements.
- Achieve SOC 2 type II certification, using the Vanta platform
- Experience driving containment strategy during data loss or breach events.
- Knowledge of current industry security standards such as IEC-62443, NERC CIP, ISO 27000, etc
- Performed continuous monitoring by assessing tools during onsite visits to validate the security questionnaires filled out by the vendors to ensure protection of data at the vendor sites.
- Facilitated remediation for any third-party related operational issues as needed.
- Assesses operational fitness of assigned third parties through due diligence reviews.
- Provides ongoing monitoring for third party risk due diligence.
- Review Corrective Action Plan (CAP; validates remediation control and follow-up on the remediation process.
- Coordinate with application and operational teams on the creation and maintenance of DR plans
- Participated in key system implementations or upgrades, providing guidance on internal controls.
- Lead development and enhancement of policies and procedures required to implement regulatory required cyber security programs (NEI 08-09, NERC CIP)
- Ensure risk is being managed throughout third-party life cycle (planning, due diligence, contract, transition, on-going monitoring, and exit).
- Worked closely with Functional Business Area (FBA) senior managers and managers to ensure awareness and understanding of third-party risk program requirements and associated risk within their portfolios.
- Experience in log management platforms experience (Splunk, Elasticsearch/Logstash/Kibana - ELK/ Elastic Stack)
- Developed and compared multiple approaches for meeting a given PCI compliance requirement
- Coordinated with FBA, third party provider and designated subject matter experts (SME) to develop and facilitate risk management strategy; execute third party control risk assessment to identify control weaknesses. Ensure remediation action plans are properly documented, and monitor action plans through resolution. Escalate to appropriate third-party risk management as appropriate.
- Ensured required risk management activities and control weaknesses are remediated prior to contract execution with third party provider or appropriate risk acceptance is documented and approved by FBA senior management.
- Ensured appropriate systems are updated, remediation action plans to address control weaknesses are documents and approved by appropriate stakeholders.
- Acted as a SME to educate the FBA on program requirements.
- Performed all phases of the Third-Party information security risk assessment
- Experience with the documentation and maintaining chain of custody of incident evidence.

- Experience driving post-containment recovery efforts through to complete incident closure
- Experience providing written final incident reports to executive management that provide; Assessing the scope of incident damage and assisting in the determination of incident severity.
- Document activities such as investigation, discovery, and recovery during the incident.
- Experience with collaborating with departmental IT teams to identify the root cause of recurring incidents and create action plans to remediate and prevent recurring situations.
- Assist in the review of data protection requirements of business functions and document the available solutions and processes; CASB, DLP, Tokenization, transparent encryption and other related data protection technologies
- Security tested of APIs using SOAP UI.
- Experience developing app configurations, upgrading and validating Splunk and various Splunk and 3rd party released app configuration
- Experience with Splunk SaaS UBA

Company: Pharma & Healthcare (American Computer Service, Inc)
Location: Remote
Duration: 01/2000 – 07/2002
Role: IT Security Analyst/ Third Party Risk Analyst
- Lead development and enhancement of policies and procedures required to implement regulatory required cyber security programs (NEI 08-09, NERC CIP).
- Understanding of PCI compliance requirements
- Assisted with the development, deployment and support of data protection solutions and processes.
- Helped define and prioritize use cases based on risk analysis, and business and leadership feedback.
- Ensure risk is being managed throughout third-party life cycle (planning, due diligence, contract, transition, on-going monitoring, and exit).
- Worked closely with Functional Business Area (FBA) senior managers and managers to ensure awareness and understanding of third-party risk program requirements and associated risk within their portfolios.
- Coordinated with FBA, third party provider and designated subject matter experts (SME) to develop and facilitate risk management strategy; execute third party control risk assessment to identify control weaknesses. Ensure remediation action plans are properly documented, and monitor action plans through resolution. Escalate to appropriate third-party risk management as appropriate.
- Ensured required risk management activities and control weaknesses are remediated prior to contract execution with third party provider or appropriate risk acceptance is documented and approved by FBA senior management.
- Conducted data security assessments to assess and validate the security posture of the organization.
- Worked with stakeholders across multiple teams in the implementation and ongoing activities related to data protection compliance.
- Educated data owners and key business stakeholders about data identification, secure handling, storage, and transfer of sensitive data.
- Supported change management, communication, and awareness of new protection services to employees,
- Helped drive adoption and compliance, and providing on-going support for those services
- Acted as data protection evangelist and establish strong relationships with business, technology and security functions within the organization.
- Partnered with Global Privacy Office to ensure program considers regulatory and compliance requirements.
- Helps Implements policies or procedures and tracks compliance throughout the organization.
- Ensured appropriate systems are updated, remediation action plans to address control weaknesses are documents and approved by appropriate stakeholders.
- Acted as a SME to educate the FBA on program requirements.
- Performed all phases of the Third-Party information security risk assessment
- Experience as lead/key collaborator on a PCI compliance project and initiative

EDUCATION:
- Master's in Business Administration, Saint Louis University (MBA) – May 2010
- Bachelors Business Administration, Saint Louis University – May 2007

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Lower Colorado River Authority
Address	3700 Lake Austin, Blvd, Austin, TX, 78703
Contact Person	Al Beavers
Contact Details	(512) 578-3278 Al.beavers@lcra.org
Candidate Name	Krystal A Kulle
Date of Placement	05-04-2020

RESUME OF THE CANDIDATE SUBMITTED

Summary:

- Accomplished and influential professional with expansive experience and career achievement in cyber security analysis, defense management, tactical and strategic remediation, client engagement, and intelligence reporting. Maintains understanding of current information security challenges and solutions.
- A technically-sophisticated and proactive leader who is able to articulate complex information on security threats and incident response to internal and external groups across varied levels of technical understanding—while optimizing processes and methods for advanced persistent threat detection, threat intelligence, incident response, and vulnerability analysis.
- Multiple cyber trainings and certifications such as Splunk and Palo Alto Fire Range.
- Initiated triage of potential incidents to determine nature, scope, severity, and alerted FDA IT leadership.
- Completed cyber intelligence analysis in collaboration with Systems Management Center (Cyber Ops), Advanced Forensics/Insider Threat, and Threat/Vulnerability teams
- Develops, coaches, and empowers top-performing teams. Excellent interpersonal skills; forges productive relationships and rapport with diverse groups of key stakeholders and colleagues at all organizational levels.
- Thrives in collaborative, team-oriented environments; works independently with equal success. Recognized for sound judgment, key decision making, analytical mindset, and solid technical acumen.
- Resourceful, innovative, and respected.
- Monitored and tracked customer compliance in accordance with DFARS requirements and ensured that an action plan (POAM) was created and followed through.
- Cyber Intelligence Analysis | Information Technology | Intelligence Product Reporting | Strategy Development
- Open Source Intelligence (OSINT) | Defense Management | Threat Research & Assessment | Detection & Response
- Training & Mentoring | Quality Control | Signals Intelligence (SIGINT) | TS/SCI w/CI Polygraph Security Clearance

PROFESSIONAL EXPERIENCE

TDI-Austin, TX
July 2019 – March 2020
Supervisory Criminal Analyst
Led TDI Fraud Units Financial and Intelligence team in a wide-ranging evaluation of sensitive and open source technical and criminal intelligence; provided in-depth analysis and assessment of criminal fraud and fraud related emerging threats to TDI, and Texas consumers.

- Excelled as Intelligence Team Manager spearheading a new TDI project for early warning indications and criminal fraud threats
- Managed financial intelligence analysts, effectively able to communicate findings to individuals of all levels
- Proven success at prioritizing mission and personnel needs, such as budgeting for training, software and time management
- Fostered strong moral with own team and with other teams within the department, as well as agency
- Established optimized situational awareness of emerging threats, criminal fraud actors and potential exploitation techniques
- Determined nature/scope of potential incidents and events; classified severity of incidents, and advised TDI Fraud Unit leadership on emerging threats
- Produced whitepapers, and reports to TDI Fraud Unit Leadership

DC3-Linthicum Heights, MD

Aug 2018 – Jan 2019
Senior Cyber Security Analyst

Led comprehensive evaluation of classified and open source technical and cyber security intelligence; forged in-depth analysis and assessment of cyber and acquisition threats to DOD assets, critical networks, and infrastructure.

- Established optimized enterprise situational awareness of emerging threats, threat actors, and exploitation techniques
- Completed cyber intelligence analysis in collaboration with Systems Management Center (Cyber Ops), Advanced Forensics/Insider Threat, and Threat/Vulnerability teams
- Triaged and determined nature/scope of potential incidents and events; classified severity and prioritized incidents, and advised DoD leadership on actions to address
- Produced polished whitepapers, presentations, and briefings used by senior US Government officials

FDA-Bethesda, MD
March 2018- Aug 2018
Cyber Security Analyst

Identified threats to FDA critical networks and infrastructure via exhaustive research and evaluation of classified technical and cyber security intelligence. Analyzed and correlated network security incidents from multiple internal FDA systems to define cyber threats and vulnerabilities with potential to impact FDA public health mission.

- Developed intelligence-driven recommendations to enhance FDA cyber security program and meet FDA's cyber security objectives and goals; produced cyber threat intelligence briefings and reports for network analyst, and technical and senior leadership
- Directed cyber intelligence analysis; established understanding of potential intent, objectives, and activities of cyber threat entities (foreign intelligence, additional external actors, and insider threats)
- Assessed security architectures against FDA information to determine potential Advanced Persistent Threats; prepared cyber threat assessments based on research, raw data, and open source reporting
- Initiated triage of potential incidents to determine nature, scope, severity; alerted FDA IT leadership

Navy Cyber Warfare Development Group (NCWDG), Suitland, MD
Dec 2015 – Feb 2018
All Source Analyst and Reporter

Spearheaded identification and assessment of target capabilities and vulnerabilities. Collaborated with intelligence community partners to produce classified threat intelligence products and briefings to internal and external partners. Contributed to long-term target development and discovery and exploitation of adversary vulnerabilities.

- Championed critical engineering threat analysis; completed 800+ hours of research to identify critical vulnerabilities—and subsequently amplified critical target awareness and secured 15% productivity growth
- Produced complex, multi-source intelligence products derived from intelligence data collection and analysis; identified information gaps and prioritized development of intelligence and collection strategies
- Excelled as Team Lead on two projects to complete critical engineering analysis of strategic threat platforms
- Tracked Advanced Persistent Threat activities; devised cyber threat assessments based on research, unique data sets, and events
- Developed comprehensive whitepapers, presentations, and briefings (utilized by senior US Government officials

Uss Porter- Norfolk, VA
Dec 2012 – Aug 2015
Reporter and Analyst

Facilitated optimal, time-sensitive cryptologic support for fleet level consumers. Conducted real-time SIGINT analysis and prepared tactical and technical reporting.

- Operated signals collection equipment, systems, and antennas for analyzing signals of interest; allocated signals intelligence collection resources
- Led analysis SIGINT collections; drafted time-sensitive reports (20%+ of total mission output)
- Mentored and trained 10+ junior military personnel in collection operations, target analysis, and tactical reporting; secured 100% pass rate for analyst training and qualification exams—and bolstered operational manning by 25% (two months ahead of schedule)
- Managed personnel access and clearances via effective documentation and maintenance of security procedures
- Crafted multiple operational summaries to keep leadership apprised of adversary vulnerabilities and ship movements; secured 30% increase of awareness

- Established new Analysis Fusion Cell; discovered new targets and amplified total collection by 15%, enabling better and more in-depth long-term analysis and increased awareness of adversarial positioning

Navy Information Operations Command (NIOC)-Honolulu, HI
Dec 2008 – Aug 2012
Senior Analyst and Reporter
- Excelled as Lead Analyst. Delivered support to tactical and strategic consumers including PACOM. Authored product intelligence reports providing actionable intelligence to consumers to inform forward deployed military assets of collection targets and protocols. Responded to request for information (RFIs) from national consumers and 2nd party personnel.
- Developed multiple SIGINT product reports—contributing 20%+ of total mission output
- Led in-depth analysis on multiple assets and target locations for high-profile target operations; increased production capabilities, accounting for 25%+ of total mission coverage

Education:
- Bachelor of General Studies in w/con History from Southern New Hampshire University   Mar 2019
- Master of Psychology w/con Industrial and Organizational Psychology from Southern New Hampshire University   Expected 2020

Certifications & Training:
- Splunk Certified User (Cert-▮▮▮▮▮▮)
- Intelligence Community Advanced Analysis Program (ICAAP), Office of the Director of National Intelligence (ODNI)
- Analysis 101, College Park, MD
- Analysis 201, (ODNI) Distinguished Graduate, Tyson's Corner, VA
- Joint Special Operations Intelligence Course (DIA), Anacostia-Boiling, MD
- Cyber Range Training (Palo Alto Networks), Reston, VA
- Technical Proficiency
- JPAS, DRT, HITS, Google Earth, Renoir, Analysts Notebook, Anchory, Metrics, Interlink, AMHS, NSAnet, JWICS, SIPR, NIPR, mIRC, MS Office, OneNote, Alaska, SIGINT tools and programs, Virus total, Splunk, IpVoid, Wire shark, InfoByIP, Domain Totals, Fire Eye, and other open source tools and resources

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Florida Department of Transportation
Address	605 Suwannee St. Tallahassee, FL 32399
Contact Person	Clay Whitaker
Contact Details	850.414.4651 clay.whitaker@dot.state.fl.us
Candidate Name	Shashidhar Reddy Neelam
Date of Placement	10/18/2021

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY:

- 7+ years of experience in IT industry as Systems/ Security Engineer working on RedHat Linux, CentOS, Ubuntu, Windows environments, and VMware vSphere and 5+ years of experience in Cyber Security engineer 1+ years in Devops engineer and Security operational.
- Installation of the tripwire console using tripwire package on RHEL 6/7 and upgrading the console from older version 8.4 to 8.6.0 version.
- Creating custom nodes for different platform and other node types for onboarding them into tripwire.
- Onboarding assets into tripwire application like Network devices, Databases, Linux servers, Windows sever, Solaris servers and AWS instances.
- Setting up new users in console and giving them right permission based on their role creating global variables accessing appid's and another administrator role.
- Experience in Installing, upgrading and configuring Red Hat Linux 4.x, 5.x, and 6.x using Kick start Servers
- Extensively worked on Jenkins/ Ansible /Docker by installing, configuring and maintaining for the purpose of continuous integration (CI) and for End to End automation for all build and deployments.
- Excellent work experience in Software Development Life Cycle (SDLC), Project Management, Project Release and Configuration Management Plans.
- Working with Rules, policies, Asset view, Reports and tasks scheduling. Run the business of weekly bases and supporting complete application.
- Setting the Qualys agents using the discovery tools with Qualys for finding and creating tag groups and running Rules and policies for vulnerability that cannot be resolved.
- Creating saved filters for each platform based on the asset type by using asset view by using Regex.;
- Familiar working with monitoring tools like splunk to monitor the logs and strong ability to troubleshoot issues generated while building, deploying and in production support.
- Good understanding of Amazon Web Services (EC2, S3, Cloud Formation, Ops Works, etc).
- Expertise in configuring and managing services like AWS EC2 using AMI's available. Configured multiple servers depending on application needs using continuous integration tools like Jenkins
- Expertise in using build tools like MAVEN and ANT for the building of deployable artifacts such as war & ear from source code.
- Developing the workstation and setting up agents for Windows, Linux, Unix and AWS workstations.
- Experience working on Docker hub, creating Docker images and handling multiple images primarily for middleware installations and domain configurations.
- Designing the entire cycle of application development by using Docker
- Wrote custom monitoring and integrated monitoring methods into deployment processes to develop self-healing solutions using Nagios, Graphite etc.
- Implanted continuous integration concepts using Jenkins, Bamboo and Ansible.
- Installed and configured monitoring tools such as Splunk, SiteScope for monitoring the network bandwidth and the hard drives status.
- Working on different standards of policies like NIST SP,CIS, CIST, HIPPA and configuring them and running Ad-hoc scans on the network devices and other types.
- Experience in integrating Data Loss Prevention (DLP) policy between the CASB and network DLP to improve policy uniformity and consistency.
- Involved in handling Tickets, Monitoring, Troubleshooting and maintenance for Day to day Activities
- Management of library versions and deprecated code, Design and sequencing of automated builds & test runs and Troubleshooting expertise – build failures due to dependencies, tests, etc

- Worked with Engineers, QA, business and other teams to ensure automated test efforts are tightly integrated with the build system and in fixing the error while doing the deployment and building.
- Good Interpersonal Skills, team-working attitude, takes initiatives and very proactive in solving problems and providing the best solutions.

TECHNICAL SKILLS:

- Operating Systems: RHEL/CentOS 5.x/6.x/7, Ubuntu/Debian Windows Server
- Build/Automation Tools   Ansible, Jenkins, Bamboo, Nexus.
- Languages: Shell, Bash, Perl, YAML and Python scripting
- Database: MySql, Oracle database, SQL Server
- Application Security: Micro Focus Fortify, tripwire White listener.
- Bug Tracking Tools: JIRA and ServiceNow.
- Version Control Tools: Git Hub.
- End Point Security: Tripwire Enterprise, FireEye HX/NX, Sourcefire, Crowd Strike.
- Event Log Manager: Splunk, Tripwire Log Manager Reporting Tripwire Connect.
- Vulnerability management: Qualys

PROFESSIONAL EXPERIENCE:
Client   : DTCC, Dallas, TX
November, 2020 to till to date
Role: System/Cyber Security Engineer

- Installation of the tripwire console using tripwire package on RHEL 6/7 & Windows servers and upgrading the console from older version 8.4 to 8.8.7 version.
- Working with the agent upgrade from the version v3.16 to v3.20 for all the workstation/ windows/Linux servers using TE commander and agent updater.
- Built custom reports to the teams out of tripwire using a schedule job in tripwire for compliance and non-compliance nodes out of tripwire.
- Creating the custom policies for different domains (DEV/QA/PRD) environment using the existing CIS/ DISA standard polices for clients.
- Develop incident response workflow for DLP incidents as raised through DLP tool.
- Customizing the policies for all platform like workstation windows 10/8/7, windows/Linux/Solaris servers. Working with the platform teams on updating the GOP's.
- Evaluation and oversight of STIG implementation, compliance, and operations, system hardening and resolution of vulnerabilities. Use industry standard hardening tools to set baseline of systems and to validate compliance. Examples include CIS, DISA STIGS, Red Hat NSA
- Hands-on using okta creating the users, roles and provisioning the access to the user groups. Creation of applications to limit the access.
- Creation of the token in okta for MFA and pushing the notification for users for their account setup.
- Updating the policies with Okta for adding additional security for passwords and other ways of login.
- Creating the custom fields to get additional information from the users to know purpose and use of the certificate like SysID, notification groups.
- Working with fireeye HX and NX for creating user accounts and user groups with related permission to what user need to access.
- Automating the Scheduled jobs within fireeye HX to remove agents which are not communicating for longer that 30days and removal of duplicate entries from delete hosts.
- Take charge of developing and executing policies for web, email gateway, and data loss prevention (DLP), and evaluating reports from Crowdstrike, Forcepoint.
- Hold accountability for all log reviews/reporting, network security troubleshooting, and incident responses from Crowdstrike, Forcepoint, and Mimecast.
- Creating Dashboards with in Splunk for data Analytics within SEIM to see the data which are compliance and non-compliance/ not -reporting/ Error devices out of tripwire policies application.
- Established the standards for control base line documents to setup standards. Develop and improve methods and tools for the troubleshooting and researching of problems.
- Implementation of policies in in crowdstrike for host that are critical by configuring and enabling them.

- Creating the users and user groups in Crowdstricke based on their level of access and building out reports for the audit purposes based on their needs.
- Creating the SAST application scanning in Fortify on demand based on the developer request in ServiceNow to test their code in DEV.
- Giving the users access to Fortify application based on their roles and responsibilities for their application.
- Review output of regular vulnerability scans. Identify and prioritize mitigation measures indicated. Investigate reports of new vulnerabilities identified that may impact Company operations.
- Work with IT Operations, as necessary, to integrate security systems to support orchestration and automation. Maintain and administer IT and OT SIEM environments
- Resolving the Incident tickets, problem records, creating the change records for making additional changes in other regions.
- Design and develop cloud specific security policies and procedures for SIEM tools (QRadar,splunk), Vulnerability Management tools(Qualys), Data Loss Prevention, Encryption, cloud compliance tool(Redlock), monitoring tools(Data log).
- Helping the developers for code modification with few steps that Fortify suggested and providing them to close gaps once that are marked as critical and High.
- Working on setting up disaster recovery exercise which takes place thrice a week.
- Provide technical auditing duties as liaison between the IT department and internal and external auditing teams.
- Implemented Cloud security controls in SecOps including but not limited to Encryption, Tagging, Container security, Golden AMI policy, IDS/IPS, NSG management, Service Endpoints, DDoS, Integrating 3rd party services such as QRadar, Qualys, Redlock
- Designing the policies and rules for fireeye HX servers which requires additional standards for them. Creating dashboards for them out of it.
- Removing the fireeye HX which has cloned agent ID which are indication of the larger system problems to associated acquisition, triage, and alert data.
- Working on performed and knowledge of operation, drafts well written, clear, and concise finding reports and participates in presenting the findings to the Enterprise Risk & Compliance management.
- Fixing fireeye HX agents without requesting password or test software deployment.
- Troubleshooting the servers by seeing logs from Splunk if they go unhealthy and allowing them to get into active node group for enabling them to be monitoring.
- Conducting various IT Compliance controls validation and implementation activities. Report and track remediation of discovered vulnerabilities to various levels of the business.
- Collaborating with technology and business stakeholders along with other Compliance team members to facilitate remediation and execution of corrective action plans.

Environment: Red Hat Enterprise Linux, Splunk, Ansible, Tripwire Enterprise, Crowdstricke, Qualys, AWS, ServiceNow, Jira, Team track, Enterprise resource management, tripwire IP360, MicroFocus Fortfiy

Client : Vanguard – Malvern, PA
April, 2017 to November, 2020
Role: System/Security Engineer
- Installation of the tripwire console using tripwire package on RHEL 6/7 and upgrading the console from older version 8.4 to 8.6.0 version.
- Creating custom nodes for different platform and other node types for onboarding them into tripwire.
- Migration tripwire agents from Java older version to the new Axon Agent.
- Onboarding assets into tripwire application like Network devices (Aruba, Cisco ASA, Cisco IOS, F5, Cisco ACi, Routers, Switches, Palo alto), Databases (SQL, Oracle and Postgres), Linux servers, Windows sever, Solaris servers and AWS instances.
- Creating saved filters for each platform based on the asset type by using asset view by using Regex.
- Setting up new users in console and giving them right permission based on their role creating global variables accessing aphid's and another administrator role.
- Building up separate tripwire production appid for logging into the Servers, Network devices and Databases to authenticate by given limited permission to SSH or to run any rules or policies.
- Define policy/rules for the DLP solution and refine them as DLP strategy matures. Analyze reports from DLP tool and provide metrics to management.
- Working with Rules, policies, Asset view, Reports, and task scheduling. Run the business on weekly basis and supporting the complete application.

- Setting Splunk dashboard for comparing the data between ServiceNow and assets within tripwire enterprise application using API from ServiceNow.
- Done some basic POC on to implement crowdstricke to replace the other products with it.
- Creation of exclusion of the assets for few servers that policies are not applicable to them in crowdstricke. Building the dashboards for private, legacy and public.
- Generating the reports using the TE commander automating them into multiple platforms.
- Setting up saved filters using Asset tagging and building out saved filters scheduling the tasks to run rules to assets and scoping them to the right policies to generate reports.
- Customizing the Rules and CIS policies based on the Client requirements. By making remediation to policies and modifying Query, Command output capture (COCR).
- Able to work either independently or in a team to conduct reverse engineering.
- Looking for tripwire logs in Splunk to troubleshoot agents based on the error message and also used it for seeing firewall denies on devices for an additional level of troubleshooting.
- Troubleshooting the servers by seeing logs from Splunk if they go unhealthy and allowing them to get into active node group for enabling them to be monitoring.
- Working and onboarding with network devices like Cisco ASA, Cisco Routers, Junipers, Palo alto, Brocade, Aurba, F5 devices. Databases like Microsoft SQL Servers, Oracle Servers.
- Setting up tasks and running the elements on each node by using different type of elements based on devices type on a weekly basis.
- Document solutions and help documents as needed for future DLP Analysis team.
- Creation of DLP policy, Data at rest scanning
- Building out alerts for critical servers with fireeye based on host naming convention.
- Removing or disable of the fireeye NX/HX agents. Logging into the servers passing out the master password for uninstall of agent if needed.
- Identifying and prioritizing vulnerabilities, according to risk. Selecting preferred mitigation plan, collaborating, where necessary, with IT Operations.
- Done Proof of concepts for Ip360 to see how it can fit into environment by replacing Qualys.
- Using Tripwire IP360 for triggering jobs for scanning internal and newly discovered within environment and ServiceNow.
- Scoring the vulnerabilities using Tripwire Ip360 and creating prioritization as CVSS, Yard stick format, Tripwire Ip360 Scoring system or high/medium/low.
- Helping infrastructure with AWS scanning and Patch Management: Automated vulnerability security scanning checks.
- Customizing the polices based on the remediation action for workflows ticketing systems SIEM and other security hub.
- Working with firewall team to set up some firewall rules in AWS firewall manager for Route53, DNS firewall, VPC and security policies that can be defined across and newly created resources.
- Using Tripwire Ip360 we have placed in between Splunk heavy forwarder to filter out unwanted data getting injected into Splunk to reduce cost effect.
- Creating Change records by adding effected CI's for making changes on tripwire servers and interacting with platform owners and change management team about CR.
- Using different version of vulnerability for scoring as CVSS, CVSSv2 as metric groups as base, temporal, Environmental.
- Working on ServiceNow Incident tickets and generating emergency CHG records if it impacts business.
- Migrated Assets from old tripwire console to new datacenters by bulk import and export from tripwire of devices and segmented them between DC1/ DC2 and OOR
- Working directly with clients on weekly calls to gather new requirements and reports based on their requirements.
- Injecting tripwire logs into Splunk which would help in better way to troubleshoot better and easy way instead of logging into each server manually.
- Assist in the development and implementation of policy, procedure and other guidance to ensure that assets are configured according to recognized standards for security and resilience.
- Working with platform owners in setting up scans and running reports on their requirements and making changes on based on requirements.
- Upgrading the tripwire agents on to latest version by using updaters file from Tripwire commander done from 8.4.2 to 8.6.0 version for Windows/ Linux/ Solaris Servers enabling real-time monitoring.

- Setting up policies and rules to all Platform to get nodes scanned and get right policies to be applied for vulnerability scanned.
- Writing COCR's rules for getting content from element on devices for comparing with real time data.
- Supporting on Qualys application for discovering new devices in environment and adding them into tripwire for monitoring and scanning on weekly bases.
- Setting up scans for Qualys to scan open vulnerabilities and critical misconfiguration across the global hybrid environments.
- Using Qualys reports and comparing the assets between both and maintain same access across the boards.
- Created Jira tickets for ongoing to keep track of it and running teams scrum/ sprint planning's and working with platform teams to add their feedback.
- Reaching the deadlines for audit requirements from different platform. Experience in working with Developer in Agile/Scrum Team.
- Assist Security Analyst as necessary, to evaluate and triage security events Analyze available data contributing to/related to security alerts or other findings. Disposition events per protocol. Escalate events as necessary.
- Writing runbooks and troubleshoot documenting for any new changes and drawing Microsoft Viscos diagrams.

Environment: Red Hat Enterprise Linux, Splunk, Ansible, Tripwire Enterprise, Qualys, AWS, ServiceNow, Jira, Team track, Enterprise resource management, tripwire IP360.

Client: Northwestern Mutual - Franklin, Wisconsin
September, 2016 to April, 2017
Role: System Engineer/Linux Admin

- Preparation and execution of server patching and upgrade on more than 200 servers including HP-UX, AIX, Solaris and Red Hat Linux servers. Servers included AIX HACMP and HP-UX MC/Service Guard clusters.
- Administration of Servers Linux servers (RedHat, CentOS, Ubuntu), Windows 7/8 & Server 2008, Virtualization (VMware ESX 5.x)
- VM server builds, manually or from templates. ESXi server builds working off client request sheets for correct specifications: CPU count, RAM, etc.
- Transformation of naming service infrastructure from NIS to LDAP using (Red Hat Directory Server + SLAPI-NIS)
- Provided technical support for the entire company's DNS BIND configuration. Upgraded configuration to BIND 8 by writing the configuration file from scratch. Updated and investigated all issues relating to DNS for the company.
- Managed Corporate Cloud with VMware, vSphere, vRealize Automation for Development Test and Production environments.
- Created Technical Solutions to upgrade Virtual environments to VMware vSphere 6.0 environments at DR and Production sites.
- Designed, Installed, configured and managed vCenter Server 5.5 and ESXI 5.5 hosts and per design document.
- Developed an Azure based high performance compute environment to support the massive computational requirements of client congressional redistricting Azure application.
- Managed code repository in GITHUB and creating team for organization, improved practices and strategies of branching and code merge to custom needs of development team.
- Provided end-user training for all GIT, GITHUB and GITLAB users to effectively use the tool.
- Add the replication server for the GitHub to keep high availability for the servers and taking the backups for the servers based on daily bases.
- Adding the New Co-Admin and Managing the Co-Admins for all the Subscriptions in the Windows Azure Platform
- Performed quarterly patch management using VMware IDM, checked for updates, attached baselines, and applied or remediated the patches.
- Coordinating with networking team or SAN team for any networking or SAN related issues. Changing the Polarity of SAN cable if required.
- Select initiatives according to risk assessment mitigation plan. Identify effective ways to implement controls, while ensuring that impact to operations is as low as possible.
- Architect and build integrations that allow assets to share and act on security-related data.
- Responsible for configuration, troubleshooting and remediation of clients' Linux/Unix and Microsoft based solutions on physical and virtual platforms including VMWare.
- Installation, Configuration and Management of NFS, HTTP, FTP, SAMBA, DHCP, DNS Servers.
- Support for Linux/Unix systems administration, operational support and problem resolution for server systems Created shared NFS files system, mounting and un-mounting NFS server, NFS client on remote machine, sharing remote file folder, starting & stopping the NFS services.

- Familiarity with the fundamentals of Linux scripting languages and experience with Linux servers in virtualized environments. Writing shell scripts for Automated Back-ups and Cron Jobs using shell and bash.
- Worked on configuration and administration of LVM as extending Logical Volume and Physical Volume Size.
- Duties included software installation and maintenance, environment maintenance, performance tuning, hardware installation and evaluation, plus normal system admin responsibilities.
- Worked with cron tab and MySQL Jobs to manage, schedule various database jobs for backup, maintenance, password change etc.
- Support Microsoft Windows Continuous Integration Environments. Using tools, such as Jenkins, Dynatrace and power shell
- Implemented MySQL advanced security across various database levels. Create the users, roles, schemas with suitable permission in MySQL.
- Configured Jenkins as a common build engine to build and deploy applications to DEV, QA, and UAT, PROD environments.
- By using java programming like Maven and was responsible dependency management system to deploy snapshot and artifacts to Nexus to share artifacts across projects and environments.
- Setting up VM's by updating version assigning IP address and adding patches building networks TCP, DHCP and firewalls
- Involved in Installing Jenkins on a Linux machine and created a master and slave configuration to implement multiple parallel builds through and LDAP mailer plug-in in Jenkins.
- Configured Jenkins as a common build engine to build and deploy applications to DEV, QA, and UAT, PROD environments.
- Installation of VERITAS Volume Manager 6.0.3, Adding and initializing the disks in Volume Manager, Creating Volumes and Mount points Troubleshooting various problems related to VxVM in initializing, replacing, mirroring, encapsulating, and removing disk devices on various Production Boxes.
- Worked on generating and importing the SSI certs and redirecting it from http to https and placed nigix to run same application on different ports.
- By using the ansible written playbooks to automate launching of Vm's with storage, location, and cluster and with the network.
- Used Ansible to manage environments configuration Files, Users, Mount points and Packages.
- Using ansible tower automated the backup of the servers and upgrading the packages that where need by the time.
- Working with backup team for the Legato backup & restore, Legato client Installation in the Red Hat Linux server
- Initiating Backups on daily basis and monitoring the scheduled backups
- Written bash scripts for the Linux operating system to manage automation of corn jobs and managing file systems for backup and restore.
- Worked on group/user administration, startup, and shutdown scripts, crontabs, file system maintenance and backup scripting and automation.
- Developed and implemented Software Release Management strategies for various applications according to the agile process.
- Experience in working with Developer in Agile/Scrum Teams
- Writing supporting documentation and blueprint diagrams for internal use of organization by creating the wiki
- Pages and hyperlink to support each of those.
- Day to day administration of the Development environment and Production and Test environment systems. 24x7 on-call support.

Environment: Red Hat Enterprise Linux, VMware, Bash Scripting, Esxi, Xeon, juniper Firewalls, AIX, Solaris, Vsphere, Ansible, Ansible tower, powershell

Client: Chubb Insurances, Philadelphia, PA
Duration: Nov 15 to Aug 2016
Role: Devops Engineer
Responsibilities:

- Automated the installation, deployment, and maintenance of Middleware Application Servers to RHEL development and Test Environments.
- Experienced in using AWS cloud Formation and Puppet together to automate the entire deployment and management process, from AWS resources through the application artifacts.

- Included working in VMware Orchestrator, VMware vRealize Automation 6.0 (VRA), catalog management, creating cloud server provisioning entitlements, creating, and defining business groups, creating catalog items, creating services for the catalog items, creating Windows and Linux (Red Hat6) blueprints.
- Upgraded the VMware tools, VM Hardware 9 on all the VM's as a part Upgrade process and upgraded.
- Deploying and supporting vCenter Operations Manager for cloud infrastructure monitoring and Managing
- Enterprise Scale vSphere based Virtual Infrastructure.
- Help developers and testers to understand the CD/CI practices and process for Securing and Hardening the Environments and Continuous Integration tools
- Migrated legacy applications to a repeatable Continuous Integration platform
- Responsible for monitoring and maintaining Windows and Citrix Servers which includes 1500 user base and more than 100 plus applications.
- Working on various Docker components like Docker Engine, Hub, Machine, Compose and Docker Registry.
- Implemented a Continuous Delivery pipeline with Docker, GitHub, and AWS
- Research and development on scalable Linux deployments on AWS via Docker.
- Deploy and monitor scalable infrastructure on Amazon web services (AWS)& configuration management using Puppet.
- Implemented Migration from VMWARE to AWS using VMDK Import tools
- Used Puppet for performing activities from provisioning to reporting and used Puppet to automate the slave configuration setup and maintenance.
- Managing Amazon Web Services (AWS) infrastructure with automation and configuration management tools such as Ansible or custom-built. Designing cloud-hosted solutions and specific AWS product suite experience.
- Worked with Ansible Playbooks for zero-downtime installation, upgrade, downgrade, and uninstall processes (MongoDB, Redis, and MySQL).
- Deployed DevOps using Puppet, Dashboard, and Puppet DB for configuration management to existing infrastructure.
- Resolved update, merge and password authentication issues in Jenkins and Jira and implementing Tool Suites for (Jira, Jenkins).
- Provided end-user training for all GIT and Subversion (SVN) users to effectively use the tool.
- Configured Managed and controlled the source code repository, currently housed in Subversion, Git.
- Involved in development and configuration experience with software provisioning tools like Puppet and Ansible.
- Exposure to Marathon & Zookeeper cluster environment for application deployments & Docker containers.
- Automated MySQL container deployment in Docker using Python and monitoring of these containers using Nagios.
- Involved in editing the existing MAVEN files in case of errors or changes in the project requirements.
- Managed Maven project dependencies by creating parent-child relationships between projects.
- Performance Tuning and Management for Linux/AIX server and working with the application/database team to resolve issues.
- Day to day administration of the Development environment and Production and Test environment systems. 24x7 on-call support
- Environment: Red Hat Enterprise Linux, Linux/AIX, VMware, Amazon web services (AWS), Git, Github, SVN, Puppet, Ansible, TFS, Maven, Jenkins, Docker, Jira

Client: Horizon technology, Cumberland, RI
Duration: Dec 2014-Nov 2015
Role: Devops Engineer/administrator
- Using the Opscode Chef Cookbooks/recipes Migrated the VMWARE VMs to AWS and Managed Services like EC2, S3Bucket, Route, ELB, EBS etc.
- Responsible for CI and CD using Jenkins for integrating the teamcity to them for deploying code using it.
- Installed, Deployed Red Hat Enterprise Linux 6.x/7.x, CentOS and installation of packages and patches for Red Hat Linux Servers.
- Installed/Configured Redhat Linux cluster 5x version & configuring the cluster resources.
- Upgrading the kernel in all the Redhat Linux servers and creating initrd image to boot from the Upgraded kernel.
- Migration of Red hat Linux servers from 4.x version and working with the application team to resolve the issues post migration.
- Mounting & unmounting the netapp storage LUNs to the Redhat Linux servers and troubleshooting the issues encountered

- Adding storage to the cluster disks and increasing/decreasing the file system in RHEL.
- Designed and implemented Chef, including the internal best practices, cookbooks, automated cookbook CI and CD system. Made use of Jenkins for Chef CI, Rake for style and linting.
- Involved with configuration management and automation tools such as Chef, Ansible.
- Implementing new projects builds framework using Jenkins & maven as build framework.
- Implementation configuration changes based on platform team and security requests on the servers.
- Automated with in AWS (Amazon Web Services) including deploying new server instances through automation with Chef.
- Looking for any updates baseline changes on the systems from the TRM teams for updating systems.
- Designing and implementing for fully automated server build management, monitoring and deployment By Using DevOps Technologies like Chef.
- Worked on Installation/Configuration/Administrated VMware ESXi 5.1/5.5 & 6.0 and migrated existing servers into VMware Infrastructure.
- Administration of RHEL 6 which includes installation, testing, tuning, upgrading, and loading patches, troubleshooting server issues.
- Also used to automate the job control system so that scheduling, monitoring, and reporting can be performed automatically.
- Installed Build Forge and performed troubleshooting during installation.
- Management of library versions and deprecated code, Design and sequencing of automated builds & test runs and Troubleshooting expertise – build failures due to dependencies, tests, etc.

Environment: Red Hat Enterprise Linux 6.x/7.x, Chef, MongoDB, Jenkins,

EDUCATION:
- Bachelor's degree in Computer Science Engineering from SSIST, Nalgonda, India.
- Master's in Computer Science Information technology, Northwestern polytechnic University, Fremont, CA, USA.
- Master's in Management and Science in Information technology, Campbellsville University, Louisville, KY, USA.

10. JOB CLASSIFICATION - SOFTWARE DEVELOPER/ENGINEER

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	City of Philadelphia
Address	440 North Broad Street Philadelphia, PA 19130
Contact Person	Tiffany NG
Contact Details	215-400-5253 tng@philasd.org
Candidate Name	Oscar Alejandro Ramos Lopez
Date of Placement	12-12-2023

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY
I am a 10 years full-stack web developer with a strong ability to complete projects throughout the entire development life-cycle. I am fluent in both English (SL) and Spanish. Medellín, Colombia

EDUCATION
- Colegio Adventista de Apartadó, Apartadó, Col. — High School   1993 - 2004
- Politecnico Colombiano Jaime Isaza Cadavid, Medellín — Data Systematization Associate.   1993 - 2004
- Central Pennsylvania's Community College, Harrisburg, PA — English as a Second Language. (Advance ESL). Dec 2016.

SKILLS
- Web developer. HTML5, CCS, Javascript (Vuejs, Nuxt, Vuex).
- Frameworks and bundlers: Bulma, Bootstrap, Webpack and Rollup. (bundler)
- Backend: PHP (Laravel), currently learning .NETCore using the Clean Architecture.
- Knowledge creating Terraform modules and AWS infrastructure configurations.
- Agile strategies (Scrum).

ACCOMPLISHMENTS.
Led the development of the Health and Healthy Homes Lead Certification System: it is used by city landlords or daycare owners to certify that their properties are safe for children 6 years old or under.
Participated in the development of Campaign Finance Online System: City of Philadelphia campaign finances are now online and ready for public scrutiny thanks to this new system.
Developed a Nodejs Live-Televised Software used by the state of Antioquia/Col. government to identify the best 10 high-school students for several Government Awards.

PROFESSIONAL EXPERIENCE
City of Philadelphia Gov., Philadelphia— Senior Web Developer
Mar. 2017 - Present.
- Successfully developed a number of web pages and applications for the City of Philadelphia Government.
- Successfully led about 80% of the ARCS (Administrative Review Case System) modernization project from a Mainframe Application to a current web standards software.
- Served as tech lead and front-end developer for the Lead Certification Submission System for the Health Department and the Tax Review Board System.
- Upgraded the Licenses & Inspections and, Property History by address search application.
- Upgraded a desktop-made software for elected officials and candidates to file their campaign finance reports to a more modern and accessible web app called Campaign Finance.

Webprogramo, Medellín — Web developer
Aug. 2013 - Dec. 2016.
- Led several web development projects, overseeing all stages of the process from requirements gathering and analysis to programming and deployment.
- Managed a team of five employees, providing guidance and support.

- Led the development of a real-time Node.js software that tested students in various areas of knowledge and provided instant results.
- Played a key role in the development of a mobile app using the Ionic Framework for the Government of Colombia.

Kkatoo, Medellín — Web developer
Apr. 2013 - Aug. 2013
- Developed and maintained the company website using the Codeigniter framework and MySQL database
- Expanded the functionality of the website by developing a module that allowed customers to initiate and manage their own campaigns
- Implemented online payment and credit handling capabilities using Paypal and Pagosonline

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	State of Florida
Address	605 Suwannee St. Tallahassee, FL 32399
Contact Person	Clay Whitaker
Contact Details	850.414.4651 clay.whitaker@dot.state.fl.us
Candidate Name	Moulali Shaik
Date of Placement	01/22/2016

RESUME OF THE CANDIDATE SUBMITTED

Professional Summary:
- **Eleven** plus (11+) years of programming experience in Design, development and implementation of Web based, internet/intranet, client/server and component oriented architecture applications using Java and J2EE technologies.
- Strong Expertise in Java, J2EE, spring, Hibernate, Struts, JSF, and Restful Web services, XML, EJB, HTML, JavaScript, CSS, Oracle, MySQL Database and Hadoop.
- End-to-end project lifecycle (SDLC) experience – Requirement Gathering, Architecture, Analysis & Design, Coding, Unit Testing, Integration Testing, User Acceptance Testing and Production Launch on various servers.
- Core strengths in Healthcare, Banking, Transportation and Automobile domains.
- Experience in development methodologies such as Agile, Scrum, and Test Driven Development and Waterfall model.
- Experience in using Design Patterns: Singleton Pattern, Session Façade, and MVC, Business delegate Pattern, Service Locator Pattern, and Observer Pattern.
- Involved in detailed design using UML/Visio, Use Cases, Class Diagrams, and Sequence diagrams.
- Extensive experience on Oracle 9i/10g, and MySQL with stored procedures, functions, packages and triggers.
- Involved in development of Restful Web Services that are highly scalable and maintainable with JSON.
- Used web/App servers like JBoss, Web Logic, IBM Web Sphere and Apache Tomcat servers based on client requirement and project specifications.
- Experience in developing applications using Enovia PLM.
- Extensive experience in performing code reviews and peer reviews for maintaining best coding standards.
- Performed various roles as Software developer, Module Lead, Technical Lead, Resource Manager and currently as Sr. Tech Lead (for Middleware Applications).
- A Self-motivated perpetual learner, Committed Team Player and Leader with excellent Communication, Analytical, and Interpersonal Skills with high adaptability to new technologies.

Technical Skills:

Web Technologies:	HTML, JavaScript, CSS, JSP, XML, AJAX, JSON, jQuery
Java Technologies:	Core Java, J2EE, Servlets, JSP, JDBC, JMS, EJB 3.0, Java Beans, Hibernate
Frameworks:	Struts, JSF, spring, Hadoop (Map Reduce, Hive, Pig), Enovia PLM
Spring Modules:	JDBC, AOP, MVC, CORE
Languages:	Java, C, and SQL
IDE:	Eclipse3.x, WSAD
Logging & Testing Tools:	Log4j, ANT, Maven, JUnit, JMeter
Web/Application Servers:	Apache Tomcat, Web logic, JBoss and WebSphere
Database:	MySQL, SQL Server, Oracle, DB2
Operating Systems:	Windows, Linux, UNIX, Ubuntu

Education:
- Masters in Computer Applications from SMU University, India 2004
- Bachelors in Computer Applications from Nagarjuna University, India 2001

PROFESSIONAL EXPERIENCE:

Valtech Technologies, Plano, TX
Oct 2015 – Till date
Sr Java Developer

STC & Auto-load

The Valtech technologies support a collection of modules that build, automate, maintenance, visits and inspect various flight legs, time controlled components & life limited parts. The application tracks time, cycles, days of aircraft, engines, APUs, LRUs, piece parts etc. in an Agile driven methodology.

Responsibilities:
- Involved in gathering business requirements from PO team and participated in Backlog Grooming with customers
- Preparation of architectural design document, system requirement specification (SRS) and Functional specs of major modules
- Handled System Time Control Application with Struts, Hibernate, Spring with Weblogic Application server
- Used Apache Struts framework includes the integrated AJAX with JQuery
- Played major role in designing & developing UI pages with laszlo and XML reports
- Designed and developed dynamic pages using HTML, CSS- layout techniques, Java script.
- Took the various challenges in the enhancement and completed them on time.
- Extensive Used Exception handling and Multi-threading for the optimum performance of the application.
- Extensively used XSL as a XML parsing mechanism for showing Dynamic Web Pages in HTML format.
- Part of the UI migration team that uses HTML5, jquery over Lazlo.
- Used MQ Series for asynchronous communication and Restful web services
- Used CVS as a source control for code changes.
- Used Maven scripts to build the project and Jmeter, JUnit to develop unit test cases.
- Developed coding using SQL, PL/SQL, Queries, Joins, Views, Procedures/Functions, Triggers and Packages.
- Provided development support for System Testing, Product Testing, User Acceptance Testing

Environment: Java, JEE 1.6, Core Java, Struts 1.x, Hibernate , Spring, Weblogic AS, JavaScript, CSS, laszlo, Ajax, JQuery, HTML5, XML, Jenkins, Oracle 10g, Restful Web Services, Maven, Jmeter, JUnit.

General Electric, Atlanta, GA
June 2014 – Sep 2015
Java Technical Lead
Oil and Gas Application Development & Support
The GE Oil and Gas Global Application Supports a collection of modules that have 3rd party tools, collecting data from various sources and storing in databases, creating users for accessing the tool etc. DIPP is an application which syncs data from JDE, Pascal, ePIMS and stores in Primavera Database. VeriSign is a 3rd party tool that provides certificates to valid users. Web Focus provides Business Intelligence reports and creates users for managers.

Responsibilities:
- Involved in gathering business requirements from end user and participated in creation of architectural design document, system requirement specification (SRS) and Functional Specification documents.
- Developed Presentation layers using JSF and Ajax, Business layer using spring (IOC, AOP), and Persistent layer DAO, Hibernate for all modules.
- Designed and developed UI search and results screens for Products and Services.
- Design and development of Restful Web Services for creating product rate summary and captured unhandled errors and log them in a database.
- Used Ajax, CSS and JavaScript for client side validations.
- Jboss Application server is used for deploying web applications with Apache Http server for static applications. Lead a team of 7 by delegating work and mentoring the best practices in design patterns, with the help of Architect.
- Conducted code reviews with PMD tool before moving the build to production.
- Actively participated in building, maintaining and deploying builds to Dev, QA, Stage and Production environments.
- Followed Scrum methodology (Agile) for updating progress.
- Used Log4J for logging and analyzing system performance and flow, and also involved in code refactoring, bug fixing and trouble shooting.
- Coded Test Classes using JUNIT for Unit Testing and used Win-CVS for version controlling system.
- Experience in leading and managing application support projects with Offshore team by working in shifts
- Demonstrated a strong presence, professional image, and deal confidently with complex technical problems
- Assist in debugging, resolving production support problems, developing and suggesting alternative approaches to resolve problems.

Environment: Java, JEE 1.5, Core Java, JSF 2.0, Hibernate 3.0, Spring, Jboss AS 5.0, JavaScript, CSS, Ajax, XML, EJB 3.0, Collections, Generics, Oracle 10g, FTP, Restful Web Services, Ant, JUnit.

GE ePresense Application, Atlanta, GA
Apr 2012 – May 2014
Java Technical Lead
GE Health Care is a member of the General Electric group of companies. GEHC provides transformational medical technologies and services that are shaping a new age of patient care. GEHC expertise is in medical imaging and information technologies, medical diagnostics, patient monitoring systems, performance improvement, drug discovery, and biopharmaceutical manufacturing technologies to help clinicians around the world re-imagine new ways to predict, diagnose, inform and treat disease, so that the patients can live their lives to the fullest.

Responsibilities:
- Involved in the development of Software Development Life Cycle in Rational Unified Process.
- Experience in designing (High Level & Low Level) for J2EE applications using UML and various J2EE/OO Design patterns meeting performance and security requirement
- Involved in coming up with good design of spring controller related classes (Controllers, Handler, Form Controllers, Interceptors) suitable for search functionality.
- Extensively used Criteria classes and HQL for accessing Database through Hibernate.
- Involved in database development using SQL, PL/SQL of Oracle database.
- Wrote front end validations using JavaScript and used Log4j for logging the application.
- Wrote Java Beans for the DTO's like Value objects & Business objects.
- Coded Test Classes using JUNIT for Unit Testing and used Visual Source Safe for version controlling system.
- Used Restful Web services to communicate among various eco-systems.
- Worked on 4 different modules by providing Support and Enhancement changes.
- Worked on Enhancements on Redirect Tool, Form Tool and Japanese Search and Vignette Portals.
- Worked in a Platinum application that requires 99.5% availability of live site and Involved in all major Prod Releases, supporting in fixing the bugs and testing.
- Actively participated in Code Review meetings and played key role in production deployments.
- Redirect Tool converts the Marketing URL to Actual URL and this is happening at Server level. Struts and Hibernate are used to develop this application with JQuery for UI.
- Form Tool collects data from Vignette and populates to database. Struts with Hibernate are used to develop the application.
- Japanese Search tool is used to display records based on search Criteria.
- Worked on the Relational model, DB2 database with JSON and XML
- Used Jira, a bug tracking tool.
- Used HP Quality Center to log tickets and fix.
- Applications are deployed on Web Sphere Commerce Server.
- Conducted code reviews with PMD tool before moving the build to production.
- Play Support lead and implementation lead for minor enhancements
- SPOC for issues/escalations
- Actively participated in solving Big Data problems using Hadoop (Map Reduce) in 2 POCs.

Environment: Java, J2EE, Ajax, XML, Servlets, JSP, EJB, Spring 3.0, Struts 2.0, Hibernate 4.0, Vignette, HP QC, JMS, Restful Web Services, ANT 1.7, Web Sphere Commerce Server v7.0, Oracle 11g, DB2 with AIX, JSON, Jira, Hadoop (Map Reduce, Mongo DB).

GE Money Cards, Atlanta, GA
May 2010 – Mar 2012
Java Technical Lead
The GE Money Card website is web based platform for marketing (communication & Branding). With the enhancements of the Website's look and feel to be in sync with the Competitor Websites and improving the efficiency in serving the card holder. The application is intended to provide robust account servicing functionality for SBI Card Customers. There are many modules specific to Registration, Balance Transfer, Account Summary, Insurance, Feedback, Do not disturb, Cards for you.

Responsibilities:
- Review the system requirements and attending requirements meetings with analysts and users.

- Involved in the life cycle of the project from documentation to unit testing making development as priority.
- Developed web pages using Struts framework, JSP, XML, JavaScript, sHtml/ Dhtml and CSS, configure struts application, use tag library.
- Used Apache Struts framework includes the integrated AJAX.
- Played major role in designing & developing JSP pages and XML reports. Developed servlets and custom tags for JSP pages.
- Developed few module Web pages using Springs IOC and Hibernate.
- Designed and developed dynamic pages using HTML, CSS- layout techniques, Java script.
- Took the various challenges in the enhancement and completed them on time.
- Extensive Used Exception handling and Multi-threading for the optimum performance of the application.
- Extensive use of multi-threading from synchronization
- Involved in design (using RUP, Visio) and implemented (SOA, SOAP) next generation system on distributed platform.
- Extensively used XSL as a XML parsing mechanism for showing Dynamic Web Pages in HTML format.
- Implemented OWAS (Open web Application Security) mechanisms for secure bank transactions.
- Implemented Searching based algorithms for searching key-terms in application
- Implemented SOAP protocol to get the requests from the outside System.
- Used CVS as a source control for code changes.
- Used ANT scripts to build the project and JUnit to develop unit test cases.
- Developed coding using SQL, PL/SQL, Queries, Joins, Views, Procedures/Functions, Triggers and Packages.
- Provided development support for System Testing, Product Testing, User Acceptance Testing, Data Conversion Testing, Load Testing, and Production.
- Deployed application on **Web sphere application server.**

Environment: java 1.5, J2EE, AJAX, Servlets, JSP, RUP, Eclipse 3.1, Struts, Spring 2.0, Hibernate, XML, CVS, Java Script, JQuery ,ANT, SOAP, Log4J, DB2, Web Sphere server, UNIX, IBM Web Sphere Portal Server, Message Broker

Ansaldo –STS, Pittsburg, PA
Jan 2009 – Feb 2010
Java Programmer Analyst
ES3, LLC is an independent company that provides innovative channel neutral services and solutions to manufacturers and retailers throughout the grocery industry. This application is a comprehensive process supporting tool designed to support the Sales and Proposal Management Teams.

Responsibilities:
- Involved in understanding of business requirements, design and development of the project with Test Driven Methodology.
- Implemented the required functionality using Hibernate & Struts framework and JSTL for front end development on Eclipse.
- Involved in developing code in spring framework using Dependency Injection or Inversion of Control with various modules.
- Used Spring MVC for presentation and integration of modules.
- Involved in the development of GUI screens using Java Server Pages, XML/XSLT, HTML, CSS and JavaScript with Ajax.
- Extensively used the Multithreading, Exception Handling and Java collection Framework Classes for Holding the Application objects.
- Improved the coding standards, code reuse, and performance of the Extend application by making effective use of various design patterns (Front Controller, Service Locator, Session Facade, Business Delegate, View Helper, DAO, Value Object etc. and other Basic patterns).
- Developed several SQL queries, stored procedures and triggers in Oracle to retrieve the data with JDBC.
- Used JMS for asynchronous messaging among modules.
- Generated Web services (with SOAP) implementation classes using Apache Axis to send data to downstream applications.
- Used to interact with middleware layer using APIs for EJB which are implemented using stateless session beans.
- Used Junit for unit testing, Maven to automate build process, and log4j for logging debug, info, error messages.

Environment: Core Java, JEE 1.5, Struts 2.0, MVC , Hibernate, Spring, EJB 3.0, XML, XSL, XSLT, HTML, JavaScript, AJAX, Web services, Unix, Oracle 10g, PL/SQL, Web Sphere AS 7, RAD, Sub Version, web services, Apache Axis, Win CVS, Maven, JUnit 4.0, log4J.

Chrysler Financials, Detroit MI
Aug 2007 – Dec 2008
Sr Software Engineer
DDC is a leading Diesel engine manufacturer in North America. Maintain financial knowledge of the application/platform, Ability to communicate effectively with the customer, Ability to define requirements and solutions with the customer. It contains five modules Trade, Settlement, Accounting, Interfaces and Positions.

Responsibilities:
- Worked with business and user groups to identify and implement functional enhancements and new requirements.
- Involved in developing Classes diagram in UML showing generalization and other relationships, Sequence diagram describing the interaction of objects over time.
- Analysis and Design of various modules using J2EE Architecture and MVC Design Pattern with Agile methodology.
- Understanding Investment banking and market strategies.
- Developed server-side services using Java multithreading, Struts MVC, Java 5.0, EJB3.0, Spring2.5, Web Services (SOAP, AXIS) on IDE.
- Used XML / XSL / XSLT extensively in presentation layer.
- Designed and developed JSPs for the presentation layer with JavaScript, CSS, Ajax and Tiles as part of MVC based Struts and spring.
- Configured transaction and connection pooling and deployed enterprise application on Application server.
- Used Hibernate for mapping Java classes to relational Database, Oracle and also involved in writing Hibernate configuration files.
- Used with CSS, Java Script and Flex with Action Script.
- Worked on JAAS for Cryptography Secure communications.
- Implementation of new application functionality, maintenance of all existing applications functionality (in C & UNIX with Shell Scripting).
- Worked on performance tuning in Oracle and java.
- Used Web services & SOAP to test and communicate with applications.
- Used RMI for the remote calls and enhanced it to generic using CORBA.
- Worked with EJB and stored procedures in Oracle.
- Involved in JMS implementation for communication in the modules.
- Worked with Ant Script with JUnit.
- Worked with Oracle SOA Suite (BPEL) with ESB at a lower level.
- Involved in developing PDF generation reports using BIRT reporting tool and rendering the same PDF reports to browser.

Environment: Java, JEE 1.5, JSP 1.2, Servlets 2.3, Multithreading, EJB 3.0, XML, XSL, JSTL, Struts 1.2, Tag libraries, Hibernate 2.0, Web services, HTML, JavaScript, Ajax, PL/SQL, Unix, Axis2, SOAP, JMS, Web Logic A.S 10, ANT, Oracle 9i, Toad, Rational Rose, JUnit 4.0, Windows XP, BIRT Reporting Tool.

ICICI Bank, Pune, India
Feb 2005– Jun2007
Software Engineer
Global Credit Risk Management (GCRM) is a web-based system that is intended to help ICICI to handle their risk portfolio of various clients. GCRM provides users with a role-based, integrated delivery of end-to-end credit risk information, tools, research and reports, thereby enabling more effective and efficient risk monitoring and control. Exposure Now is intended to handle specifically the credit risk of various clients' credit standing towards the bank.

Responsibilities:
- Actively involved in analyzing and collecting user requirements
- Designed the application by implementing MVC Framework with EJB, simple Java Beans as a Model, JSP and Struts Components as View.
- Used JDBC connectivity for connecting to Oracle Database.
- Generated the mappings and POJO's using the tool Middlegen.
- Eclipse used as Java IDE tool for creating JSPs, Servlets, EJBs, and XML.

- Design and develop Servlets, Session and Entity Beans to implement business logic and deploy them on the WebLogic Application Server.
- Managed beans in JSF were developed to handle the presentation logic.
- XSLT style sheets for the XML data transformations.
- Used ANT script with clinetgen and Log4j for logging Errors.
- Used JUnit to write repeatable tests mainly for unit testing.

Environment: Java, J2EE, JSP 1.2, Servlets 2.3, JDBC 2.0, EJB 2.0, XML, JSF 1.2, WebLogic Application Server, Jboss, Oracle 9i, ANT , HTML,SQL, Toad, JUnit 4.0, JavaScript, MVC, Windows NT, Web services, JMS, Junit.

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	NYCHA (New York City Housing Authority, NY)
Address	90 Church St, New York, NY 10007
Contact Person	Patricia Lindo
Contact Details	(212) 306-2807 Patricia.Lindo@nycha.nyc.gov
Candidate Name	Derval Fairweather
Date of Placement	11-12-2020

RESUME OF THE CANDIDATE SUBMITTED

EDUCATION:
New York Institute of Technology - BS: Graphic Design, Fine Arts, English
Software Proficiencies:LAMP, MEAN, JQuery and JS, Subversion, TextWrangler, Coda, Django, WordPress, GitHub, Gitlab

PROFESSIONAL EXPERIENCE:
Healthfirst, New York, NY
Full Stack Developer
(2014- Present)
- Troubleshoot issues affecting production, stage, and development environments as requested
- Debugging and problem solving to maximize performance, scaling, usability, and quality on all websites
- Design and implement highly engaging responsive websites
- Multi-tasking multiple projects to completion (strategy, implementation, QA, deployment, and maintenance).
- Managing the work queue for the development team
- Incorporate new front-end web technologies and continuously changing technology that suit business needs
- Develop, implement and document SOP's within the tech department
- Mentor junior/intern level team members on standard development technologies, tools, and processes
- Optimize and benchmark code for performance and memory
- Collaborate closely with developers, engineers, testers, UX and product managers

Creative Circle Consultant, New York, NY
Web Developer
(2013- 2014)
- iPhone Objective C based applications development
- iPhone HTML/Javascript based applications development
- Design, develop and implement new web interfaces, graphics and layouts
- Responsible for QA of all web design projects, including web usability, accessibility, testing and debugging
- Advise clients on effective marketing techniques to increase website traffic
- Search engine optimization, including—keyword research/selection, meta tagging

CBS Television Distribution, New York, NY
Webmaster
(2009-2013)
- Administered hosting migration resulting in system-wide upgrades at a 25% base reduction in yearly costs with additional, hourly maintenance savings, maximizing reliability and accountability by modernizing security, hardware metrics, virtualization, database management and version control.
- Manage all web vendors: set goals, assign responsibilities and determine compensation based on performance.
- Develop branded social network's community features, brand integrations, FCC-audited sweepstakes, user-generated content, opt-in email campaigns and administration tools. The community has sustained consistent growth from 250K members to 1.7M, and email marketing opt-in increased from 190K to 1.2M.
- Design and oversee development of seasonal site-wide redesigns, promotions, as well as micro-sites and email campaigns, from concept realization through final content revision.
- Administer QA for functionality and user experience including cross-browser and cross-client compatibility testing.
- Interpret network and third-party analytic metrics (Google, Lyris, Akamai) for design and content direction

MTV, New York, NY
Web Developer
(2010- 2010)
- Implemented full redesign of MTV sponsored microsites focusing on user experience improvements, usability heuristics, Search Engine Optimization (SEO) and Marketing (SEM)
- Performed research for export licenses concerning products, services and restricted entities.
- Graphic design and artwork development, including original image creation and licensed editing.

SOFTFORCE, San Diego, CA
Mobile Application Developer
(2008- 2010)
- Designed graphics and cocoa interface
- Created objective C language base scripting

11. JOB CLASSIFICATION - SYSTEMS ADMINISTRATOR

INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	NYCHA (New York City Housing Authority, NY)
Address	90 Church St, New York, NY 10007
Contact Person	Patricia Lindo
Contact Details	(212) 306-2807
	Patricia.Lindo@nycha.nyc.gov
Candidate Name	Mohammed Aleem Ahmed
Date of Placement	09/20/2021

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY:

- Extensively worked on Solaris 9/10/11, AIX, Linux, High availability Veritas Cluster and Veritas Volume Manager, VMware.
- Expert level knowledge on troubleshooting major issues on Linux - RHEL 4/5/6 and SUSE Linux.
- Working experience with SAN storage EMC, HITACHI, HP.
- Working on High-end and Mid-range Solaris servers.
- Working on storage migration changes of Solaris and Linux Servers.
- Upgrading Firmware of Solaris Server and patching accordingly
- Experience in working with banking domain.
- Strong experience on Linux patch management using RUG, YUM and satellite method of Patching.
- Actively involved in all the Veritas Volume Manager and Veritas Cluster activities.
- Strong working knowledge and excellent troubleshooting skills on LVM, NFS, File system concepts.
- Expert level knowledge on troubleshooting booting related issues on Linux/UNIX Operating system.
- Experience in Network configuration and troubleshooting.
- Good exposure on working with various vendors for hardware and software issues.
- Worked on Solaris packaging and patching.
- Good experience with Solaris Volume Manager and File System (SVM/UFS)
- Solaris Upgrades using Live upgrade.
- Worked on Veritas upgrades and Veritas NetBackup
- Worked with Data Center Activities like Inventory management and documentation.
- Very good understanding on IPMP network topology and network basis.
- Knowledge on oracle exadata Linux systems
- Worked with Server build team and performed all kinds of tests before releasing the server into production.
- Hands on Experience with Solaris Virtualisation.
- Configured and maintained zones and zfs file systems in Solaris 10.
- Configured and maintained Ldoms Solaris virtualisation
- Configured and maintained Domains in Solaris High-End Servers.
- Coordinated and worked with application developers to fix application and OS related issues.
- Hands on experience of Installation, Configuration and troubleshooting of Red hat Enterprise Linux 5 &6.
- Hands on experience on Shell Scripting.
- Worked on scripts at the time of patching for find the free space, memory utilization etc.

Hardware	Sun Fire High-end enterprise servers (M5000 and M9000), EMC, SAN
Operating Systems	Solaris 8/9/10/11, Linux 5.2/6.2, Aix, HP, Win NT 4.0, Win 98, 2000, XP
Networking	TCP/IP, NetBEUI Protocols
3rd Party Technologies	Veritas Volume Manager 4.0/5.0/6.0, Veritas Cluster Server 4.0/5.0/6.0

EDUCATION/CERTIFICATIONS/TRAINING:

- Bachelors in BE Productions, Osmania University, Hyderabad, India
- Sun certified System administrator
- Certification training on Linux administration as RHCE (Red Hat Certified Engineer)

PROFESSIONAL EXPERIENCE:

UNIVERSAL Technologies – NYC Housing Authority (NYCHA), New York, NY
Jan 2016 – Present
UNIX/Linux Engineer/Programmer Analyst

- Responsible for all HW/SW maintenance, repair, and upgrades for New York City Housing Authority.
- Responsible for Datacenter and Disaster recovery.
- Designed and Implemented Backup Strategy Plan and configured Backup Server using NetBackup, Database Online Backup Using both storage and Tape Library.
- Upgraded, maintained and performed troubleshooting for Solaris and Linux software and hardware.
- Engineered procedures to remotely install Sun operating system and Linux application software on machines for disaster recovery.
- Provided Production support and tended to the breakdown of business-critical servers.
- Performed New Server Builds and Upgrading servers across UNIX Flavours.
- Performed hardware replacement as per ITIL Standard and communicated such to the business.
- Configured and Maintained Business Critical High availability Servers.
- Performed server Maintenance including failover and failback of respectively.
- Coordinated With vendors for Hardware procurements and replacements.
- Raised and followed up on vendor tickets until resolution.
- Conducted Troubleshooting and cabling for network and console cables.
- Collaborated with LVM to solve customer problems with disk management.
- Manually tuned and regenerated kernel parameter and created projects for resource optimization.
- Racked Dell Servers and installed of ESXI Hyperviser.
- Performed Troubleshooting for all the booting related issues on Linux servers during maintenance activity.
- Provided Network troubleshooting while patching and during execution of maintenance Work orders.
- Upgraded Firmware on Solaris servers.
- Responsible for SAN configuration which involved scanning LUN's, configuring disks and creating LVM's and file systems.
- Configured disks under Linux native MULTIPATHING for the creation of file systems
- Configured, administered and performed troubleshooting for LVM and volume groups.
- Administered and performed troubleshooting for EXT3, EXT4, Veritas file systems.
- Configured disks under Oracle ASM for the use of Oracle RAC.
- Monitoring system performance of virtual memory, Managing swap space and CPU utilization.
- Worked on BCP/DR activities as part of maintenance from OS perspective.
- Installed and upgraded Packages and Patches according to the requirement.
- Configured and troubleshot SSH providing user level and system level trusting.
- Hardened Servers as per Information security team guidelines.
- Closed system vulnerabilities by putting controls in place.
- LDAP directory server administration.

Wells Fargo, Minneapolis, MN
Sep 2010 – Dec 2015
Senior Solaris / Linux / AIX Administrator - Veritas Volume Manager and Veritas Cluster Specialist

- Production support of Distributed Data centers with less downtime for Solaris servers and meeting the stringent SLA'S.
- Experienced in Solaris servers network troubleshooting.
- Experienced in Server Virtualisation.
- Experience in creating zones and Ldomes.
- Experience with working on zfs and veritas filesystem.

- Experience with installation of Solaris operating system.
- Experience in firmware upgrade of Solaris servers.
- In-depth understanding and ability to configure various tunable system resource/parameters
- Handling escalated incidents, proactive problem management and implementing QA in production support.
- Extensively worked on Emergency CRs and RCAs for chronic issues and provided permanent fixes.
- Reducing the count of chronic alerts in production support and automating day to day tasks.
- Installations and troubleshooting OS related issues and coordinating with hardware vendors.
- Experience with AIX Virtualization/LPAR.
- Added mission critical applications, databases to High Availability cluster environment.
- Applying patches for UNIX servers (SUN, HP-UX, Linux, AIX) to the latest baseline
- File system (FS) management.
- Volume group (VG) management.
- Logical volume (LV) management.
- Setting up NFS servers/clients.
- Installing Applications/Patches
- Paging/Swap space management.
- Maintaining Veritas Volume manager objects sub disks, plexes and volumes
- Provisioning and decommissioning of servers
- Implementing Raid Levels (SDS and Veritas).
- Network management of TCP/IP networks, IP address Network interface management
- Linux captain from Wells Fargo India and responsible to create/update Linux playbooks and to provide solutions for the team members for issues occurred while performing maintenance activities.
- Shift lead to ensure smooth progress and completion of all the activities without any issues.
- Providing RCA for major productions outages.
- Participating in international weekly calls to work on issues/updates and to convey the same to the team.
- Coordinating with application/DB teams to get the downtime and validation of servers after performing the activities.
- Troubleshooting all the booting related issues on Linux servers during maintenance activity.
- Network troubleshooting while patching and during execution of maintenance WO's.
- Upgrading Firmware's on Solaris servers.
- SAN configuration which involves scanning LUN's, configuring disks and creating LVM's and file systems.
- Configuration of disks under Linux native MULTIPATHING for the creation of file systems.
- Configuring, administration and troubleshooting of LVM and volume groups.
- Administration and troubleshooting of EXT3, EXT4, VERITAS file systems.
- Configuring disks under Oracle ASM for the use of oracle RAC.
- Monitoring system performance of virtual memory, Managing swap space & CPU utilization.
- Worked on BCP/DR activities as part of maintenance from OS perspective.
- Installing and up gradation of Packages and Patches according to the requirement.
- Configuration, troubleshooting SSH providing user level and system level trusting.
- Changing file permissions as per the client request.
- Handling hardware related issues like fault detection and disk replacement.
- VMware creating servers and installation of Linux.
- Worked on scripts for Automation
- Used Netbackup for Backup and Restoration of Data.
- Worked on LDAP for User authentication.
- Worked on Solaris Disk suite or Solaris volume manager.

IBM, Hyderabad, India
Mar 2005 – Jan 2010
Operations Lead Specialist - Solaris, Linux and AIX Veritas Volume Manager and Veritas Cluster Server

- Provided 24/7 Technical Support to Production, Development, Functional testing and Staging High end Solaris servers with total compliance to organization's SLA standards.
- Assisted in tailoring the environment to meet the users' needs. Served as a member of the development team, participating in and validating technology decisions.
- Experienced in Server Virtualisation.
- Maintained R&D lab for application development consisting of Solaris, AIX and Linux servers.

- Detecting the changes to be performed and accordingly performing change in accordance with ITIL process.
- Taking ownership of raised Infrastructure changes and performing the change in accordance with ITIL process.

- Performed changes related to disks, system boards, I/O boards, HBA, Ethernet, power supply units.
- Data center virtualization for UNIX environment by creating zones, Lpars and accordingly managing them.
- Monitored and maintained High end UNIX Servers system controller for getting console access to domains.
- Installed broad range of software on UNIX Servers as per developers' request.
- Coordinated with vendors in issues involving Os, backup, cluster and volume manager.
- Coordinated the execution of the test plan with the project team for all test phases (unit, application, integration, client acceptance) and obtaining client acceptance approval from the project stakeholders.
- Participating and planning the application deployment in production servers.
- File systems management using LVM, SVM and VERITAS volume manager.
- Monitored production applications during critical monthly processing and insured monthly processing completed during the processing window.
- Performed system controller fail back and failover.
- Worked on netback for performing backup and restores.
- Upgrading of system controllers for E25k servers.
- Performing changes on virtual environments such as zones and Lpars.
- Worked on shell scripts for Automation for day to day tasks
- Worked on server virtualisation like zones, Ldoms
- Used Netbackup for backup and restoration of data.
- Worked on Solaris Disk suite or Solaris volume manager.
- Worked on Shell scripting for day to day tasks.

Mphasis (HP Company), Chennai, India
May 2000 – Feb 2005
Infrastructure Lead Specialist Solaris and Linux
- Perform problem and change management tasks in accordance with ITIL process.
- Ensuring SLAs are met as per organizations standards.
- Capacity planning of application and database servers.
- Build Linux, Solaris and AIX servers and accordingly Virtualized by creating virtual zone and Lpars.
- Maintaining high availability, business critical environments HACMP and Veritas Cluster.
- Prepare Standard Operating Procedures (SOPs) that encompass the day-to-day support
- Coordinated vendor maintenance of servers and equipment.
- Provide administrator support for the SAN and its supporting equipment.
- Enforce SOPs, protocols, and policies in coordination with departmental network IT personnel.
- Storage migration both host-based and storage based for Solaris and AIX.
- Provided hardware and software support to all production, development and test systems installed in different locations for various customers
- Implemented RAID 0 and 1 in Solstice and Veritas Volume Manager as per requirement.
- Adding Swap Space for Solaris and Linux to improve system performance.
- System and Kernel Log Management using syslog for trouble shooting issues.
- Performance Tuning with Kernel parameters
- Creating the users and administering the user rights on UNIX servers.
- Creating and/or maintaining file systems on servers for Applications and databases.
- Worked on Solaris Disk suite or Solaris volume manager.

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Metrolink
Address	800 N. Alameda St. Los Angeles, CA 90012
Contact Person	Satasia Brown
Contact Details	(213) 452-0217 BrownS@scrra.net
Candidate Name	Vadim Grosman
Date of Placement	07-08-2021

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY

Solution-oriented, analytical, and resourceful technician with ability to provide effective resolution. Demonstrated skills in developing and implementing technological solutions with emphasis on delivery and productivity. Proven ability to provide creative and effective resolution through the application creative problem-solving skills. Team player with a reputation for providing excellent customer service and the tenacity to work with demanding clientele.

EDUCATION

Associate of Science
Los Angeles Valley College • Los Angeles, CA • 2007

SKILLS

Soft Skills: Problem-Solving, Integrity, Dependability, Adaptability, Flexibility
Technical Skills: Computer Hardware, Microsoft Office, Problem Diagnosis, Troubleshooting, Application Support

PROFESSIONAL EXPERIENCE
Help Desk Team Leader
Contractor for Metrolink
June 2018 - Present,
Los Angeles, CA

- Confidant of IT Manager; carried out special assignments and projects.
- Supported over 800 end-users with over 1200 end-user devices across 7 main facilities and 14 satellite facilities.
- Entrusted with C-level user support including afterhours.
- Provided team development through training and coaching for seasoned technicians and interns.
- Supervised team of six, tasks include work schedule, assignments, thoroughness of jobs, and team efficiency.
- Provided local and remote support for corporate headquarters and branch offices.
- Point of escalation for more advanced and complex issues.
- Coordinated in the purchase of computer hardware, including research, cost analysis and procurement.
- Designed, implemented, and maintained Windows 10 master image.
- Created and kept up to date Standard Operating Procedures (SOPs).
- Provided system administration support, including user account maintenance and password management via Active Directory.
- Participated in revolving on-call schedule to provide after hour support.
- Coordinated, configured, and trained the remote meetings and webinars (e.g. Board of Directors meetings).
- Administrator of SiteHelpdesk ticketing system and Workspace ONE MDM platforms.

Computer Repair Technician
Fat Guy Bald Guy Computer Services
August 2013 - June 2018,
Santa Clarita, CA

- Delivered troubleshooting solutions to clients with software, hardware, and network connectivity problems.
- Checked in computers and performed diagnostics for repair.
- Communicated with customers to resolve complaints by identifying issues, possible malfunctions or the need for further customer education.
- Determines the most cost effective course of repair and updates disposition of systems.

- Provide daily break-fix functions for software and hardware supported.
- Traveled to businesses and customers' homes to provide direct technical support.
- Installed, maintained, imaged, backed up, migrated and updated computer operating systems.
- Provided customers with remote assistance as needed.
- Build rapport and relationships with customers through attention to detail in defining needs and providing effective service and solutions.
- Performed level 1 and level 2 data recovery using software and hardware based solutions.
- Removed malware and viruses from laptops and desktop systems using specialized software.

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Multnomah County
Address	501 SE Hawthorne Blvd. #400 Portland OR 97214
Contact Person	Joanne Miesen
Contact Details	503-988-7531
	joanne.miesen@multco.us
Candidate Name	Srujan Gaddam
Date of Placement	09/20/2021

RESUME OF THE CANDIDATE SUBMITTED

PROFESSIONAL SUMMARY

- Around 10+ years of IT industry experience in Installing, deploying, configuring web applications on windows 2003/2008 production environments using different versions of IIS 6.0/7.0/7.5/ 8.0/8.5/10.0.
- Good experience in configuring security for the website and web application by using different IIS authentication methods and by using ACL level permissions.
- Experience in creating Application Pools, web Farms and assigning them to multiple websites and applications.
- Experienced with deployments, Maintenance and troubleshooting applications on Microsoft Cloud Infrastructure Azure.
- Good experience in Installation, configuration, and maintenance of SQL Server.
- Experience in Database backup and disaster recovery procedures.
- Experience in Replication – Snapshot, Merge and Transactional.
- Has Knowledge of Analysis Services & Reporting Services, SQL Server Clustering and Log Shipping
- Working experience in installing, configuring, and maintaining multiple virtual machines on VMware servers and trouble shooting them.
- Good knowledge and working experience on different versions of .Net framework [1.1, 2.0, 3.5, 4.0 and 4.5] used by the Asp.net applications.
- Good experience in migrating web site and applications between different versions of IIS6.0 to IIS 7.0 running on different versions of .Net Frameworks using tools like MS-Deploy.
- In-depth knowledge of IIS 7.0/7.5 Modular architecture and have experience in configuring different modules required for the Website.
- Responsible for installing Data Power Device, updating Firmware, and working with network team to get inbound and remote imp is for DP device.
- Experience in providing system Administration, tuning, and supporting the web sphere Data Power.
- Experience in configuring multiple web sites using different IPs, ports, and host headers.
- Experience in Configuring different types of IIS logs for the website and applications.
- In-depth experience performing IIS log analysis using log parser 2.2 tool to identify web server issues.
- Good experience creating, Installing, and configuring SSL certificates to enhance the security for the websites hosted on IIS.
- Hands-on support and managing hardware and software load balancers such as NLB and F5 Big IP in cluster environment and in supporting and managing web farms.
- Good experience in working with DMZ environment.
- Good knowledge of SQL Database and working experience in configuring Database connection string for IIS 6.0/7.0 websites and debugging SQL connectivity and performance problems.
- Working Knowledge on ARR using shared configuration in a web farm to serve request response in an effective way.
- Working knowledge with Active directories and DNS, WINS servers.
- Good Experience working on different protocols and technologies like HTTP, FTP, Telnet, Firewalls.
- Good experience in creating Virtual machines by using VMware and Microsoft Hyper-V technologies.
- Responsible for applying system level security patches and maintaining servers up to date.
- Provided extensive support in code deploy, change management, and application-level troubleshooting for the Dev, Test, Pre-Prod & Production environment
- Installed, configured & upgraded WAS for all Dev, Test, Pre-Prod & Production environments.
- Worked closely with development, messaging, network support teams, as the application was integrated with other products.

- Involved in testing of the web URLs and software installed and versions migrated.
- Involved in integrating and testing the third-party applications.
- Configured JDBC connections, JMS servers and security settings for WAS.
- Involved extensively in trouble shooting the issues and finding out root cause analysis.

EDUCATION:
- Master's in software engineering, International Technological University, San Jose, USA (2012).
- Bachelor's in Computer Science & Engineering from Osmania University, Hyderabad, India (2003).

TECHNICAL SKILLS:
- Operating Systems: Windows NT/2000/2003/2008(R2)/2012/2016/2019 Servers, Unix/Linux
- Languages: C, C++, C#, ASP, ASP.NET.
- Databases: SQL Server 2000/2005/2008R2/2012/2014/2016, MS-Access, Oracle DB
- Web Technologies: ASP, .Net Framework, 1.1/2.0.3.5, C#, ASP, JavaScript, XML
- WEB/APP Servers: IIS 5.0/6.0/7.0/7.5/8.5/10, WebSphere6.0, 7, 8.0, Apache, Tomcat, WebSphere
- Virtualization: Azure, Hyper-V, VMware 3.5 ESX, ESX4. x.
- Appliances: Data Power XI50, Google search, Layer7
- Load Balancers: Network load balancer (NLB), F5 Big IP, Net scalar
- Monitoring Tools: Splunk, MOM, SCOM, BMC portal, Nimsoft, Dynatrace, Zabbix, Nagios
- ETL Tool: Informatica Power center 7.1.3, Informatica Power center 8.6.1
- Cloud Technologies: AWS, Azure

PROFESSIONAL EXPERIENCE
PenFed Credit Union, VA
(April 2021 - Present)
IIS Web Administrator
- Responsible for migrating Internal & External .Net web applications from IIS 7 to IIS10.
- Experience working on Azure DevOPS model, creating dashboards and work assignment has done through PI Sprint bases
- Responsible for renewing the IIS, Apache, Tomcat and WebSphere application SSL certificates.
- Administering IIS web and SQL servers.
- Documenting the newly migrated web applications with a focus on empowering service desk technicians, network admins, and/or developers to own, manage, operate, maintain, and troubleshoot the system or platform going forward.

Pipkins Inc. - Chesterfield, MO
(June 2018 to February 2021)
Web Infrastructure Engineer
- Responsible for managing day-to-day infrastructure operations and supporting site upgrades and rollouts.
- Assists the problem managements IT services process owner in ensuring consistent end-to end application of the managements process across organization.
- Responsible for Administering the Microsoft365 and on-premises AD.
- Installed and configured VPN with RADIUS authentication also enable MFA to allow O365 users for additional login security.
- Analyze existing operations and make recommendations for the improvement and development of the relevant IT systems.
- Monitor and test network performance and provide network performance statistics and reports.
- Hands on experience on installing and configuring Docker & Kubernetes on different virtualization platforms.
- Advance knowledge of interfacing technologies such as networking, storage, applications, and cloud technologies (Azure & AWS
- Preparing and planning for a roadmap to migrate the datacenter for procuring the new hardware.
- Responsible for installing, configuring the .net applications on IIS web servers and migrated the ASP.Net application from IIS7 to IIS10 during datacenter infrastructure migration.
- Monitoring critical services and taking regular backups as per customer policy.
- Worked on POC and implemented successfully for monitoring the multi-tier datacenter infrastructure through Zabbix monitoring tool.

- Creating new and renewing the SSL certificates.
- Experience with accreditation programs on ISO-27001 certification for organization.

MoneyGram International, Minneapolis – MN
(September 2014 - May 2018)
DevOps Engineer / Middleware Admin

- Experience in Installing, configuring, and setting up .Net applications on IIS7.7/8.0/8.5 on their respective Windows OS (2008, 2008R2, 2012, 2012R2, 2016 & 2018)
- Installed Apache HTTP server 2.2, configuration and plugin integration.
- Expertise in installation and configuration of WebSphere Application servers 8.0/7.0/6.1, TIBCO Administrator 5.8, Layer7 XML Gateway 8.2, 7.1
- Installed and configured Tomcat Application Server instances in development, QA, and production environment.
- Good Understanding of DevOps key concepts like Infrastructure as a Code.
- Experience in developing CI/CD pipelines and in implementing using Jenkins and the AWS CI/CD tool sets.
- Deep understanding of Infrastructure as a code and Agile methodologies.
- Working with development teams to help engineer scalable, reliable, and resilient software running in the cloud.
- Installing, configuring & Administering WAS Network Deployment, TIBCO Administrator 5.8, Layer7 XML Gateway, TIBCO Business Works 5.11, EMS 8.0
- Experience in multi-layer, scalable and clustered system architecture design and in deploying the application through Hudson, Jenkins & Octopus.
- Have good skills in analyzing the traces, logs and thread dumps using IBM tools like Thread dump analyzer, Log Analyzer, log parser, DebugDiag and Splunk.
- Configured and monitored WebSphere Application Servers in clustered and non-clustered environment.
- Monitoring Alerts through Nimsoft, Splunk, Zabbix and Dynatrace tools.
- Managing and renewing the SSL client and server certificates through Venfai.
- Experience in supporting applications in a 24/7on-call production support, troubleshooting and maintenance.
- Co-ordinate with F5 network team on IP's, VIP, DNS URL configuration and mapping.
- Installing and configuring TIBCO Administrator, Business works, EMS, and Hawk agent.
- Deployment and configuration of TIBCO Business Works components.
- Experience in TIBCO EMS, Adapters and integration with WebSphere application server.
- Application performance monitoring through Dynatrace Analyzer.
- Experience in Layer7 XML Gateway 7.0, 8.2 setup and Administration
- Layer 7 policy deployments through Policy manger tool.

Microsoft, Redmond, WA
(January 2014 - August 2014)
System Engineer

- Budgeting, recommendation, acquisition, and installation of new hardware assets
- Deploying servers at Geo locations as per the business requirements and coordinating with Datacenter team for successfully on boarding the servers.
- Moderate and contribute to the support forums (specific to Azure Networking, Azure Virtual Machines, Azure Active Directory, Azure Storage) for Microsoft Developers Network including Partners and MVPs.
- Provide consulting and cloud architecture for premier customers and internal projects running on MS Azure platform for high availability of services, low operational costs.
- Installed latest Versions of SQL and IIS components and once the Server deployment is completed configured the Arrays for allocating disk space on server with RAID0, RAID5 and RAID10 disk configuration through HP configuration utility tool.
- Regular (monthly) scheduled maintenance, patching, audits and cleanup of hardware assets, software configuration, certificate, and password security changes/updates.
- Provide weekly/monthly service health and utilization metrics; monthly service review (MSR) statistics.
- Tier 2 support services: monitoring of hardware, monitoring of automated alerts and provide 24 x 7 pager/on-call support for service-impacting events. Respond to and resolve/escalate monitoring alerts within SLA/OLA.
- Installed and configured SCOM 2012R2 monitoring tool and deploy the agents on their respective servers.

Dolby Laboratories
(September 2013 – December 2013)

Systems Administrator
- Responsible for third-level support for all server related issues
- Responsible for day- to day support on windows server and backup/restoration for more 1000 server and job entailed frequent visit Data Center due to the nature of the work.
- Participated in complete system builds, upgrades, migrations, code deployments and patch management.
- Implemented security policy and virus protection.
- Administered change management related to server upgrades and software installation.
- Prepared and maintained documentation of technologies, standards, and procedures.
- Maintained and supported more than 1000 servers.
- Added and removed server roles and features; configured AD domain services roles; configured IIS7 on server core.
- Taking windows server and SQL database backup through sona safe backup tool.
- Installed, configured, and provide troubleshooting for Server 2003
- Migrated Windows Server 2003 from test environment to the production environment.
- Managed user accounts, groups, print queues and controlling access rights using Active Directory.
- Installed, configured, performed troubleshooting and deployed SP1 for Windows 2003 Servers.
- Performed day-to-day administration functions, backup and restoration, file server maintenance.
- Installed and configured IIS 6.0/7.0/7.5 web server on Microsoft Windows 2003/2008 server accordingly.
- Configured multiple websites in IIS 7.0 using Virtual IPs, multiple ports, and Host headers.
- Deployed .Net applications in IIS 7.0 and configured the data sources.
- Configured Authentication methods in IIS 7.0 to control access to the applications.
- Informatica Administration activity (by using Admin console)
- Performance tuning of informatica application
- Troubleshooting user's problems (application and infrastructure related)
- Contact with informatica tech support group regarding the unknown problem

Union Bank, LA
(June 2012 - August 2013)
Web System Administrator
- Worked on Migration projects from IIS 6.0 to 7.0/7.5
- Installed and configured IIS 6.0/7.0/7.5 web server on Microsoft Windows 2003/2008/2008R2 servers accordingly.
- Configured multiple websites in IIS 7.0/7.5 using Virtual IPs, multiple ports, and Host headers.
- Deployed .Net applications in IIS 7.0/7.5 and configured the data sources.
- Configured Authentication methods in IIS 7.0 to control access to the applications.
- Worked on MKS integrity tool for deployment of code on multiple servers.
- Installed and configured SharePoint server (MOSS2007) and configured configuration and content databases accordingly.
- Responsible for installation and configuration of SQL server 2005 database
- Implemented database standards and naming convention for the database objects.
- Applied patches and service packs to keep the database at current patch level.
- Worked on Tier 3 support like problem management and release management finding root cause of some Major Incident (MI).
- Provided 24x7 on call production support to troubleshoot the incidents in the most critical revenue generating applications.
- Worked extensively on VMware to create virtual servers and created clusters in VM.
- Worked extensively on configuring, installing, and migrating VM Servers between different clusters.
- Maintained scripts to ensure a secure IIS administration.
- I have written VB scripts to reset IIS to make them simple for my daily jobs.
- Worked on Active Directory for assigning group policies on DNS and DHCP.
- Configured clusters in IIS for high availability.
- Created Managed Servers in a Cluster with round-robin algorithm and NLB clustering for Load Balancing.
- Configured IIS 7.0 and IIS 7.5 as an application server and troubleshooted the run time errors.
- Worked on F5-BigIP to enable and disable servers at the time of Deployment.
- Maintained the applications among run-time processes in a cluster of application servers.

- Experience on Disaster recovery to run the applications smoothly did SQL server Mirroring, Replication and Backup.
- Creation of SSL and Digital Certificates for requesting, generating and implementation for the communication between Web server and the Application Server.
- Generating CSRs for renewing SSL certificates
- Worked on creating FTP accounts as per the user requirement.
- Created multiple application pools in IIS6.0 and assigned multiple websites to the respective application pool.
- Deployed the applications on multiple IIS application Servers and maintained Load balancing, high availability and fail over functionality.
- Created users, roles, and groups for securing the resources using local operating system authentication.
- Actively participated in 24X7 on call production support.
- Involved in trouble shooting and fixing day-to-day problems of the applications in production.

Crown Castle, Pittsburgh, PA
(February 2012 - May 2012)
IIS Consultant
- Migrating the servers from IIS 6.0 to IIS 7
- Installing and supporting Oracle database and configured web logic servers.
- Pushing the content from one server to other servers through star team tool.
- Troubles hooted IIS Web Server connection pooling and connection manager with Oracle, DB2.
- Involved in Performance tuning IIS Web server with respect to heap, threads, and connection pools.
- Pushing all the content from one server to another server through Star Team tool.
- Updating the windows updates.
- Installing the plug-ins like Access manager clear trust on IIS servers

Nordstrom, Seattle, WA
(August 2011 – January 2012)
Web Engineer
- Work experience on ESX4.X and ESXI
- Installed, configured, and maintained virtual machines on windows 2003 /2008(R2) servers.
- Installed and configured IIS 6.0, 7.0 and 7.5.
- Trained offshore team, helped in monthly hot fixing, worked with team for security patching.
- Installing Monthly security patches and scheduling regular maintenance to ensure the health and security of the servers.
- Implemented SQL standards in writing stored procedures, Triggers, Views, SQL functions and locking issues.
- Installing, configuring, and managing VMware machines in web farms
- Good experience in monitoring health status of multiple servers using SCOM and site scope troubleshoots them for high availability.
- Hands on experience in installing, configuring clustering environment for load balancing using NLB and F5BIGIP for high availability of response.
- Configured websites, web applications and virtual directories by assigning bindings to them such as hostname, IP address and port numbers.

CRFQ-0705-LOT2400000011; Prequalification Agreements IT Temp Staffing
West Virginia Lottery Commission (Lottery), WV

cogent infotech

12. JOB CLASSIFICATION - TECHNICAL WRITER
INDIVIDUAL 1 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED

Name of Company	NYC Department of Social Services
Address	4 World Trade Center-31st Floor, New York, NY 10007
Contact Person	Maria Lucero
Contact Details	(929) 221-5386
	luceromar@dss.nyc.gov
Candidate Name	Wilmer Brea
Date of Placement	07/17/2023

RESUME OF THE CANDIDATE SUBMITTED

EDUCATION
- Bachelor of Arts in English, Concentration: Professional Writing (January 2019 — June 2023)
- A+ Certification of Completion
- 35 Hours Curriculum of Study of CompTIA A+ (December 2021 — January 2022)
- Year Up New York | New York, New York
- IT/Help Desk Participant (March 2020 – January 2021)
- •Accrued 200+ hours of hands-on training in IT/Help Desk as part of a one-year career development program that includes six months of college-level courses and professional training followed by a six-month internship
- •Served as Operations Manager and managed the room set up, facilitated welcome, overview, and action items
- Borough of Manhattan Community College | New York, New York Associate of Arts in English (August 2012 — May 2018)

SKILLS & EXPERTISE
- Languages: Fluent in reading and speaking Spanish
- Software: Proficient in the use of Microsoft Word, PowerPoint, and Excel Knowledge of Desktop Operating Systems, including Windows and Mac

PROFESSIONAL EXPERIENCE
NYC Human Resources Administration | New York, NY
Administrative Analyst/Technical Writer
(May 2023 — October 2023)
- Maintained records containing confidential, sensitive and vital organizational information.
- Recommended improvements and modifications to established procedures, increasing company- wide productivity and efficiency.
- Collaborated with engineers, product managers and instructional designers in development of internal and external user manuals.
- Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.
- Input client information into spreadsheets and company database to provide leaders with quick access to essential client data.

NBC Universal | New York, New York
Operation & Technology Technician
(August 2022 — February 2023)
- Performed various clerical and administrative duties regarding on-site and remote tech support
- Maintained composure and patience in front of difficult customer situations, applying de- escalation techniques and positive customer support
- Set up equipment for employee use, performing or properly installing cables, operating systems, or software
- Answered user inquiries to resolve computer software or hardware operation problems
- New York Life Insurance Company | New York, New York IT Technical Support Tier 1 (January 2022 — May 2022)
- Supported IT teams in maintaining the company hardware system
- Provided excellent customer service by responding to phone, email, and online requests, questions, and complaints
- Responded to support tickets within an established timeframe to improve customer service
- Delivered local Tier 1 IT support for hardware to company personnel

- Assisted supervisors with troubleshooting helpdesk tickets

Metro Community Health Center | The Bronx, New York Administrative Assistant (Temporary)
(June 2021 — August 2021)
- Developed administrative processes to achieve organizational objectives and improve office efficiency
- Organized and maintained filing and document management systems by coordinating, archiving, and purging files
- Coordinated on project materials by managing physical and digital files, monitoring spreadsheets, and updating reports

New York Life Insurance Company | New York, New York IT/Help Desk (Intern)
(August 2020 — January 2021)
- Developed training materials and procedures and trained users in the proper use of hardware or software
- Read trade magazines and technical manuals and attended conferences and seminars to maintain knowledge of hardware and software
- Set up equipment for employee use, performing and ensuring proper installation of cables, operating systems, and appropriate software
- Answered user inquiries regarding computer software or hardware operation to resolve problems
- The North Face | New York, New York Sales Associate (January 2018 — July 2019)
- Described merchandise and explained the use, operation, and care of merchandise to customers
- Recommended and helped locate and obtain merchandise based on customer needs, desires, and destinations
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices

INDIVIDUAL 2 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	NYCHA (New York City Housing Authority, NY)
Address	90 Church St, New York, NY 10007
Contact Person	Patricia Lindo
Contact Details	(212) 306-2807 Patricia.Lindo@nycha.nyc.gov
Candidate Name	Travis Fahs
Date of Placement	07/22/2019

RESUME OF THE CANDIDATE SUBMITTED

Professional Summary:
- Versatile digital media professional with more than 13 years of experience working in content creation and publishing for the web.
- From content strategy, research, and copywriting, to content management, production, and publication.
- I'm able to realize digital marketing needs from end-to-end or anywhere in-between.

Technical Skills
Copywriting | Content Writing | Blogging | Editing | SEO Writing | Social Media Marketing | User Experience (UX) Writing | Script Writing | AP Style | Chicago Style | Brand Identity | E-Commerce
Content Management Systems | Adobe Creative Cloud | Adobe Experience Manager | Wordpress | Wiki | Oracle BCC | HTML/CSS | Image Editing | Video Editing | SEO
Microsoft Office | Microsoft Excel | G Suite | Adobe Photoshop | Adobe Premiere | Adobe Illustrator | Google Analytics | Agile | JIRA | Confluence | HP Lifecycle Manager

Professional Experience
Mercedes-Benz USA, New York, NY
(08/2017)-(01/2019)
AEM Content Author
- Engaged in a long-term project to replace Mercedes' web presence with a unified cross-market infrastructure for all of Mercedes' NAFTA regions (USA, Canada, and Mexico)
- Coordinated with copywriters and designers to achieve scheduling goals
- Built visually exciting and interactive product pages using Adobe Experience Manager
- Reviewed and published copy
- Built structures for interactive vehicle customization
- Created and tracked issues with JIRA and Confluence
- Identified and corrected bugs and functional errors

Verizon, Piscataway, NJ
(12/2015)-(06/2017)
Digital Content Manager / Online Content Copywriter
- Wrote product pages, articles, and other content for verizonwireless.com, covering tech products like mobile phones, smart watches, smart home products, personal audio, and accessories
- Worked on a wide variety of partner brands in different voices, including Samsung, Google, LG, Kate Spade, and Michael Kors
- Worked with OEMs, marketing team, and other stakeholders to ensure content meets all standards
- Researched and wrote SEO-friendly support content to inform and boost search
- Managed content in a variety of CMS, including Endeca, Oracle BCC, and Adobe Experience Manager (AEM)
- Identified and corrected errors in CMS systems
- Tracked changes for testing purposes with JIRA and HP Lifecycle Manager

FreshDirect, Queens, NY
(01/2013)-(12/2015)
Copywriter

- Wrote punchy, short-form product copy for items including groceries, prepared meals, home needs, flower arrangements, and decorations

IGN Entertainment, San Francisco, CA
(08/2006)-(01/2012)
Contributing Writer

- Wrote reviews and other editorial content on entertainment topics including video games, television, and movies
- Prepared and published web content with a heavily customized Wiki-based CMS
- Wrote and researched long-form editorial features
- Conducted interviews with prominent industry figures
- Contributed weekly columns and other editorial content on a regular basis
- Wrote and designed in-depth interactive strategy guides, including screen and video capture
- Covered industry events, interfacing with developers and PR to cover upcoming products

Education

B.A from Rutgers University, New Brunswick, NJ   2006

INDIVIDUAL 3 REFERENCE AND RESUME

REFERENCE DETAILS OF THE ENTITY SERVED	
Name of Company	Thermo Fisher
Address	168 Third Avenue, Waltham, MA USA 02451
Contact Person	Zakhoury Adams
Contact Details	(484) 460-6408 zadams@workspend.com
Candidate Name	Mollie Mckinley
Date of Placement	08-09-2021

RESUME OF THE CANDIDATE SUBMITTED

Education
- MFA in Writing
- The Savannah College of Art & Design - Savannah, GA
- September 2017 to November 2019
- B.A. in English Literature, minor in Communication
- High Point University - High Point, NC
- September 2013 to May 2017

SKILLS
- Copywriting
- Search Engine Optimization
- Presenting / Public Speaking
- Copy Editing
- AP Style
- WordPress
- Search Engine Optimization
- Social Media Marketing
- Writing Skills
- Creative Direction
- Classroom Experience
- Blogging
- Flexibility
- Teamwork

PROFESSIONAL EXPERIENCE
Copywriter
Sales Factory - Greensboro, NC
June 2018 to September 2020
- Provided external copywriting for clients across different categories, such as Coastal Shower Doors, Johns Manville, JERZEES®, GE Sealants & Adhesives, Primo® Water, Stake Center Locating, and more
- Achieved 100% client satisfaction with zero mistakes thanks to open client communication
- Developed creative concepts from early stages (exploratory, concepting, pitching) through execution (production and launch) alongside a multi-disciplinary team of creative, digital, and account personnel
- Lead copywriting efforts internally for SFW Agency, including their blog
- Mastered various copywriting content under strict deadlines, such as:
- 300 cases of short-form content (packaging, direct mailers, headlines, taglines, advertisements, and social media)
- 200 cases of long-form content (emails, case studies, and blogs)
- 200 cases of digital media enabled by Search Engine Optimization (e-commerce, landing pages, and Amazon A+ copy)
- Advocated for the individual voices of different brands simultaneously to keep their omnichannel presence consistent
- Effectively delivered high-quality, results-driven content for digital, print, and in-store uses

Graduate Teaching Assistant

Savannah College of Art and Design - Savannah, GA
March 2019 to June 2019
- Initiated leading an undergraduate class, Business Writing for Professional Applications, alongside a professor and offered an enriching, engaging classroom experience
- Communicated feedback to students on all assignments, including discussions and research papers through BlackBoard and email
- Held "extra help sessions" where students could receive more feedback on assignments and ask questions about future projects

Editor-in-Chief
The Odyssey Online - High Point, NC
June 2016 to May 2017
- Oversaw a team of 20+ content creators for High Point University's chapter of The Odyssey Online
- Edited, reviewed, and published 15+ pieces of content on weekly deadlines
- Conducted bi-weekly meetings with content creators to brainstorm ideas, discuss web writing techniques, and to foster a community of passionate writers
- Reported weekly to a Managing Editor based out of The Odyssey Online's headquarters in New York City

Writing Tutor
High Point University - High Point, NC
September 2014 to May 2017
- Assisted both undergraduate and graduate students across various majors with papers, projects, and resumes
- Offered feedback and problem-solving on grammar, organization, structure, style and research components within writing assignments

Feature Writing Intern
YES! Weekly - Greensboro, NC
August 2016 to August 2016
- Assigned to local Greensboro beats and worked independently to retrieve further information about story and interview subjects
- Scheduled and conducted interviews with notable persons in the community
- Received publication of each story with my own byline

RESPONSE TO 3.3

3.3 Vendor must possess all licenses, permits, and certifications required to perform this contract before the start date of service.

We are a registered vendor on WV Oasis with active registration status. Provided below is the screenshot of the same. Apart from that we have attached our sample insurance as per the requirements, and provided copies of our MBE certification. We will obtain any and all required licenses and certification required, before starting any work on the contract. All such licenses and documentation would be in place within 15 working days of notification of award.

THIS CERTIFIES THAT

Cogent Infotech Corporation

dba Cogent Infotech Corporation

NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **EASTERN MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541511; 541512; 541513; 541519; 541611; 541618; 561110; 561320

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

04/29/2024

Issued Date

PT01882

Certificate Number

Ying McGuire
NMSDC CEO and President

04/30/2025

Expiration Date

Brian K. Oglesby, President/CEO

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

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

cogent infotech

CRFQ-0705-LOT2400000011; Prequalification Agreements IT Temp Staffing
West Virginia Lottery Commission (Lottery), WV

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
2/16/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Allison Fuchs		
First National Insurance Agency, LLC 12 Federal Street Suite 405 One North Shore Center Pittsburgh PA 15212	PHONE (A/C, No, Ext): 724-444-6761		FAX (A/C, No): 412-231-0249
	E-MAIL ADDRESS: fuchsa@fnb-corp.com		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Philadelphia Indemnity		18058
INSURED COGEINF-01	INSURER B : Twin City Fire Insurance Comp		29459
Cogent Infotech Corp 1035 Boyce Rd Suite 108 Pittsburgh PA 15241	INSURER C : Hartford Ins Co Southeast		38261
	INSURER D :		
	INSURER E :		
	INSURER F :		

COVERAGES   CERTIFICATE NUMBER: 437844167   REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY	Y	Y	PHPK2634720	12/31/2023	12/31/2024	EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 20,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	POLICY X PRO-JECT X LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY	Y	Y	PHPK2634720	12/31/2023	12/31/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	X ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR	Y	Y	PHUB893069	12/31/2023	12/31/2024	EACH OCCURRENCE	$ 8,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$ 8,000,000
	DED X RETENTION $ 10,000							$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	40WECBU1670	12/31/2023	12/31/2024	X PER STATUTE X OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
A A B	Professional Liability Cyber Liability Crime Primary			PHPK2634721 PHPK2634721 40 KB 0284070-23	12/31/2023 12/31/2023 12/31/2023	12/31/2024 12/31/2024 12/31/2024	Aggregate/Occurrence Aggregate/Occurrence Aggregate/Occurrence	$5,000,000 $5,000,000 $1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Employee Practices Liability # BMP1029757-00 Effective 12/31/23 to 12/31/24 , Employee Theft Client Premises $ 5,000,000 Aggregate/Occurrence; Deductible $ 25,000
Professional Liability (Tech E & O / Cyber) #PHPK2634721 retro date 01/27/2012 policy is claims made.
Crime Excess # 40TP0321715-23 Effective 12/31/23 to 12/31/24 $ 4,000,000 Aggregate/Occurrence , $1,000,000 Retention
Virginia Community College System and the Commonwealth of Virginia are named as Additional Insureds on the General Liability, Auto Liability and Umbrella/Excess coverages, if required by written contract. A Waiver of Subrogation applies on the General Liability, Auto Liability, Umbrella/Excess and Workers Compensation coverages in favor of the Additional Insureds.

CERTIFICATE HOLDER	CANCELLATION
This is a sample	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE *RYok*

© 1988-2015 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03)   The ACORD name and logo are registered marks of ACORD

RESPONSE TO 3.4

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.

To meet the requirements outlined by the West Virginia Lottery, our hiring process includes a thorough screening of applicants' credentials. We have entered into partnerships with recognized certification bodies and routinely verify the validity and currency of the certifications held by our candidates. Additionally, we maintain credentialed professionals in our talent pool, allowing us to match candidates with credentials requirements to the specific requirements of the lottery

In addition to seeking certifications for the target technologies identified by the lottery, we encourage our employees to continue to pursue professional development and obtain appropriate certifications to stay abreast of emerging technologies and industry trends. This commitment to continuous education ensures that our candidates not only meet but exceed lottery certification requirements, providing our clients with additional value through enhanced skills and knowledge.

Additionally, we understand the importance of flexibility and adaptation to the rapidly evolving information technology landscape. Therefore, in addition to the certifications required for specific technologies, we also assess candidates' ability to quickly obtain additional certifications as needed to support the Lottery's IT strategy and objectives.

Overall, our approach to credential certification and professional development ensures that our candidates have the skills and knowledge needed to effectively support the IT staffing needs of the West Virginia Lottery.

**Provided below are the certifications that our company holds:**