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

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

Solicitation Response(SR) | Dept: 0705 | ID: ESR05062400000006765 | Ver.: 1 | Function: New | Phase: Final | ▼ | Modified by batch , 05/07/2024

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[☰ 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: VS0000045349 [⬆]	SO Doc ID: LOT2400000011
Legal Name: eNcloud Services LLC	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: 1:51	Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing
Responded By User ID: eNcloud [⬆]	
First Name: Chandra	Total of Header Attachments: 1
Last Name: Nallam	Total of All Attachments: 1
Email: govcon@encloudservices	
Phone: 2482270139	

	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 ESR05062400000006765	1

VENDOR

VS0000045349
eNcloud Services LLC

Solicitation Number:	CRFQ 0705 LOT2400000011

Total Bid:	1	**Response Date:**	2024-05-07	**Response Time:**	01:51:09

Comments: eNcloud Services LLC is pleased to respond to the State of West Virginia Purchasing Division for the Request for Qualifications (RFQ) Prequalification Agreements IT Temp Staffing (CRFQ LOT2400000011).

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

eNcloudServices
enabling cloud

State of West Virginia
Department of Administration
Attn: Toby L. Welch, Buyer
Purchasing Division
2019 Washington ST E
Charleston WV 25305
Phone: (304) 558-8802
Email: toby.l.welch@wv.gov

Request For Qualifications (RFQ) For "Prequalification Agreements IT Temp Staffing"
CRFQ LOT2400000011
Due Date: May 07, 2024, 1:30 p.m.

Proposal Submitted by:

eNcloud Services LLC
26077 Nelson Way, Unit 503, Katy, TX 77494
Phone: 248-227-0139
Email: GovCon@encloudservices.com
Web: https://www.encloudservices.com

Table of Contents

1) Response Cover Letter

Date: 05/07/2024

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington ST E
Charleston WV 25305

Dear Mr. Welch,

eNcloud Services LLC is excited about the opportunity to collaborate with the State of West Virginia Purchasing Division (starting now "State") for the Request for Qualifications (RFQ) 'Prequalification Agreements IT Temp Staffing' (CRFQ LOT2400000011). As a distinguished IT staffing vendor with specialized experience in the IT sector, we are eager to deliver exceptional IT staffing solutions that align seamlessly with the technical demands of the State's projects. Our unique approach to IT staffing sets us apart, which combines our deep understanding of the IT sector with our commitment to delivering top-tier professionals for critical roles.

About eNcloud Services LLC
Established in 2018, eNcloud Services LLC is a certified MBE specializing in providing highly skilled IT professionals. eNcloud fulfills the minimum qualification of five years in providing IT staff augmentation services to our clients across functional areas described in the CRFQ. The company excels in sourcing candidates proficient in the latest technologies and methodologies, including *network administration, helpdesk, software development, project management, business and data analysis, database administration, cybersecurity, cloud computing, and technical writing*.

Our commitment to quality and professionalism is demonstrated through various certifications held by our team members, including Project Management Professional (PMP®), PRINCE2® Practitioner, ITIL® v3, Six Sigma-Green Belt, and Microsoft Certified Professional. These certifications underscore our proficiency in critical areas such as project management, process management, quality management, strategic management, change and transformation management, service management, and organization & operations management. Our industry exposure spans multiple sectors, including information technology (IT), IT-enabled services (ITES), banking, financial services, oil and gas, beverages, FMCG, and infrastructure. Our exceptional track record of performance with State Government customers such as *the States of Maryland, Michigan, Georgia, Massachusetts, New York, Iowa, Oregon, etc.* further solidifies our reputation**.**

Certifications and Awards:

- ISO 9001:2015 & Certified
- ISO 27001:2013 Certified
- Microsoft Certified Partner
- CompTIA Security+ Certified Professionals

eNcloud's Edge Over Competition:

1. **IT Staffing Services Experience:** Extensive experience providing skilled personnel in the mentioned IT positions in the CRFQ for various consulting and staffing projects with various State agencies across the US.

2. **Government & local Clientele Experience**: Having placed candidates in governments across various states, eNcloud understands the nuanced requirements of government IT staffing, enabling it to efficiently meet the State's needs with experienced candidates.

3. **Local Community Engagement**: As a firm with strong ties to WV, we are committed to the community and understand the local economic landscape. We further support the State's goals of regional economic enhancement.

4. **Volume of IT Placements**: Over 500 IT candidates, including ones in the CRFQ, were placed last year, demonstrating eNcloud's vast network and capability to source and place high-quality IT professionals efficiently.

5. **Proven Track Record**: With a successful history in IT staffing, particularly in the utility domain, eNcloud brings proven methodologies and insights, ensuring high-quality staffing solutions tailored to government agencies' unique requirements.

6. **Experienced Account Management Team**: eNcloud proposes a local account management team, including a member with extensive experience in the IT industry. The team offers unparalleled local insights and established relationships, ensuring responsive and informed service.

7. **Advanced Productivity Tools**: Utilizing modern tools like Ceipal, QuickBooks, ADP, and Officeclip enhances operational efficiency, candidate tracking, and project management capabilities, ensuring smooth and effective service delivery.

8. **Rigorous Background and Drug Check Policy**: With background checks from Chekkr and Sterling, eNcloud ensures that all candidates meet the highest standards of integrity and reliability, which is essential for government and sensitive IT roles.

9. **Quick Turnaround Time**: eNcloud's commitment to a 24-hour turnaround time for presenting candidates showcases its efficiency and responsiveness, which are crucial to meeting urgent staffing needs.

10. **Financial Stability and Established Presence**: As a well-established and financially stable company, eNcloud offers reliability and the assurance of sustained partnership and service delivery.

11. **Quality Assurance**: Compliance with ISO 9001:2015 standards in their recruitment process guarantees a consistent, high-quality approach to IT staffing, minimizing risks and enhancing outcomes.

12. **Comprehensive Support Services**: From training programs and a vast resume database to efficient onboarding and stringent drug screening tests, eNcloud provides a full spectrum of support services, ensuring candidates are qualified and ready to contribute immediately.

13. **Streamlined Administrative Processes**: With e-onboarding and electronic I-9—Employment Eligibility Verification processes, eNcloud ensures the efficient and compliant handling of new hires.

14. **Robust Replacement Policy**: A clear policy for replacing candidates who do not meet expectations further underscores eNcloud's commitment to quality and client satisfaction.

15. **Strong candidate network**: We have a robust network of qualified and experienced candidates, which has become a significant advantage. This includes several active job seekers and passive candidates who may not be actively looking but are open to new opportunities.

16. **Compliance and legal expertise**: Our account management team ensures compliance with regulations and legal requirements related to staffing, such as visa requirements, I-9 forms, etc., have helped build trust with clients and reduce onboarding risks. Our recruitment process is ISO 9001:2015 compliant.

Our comprehensive proposal, detailing our technical capabilities, industry expertise, and strategic approach to supporting the State's IT contract vehicle, is enclosed. We are enthusiastic about the opportunity to contribute our technical acumen, innovative solutions, and commitment to excellence to augment the State's IT capabilities.

Thank you for considering eNcloud as your trusted IT staffing partner. We look forward to collaborating and making a positive impact together.

Sincerely,

_____
Chandra Sekhar Nallam, Program Manager - Staffing
eNcloud Services LLC
Phone: 248-227-0139 | **Email**: Govcon@encloudservices.com
eNcloud Services LLC

eNcloud Services LLC   Page 7 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

2) Firm's Relevant Experience

eNcloud has extensive experience in successfully placing skilled IT resources in the State's twelve positions stated below:

#	IT Positions	Our Response
1.	Business Analyst	Yes
2.	Data Analyst	Yes
3.	Database Administrator	Yes
4.	Help Desk Support	Yes
5.	IT Service Continuity Analyst	Yes
6.	Network Engineer	Yes
7.	Project Manager	Yes
8.	Quality Assurance Analyst	Yes
9.	Security Analyst	Yes
10.	Software /Developer/Engineer	Yes
11.	Systems Administrator	Yes
12.	Technical Writer	Yes

eNcloud's suite of services embodies a comprehensive approach to IT staffing and consulting tailored to meet the evolving needs of organizations in today's fast-paced digital environment. Below is an overview of the services eNcloud may offer based on the categories you provided:

1. **Contract Staffing**: eNcloud likely provides flexible staffing solutions that allow organizations to quickly scale up or down in response to project demands, seasonal peaks, or specific skill requirements. Contract staffing services enable access to qualified IT professionals for temporary, project-based, or contract-to-hire roles, offering agility and reducing the burden of long-term employment commitments.
2. **Strategic Workforce Solutions**: This service is designed to help organizations plan and execute a strategic talent management approach, addressing immediate staffing needs and long-term workforce planning. eNcloud could assist in identifying skill gaps, forecasting staffing needs, and developing talent acquisition strategies that align with the organization's goals and industry trends.
3. **Direct Hire Placement**: For organizations looking to expand their permanent workforce, eNcloud's direct hire services probably focus on sourcing, vetting, and placing top IT talent in roles that match their skills and career aspirations with the organization's needs. This service ensures a smooth recruitment process, from candidate sourcing to negotiation and onboarding.
4. **IT Consulting Services**: eNcloud likely offers expert advice and solutions to help organizations navigate complex IT challenges, optimize their technology infrastructure, and implement effective digital strategies. This service might cover everything from system analysis and strategy development to solution design and project management to enhance operational efficiency and drive digital transformation.
5. **Executive Hiring**: High-level positions require a unique approach, and eNcloud's executive hiring services likely cater to this need by identifying and attracting senior-level IT professionals who can drive strategic direction and innovation. This specialized service focuses on sourcing leaders with the vision, experience, and leadership qualities necessary to guide technology initiatives and contribute to organizational success.

Each service addresses specific aspects of IT staffing and consulting, ensuring organizations can access the talent and expertise needed to thrive in the digital age.

eNcloud Services LLC   Page 8 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

The eNcloud team boasts extensive industry expertise and has successfully filled diverse IT positions encompassing various skills and responsibilities tailored to role-specific demands and our client's unique criteria. **Below is the list of our service areas served to the clients mentioned above in the commercial and government sectors.**

Service Category	Category Description & Work Done
Business Analysis:	**We analyze business processes, requirements, and stakeholders' needs to identify IT solutions and improvement opportunities.** **Responsibilities Performed:** Gathering and documenting business requirements, conducting gap analysis, defining project scope and objectives, facilitating communication between business and IT teams, and recommending IT solutions to address business challenges.
Network Administration/ Engineering	**We manage and maintain computer networks, including hardware, software, and security protocols.** **Responsibilities Performed:** Configuring network devices, monitoring network performance, troubleshooting connectivity issues, implementing security measures, and optimizing network infrastructure.
Database Administration:	**We manage and maintain databases, ensuring data integrity, security, and availability.** **Responsibilities Performed:** Creating and managing databases, optimizing database performance, implementing backup and recovery procedures, designing data models, and ensuring data compliance.
IT Support/Helpdesk:	**We provide technical assistance and support to end-users, troubleshooting hardware, software, and network issues.** **Responsibilities Performed:** Responding to user inquiries, diagnosing and resolving technical problems, escalating complex issues, documenting support tickets, and providing user training and guidance.
Systems Administration:	**Managing and maintaining computer systems, servers, and IT infrastructure.** **Responsibilities Performed:** Installing and configuring hardware and software, monitoring system performance, troubleshooting system issues, managing user accounts and permissions, and implementing system updates and patches.
Software Development/Engineering:	**We design, develop, test, and maintain software applications and systems.** **Responsibilities Performed:** Writing code, debugging, implementing software solutions, collaborating with stakeholders, and ensuring software meets quality standards and requirements.
DevOps (Development and Operations):	**Integrating development and operations teams to automate processes, improve collaboration, and deliver software applications more efficiently.** **Responsibilities Performed:** Automating deployment processes, managing infrastructure as code, implementing continuous integration/continuous deployment (CI/CD) pipelines, monitoring system performance, and optimizing development workflows.

Service Category	Category Description & Work Done
Quality Assurance/Testing:	**It ensures the quality and reliability of software applications and systems through testing and validation processes.** **Responsibilities Performed:** Creating test plans and cases, executing manual and automated tests, identifying and reporting bugs, collaborating with developers to resolve issues, and conducting performance testing.
IT Project Management:	**Planning, organizing, and overseeing IT projects to ensure they are completed on time, within budget, and meet objectives.** **Responsibilities Performed:** Defining project scope, creating project plans, allocating resources, managing timelines and budgets, coordinating teams, and reporting project progress to stakeholders.
Cybersecurity/Information Security:	**They protect digital assets, systems, and networks from security threats, unauthorized access, and data breaches.** **Responsibilities Performed:** Implementing security measures, conducting risk assessments, monitoring for security incidents, developing security policies and procedures, and providing cybersecurity training.
Enterprise Resource Planning (ERP):	**It implements and manages integrated software systems that streamline business processes such as finance, HR, supply chain, and customer relationship management (CRM).** **Responsibilities Performed:** Customizing ERP software, integrating ERP modules, training users, managing system updates and patches, optimizing workflows, and supporting ERP users.
Cloud Computing:	**Managing and deploying IT infrastructure and services on cloud platforms.** **Responsibilities Performed:** Designing and implementing cloud solutions, managing cloud resources, optimizing cloud performance, ensuring cloud security, and providing support for cloud-based applications.
User Experience (UX) Design:	**We design intuitive and user-friendly interfaces for software applications and websites to enhance user satisfaction and usability.** **Responsibilities Performed:** Conducting user research, creating wireframes and prototypes, designing user interfaces (UI), testing usability, gathering user feedback, and iterating designs based on user needs.
Data Analytics/Business Intelligence:	**It analyzes data to extract insights, trends, and patterns that can be used to make informed business decisions.** **Responsibilities Performed:** Collecting and cleaning data, analyzing data using tools and techniques, creating reports and visualizations, identifying business opportunities, and presenting findings to stakeholders.
IT Governance and Compliance:	**Establishing and enforcing policies, procedures, and standards ensures that IT systems and practices align with regulatory requirements and organizational goals.** **Responsibilities Performed:** Developing IT governance frameworks, conducting risk assessments, implementing compliance controls, auditing IT processes, ensuring data privacy and security compliance, and providing guidance on IT risk management.

Our extensive pool of resources across multiple functional categories below fosters innovation and operational excellence and synergizes with our client's strategic business goals, ensuring optimal alignment and value delivery.

#	Service Category	Avg Placements	Resume Database of similar candidates
1.	IT Business Analyst Services	66	10,000+
2.	IT Support Staff Services (Operations)	31	10,000+
3.	Network Support Services	67	10,000+
4.	Database Management Services	74	10,000+
5.	Desktop Support Services	65	10,000+
6.	Computer Programming Services	82	10,000+
7.	Project Management Services	91	10,000+
8.	Quality Assurance Support Services	97	10,000+
9.	Cyber Security Services	49	10,000+
10.	SAP ERP Services	60	10,000+
11.	Cloud Computing	54	10,000+
12.	Computer Systems Analysis Support Services	76	10,000+
13.	Application Support Services	119	10,000+
14.	Electronic Document Management System Services	29	10,000+
15.	Electronic Commerce/EDI Services	18	10,000+
16.	GIS Support Services	37	10,000+
17.	Help Desk Support Services	78	10,000+
18.	IT Technical Writer	29	10,000+
19.	IT Training Services	23	10,000+
20.	Report Writing/Development Services	33	10,000+
21.	Strategic Planning Support Services	40	10,000+
22.	Technology Contract Administrator	36	10,000+
23.	Telecommunications Services	79	10,000+
24.	Unix Administration Support Services	31	10,000+
25.	Website Administration and Content Management Support Services	42	10,000+
26.	Windows Administration Support Services	59	10,000+
27.	Wireless Networking Services	41	10,000+

Below is the list of our Temporary and IT staff augmentation clients in the Government sector.

• State of Maryland, MD	• State of Georgia, GA
• State of Michigan, MI	• State of Massachusetts, MA
• State of New York, NY	• State of Oregon, OR
• State of Iowa, IA	• Sacramento County, CA
• City of San Jose, CA	• Metro Transportation of Los Angeles, CA
• Los Angeles International Airport, CA	• Pierce Transit, WA
• Austin City, TX	• MTA, NYC
• Community Transit, WA	• Boston University, MA
• Department of Transportation, IA	• Department of Education, SC
• Department of Education, NYS	• Department of Transportation, FL
• Department of IT, MD	• Sonoma County, WA
• Department of Education, GA	• The City University of New York, NY
• Department of Health, LA	• City of New Haven, CT

• Department of Information & Technology, VT	• Beaufort County School District, SC	
• Maryland AOC, MD	• Rockland County, NY	

Below is the list of our Temporary and IT staff augmentation clients in the commercial sector, where we have placed every position related to the service areas requested by the State.

Company name	City	State	Company name	City	State
1 Point System	Fort Mill	SC	R4P7UR34U Solutions, Inc.	Irving	TX
AB Computing System Inc.	San Jose	95112	Global Logic Inc.	Santa Clara	CA
ADITI LLC	Columbia	MD	H-TOWN Technologies	Milpitas	CA
AI Cloud Inc.	Irving	TX	HITACORP Inc.	Westford	MA
Allegis Group	Alpharetta	GA	ICON IT Inc.	Bradenton	Florida
Alpha Silicon LLC	Santa Clara	CA	ICS Global Soft, Inc.	Irving	TX
Amaze Systems Inc.	Santa Clara	CA	IDC Technologies Inc.	Milpitas	CA
Apex 2000 Inc.	Chantilly	VA	Inbizconcepts Inc.	Norwood	MA
Applab Systems	Princeton	NJ	Infolob Global Inc.	Irving	TX
Application Development Resources Inc.	Alpharetta	GA			
APR Consulting Inc.	Diamond Bar	CA	Innova Solutions Inc.	Duluth	GA
Aroghia Group	Aurora	co	Instant Serve	Wayne	PA
Arthur Grand Technologies Inc.	Ashburn	VA	Internal	TAMPA	FL
ASCII	Farmington	MI	Intone Networks Inc.	Iselin	NJ
BrickRed Systems LLC	Bellevue	WA	Jconnect Infotech Inc.	Cherry Hill	NJ
CalsoftLabs Inc.	San Jose	CA	Judge Technical Services, Inc.	Wayne	PA
Camelot Integrated Solutions, Inc.	Houston	TX	K Anand Corporation	Austin	TX
Castleton Commodities International LLC	Stamford	CT	K-Tek Resourcing LLC	Houston	TX
Centraprise	Edison	NJ			
Clearway Energy Group LLC	Houston	TX	Kelly Mitchell Group, LLC	Austin	TX
Cloudious LLC	San Jose	CA	Keylent, Inc.	Wilmington	DE
Cogent Infotech Corporation	Pittsburgh	PA	Kforce Inc.	TAMPA	FL
Compunnel, Inc.	Plainsboro	NJ	KHAYAINFOTECH LLC	Flemington	NJ
Conch Technologies Inc.	Katy	TX	KSP UNITED CORPORATION	Staten Island	NY
Cook Systems International Inc.	Memphis	TN	LeadStack Inc.	SanFrancisco	CA
COPPEL TECH	Coppell	TX	LIFEVOXEL.AI Inc.	Stamford	CT
CSI IT LLC	Jacksonville	FL	Lorven Technologies	Plainsboro	NJ
Data-Core Systems Inc.	Philadelphia	PA	M2Tech Solutions LLC	Katy	TX
Donnelly & Moore Corp.	New York City	NY	MasTech	Township	PA
e-Cognus LLC	Missouri City	TX	Maxonic Inc.	Campbell	CA
EDZ Systems	Overland Park	KS	MBO Partners	Herndon	VA
eFulgent	Glendale	AZ	Meridian Software Solutions	Herndon	VA
Emergere Technologies	Plano	TX	Millennium Software, Inc.	Southfield	MI
EMONICS LLC	Piscataway	NJ	MYTHRI CONSULTING, LLC	Frisco	TX
ENTERPRISE SOLUTIONS, Inc.	Naperville	IL	New York Technology Partners	Iselin	NJ
Enterprise Soft Labs Inc.	Monroe	NJ	Newron Tech Inc.	Austin	TX
eTeam	Township	NJ	Next Level Business Services, Inc.	Alpharetta	GA
Excellerate Consulting	Dundee	IL	Nityo Infotech Corp.	Plainsboro	NJ
ExcelTekIncorporated.	Austin	TX	Opel Systems Inc.	Troy	MI

Company name	City	State	Company name	City	State
GAS Solutions	Schaumburg	IL	ORBIS America Inc.	Vienna	VA
Purple Drive Technologies LLC	Irvine	CA	Parishta Inc.	Manchester	CT
Q1 Technologies, Inc.	Aurora	IL	PENZAR Solutions	Norwalk	CT
R Systems Inc.	El Dorado Hills	CA	PHOTON INFOTECH, Inc.	Dallas	TX
Randstad Technologies, LLC	Woburn	MA	ACS Consultancy Services	Albany	NY
Rayvenit Solutions LLC	Edison	NJ	Proods IS LLC	Katy	TX
Resource Consulting Services Inc.	Parsippany	NJ	TECHYON TECHNOLOGIES LLC	IRVING	TX
RICEFW Technologies, Inc.	Okemos	MI	TEKFORTUNE	Piscataway	NJ
S2S SOFT LLC	Dublin	CA	TEKSHAPERS Inc.	Troy	MI
SAG-Aftra Health Plan	Burbank	CA	Tekva LLC	Princeton	NJ
Saika Technologies Inc.	Irving	TX	The Accuro Group, Inc.	Raleigh	NC
ScaleneWorks People Solutions Inc.	DALLAS	TX	THEME SOFT	Plano	TX
Scloud Solutions LLC Customer	Mechanicsburg	PA	United Software Group	Dublin	OH
Silvernc Inc.	Folsom	CA	Valiantica, Inc.	San Jose	CA
SLG Innovations	Chicago	IL	VBEST Software Inc.	Somerset	NJ
Smart IT Frame LLC	Somerset	NJ	vdart Inc.	Alpharetta	GA
SmartFolks Inc.	McKinney	TX	Vedic LLC Vendor	Houston	TX
Spectraforce Technologies, Inc.	Raleigh	NC	Vendorpass, Inc.	Jacksonville,	FL
SRINAV Inc.	Fremont,	CA	Vy Systems Inc.	Santa Clara	CA
StratEdge	Santee	CA	Yash Technologies, Inc.	East Moline	IL
H-Town Technlogies Inc.	Houston	TX	Zodiac Solutions Inc.	Carrollton	TX
Sysmind	Princeton	NJ	Teamware Solutions Inc.	Ann Arbor	MI
SYSSQUAD Consulting Services LLC	Bloomington	IL	Tanisha Systems Inc.	Iselin	NJ
System Soft Technologies, LLC	Tampa,	FL			

Certification(s) or Specializations Applicable to Staffing Needs

Their Statement of Work (SOW) outlines that specific certifications and specializations are crucial for ensuring candidates possess the necessary skills and knowledge for the State's IT and administrative staffing needs. These credentials validate a candidate's expertise and commitment to professional development. Below is a list of relevant certifications and specializations that would apply to various staffing needs mentioned in the SOW:

Project Management	Business Analysis	Server, Desktop, and Telecom Technicians
Project Management Professional (PMP) *Certified ScrumMaster (CSM)* *PRINCE2 Practitioner* *Agile Certified Practitioner (PMI-ACP)* *CompTIA Project+*	*Certified Business Analysis Professional (CBAP)* *PMI Professional in Business Analysis (PMI-PBA)* *IIBA Agile Analysis Certification (IIBA-AAC)*	*CompTIA A+ (for desktop technicians)* *CompTIA Network+ (for network technicians)* *Cisco Certified Network Associate (CCNA)* *Microsoft Certified: Modern Desktop Administrator Associate*
Cybersecurity and Risk Management	**SAP Services**	**Azure Cloud Administration**
Certified Information Systems Security Professional (CISSP) *Certified Ethical Hacker (CEH)* *Certified Information Security Manager (CISM)* *Certified in Risk and Information Systems Control (CRISC)* *CompTIA Security+* *Certified Information Security Manager (CISM)*	*SAP Certified Application Associate* *SAP Certified Application Professional* *SAP Certified Technology Associate* *SAP Certified Development Associate* *SAP Certified Integration Associate* *SAP Certified Technology Specialist*	*Azure Administrator Associate* *Azure Solutions Architect Expert* *Azure DevOps Engineer Expert* *Microsoft Certified: Azure Security Engineer Associate* *VMware Certified Professional – Cloud Management and Automation (VCP-CMA)* *Certified Kubernetes Administrator (CKA)*
Data & Analytics	**Identity & Access Management**	**Web Development**
Microsoft Certified: Azure Data Engineer Associate *Certified Analytics Professional (CAP)* *Cloudera Certified Professional (CCP) Data Engineer* *Google Professional Data Engineer*	*Certified Information Systems Security Professional (CISSP)* *CompTIA Security+* *Certified Information Systems Auditor (CISA)* *Certified Information Privacy Professional (CIPP)*	*HTML5, CSS3, and JavaScript Developer* *Oracle Certified Professional, Java SE Programmer (OCPJP)* *AWS Certified Developer - Associate*

These certifications and specializations ensure that candidates are well-equipped to meet the specific technical requirements of the State's projects and daily IT operations, contributing to its goals of excellence in providing technical services to various State agencies and departments.

3) References

The tables below provide eNcloud's complete information on the references with our three customers in the last five years.

Conch Technologies

Client Name:	Conch Technologies
Project Name:	Temporary Staff Augmentation Services and Support
Duration:	2021 - Present
Prime/Subcontractor:	Prime
Project $ Value:	$ 2 Million
Contact Person:	Madu Maredu
Address:	6750 Poplar Ave # 711, Memphis, TN 38138
Telephone Number:	972-832-9099
Email:	maredu@conchtech.com
Services Provided to Client:	

eNcloud, leveraging its extensive expertise in IT staff augmentation, embarked on a pivotal project with Conch Technologies to fortify its IT workforce and enhance operational efficiencies.

This partnership was about filling IT positions and strategically aligning with Conch Technologies' goals and project needs, mirroring the objectives outlined in the State's CRFQ for Information Technology Staffing Services.

Project Integration and Goal Alignment: eNcloud initiated the project by comprehensively analyzing Conch Technologies' IT staffing needs. This aligned with the State's aspiration to address new government initiatives, rising citizen expectations, and the need for economically viable operations. This strategic alignment enabled us to offer customized staffing solutions that were responsive and adaptive to evolving project requirements and technological advancements.

IT Staff Augmentation Strategy: eNcloud's strategy encompassed a broad spectrum of IT service categories, similar to those defined in the State's CRFQ, including but not limited to Application Support Services, Cyber Security Services, Database Management Services, and Project Management Services. This approach ensured that Conch Technologies had access to a diverse pool of IT professionals capable of meeting various project demands and technology management services.

Adherence to Contractual and Operational Standards: In line with the State's requirements for flexibility, eNcloud's contract with Conch Technologies was structured to provide staff augmentation services on an as-needed basis, offering the ability to scale resources aligned with project sizes and durations. This flexible approach and a commitment to competitive pricing and quality standards positioned eNcloud as a valuable partner in meeting Conch Technologies' dynamic staffing needs.

Compliance and Quality Assurance: eNcloud maintained a rigorous vetting process, including background checks and professional qualifications, ensuring compliance with security and quality standards similar to those mandated by the State. This meticulous approach to candidate selection guaranteed that Conch Technologies received highly qualified IT professionals adept at navigating complex project landscapes and contributing to successful outcomes.

Orientation and Integration: Before assignment, eNcloud facilitated comprehensive orientation sessions for the augmented staff, covering work standards, business etiquette, and policies akin to the procedures outlined for the State's required services. This ensured a seamless staff integration into Conch Technologies' operational framework, fostering a collaborative and productive working environment.

eNcloud's experience providing IT staff augmentation services to Conch Technologies showcases a strategic partnership, operational excellence, and flexible resource management model that aligns closely

with the objectives and standards outlined in the State's CRFQ. This experience underscores eNcloud's capability to meet and exceed the staffing needs of complex, technology-driven projects and initiatives.

Functional Areas	Positions Closed
- IT Project Management - Business System Analysis & Requirement Gathering - Enterprise Architecture - Software and Web Application Architecture, Development & Maintenance Support - Software Testing and Quality Assurance - Cloud Computing and IT Security - Technical Writing - Training Support - Networking, IT Infrastructure & Telecom Services - Service & Help Desk Support	Project Managers, Business Analysts, Software and data Architects, ERP Specialists, Programmers and developers, Web Application Experts, QA Analysts, Trainers, Technical Writers, Database Developers and Administrators, Network Engineers, System Administrators, Desktop Support Technicians, Telecom Engineers, Helpdesk Technicians, etc.

Schedule & Budget Adherence: We are committed to upholding the Schedule & Budget of our client staffing projects through meticulous planning, efficient resource allocation, and proactive communication. Our project management approach involves detailed scheduling, milestone tracking, and regular progress reviews to ensure that projects stay on track and meet deadlines. We prioritize transparency and client collaboration to align project scope and deliverables with budgetary constraints, allowing for effective cost control and resource optimization. Our team leverages advanced project management tools and methodologies to streamline workflows, identify potential risks, and implement timely interventions to mitigate schedule and budget deviations. By adhering to rigorous schedule and budget management practices, eNcloud has consistently delivered high-quality staffing solutions that meet client expectations and objectives.

Camelot IT Services

Client Name:	Camelot IT Services
Project Name:	Temporary Staff Augmentation Services and Support
Duration:	2022 - Present
Prime/Subcontractor:	Prime
Project $ Value:	$ 1.6 Million
Contact Person:	Ravi Varre
Address:	1717 Arch Street Suite 1300 Philadelphia PA 19103
Telephone Number:	832-419-3745
Email:	varre@camelotis.com

Services Provided to Client:

eNcloud's partnership with Camelot IT Services in providing IT staff augmentation services is a testament to its adaptability, efficiency, and commitment to excellence. This collaboration was strategically designed to bolster Camelot IT Services' workforce with highly skilled IT professionals capable of navigating the complexities of modern technology landscapes.

The project between eNcloud and Camelot IT Services mirrored several critical aspects of the State's CRFQ for Information Technology Staffing Services, emphasizing strategic alignment, flexibility, and comprehensive vetting processes.
The State aims to adapt swiftly to new initiatives and enhance service delivery through IT staffing flexibility. eNcloud gave Camelot the agility to scale resources efficiently and meet diverse project demands. Our stringent vetting and selection process ensured that only professionals with the highest qualifications and

compliance with security standards were deployed, reflecting the State's emphasis on quality and security background checks. Moreover, our commitment to seamless integration and orientation of IT staff into existing teams highlighted a shared understanding of the importance of cultural fit and operational coherence, crucial elements outlined in the State's CRFQ. This project showcased our capability to meet specific IT staffing needs while adhering to rigorous standards of quality, flexibility, and compliance, aligning closely with the State's objectives and requirements.

Functional Areas	Positions Closed
- IT Project Management - Business System Analysis & Requirement Gathering - Enterprise Architecture - Software and Web Application Architecture, Development & Maintenance Support - Software Testing and Quality Assurance - Cloud Computing and IT Security - Technical Writing - Training Support - Networking, IT Infrastructure & Telecom Services - Service & Help Desk Support	Project Managers, Business Analysts, Software and data Architects, ERP Specialists, Programmers and developers, Web Application Experts, QA Analysts, Trainers, Technical Writers, Database Developers and Administrators, Network Engineers, System Administrators, Desktop Support Technicians, Telecom Engineers, Helpdesk Technicians, etc.

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Mythri Consulting

Client Name:	Mythri Consulting
Project Name:	Temporary Staff Augmentation Services and Support
Duration:	2020 - Present
Prime/Subcontractor:	Prime
Project $ Value:	$ 2.5 Million
Contact Person:	Chandu Gorrepati
Address:	8668 John Hickman Pkwy #402, Frisco, TX 75034
Telephone Number:	704-620-3867
Email:	Chandu.g@Mythriconsulting.com
Services Provided to Client:	

eNcloud's engagement with Mythri Consulting in providing IT staff augmentation services exemplifies a strategic partnership tailored to enhance Mythri's project execution capabilities and address critical skill gaps within its procurement department. This collaboration was characterized by a deep understanding of Mythri Consulting's unique needs, market position, and long-term objectives, underpinned by our commitment to delivering quality, flexibility, and innovation.

eNcloud engagement with Mythri Consulting shares several parallels with the objectives and requirements outlined in the State's CRFQ for IT Staffing Services, highlighting eNcloud's adaptability and commitment to delivering high-quality IT staffing solutions across diverse scenarios:

1. **Strategic Flexibility and Resource Management**: Similar to the CRFQ's goal of addressing fluctuating project demands and skill requirements, we provided Mythri Consulting with a flexible staffing model. This model enabled Mythri to scale its workforce up or down based on project needs, ensuring operational efficiency and cost-effectiveness, a core requirement of the CRFQ.

2. **Comprehensive Vetting and Compliance**: eNcloud's rigorous vetting process, including background checks and skill assessments for Mythri Consulting's augmented staff, mirrors the CRFQ's emphasis on quality, security, and compliance standards. This process ensures that only qualified and reliable professionals are deployed, aligning with the State's mandate for high-quality staffing solutions.

3. **Seamless Integration and Orientation**: eNcloud's orientation and integration efforts for Mythri Consulting's IT staff reflect the CRFQ's requirement that personnel be well-acquainted with organizational policies, procedures, and project objectives. This ensures a productive and collaborative working environment akin to the State's expectations for IT staffing services.

4. **Adaptation to Emerging IT Skill Sets**: eNcloud's ability to source professionals with specialized and emerging IT skills for Mythri Consulting parallels CRFQ's objective of leveraging new and advanced technological capabilities. This alignment showcases our commitment to staying ahead in the dynamic IT landscape, providing clients like Mythri and potentially the State with cutting-edge expertise.

5. **Outcome-Driven Approach**: The successful outcomes of eNcloud's partnership with Mythri Consulting, marked by enhanced project delivery and operational flexibility, mirror the desired outcomes of the CRFQ. The focus on achieving tangible benefits and maintaining a competitive edge through quality IT staffing services resonates with the State's goals for improved service delivery and operational efficiency.

Functional Areas	Positions Closed
• IT Project Management • Business System Analysis & Requirement Gathering • Enterprise Architecture • Software and Web Application Architecture, Development & Maintenance Support • Software Testing and Quality Assurance • Cloud Computing and IT Security • Technical Writing • Training Support • Networking, IT Infrastructure & Telecom Services • Service & Help Desk Support	Project Managers, Business Analysts, Software and data Architects, ERP Specialists, Programmers and developers, Web Application Experts, QA Analysts, Trainers, Technical Writers, Database Developers and Administrators, Network Engineers, System Administrators, Desktop Support Technicians, Telecom Engineers, Helpdesk Technicians, etc.

Schedule & Budget Adherence: We are committed to upholding the Schedule & Budget of our client staffing projects through meticulous planning, efficient resource allocation, and proactive communication. Our project management approach involves detailed scheduling, milestone tracking, and regular progress reviews to ensure that projects stay on track and meet deadlines. We prioritize transparency and client collaboration to align project scope and deliverables with budgetary constraints, allowing for effective cost control and resource optimization. Our team leverages advanced project management tools and methodologies to streamline workflows, identify potential risks, and implement timely interventions to mitigate schedule and budget deviations. By adhering to rigorous schedule and budget management practices, eNcloud has consistently delivered high-quality staffing solutions that meet client expectations and objectives.

4) Candidate Resumes

Please find mention of the names and resumes of eNcloud candidates placed with our clients in the last five years for the positions specified in the CRFQ.

#	IT Positions	Candidate Name
1.	Business Analyst	Anjali Sodagam, Rahul Mehta, Sampath Mucherla
2.	Data Analyst	Veerababu Velpuri, Chanikya Sairam G., Pradeep Kumar Chennuru
3.	Database Administrator	Sai Srinath Mouni Prathi, Shilpa Gaddam, Veera Venkata Vijaya Krishna Nallam
4.	Help Desk Support	Sai Sumanth Mahipala, Satyanarayana Penke, Shruthi Gupta
5.	IT Service Continuity Analyst	Arjun Reddy, Sanivarapu, Chandra Sekhar Vamasetty, Rohini Thokala
6.	Network Engineer	Jayashree Satyanarayanan, Sateesh Kumar Villa, Sunil Kumar Pandi
7.	Project Manager	Sreenivas Sunkavalli, Sreevalli Sripathi, Sri Kumara Swamy Thokala
8.	Quality Assurance Analyst	Sai Mani Kanta Sivangula, Ayyappa Swamy Putaboyina, Pramoda Sravanti Jammi
9.	Security Analyst	Jagadessh Vasireddy, Sindhuja Parnam, Veeresh Vanga
10.	Software /Developer/Engineer	Ramesh Yara, Abhinav Goyal, Malliswari Thungala
11.	Systems Administrator	Omkar Vamsi Krishna Pechetti, Prithviraj Nakkana, Vijay Basava
12.	Technical Writer	Kaushik Mamillapalli, Krishna Peddapalli, Sruthi Keerthi Gaddam

Business Analyst

a. Anjali Sodagam

Summary:
- Process-oriented Hybrid Data/Business analyst with seven years of experience, Experienced in interpreting past trends and analyzing data to drive growth for companies in various domains.
- Furnish insights, analytics, and business intelligence needed to guide decisions. I seek to leverage my experience and enhance my skills and capabilities in a dynamic, stable workplace with cutting-edge technologies.

Skills:
- ETL Testing, Tableau / PowerBI / OAS, DataStage, Selenium / Java, PL/SQL, MicroStrategy / SAP, MS Office Suite, Visio, JIRA/Monday.com / ServiceNow, SWOT, Python

Employment History and Work Experience:

Conch Technologies
American Tower Corporation, Mar 2023 to Present
Senior BI Analyst-Telecommunications, Woburn, MA
- Reviews, analyzes and evaluates business systems and processes to develop a detailed understanding of user needs
- Leads and assists with the design, implementation, and modification of custom applications for telecom billing
- Provides day-to-day support and troubleshooting of user and application problems within a specific business area
- Provides process, functional, and technical expertise within an assigned business area
- Collaborates with other IT staff and internal customers in new product reviews, tests, and pilots
- Documents system functions and cross-functional processes for the IT group and selected items for internal business customers
- Elicits, documents, and analyzes stated requirements and functional specifications for cross-functional projects
- Collaboratively designs customer reviews and approved solutions with senior team members
- Identifies operational inefficiencies, conflicting business practices, and integration issues, suggesting alternative solutions for BI reporting
- Integrates project activities with QA and Software Development teams to ensure successful implementation and support of projects
- Maintains project tasks through the production ticket system using Monday.com and keeps the PM informed of any issues
- Creates and assists with the creation and execution of test scripts for a module or application to ensure that production issues are minimal after the implementation of new enhancements, changes, or upgrades
- Trains end-users and creates training materials as needed in the telecom billing domain area

NetJets Oct 2021to Feb 2023
Senior Business Analyst / Quality Analyst-Aviation, Columbus, OH

- Lead project scoping and business process reengineering
- Reviewed and provided feedback on specifications, requirements, and process flows and operated within Agile methodologies
- Trouble existing system logic difficulties and documentation as necessary on Grails
- Created system documentation of existing system functionality
- Lead acceptance testing sessions with the customer for the project
- Maintained standards and processes applicable to the analysis and documentation required of the business analyst group
- Executed automation test scripts to validate the functionality, performance, and reliability of the TOSCA application
- Requirement analysis, documentation, and communication for the assigned application.
- Lead and develop support for the project.

Nationwide Pet Apr 2021 to Oct 2021
Senior Requirements Analyst– Insurance, Scottsdale, AZ

- Delivered technology solutions to the business that increased business value, increased efficiency, and reduced costs.
- Drove requirements and systems analysis to ensure in-scope business needs and application and data changes are accurately identified and translated into requirements.
- Ensured that the functional integrity of existing applications was maintained.
- Worked on Guidewire Policy Center for ETL testing.
- Partnered with the product owner or business to define and document business goals, processes, and practices.
- Enabled backlog creation and continuous management to prioritize scope within and across releases consistently.
- Generated traceability from business needs through requirements and down to the work item level to aid in value delivery.
- Led story elaboration and securing business sign-off on acceptance criteria.

Cotiviti Nov 2018 to Apr2021
Senior Data Analyst-Healthcare, Bloomington, MN

- Retrieved and reformatted data from various healthcare databases and performed data warehouse administrative functions
- Created Data marts on SQL Server and Oracle platforms using established procedures
- Developed and maintained an expert level of knowledge of healthcare data and the HEDIS industry
- Extensively worked on SQL Tools to extract data from Flat files, Excel files, and MS Access database
- Analyzed health care revenue lifecycle (patient, clinical, facility, physician, ICD9, and claim data)
- Validated PL/SQL scripts and stored procedures designed and written to find specific data

- Perform thorough data analysis by gathering requirements to verify data for data profiling
- Generated reports and dashboard using PowerBI and Tableau that comply with NCQA reporting and regulation
- Identified past trends, recognized new changes, and optimized processes using MicroStrategy

Bank of the West Apr 2018 to Nov 2018
Senior Business Systems Analyst / Quality Analyst – Finance, Tempe, AZ
- Collaborated in formulating and defining small project/system scope and objectives and developed detailed systems specifications
- Analyzed performance and compliance data and identify trends, weaknesses, and anomalies
- Identified vital risk issues and worked on mitigation plans to formulate ways for businesses to improve
- Facilitated information gathering sessions & business needs are satisfied within a given technical solution
- Collaborated in evaluating existing systems and procedures to identify deficiencies
- Reviewed, drafted, and outlined simple systems specifications, screen designs, and reports
- Requirements produced User Story and developed a process for End-to-End Controls
- Developed Test Scripts to implement Test Cases and test Scenarios in Gherkins format and generate required reports
- Monitored the test execution process, troubleshot issues, and ensured the accuracy and completeness of test results.
- As an SME, I supported departments or business units for small / less complex business applications or system processes.

Nationwide Insurance Jul 2017 to Mar 2018
Requirements Analyst- Insurance, Des Moines, IA

- Served as a liaison between stakeholders and the Ageneral team to communicate business needs
- Wrote system requirements for building UI for viewing data through the Guidewire Policy Center for different LOBs
- Prepared detailed specifications, requirements, scope documents, and logic flowcharts for the development and implementation of complex application programs and modifications
- Researched & analyzed business needs & ways to improve property & casualty, specifically policy contracts and process admin on the personal lines transformation program
- Worked on applications related to rating & quoting prior to policy issuance
- Validatedcomplexrequirements,includingfunctionalvalidationandtraceability
- Requirement Documents(BRD), Data Mapping documents, and User stories
- Maintained project documentation via ServiceNow ticket tracking
- Performed gap analysis, creating future state road map and transition plans.

Global Intellectuals LLC Feb 2017 to July 2017
Data Analyst- Healthcare, Bloomington, MN

- Retrieved and reformatted data from various healthcare databases and performed data warehouse administrative functions.
- Created DataMart's on SQL Server and Oracle platforms using established procedures.
- Extensively worked on SQL Tools to extract data from Flat files, Excel files, and MS Access database
- Analyzed healthcare revenue life cycle (patient, clinical, facility, physician, ICD9, & claim data)
- Developed and validated PL/SQL scripts and stored procedures designed and written to find specific data.
- Perform thorough data analysis by gathering requirements and using SQL extraction queries to build prototypes for the front- end users to verify the data for data profiling.
- Worked on implementing Data Hub and Info Center from Guidewire for reporting.

University of Illinois at Springfield Aug 2016 to Dec 2016
ETL Developer, Springfield, IL

- Involved in the understanding of business processes to learn business requirements
- Learned data extraction from different systems into Source
- Understood and implemented ETL development by defining and implementing approaches to load and extract data.
- Worked closely with data warehouse architect and BI analyst in developing solutions.
- Used Erwin for data modeling (i.e., modifying the staging and SQL scripts on Oracle and MS Access Environments)
- Involved in design, source-to-target mappings between sources to operational staging targets, using DataStage Designer

Education:

- Master of Science in Computer Science, University of Illinois at Springfield (Springfield, IL) Dec 2016.

b. Rahul Mehta

Summary:

- Senior Data/Business Systems Analyst professional with 13 years of track record in requirements gathering, performing gap analysis, data analysis, and documenting between 'As-is' and 'To-be' processes.
- Dealing with processes, governance, policies, standards, and tools as part of MDM to consistently define and manage critical data in the organization.
- Experience in creating Business Process Models for business from conceptual to procedural level, i.e., Designing a Project and Defining the Scope, managing the project until delivery.
- Skilled at gathering requirements by conducting one-on-one interviews, brainstorming sessions, and Joint Application Development (JAD) sessions.
- Extensively involved in MDM to help the organization with strategic decision-making and process improvements. (Streamline data sharing among personnel and departments).
- Demonstrated ability to document business processes and write detailed functional requirement documents (FRD) or business requirement Specifications (BRS), Software Requirement Specifications (SRS), and Use Case Specifications.
- Experience documenting non-functional requirements related to performance, security, scalability, user experience, etc.
- Technically competent professional with rich experience in Designing prototypes (GUI) of the application, web, or mobile application wireframes. Blueprints of the prototype/application were designed using MS Visio and MS Office.
- Proficient in creating business process use cases and UML Class diagrams.
- Involved in MDM Process, including data modeling and ETL process, and prepared data mapping documents based on graph requirements.
- Wrote SQL queries to extract related data from the transaction record database for OLAP purposes.
- Extensive experience in data analysis, including data modeling, data mapping, and data validation.
- I have been involved in the full implementation life cycle of the application (SDLC) and post-implementation support using Agile Methodology (Scrum Framework) and Waterfall.
- Expertise in conducting Stakeholder Analysis and managing stakeholders' expectations.
- Demonstrated Analytical skills to understand the root cause and propose a potential solution approach
- Expertise in defining Scope, Risks & Assumptions.
- Expertise in writing user stories, BRD & Client Communication documents.
- Prepared Requirements Traceability Matrix (RTM) to trace requirements to the Stakeholders' needs and Test scenarios.
- Deep-rooted knowledge about the Change Management Process.
- Experience in various domains like Capital Markets, Mortgage, E-Commerce, Finance, and Healthcare.
- Extensive experience in Regression, Integration, & User Acceptance testing.
- Experienced in creating Test plans & Strategies.
- Skilled in training end users and ensuring the readiness of the user for UAT

Domain Expertise:

- **Capital Markets**- Trade Life Cycle (Pre-Trade, Trade execution, Clearing & Settlement), Front, Middle &Back-office operations, Mutual Funds, Segregated funds, Transfer Agency, Banking & Mortgage, Wealth Management, Asset Classes (Equities, Derivatives, Fixed Income, Swaps, Money Market &Structured Products)
- **Retail and E-Commerce**
- **Healthcare**

Skills:

- iFast Base, iFast/Desktop, Triple A (Temenos), DUCO, Bloomberg, FactSet
- Microsoft Suite – Word, Excel, Visio, Power Point and Outlook
- Others – JIRA, Confluence, Putty, Test Rail
- Waterfall and Agile methodologies
- SDLC Framework
- SQL scripts with SQL Server, Oracle, and DB2
- HP ALM, Mercury Quality Centre (QC), CQ (Clear Quest)

Certification:

- CBAP
- CFA Level 2 Candidate

Employment History and Work Experience:

Camelot IT Services
SAG-AFTRA Health Plan Sept 2023 to Present
Business Systems Analyst, Burbank, California

- Leading daily scrum calls and responsible for Sprint planning, Backlog grooming, Effort estimation& Sprint retrospective.
- Responsible for conducting JAD sessions to understand business needs and prepare user stories and workflows to translate business requirements into functional and non-functional requirements
- Worked on gathering requirements and writing user stories for Mutual fund transfer agency business processes such as New Account setup & Maintenance, Transaction processing & Reporting
- Adept in using iFast Base and Desktop to define product features for Shareholders' record-keeping and maintenance
- Worked on creating Broker/Dealer accounts for the fund company and managing 'Buy', 'Sell', 'Transfer' & 'Exchange' transactions
- Conducted user acceptance testing (UAT) for AI/ML applications, ensuring seamless integration with existing business systems.
- Collaborated with IT teams to troubleshoot and resolve issues related to AI/ML applications, maintaining a 99.5% system uptime.
- Successfully managed the upgrade of PeopleSoft Human Capital Management module, ensuring minimal downtime and user disruption.

- Developed and executed test plans for system upgrades, ensuring the integrity and reliability of the PeopleSoft environment.
- Worked closely with the IT team to troubleshoot and resolve system issues, optimizing system performance.

SS&C Technologies, Toronto Jan 2022 to July 2023
Senior Business Systems Analyst
Domain: - Capital Markets& Mutual

- Worked on gathering requirements and writing user stories for Mutual fund transfer agency business processes such as New Account setup & Maintenance, Transaction processing & Reporting
- Adept in using iFast Base and Desktop to define product features for Shareholders' record keeping and maintenance
- Worked on creating Broker/Dealer accounts for the fund company and manage 'Buy', 'Sell', 'Transfer' & 'Exchange' transactions
- Responsible for conducting JAD sessions to understand business needs and prepare user stories and workflows to translate business requirements into functional and non-functional requirements
- Leading daily scrum calls and responsible for Sprint planning, Backlog grooming, Effort estimation& Sprint retrospective
- Extensive experience in understanding and defining product enhancements for Mutual fund and Segregated fund clients
- Gathered required for Insurance funds for contract and portfolio setup
- In-depth knowledge of various insurance products like Disability insurance, Property & Casualty insurance, etc.
- Spearheaded initiative to enhance iFast with Canadian Government's recent announcement to accommodate 'FHSA' (First Home Savings Account) account opening and transfer processing
- Implemented multiple technology solutions to improve reporting and system performance
- Worked on defining 'Asset Management Services' module to offer targeted investment options based on customer's risk profile
- In-depth knowledge about retirement products like RRSP, TFSA, 401K, etc.
- Responsible for technical write ups to cover product enhancements after every release
- Responsible for creating SOW (Statement of work) for the intake team

CI Global Asset Management, Toronto Apr 2018 to Jan 2022
Senior Business Systems Analyst
Domain: - Capital Markets

- Worked on Middle Office Rebuild implementation to generate Corporate Events like Cash Dividends, Splits and Reverse Splits, etc.
- Worked on many 'Wealth Management' intiaitives like generaing dashboards for 'AUM', Fee Management (Management & Dealer).
- Worked on creating reports for YTD assets and liablilities.
- Worked on client reporting for performance and any future opportunities

- Managed advisor reporting portal to ensure accurate and reliable data being sent out to Financial advisors
- Adept in using Triple A Plus by Temenos for Middle Office and Back Office functionalities
- Worked on pre-trade requirements such as ISDA documentation, counterparty credit risk, collaterals, etc.
- Managed trade execution requirements like limit/market order, GTC/Day orders, conditional/bracket orders, etc.
- Worked on Trade Capture, Trade Enrichment, Validation, Confirmation/Affirmation and Trade Reporting
- Worked with interfaces like BARRA One and FactSet for Risk and performance analysis
- Sound knowledge of derivatives like Forwards, Futures, Options and Swaps
- Implemented interface with Bloomberg to consume security level information for various asset classes including derivatives
- Worked on creating Reconciliation formats inside Triple A Plus to automate Recon Process
- Adept in using DUCO Recon platform for recon between Custody file and Triple-A generated data
- Adept in using Triple A Plus core functionalities like Order List, Operation List, Event Generation, Dividend Accruals, etc.
- Worked on analyzing transactions coming in from multiple brokers like RBC, Scotia Dynamic, etc. to identify mapping rules and AUM calculation
- Worked on creating reports and customized formats to include AUM/NNA, broker fee, management fee, etc. for different brokers/dealers
- Worked extensively on using complex SQL queries to fetch data for analysis and reporting
- Worked with Performance & Risk Management team to identify requirements for daily return calculation and created an automated process for file delivery to FTP location
- Worked with multiple stakeholders to identify requirements for new fund classes setup
- Created process flow and architectural diagrams to understand system interfaces and data flow

Zyme Solutions Mar 2016 to Jan 2018
Solution Consultant/ Business Analyst, India
Domain: - E-Commerce, Retail and Manufacturing
Zyme Solutions works in the space of 'Channel Data Management' to provide **SaaS** solutions. Company provides various data solutions including Data Acquisition, Data Quality Enhancement, Data Enrichment, Data Analytics, Business Intelligence and Reporting.

- Gathered and documented MDM application, conversion and integration requirements
- Involved in data governance and privacy policies
- Defined accountability procedures governing data access, processing, storage, retention, reporting and auditing measuring contract compliance
- Worked with users to identify the most appropriate source of record and profile the data required for sales and service
- Worked with internal architects and, assisting in the development of current and target state data architectures

- Involved in defining source to target data mappings, business rules, business and data definitions
- Involved in defining data profiling, standardization and enrichment requirements

Infosys Limited Jun 2010 to Jan 2016
Senior Associate Consultant / Business Systems Analyst
Domain: - Healthcare, Capital Markets, Wealth Management, Banking & Taxation , India & Australia

- Worked on a very large initiative by a major US bank to overhaul their existing 'Mortgage' documentation management process by implementing imaging and electronic storage to ensure better compliance and cost effectiveness
- Travelled to client location in Sydney, Australia to work on a 'Test Data Management' program which comprised of defining data masking requirements, defining process and data flows & improving test data availability while protecting customer privacy
- Worked on a client location in India to understand 'Tax filing' requirements for Corporates. This was a multi-million dollar initiative to overhaul existing web interface and introduce new business processes, functionalities and validations to ensure better enforcement and ease of filing. Involved in conducting JAD sessions, defining requirements using use cases and preparing wireframes
- Worked on a 'Business Process Re-Engineering' program for a large European bank to analyse current processes in the areas of 'Customer Onboarding' and 'Anti Money Laundering (AML)' to come up with future state process in order to achieve cost optimization, process simplification and robustness. Involved in deep dive sessions to understand every minute detail like 'time taken for a specific activity', 'number of full-time resources versus contract, etc. to put myself in a position to recommend process improvements. Used BPMN diagramming conventions (SPARX-Enterprise Architect tool) to capture process flows
- Worked on enhancing 'Wealth Management' platform for 'SunTrust Bank' to provide features supporting 'Fee Management' and 'Portfolio View'. Requirements for this initiative comprised of 'Broker/Dealer' setup, Transaction mapping, Transaction Reconcilation, Dashboard showing AUM & NNW (as of any particular date), Broker fee, etc.
- Worked on BASEL III Regulatory reporting requirements for a large European bank to ensure compliance. Involved in identifying data sources and interfaces with a goal of consolidating data into a central repository. Worked extensively in defining reporting formats and data modification rules
- Developed 'Wealth Management' platform for Fidelity International to manage features related to 'Equity Compensation' (RSA, RSUs, etc.). Involved in understanding various interfaces and web services to come up with technical requirements for data fetching. Prepared UI prototypes/wireframes for compensation dashboard, Total Assets owned, Change in Assets related compensation, etc.
- Worked on requirements for 'Rhode Island United Health Infrastructure Plan' to define business rules for Group Composition, MAGI Medicaid & Eligibility changes for individuals and families based on their age, Household income, Family's Federal Poverty limit, Federal Poverty Level Percentages, etc.
- Implemented processes around income calculation, coverage effective date, denial reasons, presumptive eligibility, etc.

c. Sampath Mucherla

Summary:

- Holds 17 years of experiences Business, Systems Analyst& Product Owner in multiple domains – Utilities, Banking, Women & Child Welfare and IT Security.
- Have a strong foundation in leading teams from proposal through User acceptance testing.
- Experienced in documenting Business Cases, Business Requirements Documents, Functional & Technical Specifications, Requirement Traceability Matrices, Data Flow/ Business Flow Diagrams, Data mapping & File Mapping Documents, Test Plans & Test Case Documentation for large-scale, functionally complex .NET Development, Re-engineering and Maintenance Projects and IT Security Infrastructure Projects.
- Have strong interpersonal & presentation skills. Have set-up Collaboration with cross-functional teams to establish inter-team communication between diverse teams, product owners, infrastructure teams, QA teams, application owners and vendors, addressing the cross-functional interdependencies to drive project success.
- Skillful in conducting Gap Analysis, Cost-benefit Analysis, Risk Assessment & SWOT Analysis.
- Designed processes for Traceability & Scope Tracking, Issue & Action Item Tracking & Closure, Change Management, Risk Identification & Mitigation, Reusability planning etc.
- Partnered with Senior Product Management to track Programs and Share success to Leadership by identifying & tracking Business Metrics to get insight on System Usage & Scale.
- Led Vendor Management activities ensuring Project Charter is met, Business Requirements, Technical Architecture and Development are on track, defining and base lining SLAs and KMs and published performance dashboards.
- Experienced in client interfacing to provide excellent service and quality deliverables surpassing project goals, review and analysis of customer feedback.

Tools & Technologies:
- Tools: Rally, Jira, Confluence, HP-ALM, SharePoint, Mural, MS-Office Suite, Business Modelling using MS-Visio
- Programming Languages: C# .Net, ASP.Net, VB.Net, ADO.Net using LINQ.
- Scripting Languages: Java Script, VB Script, HTML, CSS, XML
- Databases: MS-SQL Server, ORACLE.
- Version Control: TFS, VSS, CVS.
- Technology Framework: .NET Framework and .NET Core, Windows Communication Foundation, ASP.Net Core and MVC
- IT Security Tools (CA Suite: IAM, SSO, AD)
- Domain Experience in Utilities, Banking, HealthCare

Employment History and Work Experience:

Mythri Consulting
(Client: Fisker Inc.) Dec 2021 to Present
Integrated Program Manager

LA, USA

- Facilitated PI Scope Definition, documenting PI Objectives based on Roadmap Deliverables by coordinating with internal stakeholders in product and technical team.
- Participated in Agile Ceremonies for PI Planning & Sprint Planning, PI & Sprint Backlog Reviews, Inspect & Adapt Sessions, PI Retrospectives. Facilitated & tracked inter-team discussions & action items during PI Planning.
- Collaborated with other Product Owners, Agile Scrum Master & RTE in planning and dependency alignments.
- Documented& Facilitated Identification of Risks, Issues and track the same through each PI ensuring timely mitigation strategies are planned for closure.
- Created documentation and presented Change Requests at Change Review Board. Participated in release planning and release activities.
- Monitored and Analyzed Business Metrics like Transaction Volumes, Performance Improvements. Presented Success Stories to Senior Leadership (Directors & VPs).
- Monitored work stream teams to identify and provide corrective guidance to align to program level delivery excellence OKRs. 4 Epics, 20 Capabilities and approximate 40 features and 120 User stories in each PI - Identified reasons for churn and improvement strategies for say/do. Have achieved improvement in Say/Do from 67% in Q1 of 2022 to 88% by end of Q3 taking it to near 100% by end of Q2 in 2023.

Environment: Rally, Jira, Confluence, Mural, MS-Excel.

Wipro Technologies (Client: Apple Inc) May 2020 to Nov 2021
Security Solutions Manager, Identity Operations Analyst
Austin, TX

- Supported Business Analysis for multiple projects related to CA Product (IAM, CM, GM) Upgrades for the "Security the Enterprise Program (STEP)" of Avaya and other non-STEP Initiatives.
- Led requirement analysis for Integration of CA Governance Minder with IDM Applications. Identified Business Requirements and priorities for multiple releases, Traceability Mapping, Test Documentation, Test planning and Strategy in addition to Upgrade.
- Planned and Co-Ordinated tasks and communication to upgrade 150 SSO Applications on multiple servers with organization-wide impact to version 12.5 of CA Single-Sign-On taking due account of Application-Server Interdependencies and Availability of these 150+ Teams (Application, Infrastructure, Network etc.).
- Tracked and managed risk to ensure time-bound upgrade of around 500 UNIX Servers.
- Represented the team on any Change Requests at the Architecture Board and Change Review Board.
- Vendor communication and Communication to Project Sponsor.
- Created project charter, project plan and managed communications for set-up of CA Control Minder Environment.
- Tracked and Reported on Project Status for multiple projects simultaneously. Identified and managed action items, issues and risks. Tracked project schedule and ensured timely escalation of issues in a multi-disciplinary, inter-dependent environment.
- Co-ordinated Compliance Audit for SOX.

- Created Resource Forecasts and managed execution of Yearly, Quarterly Resource Plans for improved resource utilization.
- Managed communications with Senior Management, other Avaya Internal (Application Support groups, other Cross-functional IT groups) and External teams (Third-party vendors).

Environment: CA-Identity Minder, Site Minder, Control Minder, Governance Minder, HP-ALM, MS-Excel, MS-Project.

Yamaha Motor Corporation May 2018 to Apr 2020
Solutions Manager
Kennesaw, GA, USA

- Performed end-to-end Project Management for the client in a multi-location newly on-boarded project team with multiple challenges right from Project plan, Resource plan, Effort estimates, Schedule, Quality Implementation.
- Defined risk mitigation strategies for the high-risk project, reported and communicated on project updates with all stakeholders (quality department, senior management, client engagement manager, customer), handled escalations and issues and tracked to resolution.
- Guided Functional, Technical teams of multiple technologies to ensure work-flows are completed.
- Provided checklists and reviews at all stages of development to ensure compliance to quality standards.
- Monitored and tracked Project Financials for Leadership reporting.

Environment: C#, VB.Net, ADO.Net using LINQ, XML, SQL Server, MS-Project, TFS.

Apple Inc Apr 2014 to Apr 2018
Senior Manager, **Business and System Analysis**
Cupertino, CA

- In-depth knowledge of business processes and systems, including requirements gathering, documentation, design, testing, and implementation
- Strong experience in software development life cycle (SDLC) methodologies including Waterfall, Agile, and Scrum
- Demonstrated analytical and problem-solving skills, with the ability to identify and resolve complex business and technical issues
- Implemented and maintained development best practices, process enhancements and best-suited tools for distinct projects with focus on innovation.
- Identified gaps in current processes and draft AS-IS and TO-BE organization structure and propose recommendation along with implementation roadmap.
- Initiate and set goals for programs according to the strategic objectives of the organization.
- Plan the programs from start to completion involving deadlines, milestones and processes.
- Devise evaluation strategies to monitor performance and determine the need for improvements.
- Supervise all PGMs and PMs involved to provide feedback and resolve complex problems.
- Discover ways to enhance efficiency and productivity of procedures and people.
- Apply change, risk and resource management principles for project optimization.
- Read reports prepared by managers to determine project progress and issues, keep senior management informed with detailed and accurate reporting.

Environment: Amazon Cloud, Oracle ERP, SAP, Salesforce and HighRadius COTS products.

Clients: Cummins Corporation, Iron Mountain Inc., Adidas, TD Bank Howard Hughes, Purolator, Honeywell, Shell, Kelly Services, Sanofi, Chart Industries, Fragomen, Adidas, Bayer, Arkema, Finning.

Philips India Ltd (Client: Greenfield Implementation) Oct 2013 to Apr 2014
Senior Manager, **Business and System Analysis**
Bangalore

- Conduct JAD sessions with developers and stakeholders to outline project scope and collect feedback to implement necessary requirement changes.
- Responsible for creating business process models for business from conceptual to procedural level i.e., designing of project and defining scope and managing project until delivery
- Demonstrated ability to document business processes and write detailed business requirements specifications and story points with accurate acceptance criteria.
- Develop and execute testing strategies, including test plans and test cases, to ensure that system solutions are fully functional and meet quality standards
- Provide expert consulting for projects in meeting desired business and technical goals and develop project strategies in-line with consulting outcomes.
- Responsible for creating business workflows and use cases for easy understanding to application development teams.
- Design and implement large-scale database systems, including ER Modelling, data warehousing and business intelligence blueprint.
- Liasson between business and application development teams for any clarifications around requirements/ story points.
- Responsible for overall cost optimization by structuring framework with characteristics that include Resource Pyramid Optimization, Fresh Talent infusion, cross training of resources, automation and innovation.
- Responsible for planning and deploying an approach for hiring, training, motivating and mentoring key resources spanned across multiple technologies and projects.

Environment: Amazon Cloud, IBM Cloud, AEM and Data Visualization Tools (Tableau, Qlik etc..)
Clients: State Bank of India, SBI Life, Bank of Hong Kong, Max Life Insurance, India First Life Insurance, India bulls Housing Finance, South Indian Bank, Indus Ind Bank and Yes Bank.

Apple Inc (www.apple.com**)** Dec 2007 to Oct 2013
Senior Manager, **Business and System Analysis**
Cupertino, CA

- Experience working with business teams and delivery teams in the process of analyzing, elaborating, documenting and clarifying business requirements and manage scope.
- Developed and implemented approach for work allocation, business collaboration, centralized tool usage; phase gates, automation and metrics based reporting.
- Executed multiple projects in multiple releases as pilots before hand-off to Project teams.
- Worked with cross-functional teams to design and implement system solutions to support HIPAA, ICD-10 coding compliance and improve revenue cycle management
- Conducted user requirements gathering, gap analysis, and business process modeling to identify opportunities for process improvement

- Developed and executed test plans for system upgrades and enhancements, ensuring compliance with HIPAA and ICD-10 coding standards
- Responsible for risk identification, escalation, mitigation and Issue resolution.
- Develop project documentation that include project plan, WBS, effort, schedule and budget using FP estimation techniques.
- Develop and implement an EDI strategy to support organizational initiatives (HIPAA 5010 and ICD-10).
- Responsible for the design and architecture of a scalable and robust EDI solution.
- Design, develop and integrate EDI maps and processes to other Global systems.
- Manage EDI-related business support responsibilities, which include production monitoring, file maintenance, ad hoc reporting, and consultation with internal and external users.

Environment: Java, .NET, Oracle 11g, SQL SERVER 2005, SSIS Package, FACETS, QTP and COTS Apps.
Clients: BCBSNC, AmeriHealth Caritas, BCBSLA, BCBSMA, Anthem, CareFirst, UHG, Cigna and Molina.

Wipro Technologies Limited (Client: YELL Group (www.yellgroup.com) Mar 2005 to Apr 2007
Assistant Manager, Business Analysis
King of Prussia, PA

- Preparing business and technical requirement document (BTRD).
- Conduct interview with key stakeholders key to analyze existing data and gather requirements.
- Performed backend testing using SQL queries to test application integrity and performance.
- Conduct UAT; collect user feedback to disseminate the same to project stakeholders.
- Tracking project progress to ensure delivery as per schedule and with utmost quality.
- Conducting defect triage and team meetings to resolve defects, issues, conflicts.
- Support MIS and conduct PMR (Project Management Review) meetings.

Environment: Java, Oracle 9i, Business Objects XI, .Net, Oracle 9i, Erwin, Informatica 8.0, Business Objects

Clients: Liberty Mutual, Brinks and Procter & Gamble

InfoTech Enterprise Limited (Client: PRATT & WHITNEY, (www.pwc.ca) Apr 2003 to Feb 2005
Business Development Executive, Business Analysis
Canada
Job Responsibilities:

- Requirement analysis, use case creation and writing functional specifications.
- Database modeling, creating ER models and converting them into relational schemas.
- User acceptance testing of business scenarios and end-to-end workflows.

Environment: Erwin, Windows, MS-Office, UML, MS Visio, MS Projects.

Education:

- Bachelor of Engineering in Mechanical from University Of Madras.
- Diploma in Business administration from IGNOU.

eNcloud Services LLC   Page 34 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

Data Analyst

a. Veerababu Velpuri

Summary:
- 13+ Years of Extensive IT experience in design, data analysis, and data engineering on cloud big data (AWS / Snowflake) technologies.
- Worked on AWS Cloud Services (Lambda, S3, EMR, SNS, Athena, Glue, DMS, Redshift, Cloud Watch).
- Worked on Big Data technologies (Hadoop, Spark, Pyspark)
- Extensive experience in data warehouse systems & SQL (Snowflake, Greenplum, Teradata Vantage, and Redshift)
- Experience in migration projects, migrating data into the cloud data warehouse (Snowflake / AWS Redshift).
- Hand-on experience in ETL, BI, and databases (Talend ETL, Qlik Attunity, TIBCO Jasper, Tableau, PowerBI, Splunk dashboards, Teradata, JDV, Allegro graph (graph DB), Oracle, Mysql, MSSQL, Postgre SQL.
- Extensive experience in Java.
- Involved in production deployment & performance improvements while processing large amounts of data.
- Hands-on DBT, prepared data model to load data into snowflake.
- Automation of the data process using AWS lambda in both Java & python languages.
- Hands-on Kafka streaming.

Skills:
- Cloud Technologies: AWS, Snowflake
- Big Data Framework: Hadoop & Spark
- Data Warehouse: Snowflake, Greenplum, Redshift & Teradata Vantage
- Streaming systems: Apache Kafka, Spark Streaming & AWS Kinesis.
- ETL Tools: Talend, TAC, SSIS, and Qlik Attunity.
- Reporting Tools: TIBCO Jasper Reports, Tableau, Power BI, Splunk
- RDBMS Databases   : Oracle, MySql5.0, PostgreSQL, Teradata, MSSQL
- Graph Databases: Allegro Graph.
- Object Oriented Language: C++, J2SE, Python 3
- Java Frameworks: Struts 1. x, spring 2.5
- Web Technologies: HTML, XML, UNIX, JavaScript, Ajax, JQUERY
- Application Servers: Tomcat, Web Logic10.0,
- IDE Tools   : Eclipse, IntelliJ, PyCharm
- Build Tools: DBT, Maven, Ant
- Languages: Java, Python

Certifications: Name: SnowPro Core, Certification Id: ██████, Issued date: 10-Feb-2023

Employment History and Work Experience:

Conch Technologies
CGI / CIGNA July 2021 to present - (**India**: July 2021 to Feb 2023, **USA**: May 2023 to present)
Lead Data Analyst
HI2 IFP: The HI2 IFP (Health Information Interoperability Individual Family Plan) processes / provides the consumer with all IFP resources and sub-resource information. The processed information should be formatted as HL7 (Health Level-7) standards for exchanging electronic health care data.
Responsibilities:
- Experience with data visualization tools such as Tableau
- Strong analytical and problem-solving skills with the ability to translate complex data into actionable insights.
- I worked on developing data pipelines to extract, transform, and load data from disparate sources into a centralized data warehouse.
- Conducted ad-hoc analysis to support business operations and strategic decision-making.
- Created visualizations and reports to communicate insights derived from data analysis to key stakeholders.
- Collect, clean, and preprocess large datasets from various sources, ensuring data integrity and accuracy
- Automate data extraction, transformation, and loading processes using SQL and Python.
- Analyze the mapping document and prepare the SQL scripts.
- Experience with data visualization tools like Tableau, Power BI, and Jasper Reports.
- Prepared the jobs to load data from Teradata Vantage to AWS S3 (data lake) using Talend ETL.
- Implemented Snow pipe to configure Auto-Ingestion from AWS S3 to Snowflake.
- Involved in creating SnowflakeStreams (CDC process) and scheduling tasks.
- Worked on stored procedures.
- Worked on performance tuning to process big data.
- Worked on performance tuning to SQL/ process big data.

Environment: AWS. Snowflake, Redshift, Git repository, Teradata, SQL, Power BI, Talend ETL

Telstra June 2020 to Jun 2021.
Senior Data Engineer
Digital Journal**:** The Digital Journals (DJ) application stores financial information about revenue earned by and owed to an organization and any tax liabilities and deposits being held. It also has information about how the income is generated.
Responsibilities:
- Developing spark jobs with Java API to process the data from AWS S3 to AWS RDS.
- Developed AWS Lambdas using Java and Python, which can automate the flow.
- Prepared execution plans using AWS step functions (state machine).
- Processing the raw data and loading it into the staging layer using AWS Glue ETL Service.
- Implemented Git branching strategy & Junit test cases, which can give more than 80% code on SonarQube reports.
- Developed Splunk dashboards & power BI reports for daily & monthly monitor

Environment: Spark Java, AWS (Lambda, EMR, S3, SNS, Redshift, CloudWatch, RDS, Athena), Git repository, PostgreSQL, SQL, Python, Splunk, Bamboo CI/CD

Enquero / Driscolls June 2019 to June 2020.
Senior Data Engineer
The Balance Score Card Report (hereafter called BSC report) displays the gross margin percentage, fixed cost percentage, and last 12-month roll-up report for gross margin and fixed cost data.
This report contains different components, as given below. Details about this report will be covered later in the Tableau section.

➢ Gross margin percentage
➢ Fixed cost percentage
➢ 12 months roll up gross margin and fixed cost data

Responsibilities:
- Hands-on migration from on-premises data into AWS Redshift.
- Load and transform data into S3 from different sources (MSSQL, semi-structured, and unstructured data) using AWS DMS.
- Developed AWS Glue ETL jobs (PySpark) to create analytical data and store it in Redshift EDW / S3.
- Prepared AWS Lambda functions Service for event-driven operations in the pipeline
- Prepared execution plans using AWS step functions (state machine)
- Created queries in Athena & warehouse that helped business analysts spot emerging trends by comparing fresh data with EDW reference tables and historical metrics.
- Worked on data migration into the Snowflake warehouse.
- Prepared stored procedures, loaded data from s3 to Snowflake, tasks, CDC process, data cloning, and sharing.
- Involved in performance tuning of the SQL's.

Environment: Python, PySpark, AWS S3, Lambda, DMS, Redshift DW, MSSQL, Athena, SNS, Snowflake

Essilor India pvt ltd Oct 2015 to June 2019.
Software Engineer
NG application is a centralized project that has migrated the version of RxLab.net from a desktop application to a web application using many individual modules, such as CRIMSON, HERCULES, RAINBOW, and MANDARKE.

Responsibilities:
- Load and transform data into HDFS & Greenplum from different structured sources (PostgreSQL, ERP AX system, graph database, Oracle, etc.) data using Talend & Spark.
- Created Hive queries that helped business analysts spot emerging trends by comparing fresh data with EDW reference tables and historical metrics.
- Involved in scheduling the spark jobs & Talend ETL jobs using TAC.
- Designed a large data warehouse model using Erwin.
- Created Design documents such as the source to target Data Mapping document.
- Involved in performance tuning of the SQL
- Created database, schema, tables, and views in the schema.
- Created and used DB-Links to connect to other local & QA databases.
- Great exposure to data masking (prepared VDB) using JDV
- Prepared ETL plan/master jobs and scheduling in Talend Administration Center (TAC).
- Involved PoC-Kafka & spark streaming and snowflake.
- Hands-on experience in Allegro graph (graph DB) to prepare spark SQL scripts.

Environment: Spark, Hadoop, Hive, Talend ETL, TAC, Greenplum EDW, JDV, Jasper Reports, QlikView, Allegro Graph database, MSSQL, PostgreSQL, Oracle, Microsoft Dynamics AX, Linux, Kafka & Spark Streaming.

CGI / Deutsche bank Apr 2013 to Oct 2015
Software Engineer
Description:
Agency Securities Lending, or securities lending, is an investment strategy in which investors (e.g., Big investment funds like the New York Pension Fund) make short-term loans on their securities to generate incremental revenues from their portfolios.

RMW Trading and Settlements application is a web-based Java swing client application developed for Deutsche Bank's Front-office users (Traders) and middle-office users. Amongst the functionality, the RMW Toolbar provides Domestic & International trade capture, settlement, cash management, position management, and reporting functions.

The RMW Reporting website is an internal web application used by middle-office staff (in conjunction with the RMW Toolbar) to source various reports (Liability, Assets, Compliance Reports), system integrity checks, and reconciliation reports.

Responsibilities:
- Involved in the creation of Jasper reports.
- Involved in the conversion of reports from crystal to jasper.
- Involving an implementation of the function and stored procedure.
- Involved in developing Java utility classes.
- Involved in Knowledge Transition from the previous team and getting control of the system in significantly less time.
- Responsible for checking in reports and SQL/PLSQL files into the SVN repository.
- Involved in the preparation of interactive reports.

Environment: Java 1.6, Oracle, Crystal Report, Jasper Reports, HP Qualité Centre 11 (ALM), UNIX, Oracle.

JKT Consulting Ltd / Indian Air Force Nov'10–Apr'13
Software Engineer
iCare is a product that exchanges information between medical applications and covers a wide range of modules in the healthcare domain, viz. MIS (Management Information System), HR, Central Stores, IP Billing, Security, Blood Bank, Dietetics, Pathology & Radiology etc. HIS is an integrated end-to-end product that provides relevant information across the hospital to support effective decision-making for patient care, hospital administration, and critical financial accounting in a seamless flow.

Responsibilities:
- Involved in developing Security, ADT, and Lab Interface modules.
- Handling activities at the client side and server-side coding.
- Involved in client interactions to get the work request.
- Involved in Knowledge Transition from the previous team and getting control of the system quickly.
- Responsible for building and merging source code and checking in the central source repository (Wincvs).
- Involved in the preparation of Test Planning and Unit testing.

Environment: Java, Apache Tomcat, Jasper soft (iReport), Win-CVS, MySQL.

Education:
- Master of Computer Applications from Nagarjuna University, India. 2008

b. Chanikya Sairam G.

Summary:

- 11 Years of overall professional experience in Datawarehouse, Business Intelligence and analytics, Data Pipelines, and ETL/ELT areas.
- Alteryx Designer Core Micro-Credential certified with vast experience in building end to end data pipelines.
- Experience in Software Development Life Cycle (SDLC) Agile & Scrum methodologies involving requirement gathering and story pointing, application design, data modeling, development, testing, maintenance, and documentation with timely delivery against aggressive deadlines.
- Well-versed in ETL design and coding for Data Validation, Data Loading, Data Cleansing, and Data Integration for Enterprise Data Migrations.
- Extensive technical expertise in information architecture, data modeling, data governance, ETL design, data quality, and BI analytics.
- Hands-on involvement in normalizing techniques and comprehensive understanding of Data warehouse concepts, strengthening data modeling capabilities.
- Experience indefining and manage workflow orchestration within SSIS packages, including sequence containers, control flow tasks, and event handlers to ensure proper execution, error handling, and logging of ETL processes.
- Experience in implementing medium to large-scale BI solutions on Azure using Azure Data Platform services (Azure Data Lake, Data Factory, Data Lake Analytics, Stream Analytics, Azure SQL DW, Databricks).
- Hands-on experience with building stored procedures in PL/SQL, and T-SQL as per business requirements.
- Create visually appealing and interactive dashboards and reports using Tableau Desktop to visualize data trends, patterns, and insights, enabling stakeholders to make data-driven decisions
- Hands-on experience with automating stored procedures by using the ADF pipeline using time-based and event-based triggers.
- Hands-on experience in Unified Data Analytics with Databricks, Databricks Workspace User Interface, Managing Databricks Notebooks, Delta Lake with Python, and Delta Lake with Spark SQL.
- Experience in integrating SSIS and SSRS with other Microsoft technologies such as SharePoint, Power BI, or Excel, and with third-party tools and platforms through APIs or web services to enable seamless data reporting and analysis across different systems.
- Skilled in orchestrating ELT workflows using Airflow and developing insights through MicroStrategy reporting tools.
- Proficient in using AWS Data Share to allow restricted data sharing with different companies.
- Demonstrated experience in the development ofdatabase objects like Stored Procedures, Functions, Packages, and Triggers using SQL Server, MySQL, Amazon Redshift, and Oracle.
- Proficient at developing logical and physical Data Modeling using normalizing Techniques and Data warehouse concepts.

- Hands-on experience in developing flexible solutions that can add functionality through adding/changing SQLs without the need for any further development or DDL changes, high level of parameterization.
- Hands-on experience with Data Science libraries in Python such as Pandas, NumPy, SciPy, scikit-learn.
- Used ETL (DBT, Alteryx, Informatica, SSIS) to develop jobs for extracting, cleaning, transforming, and loading data into the data warehouse.
- Hands-on experience in writing UNIX shell scripts for FTP of files from remote servers.
- Expertise in identifying bottlenecks, tuning the Data warehouse environment, SQL query tuning(collecting statistics, analyzing explains & determining which tables needed statistics), and Database tuning for performance improvements.
- Accustomed to working closely with system architects, software architects, and design analysts to understand business or industry requirements to develop comprehensive data models.
- Effective team player with process orientation and a very good troubleshooter.

Skills:
- Tools: DBT, Alteryx, Informatica, Airflow, Tableau, MDM, IDQ, Datastage, SSIS Cognos, Power BI
- Databases: Databricks, Snowflake,DB2, Microsoft SQL, Oracle, MySQL, Postgres
- Data Modeling tools: Erwin data modeler, DBSchema, DB Designer
- Programming: Python, C#, PHP, Javascript, C, C++
- Source Control: SVN, GIT, TFS
- Data Curating
- Advanced SQL
- Data Pipeline Design
- Data Modeling
- Data Warehousing
- ETL Development
- Database Management
- Performance Tuning
- Data Analysis

CERTIFICATION:
- Oracle Certified Associate
- Alteryx Designer Core Micro-Credential

Employment History and Work Experience:

Camelot IT Services
Oportun Mar 2022 to Present
Senior Data Analyst
Frisco, TX
Roles & Responsibilities:

- Led a cross-functional team to establish data management policies and best practices, resulting in improved data security and compliance.
- Architecting and implementing scalable data lakehouse solutions on Snowflake to store and analyze petabytes of data.
- Developing and maintaining data pipelines using Snowflake's features like streams, tasks, and external functions for seamless data integration.
- Designed and implemented a data lakehouse on Databricks that stored PBs of data, enabling data-driven decision-making for key business initiatives.
- Designed and implemented data pipelines in the DBT cloud that streamlined the delivery of insights to stakeholders in a centralized delta lake, reducing data delivery time.
- Implemented automated data quality checks using DBT tests, and macros that reduced data errors by 80%, ensuring accurate analysis and decision-making.
- Connect Tableau to various data sources, including databases, spreadsheets, and cloud platforms, and perform data preprocessing, cleansing, and aggregation tasks to prepare data for analysis and visualization.
- Analyze large datasets using Tableau to identify key trends, outliers, and correlations, and perform ad-hoc data exploration to uncover actionable insights and support business objectives.
- Implemented GitHub CICD process for Alteryx and DOMO deployments, which reduced deployment time significantly.
- Created Domo dashboards and helped in connectivity with DOMO with Databricks.
- Used DOMO to create drill-down and drill up reports for business users.
- Used Alteryx to create CSV files for creating DOMO reports for analysts to use.
- Implemented a Python orchestration framework, which was used as an intermediate solution to let the business continuously access analytical data without downtime during the migration period to the cloud.
- Develops and implements unified customer models across products from disjoint data sets.
- Implemented AWS Data share for sharing de-identified customer information between companies and have scheduled updates.
- Expertise in ETL development and methodologies, ensuring efficient data processing.
- Create and review technical and user-focused documentation for data solutions (data models,
- data dictionaries, business glossaries, process and data flow, architecture diagrams, user guides, etc.)
- Develop and enhance Python scripts for multiple processing parallel executes of the SQL.
- Responsible for creating and maintaining scripts needed for importing and matching the members between Digit and Oportun.
- Implementing DAGs (Directed Acyclic Graphs) in Airflow to define workflow dependencies, schedule tasks, and monitor job execution.
- Collaborating with data engineers, developers, and DevOps teams to deploy and manage Airflow instances in production environments, ensuring scalability and reliability.
- Customizing Airflow operators and sensors to interact with different data sources, APIs, and external applications as part of the workflow automation.

Environment: DBT · Continuous Integration and Continuous Delivery (CI/CD) · Tableau · Domo · Alation · Airflow · MySQL · Dbt · Snowflake · Databricks · Bitbucket · Amazon Redshift · ETL · Python · Data Modeling · Data Integration · Data Warehousing · Agile Methodologies · Database Design · Amazon Web Services (AWS) · SQL · Secure File Transfer Protocol (SFTP) · service now · AWS cloud·GIT·

The MSR Group Jun 2017 to Mar 2022
Data Analyst
Omaha, NE
Roles & Responsibilities:
- Accountable for developing high quality, customer-friendly AlteryxETL Pipelines solutions, as evidenced by taking ownership for data quality, report quality and customer satisfaction.
- Develops and implements complex reporting and analytical processes.
- Perform Data Modeling and Data Profiling to ensure the proper storage of data and data integrity.
- Design and develop data models and utilize best practices to extract, transform and load the data into a data warehouse
- Developed performance monitoring systems for major financial institutions.
- Utilize SSRS tools and features to create interactive and visually appealing data visualizations, apply formatting styles, colors, and themes, and customize report layouts to meet business requirements.
- Implement parameterized reports in SSRS to enable users to filter, drill down, and customize report data dynamically, and configure report parameters, default values, and cascading parameters as needed.
- Optimize SSRS report performance by tuning SQL queries, optimizing report design and layout, and implementing caching and snapshot options to reduce report rendering and processing times.
- Deploy SSIS packages to production environments, configure package parameters and connection strings dynamically, and manage package execution using SQL Server Agent jobs or other scheduling tools.
- Identify performance bottlenecks within SSIS packages using performance monitoring tools and techniques, optimize data flow operations, and tune SQL queries to improve overall ETL performance and efficiency.
- Implement error handling and logging mechanisms within SSIS packages to capture and log errors, warnings, and information messages, and configure notifications or alerts for failed package executions.
- Responsible for creating and maintaining Alteryx workflows and MS Integration Services (SSIS) packages to generate the data used for end-user reporting.
- Created interactive dashboards using Tableau and Power BI.
- Optimize Tableau dashboards and visualizations for performance by minimizing data refresh times, optimizing queries, and leveraging data extracts and caching mechanisms to improve responsiveness and scalability.
- Implement interactivity features such as filters, parameters, and drill-down actions in Tableau dashboards to enable users to dynamically explore and filter data based on their requirements and drill down into detailed information.

- Created tableau dashboards using stack bars, bar graphs, scattered plots, geographical maps, Gantt charts etc, and embed them into an application.
- Developed page layouts, Navigations and presented designs, usability strategies, and concepts to the clients and the management to review.
- Fetched the data from different sources like Excel, Flat Files, XML, SQL, and various other databases into MySql databases in Alteryx pipelines .
- Designed and developed Power BI graphical and visualization solutions with business requirement documents and plans for creating interactive dashboards.
- Integrated custom visuals based on business requirements using Power BI desktop for better clarity of information.
- Implemented metrics, filters, reports, dashboards and created advanced chart types, using calculations to manipulate the data and enable user driven parameters for visualizations and drilled down level of detail using sets.
- Automate and schedule the extracts from the source systems using the source systems embedded extraction tool and FTP to various downstream servers.
- Developed post-session and pre-session shell scripts for tasks like merging flat files after Creating, deleting temporary files, changing the file name to reflect the file generated date etc. Optimized query performance, session performance.
- Designed and developed UNIX shell scripts as part of the ETL process to compare control totals, automate the process of loading, pulling and pushing data from and to different Servers. Involved in Structural and Functional Testing and Migrating the Code to Production.
- Improved query performance by analyzing execution plans and statistics, identifying and implementing optimization techniques to enhance data retrieval efficiency.
- Create manual and automated testing strategies to ensure the deliverables are complete and error free prior to delivering them to the customer.
- Design and develop performance monitoring system that measures customer satisfaction of major financial institutions.
- Involved in database design and writing database queries with emphasis on performance.Also use API's for quicker and faster access of data.
- Create, design and update technical documentation such as user's manual and training materials, as necessary.

Environment: Alteryx · Tableau · Power BI ·Azure data factory(ADF)·Git · SPSS · MySQL · Amazon Web Services (AWS) · ETL · R Programming · Python · Data Integration · Data Warehousing · Agile Methodologies · Database Design · SQL · Secure File Transfer Protocol (SFTP) · Java · AWS Data Share

University of Nebraska Medical Center Oct 2016 to Jun 2017
Software and Database Engineer
Omaha, NE
Roles & Responsibilities:
- Storing the research data on MSSQL Server and Maintain the Oracledatabases for the researchers.
- Create web interfaces for the users to interact with the data using NodeJS.
- Gather the requirements from the researchers for their new projects using Agile methodology

- Perform ETL operations using SSMS and SSIS
- Involved in the design and development of SQL Server Integration Services (SSIS) packages and using various control flow tasks and data flow transformation.
- Involved in developing shell scripts for batch jobs to run interface test scripts and batch jobs for Integration System Testing.
- Extensively used TOAD, MS SQL Server Query analyzer for writing/analyzing SQL queries.
- Formulate queries and stored procedures for data de-identification.
- Improved query performance by analyzing execution plans and statistics, identifying and implementing optimization techniques to enhance data retrieval efficiency.
- Performed database back-ups and proactive maintenance. Responsible for ensuring space availability, monitoring activity, disaster recovery, and documenting problems, changes, and solutions.
- Utilized joins and sub-queries to simplify complex queries involving multiple tables while optimizing procedures and triggers to be used in production.
- Dimensional modeling using star and snowflake schema, identifying Facts and Dimensions, physical and logical modeling.
- Assisted in UAT Testing and provided necessary reports to researchers.
- Involved in the complete Software Development Life Cycle (SDLC) process by analyzing business requirements and understanding the functional workflow of information from source systems to destination systems.

Environment: SSIS · SSMS · T-SQL · Power BI · Git · SPSS · MySQL · Amazon Web Services (AWS) · ETL · Java· Eclipse · Data Integration · Data Warehousing · PL/SQL · Visual Studio · SQL ·Linux · Secure File Transfer Protocol (SFTP) · REDCap· EPIC

Tata Consultancy Services Dec 2012 to Oct 2015
BI&ETL Developer
Mumbai, India
Roles & Responsibilities:
- Involved in SDLC gathering requirements from end users.
- Ensure consistent delivery of deliverables per the agreed-upon schedules.
- Worked extensively on different types of stages like Sequential file, Dataset, ODBC, Aggregator, Transformer, Merge, join, Lookup, Sort, Funnel, Filter, External Filter etc for developing jobs according to business requirements.
- Worked to enhance the performance of the job using performance tuning techniques like filtering, and partitioning the data using suitable partition techniques.
- Used the Data Stage Director extensively to run, schedule, monitor, debug, and test the application on development, and to obtain the performance statistics.
- Worked with engineers from disparate source systems for data acquisition, transformation, and Source data quality.
- Designed dimension and fact tables for Snowflake Schema to develop the Data warehouse
- Worked with Informatica Support to understand various bottlenecks in existing Mappings/mapplets.
- Incorporated tuning suggestions provided by Informatica Support to Mappings and developed test strategy to validate end results after performance tuning.

- Created complex mappings using Unconnected Lookup, Sorter, Aggregator, newly changed dynamic Lookup and Router transformations for efficiently populating target table.
- Performed data manipulations using various Informatica transformations like Filter, Expression, Lookup (connected and unconnected), Aggregate, update strategy, Normalizer, joiner, router, sorter, and union.
- Used Dynamic Look up and update strategy transformations in mappings to update the City DBs
- Created reusable Mapplets and transformations and used them in different Mappings.
- Worked extensively on Power Center client tools like Source Analyzer, Warehouse designer, Transformation developer and Mapping Designer, Workflow Designer
- Conveyed analysis results to clients and stakeholders through creative data visualizations, reports using Tableau/Cognos.
- Developed stored procedures triggers and exceptions to facilitate consistent data entry into the database.
- Written Stored Procedures using PL/SQL and functions and procedure for common utilities.

Environment: Informatic power center · IBM Data Stage · IDQ · Power BI · Git · Unix · MySQL · Amazon Web Services (AWS) · ETL · Oracle DB· Winscp · Data Integration · Data Warehousing · Agile Methodologies · Database Design · Cognos · SQL · Secure File Transfer Protocol (SFTP) · SQL Server (SQL Server Agent, T-SQL, SSIS)·

Education:

- MS in Management Information Systems Dec 2016, University of Nebraska, Omaha-NE
- Bachelors in Computer Science and Engineering May 2012, Jawaharlal Nehru Technological University, Hyderabad, India

c. Pradeep Kumar Chennuru

Summary:

- Around 7 Years of IT experience in Enterprise Information Management and Data Warehousing with Analysis, Design, Implementation of EIM Tools, Business Intelligence systems, Reporting tools and OLAP environments along with strong analytical skills
- Experience integrating data to/from On - premises database and cloud-based database solutions using Informatica intelligent cloud services
- Significant hands-on experience with Informatica 10.1.x client ETL tools – Source Analyzer, Warehouse designer, Mapping designer, Mapplet Designer, Repository manager and Workflow Manager
- Strong expertise in installing and configuring the core Informatica MDM components
- Establishing and maintaining connections with the Landing and Staging tables, Base objects, Relationships, Cleanse Lists, Cleanse Functions, Mappings, Queries, Packages, Triggers, Hierarchies, and Validation Rules, among other components of the Informatica MDM Hub.
- Expertise in Informatica MDM Hub Match and Merge Rules, Trust, Batch Jobs and Batch Groups
- Experienced with an ETL tool, StreamSets in building data pipelines for Data Extraction, Data Transformation and Data Loading in landing, staging and published landscape
- Extensive experience in reviewing Business Requirement Documents and preparing Software Requirement Documents, Technical Design Documents, Source-to-Target mapping (STTMs), Data Dictionaries and preparing Test Strategy, Test Plan, Test Cases, Test scripts and Execution
- Solid experience in dimensional data modeling, Star Schema/Snowflake modeling, Fact and dimensions tables, physical and logical data modeling
- Expertise in using Fast load, Multiload, SQL loader and BTEQ scripts
- Experience with Snowflake cloud data warehouse and AWS S3 bucket for integrating data from multiple source system which include loading nested JSON formatted data into snowflake table
- Worked on User groups, Privileges and Roles to the users using Security Access Manager in Informatica MDM
- Experience on Migrating SQL database to Azure data Lake, Azure data lake Analytics, Azure SQL Database, Data Bricks and Azure SQL Data warehouse and controlling and granting database access and Migrating On premise databases to Azure Data Lake store using Azure Data factory.
- Good knowledge on the principles of Data Warehousing and Modeling concepts - fact tables, dimension tables Star/Snowflake schema and Slowly Changing Dimensions (SCD1, SCD2 & SCD3)
- Experienced in Agile and Waterfall development methodologies, status meetings, team management and offshore/onsite delivery models.

Skills:

Languages	Python, Scala, SQL, PL/SQL, UNIX Shell Scripting

ML Algorithms	Linear regression, Logistic regression, Decision tree, RandomForest, K nearest neighbor, K mean, NLP, Deep Learning,
BI Tools	Tableau, Power BI from Microsoft
Technologies	Informatica Power Center 10.x, StreamSets, Azure, Databricks, Kafka Azure Databricks, Azure Data Lake Storage
Scheduling Tools	Control-M, Informatica Workflow Manager
Other Tools	Apache Spark, Apache Kafka, Hadoop, ServiceNow, Jira, MS SharePoint, Salesforce (SFDC), Azure DevOps Server
Data Analysis	Data Visualization, Statistical Analysis, Data Management, Data Manipulation
Business Domain	Maintenance Services, Supply Chain, CRM, Telecom

Employment History and Work Experience:

Mythri Consulting
Honeywell Jun 2023 to Aug 2023
Unity Catalog Audit Log Project
Data Engineer, Atlanta, GA
The purpose of this project is to address the growing demand for comprehensive audit reporting within the DataBricks Unity Catalog. As organizations increasingly rely on data-driven decision-making, there is a critical need to maintain the integrity and traceability of data stored in the catalog. The project's main focus is to enable data teams and administrators to track and monitor data activities effectively

- Interacted with technical and business stakeholders to understand use cases and requirements
- Developed and implemented data pipelines utilizing Azure Databricks, demonstrating proficiency in processing and analyzing large datasets efficiently
- Contributing to the design and development and integrating of the audit reporting solution into Databricks Unity Catalog framework and dashboard visualizations
- Designed reliable and efficient Postgres database, integrated APIs for Data Governance portal to supports workflow management
- Collaborated with cross-functional teams to establish and enforce data governance policies, ensuring compliance and data quality standards across the organization
- Implemented an automated Data quality framework to eliminate manual activity and save 30% of time by performing data validations, data profiling and compute metrics on high volume data leveraging Spark and Scala

Dell International Services India Pvt. Ltd. Sep 2019 to Aug 2021
Salesforce Project
ETL Software Engineer, Bangalore, India
Integration of CRM Application - The Salesforce project (SFDC) was rolled out in phases from the legacy system, Delta Application (Oracle) to Classic Salesforce. As part of this project, we have

migrated various data sources (Email, chat, call records & Service tickets) in structured and unstructured file formats.

- Interacted with technical and business stakeholders to understand use cases and requirements
- Involved in all phases of SDLC from requirement gathering, design, development, testing, user training and post-production support
- Conducted as-is and to-be analysis between the legacy Delta system and SFDC application. Prepared gap analysis and impact analysis documents. Prepared source–to-target mappings (STTMs), technical requirement document, design documents, data dictionaries, and unit test plan/cases/scripts
- Developed Logical and Physical data model for snowflake as per the business/technical requirements
- Created complex mappings that involved implementation of business logic to load data in staging area
- Used Informatica reusability at various levels of development
- Performed data manipulations using various informatica transformations like filter, Expression, lookup, aggregate, update strategy, joiner and union transformation
- Developed workflows using Informatica Task Developer, Worklet Designer and Workflow Designer in Workflow Manager and monitoring the results using Workflow Monitor
- Developed reports according to user requirement
- Extracted data from oracle and SQL server then used Snowflake for data warehousing
- Implemented slowly changing dimension methodology for accessing the full history of accounts
- Created shell script running workflows in UNIX environment
- Participated in daily and weekly status meetings, conducting internal and external reviews as well as formal walk through among various teams and documenting the proceedings

GDMS Project:
ETL Software Engineer
Orders and Project Data was migrated from the source system GDMS to new environment Data Lake. The initial focus of this effort was on 207 source systems feeding the existing DIME environments. All source systems data with potential for usability will be loaded into the lake as a full read-only copy of source; this will be the baseline/foundation data. The lake will inherit the "same quality of the data available at source". The objective will be to efficiently extract and load both data at rest and data in motion into the data lake's raw zone using a repeatable process.

- Used Informatica Power Centre for (ETL) extraction, transformation and loading data from heterogeneous source systems into target database
- Developed informatica ETL mappings and reusable transformations to facilitate timely loading data into fact tables
- Developed Informatica mappings by usage of Aggregator, SQL overrides usage in lookups, source filter usage in Source Qualifiers and data flow management into multiple targets using Router
- Used various transformations like filter, expression, sequence generator, update strategy, joiner, and aggregator to create robust mappings in the informatica Power Centre Designer
- Developed several reusable transformations and Mapplets that were used in other Mappings

- Developed test cases based on test matrix including test data preparation for Data completeness, Data transformations, Data Quality, Performance and Scalability
- Executing Informatica workflows through Control - M jobs
- Ensured Error logs and audit tables are generated and properly populated
- Tracking and reporting the issues to project team and management during test cycles
- Performed count validation, dimensional analysis, statistical analysis and data quality validation in data migration . Prepared technical design documents and test cases
- Involved in unit testing and resolution of various bottlenecks came across

US Technology International Pvt (Client: Dell International Services India Pvt Ltd) Dec 2017 to Sep 2019
SDR Project
ETL Software Engineer, Bangalore, India
Order & Manufacturing data is pushed directly into the Services Data Repository (SDR) Reporting data is pushed directly to the Business Data Lake (BDL) and Dell Data Warehouse (DDW) Applications that need to
read and write Asset & Entitlement data use the Business Integration Layer (BIL) APL Data Stewardship teams (IBG, MCO, GTT) use AEON to make administrative changes to data

- Involved in design, development and maintenance of database for data warehouse project
- Developed and tested a number of complex ETL Mappings, mapplets and reusable transformations for daily data loads
- Extensively worked in performance tuning of the programs, ETL Procedures and processes
- Involved in Data Extraction from Oracle, XML, CSV files and Text files using Informatica
- Developed Informatica Mappings using transformations like Lookup, Aggregator, Sequence Generator, Filter, Expression, Router and Update Strategy
- Tested mappings for Dimension Tables using SCD Type 2. Tested and Monitored Batches and Sessions
- Transformed data to the target and done testing whether the accurate data is captured or not
- Created test cases for ETL mappings and design documents for production support
- Extensively worked with flat files and excel sheet data sources
- Extracted data from various sources like flat files, XML, Oracle, and SQL Server
- Worked on issues with migration from development to testing
- Involved in business users' meetings to understand their requirements
- Created complex mappings which involved slowly changing dimensions, implementation of business logic and capturing the deleted records in source systems
- Created and scheduled sessions, jobs based on demand, run on time and run only once
- Involved in fixing various issues related to data quality, data availability and data stability.

Education:
- Master of Science in Data Science from New Jersey Institute of Technology.
- Bachelor of Technology from Jawaharlal Nehru Technological University.

Database Administrator

a. Sai Srinath Mouni Prathi

Summary:

- Microsoft certified database professional with diverse experience in MSSQL Database administration and Microsoft Azure cloud deployments of RDBMS systems. Expert in MSSQL administration in all editions of SQL Server 2019, 2017, 2016, 2014, 2012, 2008R2, 2008 and 2005.

- Excellent technical knowledge of Cloud\On-premise High availability and reliability options of databases which includes Always ON Availability Group Replicas, Microsoft Windows failover clustering, Database replication, database mirroring Log shipping, Azure SQL Database, Azure Elastic Pools, Azure Managed Instances and Azure VM's.

- Hands on experience of PowerShell scripting for database monitoring, administration, auditing and automation. Dba tools PowerShell module mastery. Automation of tedious databases tasks to ease the operational work and load for Database teams. Pushing Mandatory\new installs\features or third-party tools into large Production environments using PowerShell.

- Can build database solutions with hybrid cloud model with both Cloud and On-premise environments. Planning for Future data and users' growth of database and allocating resources with minimum cost to Management and Optimum performance to Database users. Providing Zero to Minimum Downtime solutions for SQL Server Patching. Migrate On-premise servers to Azure cloud Managed Instances, Azure SQL DB and Azure VM.

- Performance Tuning of SQL Server Databases using PerfMon, Query Analyzer and Query Store. Diagnostic analysis of Queries in Database and performance of SQL Server to benefit Application and users for faster data reads\writes. Finding bottlenecks and Tuning Database to optimum performance in Azure Cloud using Azure Intelligent Azure Monitoring SQL Insights using Azure SQL Server Analytics. Hands on experience on Solar Winds DPA.

- Designing Disaster Recovery solutions using Native Backup-Restore solutions and Server Recovery. Hands On experience on Backup tools like DD Boost, TSM and EMC networkers. Hands on Creating, Managing, troubleshooting SSIS packages. Hands on Managing, Administrating. Very good knowledge of SQL Server DMV's and Extended Events to monitor live SQL Data.

Skills:

Languages\scripting	: Python (basic), T-SQL (intermediate), PowerShell.
Databases	: MS SQL 2005 - 2019
Cloud Computing	: Microsoft Azure and Google Cloud Platform GCP
Database Tools	: DB Tools, Solar Winds, DD Boost, SQL Profiler, Query Analyzer, EMC Net worker, DD Boost, Red gate Compare, Solar winds.
Microsoft Tools	: MS Excel, MS Word, MS Access.
Operating Systems	: Windows NT, Macintosh, Linux.
Certifications	: MS Certified DBA 2012, DP-300 Azure Database Administration.

Employment History and Work Experience:

Conch Technologies
JPMorgan Chase & Co. May 2022 to Present
SQL Server DBA
Roles & Responsibilities:

- Expertise experience in installing new instances of SQL Server 2008 R2, 2012 AND 2014 on Microsoft Windows Server 2012 R2 and following best practices.
- Monitored and administered SQL Instances on standalone servers and Cluster environment Highly experience on handling Databases ranging from 500Gb to 3T on different VMs in UAT/DEV & PROD environments.
- Installed and administered 2 Node cluster on Microsoft Windows Server 2012 R2 Enterprise Edition on SAN storage.
- Strong experience in Database Optimization and Tuning, Backup/Restore, Troubleshooting, and Data Import/Export.
- Recover System and User databases from suspect mode, sizing Temp database.
- properties and various options like Import/Import data from other data
- Setup Database Security and maintain accounts and access levels by creating suitable Logins and Roles and assigning object level permissions.
- Schedule and monitor maintenance activities including
- Extensively work on Performance Monitor, Extended Event, databases, servers, and query tuning.
- Consistency checks and index fragmentation. Profiler, DMVs, DMFs and DTA to tune the
- Provide best approach to schedule jobs and Maintenance tasks for better performance and created alerts with SMTP.
- Configure, Maintenance Plans for Backups, Re-indexing, and Reorganization of Indexes, Cleanup
- History, and Update Statistics.
- Relocation/migration of Databases from one server to another using attach and detach database tasks or backup and restore.

Micron Technologies India Dec 2019 to Mar 2022
Azure MSSQL Engineer
Roles & Responsibilities:

- Responsible for more than 8000 SQL Servers with extensive replication dependency of SQL Replication between FAB manufacturing sites all across the globe. Installed and Upgraded SQL Server instances from 2017 to 2019 and from 2016 to 2019 side by side upgrades.
- Deploying Databases in Azure Environment including Databases in PaaS, SaaS and IaaS services. Migrating databases from On-premise to Cloud. As a MSSQL Data Engineer responsible for Daily operational tasks and Projects works in SQL Server 2019, 2017, 2016 and 2012.Migrating Databases from On-premises to Cloud Provider like MS Azure and Google Cloud and Amazon Web Services.
- Troubleshooting Complex replication architecture with clustered Distributor Database, AG Distributor Database. Supporting critical Replication infrastructure with no tolerance for

Replication delay between manufacturing units. Installation of new SQL Server Builds including clustered with automated setup and manual cluster installations.

- Decommissioning Older SQL Servers and Upgrading to SQL Server 2019. Troubleshooting and Performance tuning to different users and Data warehouse Databases to meet excellent performance and also resolving operational issues. Automating SQL Server Tasks using PowerShell, such as password expiry checks on all hosts. Automate SQL on demand backups and migration of databases to different hosts. Scripting SQL Server Manual tasks/process to automate scripts for multi-server usage.
- Hands on Experience with Azure SQL Server Testing for Cloud migration POC. Hands on Experience with Google Cloud for SQL Server Migration POC. Troubleshooting SSIS Packages and jobs on SQL Server to meet User requirements. Automation tasks using Powershell5, PowerShell Core and DBATOOLS modules.

Diagonal Software Private Limited Jan 2019 to Dec 2019
SQL DBA
Roles & Responsibilities:
- As a SQL DBA responsible for troubleshooting, maintenance and performance tuning Databases on SQL Server 2008 R2, 2012, 2014 and 2016.Upgrading 2005/2000 SQL Server Databases to 2014 and 2016 versions. Applying service patches for SQL Server Databases.
- Suggesting High Availability options to users based on their criteria and downtime to meet SLA's of different clients. Setting up Replication, Database mirroring, High Availability groups and creating Windows server clusters for Databases.
- On-call DBA support for assisting tickets and providing L1 support to customers during weekends. Deploying PowerShell scripts on remote servers to manage and administration SQL Server Services. Creating and Managing Azure SQL Server Databases with Geo-replication for development and test environments.
- Performance tuning Databases on production servers with bulk transactions and setting up replication to remote report server to minimize the reporting traffic to databases. Provided solution to create Column-Store Indexes for faster Data reads on SQL Server 2016 on production databases. Fine tuning\re-indexing Indexes on large tables for better performance.

Cystron Pharma Private Limited Nov 2016 to Dec 2018
SQL Server DBA
Roles & Responsibilities:
- As part of SQL Databases\Azure SQL Team, responsible for Databases Setup on both Azure, VM's and also on Standalone server. Responsible for Data Migrations from Older Versions of SQL Server 2000\2005 to 2014 and 2016 Versions. Planning and administrating Azure SQL Databases including Geo-Replication and Backups.
- Writing Scripts to automate SQL Server Administration including Creating Logins\Finding Logins on remote server by remotely deploying PowerShell script to remove\delete logins that are no more compatible with Audit requirements of firm. Data Scrubbing, Designing and Deploying SSIS Packages. Writing stored procedures and functions as per requirement.
- Creating, Enabling and Monitoring Jobs, Databases for any issues and Trouble shooting. Monitored Performance Monitor and SQL Profiler to optimize queries and enhance the

performance of database servers. Backup and recovery of production databases and tuning them for better performance.

- Creating and managing schema objects such as Tables, Views, Indexes and referential integrity depending on user requirements and converting them into technical specifications. Creating databases and logins and users with permissions in SQL server 2005/2008.

AIG   Sep 2013 to Oct 2016
SQL Server DBA/Developer (DR-Project/Build Team)
Roles Responsibilities:

- As responsible DR Database Administrator or DR Engineer involved extensively in DR planning and Remediation of DR test servers. Resolving DR issues after DR recovery in Cluster, Standalone and Virtual Environment servers. Infra-structure DB support for more than 7,000 Standalone/Clusters/Virtual servers. Hands on SSRS installation and customer support to maintain Reporting services.

- Part of SQL Inventory team to collect SQL Servers Licenses from thousands of servers, which saved around 30 Million for Client. Automation of SQL Server Monitoring and Jobs for Minimum downtime and ensure no data loss or minimum data loss in all scenarios.

- Lead for SQL Server 2000 upgrade project to 2012 and 2008R2.Lead for SQL Server Compliance and Auditing to satisfy Auditors and client security policies. Member SQL Server Build Team and build, install and designed almost 200 SQL Servers containing Cluster, Virtual and Standalone Environments. Hands on 2012 SQL Server on Windows 2012 installation and as well as DB support.

- SSIS Packages Design and Deployments. Error solving in package deployments. Hands on SSRS installation and customer support to maintain Reporting services. Part of SQL Server patching team and applied patches for more than 400 Servers for various SQL Server Versions.

Education:

- Masters in Computer Engineering -University of Houston Clear Lake, Houston, Texas– 2013.
- Bachelors in Electronics and Communications Engineering - Jawaharlal Nehru Technological University, India. - 2011.

b. Shilpa Gaddam

Summary:
- 11+ Years of Strong Working experience as a Database Administrator in SQL Server2019, 2017, 2016, 2014, 2012, 2008R2, 2008 and 2005 in Production, UAT, QA, Staging,Disaster Recovery (DR) and Development (Clustered, Stand Alone, VM and Azure)Environments.
- Expertise in Database Administration on Production Servers with server configuration,Performance tuning and maintenance with outstanding troubleshooting capabilities.
- Extensive knowledge of SQL Server indexes associated issues and how to troubleshootthose issues by using execution plans, Profiler Traces, Statistics, DMVs, and other third party tools.
- Monitored data activities such as database status, logs, space utilization, extents,Checkpoints, locks, and long transactions.
- Extensive experience in using Performance Monitor, SQL Profiler, SSMS, System Monitor,Extended Events, and other third-party tools to identify long running queries, blocking,deadlocks, and other performance bottlenecks.
- Excellent knowledge on automating administrative tasks with a well-thought-outmaintenance plan including backing up a database, checking database integrity,executing SQL Server agent jobs, cleaning up SQL Server agent history, cleaning upmaintenance files, rebuilding indexes, reorganizing indexes, updating object statistics.Migrated on SQL Server 2005 to 2012 and SQL Server 2008 R2 to SQL Server 2012,2014,2016 and 2019.
- Implemented High Availability & Disaster Recovery techniques like Always-ONAvailability Groups, Clustering (Both Active-Active and Active-Passive), DatabaseReplication, Database Mirroring and Log Shipping.
- Implemented the SQL Server mechanisms like data compressions, online indexing,Contained Databases, security principals and AAG.
- In-depth understanding of the SQL Server Query and Relational Engine components andinternal processes.
- Extensive experience and understanding of how to identify, research and developsolutions to database performance issues correctly and in a timely manner.
- Experienced in using DMV and dynamic management functions for finding long runningqueries.
- Experienced in using tools like Ignite, Extended Events, SQL Profiler, WindowsPerformance monitor and Performance counters for Monitoring and Tuning MS SQLServer Performance.
- Experience in planning and implementing Database Security by creating Logins, Users,Roles and assigning permissions according to the requirements.
- Experienced in Installation, Maintenance and Troubleshooting on Windows Server, ActiveDirectory, Domain Controller, DNS, DHCP, WINS, Cluster Administration, and Useraccounts, Security Policies, Security Issues.
- Working knowledge in Data Encryption and Data Decryption for data security inDatabase & Column level.
- Experienced in Database Partitioning on staging to archiving.
- Developed SSIS Packages from different sources like SQL Server Database, Flat file, CSV,Excel, and many other data sources supports ODBC, OLE DB Data Sources.

- Created SSIS Packages for Data Transfer, Logins Transfer, Jobs Transfer and MaintenancePlan.
- Demonstrated expertise utilizing ETL tools, including SQL Server Integration Services(SSIS), Data Transformation Services (DTS), BCP and Bulk Inserts provide strategyrelated to data cleansing, data quality, data transformation and data consolidation.
- Working knowledge of Installing, Configuring and Maintaining SQL Server Reporting
- Services (SSRS) and Report Builder.

Skills:
- **Databases:** SQL Server 2019/2017/2016/2014/2012/2008R2/2008/2005, Oracle, MySQL,Sybase, and Teradata.
- **Operating System:** Windows Server 2022,2019,2016, 2012 R2, 2008 R2, 2003, WindowsXP, 7, 8, 10, Linux.
- **SQL Server Tools:** SSMS, Query Analyzer, Extended Events, SQL Server Profiler, DatabaseTuning Advisor, Execution Plan, Activity Monitor, Job Activity Monitor, BIDS, DMVs, DMFs,DBCC, and SQL Server Configuration Manager.
- **System Tools:** Active Directory, DHCP, Files System, Cluster, CMD, PowerShell, ResourceMonitor, Performance Monitor, Services.
- **Data Migration:** SSIS, SSMA, BIDS, BCP, Import/Export Wizard.
- **Web Server:** Internet Information Server (IIS), Apache.
- **Networking:** TCP/IP, DNS, WAN, LAN, Secure FTP.
- **Tools:** Ignite, Idera SQL diagnostic manager, Idera SQL safe, Veritas NetBackup, SQL Lite, Speed, Service Now, Service Desk, Sysaid, Redgate, SQL Prompt, SQL Compare, Foglight and Spotlight.

Employment History and Work Experience:

Camelot IT Services
(Client:Lowe's) Mar2023 to Present
SQL Server Database Administrator
Charlotte, USA
Roles & Responsibilities:
- Involved in all phases of SDLC that comprises of analysis, design, development, implementation, and execution of enterprise analytical solutions while following established standards and processes.
- Installed, Configured, and Maintained SQL Server 2019/2017/2016/2014/2012/2008R2 onPROD/UAT/QA/DEV environments.
- Installed SQL Server 2019/2017 on Windows Server 2022/2019/2016 on Prod/UAT/Testenvironments.
- Upgraded and migrated side-by-side on SQL Server 2008R2/2012 instances anddatabases to SQL Server 2014, 2016 and 2019.
- Applied patches for SQL Server 2019,2017,2016, 2014, 2012 on a routine basis.
- Migrated SQL Server 2008R2/2012 applications to SQL Server 2014/2016/2017/2019 with
- Always on high availability clusters for disaster recovery and reporting.

- Review and implement MS SQL Multi Node Cluster using Windows Server FailoverClustering (WSFC).
- Migrated and configured the HA/DR infrastructure SQL environments from onedatacenter to another data center.
- Implemented SQL Server Snapshot /transactional Replication to create a reportingenvironment which alleviated the production database environment of supportingongoing live reporting.
- Experienced in implementing SQL Server Security, Managing Users, andGranting/Revoking/Denying accesses.
- Actively involved in application upgrades in the Always on and Replication configuredSQL Server environments.
- Implemented Log Shipping as a Disaster Recovery option, MSSQL Mail, and SMTP.
- Experience in troubleshooting and resolving database integrity issues, performanceissues, connectivity issues, security issues, blocking and deadlocking issues, mirroringissues, replication issues, log shipping issues and Always-On issues on regular basis.
- Performance tuning, capacity planning, trend analysis, and server sizing for very largedatabases.
- Heavily involved in the TDE Encryption at Rest projects for SQL Servers.
- Set up and maintain database environments to support production, QA, developmentand UAT activities and ensured the Availability of the Database Server in a 24X7Environment.
- Monitored data activities such as database status, logs, space utilization, extents,Checkpoints, locks, and long transactions.
- Worked on Trace files to audit DBA activities, DDL commands and Security events in SQLServer to automate the process of reporting unauthorized activities.
- Experienced in Database Partitioning with Switch Data-In and Database Archive withSwitch Data-out.
- Designed, developed, debugged, and tested SSIS packages, Stored Procedures,configuration files and implement best practices packages to maintain optimalperformance.
- Developed and implemented error handling logics in all the SSIS packages to handle baddata and avoid package failures.
- Created DTS/SSIS Package designs for Import/Export from different servers like oracle,MySQL to SQL Server.
- Worked extensively on SSIS Packages for extracting the data of the file system andtransformed that data and loaded it into OLAP.
- Configure and set up the SSIS, SSRS and Power BI with a multi node clusteringenvironment.
- Providing 24X7 production On-Call support on a rotational basis.
- Monitor and solve service Tasks, Incidents, Changes and Problem tickets on time whichusers raise in ticketing tools for support without missing SLA's.
- Detect and troubleshoot SQL Server related CPU, memory, I/O, disk space, and otherresource contention utilizing resource monitor, Redgate, Foglight and spotlight.
- Automated the SQL server's tasks using T-SQl and PowerShell.
- Support the day-to-day operational activities.
- Coordinate database server maintenance, db changes and implement infrastructure

- changes in accordance with IT Configuration and Change Management policies.

Environment:MS SQL Server 2019/2017/2016/2014/2012/2008R2, AAG, Redgate, Spotlight, Foglight,Sysaid, MS Access, MS Visio, SQL Prompt, SQL Compare, MySQL, SQL Sentry, Service NowVisual Studio 2017/2010/2005, TFS, IIS, and Windows Server2022/2019/2016/2012R2/2012/2008R2, SSRS, SSIS, and SQL Cluster

Infosys Ltd (Client:Microsoft Inc Redmond, WA) Aug2018 to Jan2023
SQL Server Database Administrator
Chennai, India
Roles & Responsibilities:

- Installed, configured, development and support of MS SQL Server (2017,2016, 2014,2012 and 2008R2) in production, development, UAT and QA environments.
- Migrate/upgrade of lower SQL 2008R2/2012 to latest SQL Server Editions -2016/2017.
- Created logins, groups, users, roles, and implemented SQL Server security policy.
- Troubleshooting blocking issues, deadlocks using blocker scripts, trace flags,SQL Profiler, and activity monitor.
- Checked Database Health by using DBCC Commands, DMV's and DMF's.
- Configuring and administering Database Mirroring, Log Shipping.
- Expert experience in implementing operational automation using T-SQL and SQL Serveragent utility.
- Creation of database maintenance plans such as rebuild/Reorganize indexes, updatestatistics, Database Integrity Checks, shrink database and backups.
- Involved in Production releases and coordinating with developers to move databasechanges into production.
- identify data sources, construct data decomposition diagrams, and provide data flowdiagrams to document for the customer needs.
- Identifying the daily SQL server agent jobs failure, trouble shoot and fixing.
- Monitoring and solving tickets on time which users raise in tool for support.
- Maintains database objects such as tables, views, indexes, partitioning, storedprocedures, triggers, constraints based on analysis of application requirements.
- Space management of SQL databases and generate a growth trend report on storage tobe added by following up with the application team on a GLID to be processed to avoidthe outages where it is necessary.
- Supporting 24/7 on call production support on rotation basis.
- deployed SSIS and SSRS packages, configured job automations and migrated thepackages.

Environment: MS SQL Server 2017/2016/2014/2012/2008R2, SQL, TSQL, SSIS, SSRS, SSAS, SSMS, MSExcel, Windows 2016/2012R2/2012/2008R2, SQL Profiler, Service Now, Idera, Veritas NetBackup, Microsoft Visual Studio, Ignite and spotlight.

Cognizant Technology Solutions (Client: Honda Thailand Ltd Thailand) Sep2016 to Jun2018
SQL Server Database Administrator
Chennai, India
Roles & Responsibilities:

- Installed, configured, development and support of MS SQL Server (2017,2016, 2014,2012 and 2008R2) in production, development, UAT and QA environments.

- Installation, maintenance, troubleshooting, development, and support of MS SQL Servers2016/2014/2012/2008R2/2008/2005 in production, QA, staging and developmentenvironments.
- Used SSIS/BCP/DTS/Back office/bulk insert and DTS utility to Export/Import data fromdifferent legacy source systems to target SQL server application.
- Created Server Logins, Database users, unlocked SQL User accounts, and Passwordresets and Granted users and groups to Default/Custom roles and performed securitypassword changes on quarterly basis as per the business requirement.
- Expert in Performance Tuning, Query Optimization, client/server connectivity, blocking,deadlocks, and database consistency checks using DBCC commands, DMV's, DMF's,performance monitor and profiler.
- Clustered and non-clustered index creation/optimization using SQL Profiler and IndexTuning Wizard.
- Created Database Maintenance Plans for Database Integrity Checks, shrink database,Rebuild /Reorganize Index, Update Statistics, History Cleanup task, Execute SQL ServerAgent Job, Maintenance Cleanup task and backups.
- Design and normalize the databases and create different objects such as tables, views,rules, defaults, functions, triggers, stored Procedures, Production Code Deployment andhandling concurrent user requests.
- Setup/automate internal processing tasks and backup tasks as well as setting up alertsto monitor the server and database health Using SQL server Agent utility.
- Experience in Side-by-Side upgrades and in place upgrades using upgrade advisorfrom SQL Server 2005/2008R2 to SQL Server 2012/2014/2016, troubleshoot performanceissues, upgradation issues and transfer logins to instance.
- Setup Database Mirroring on multiple servers with High Availability automatic failover forHot Standby.
- Creating and Managing Audits with Transact-SQL and SQL server Management studio.
- Worked in Active-Active, Active-Passive for maintaining High availability solution byClustering.
- Created different types of encryptions (TDE) and decryptions in SQL Server as per theclient requirement to secure the data and use it in flexible ways by a group of users.
- Worked closely with infrastructure and security teams in evaluation of hotfixes/securitypatches and make sure all environments are up to date.
- Good experience in implementing replication with snapshot and transactional as perbusiness requirements.
- Worked on Migration of packages from DTS using SQL Server Integration Service (SSIS).
- Created High Availability with Always on Availability Group on MS SQL Server 2012/2016.
- Experience in configuring and managing Linked Servers for data transfer betweenSQLServer and other heterogeneous relational databases such as Oracle, Sybase andDB2.
- Configured Log shipping from Production to Disaster Recovery server as part of thedisaster recovery plan.
- Involved in various stages like development, Testing and Support for different applicationteams.
- Support for ongoing database issues which users raised in GE tool without missing SLA's.

- Created and maintained technical documentation for future reference.

Environment: MS SQL Server 2016/2014/2012/2008R2/2008/2005, SQL, TSQL, PL/SQL, Oracle, Sybase,MySQL, Teradata, SSIS, SSRS, SSAS, SSMS, MS Excel, Windows 2012R2/2012/2008R2/2003,ERWIN, SQL Profiler, UNIX Putty, GE Service Now, Idera, Veritas NetBackup, Microsoft VisualStudio, Ignite and Back office.

Cognizant Technology Solutions (Client: Met Life Inc, New York) Apr 2013 to Aug 2016
SQL Server Database Administrator
Chennai, India
Roles & Responsibilities:

- Worked closely with infrastructure and security teams in evaluation of hotfixes/securitypatches and make sure all environments are up to date.
- Deployed and managed on high availability SQL Server solutions with SQL ServerFailover Clustering and Database Mirroring.
- Setup SQL Mail and integrated it with the application, design and manage replication.
- Scheduled jobs to automate different database related activities including backup,monitoring database health, disk space, backup verification.
- Daily support, troubleshooting, monitoring, optimization and tuning of SQL serverenvironments.
- Proficiently worked on T-SQL scripting, creating, and modifying Tables, Index, Views,Stored Procedures, Triggers, Functions, declaring Cursors and variables, CTEs
- Deployed SSIS packages and worked on Reporting services.
- Created logins and Roles with appropriate permissions for temporary and permanentaccess requests.
- Export/Import data from Excel/Flat/CSV files, and Oracle to SQL Server Database usingDTS, SSIS, and BCP.
- Configured and deployed SSRS Report Builder to allow many of the company's managersto create their own ad hoc reports.
- Provided daily support to client solutions personnel regarding the installation andconfiguration of all SNC SQL Server application databases.

Environment:MS SQL Server 2012/2008 R2/2005, Idera Diagnostic, Ignite, Services now, VeritasNetBackup, Visual Studio 2010/2005, IIS, and Windows Server 2012/2008R2/2003, SQLCluster.

Education:

- Bachelor of Technology (Computer Science) from JNTU University, Andhra Pradesh, India, April 2012.

eNcloud Services LLC   Page 60 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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c. Veera Venkata Vijaya Krishna Nallam

Summary:
- I am a dedicated and hardworking with SQL Server Database Administrator over 13+ years of experience in supporting and managing database applications.
- Database Administrator experienced in all facets of SQL Server maintenance, support, upgrade and troubleshooting, along with extensive experience in performance tuning of SQL databases.
- Strong leadership skills in mentoring and coordinating junior database staff and developers. Background in supporting users of SSRS, SSIS and SSAS, as well as stored procedure development, and automating routine maintenance and logging of performance tracking data.
- Successfully supported an environment with 300+ production databases, dozens of High Availability/Disaster Recovery server clusters, multi-terabyte databases and multiple concurrent projects/initiatives.
- Consistently meets/supports SLA and development deadlines. Adept at providing back-end support for critical business communication systems (telecom/fax), planning/modeling systems, and site security.
- Expert specialization in migration of SQL Databases to new servers.
- Successfully managed databasde across multiple servers in production, development, staging and testing environments. Committed to ensuring complete database organization and security. Excel at database modification and improvement.
- Exceptional analytical, problem-solving, and communication skills. Excellent attention to details and experience with numerous types of database software's.
- Ability to work well on a team and individually. Also, Open to learn new skills if need be.

Skills:
- Microsoft SQL Server DBA | Transact
- SQL (T-SQL) | Powershell | Python | OLTP | HA/DR | Azure Cloud services
- SQL Database Administration |
- SQL Performance Tuning |
- Database Migration | Upgrade/Patching
- Critical Thinking | Third-Party Vendor Relations | Data Retention | Mentoring | Root Cause Analysis

Employment History and Work Experience:

Mythri Consulting, July 2023 to till date.
Sr. SQL Server Database Administrator, Katy, TX
- Administered, supported and monitored over 3000 databases by proactively resolving database issues and monitoring servers in a 24x7 critical environment.
- Installed, upgraded, configured and tuned SQL Server 2014 and SQL servers 2017 in production environment.
- Migrated several databases from shared servers to dedicated SQL Servers

- Upgraded SQL Server 2014 to SQL Server 2017
- Implemented database encryption and column level encryption by creating keys and certificates though TDE
- Implemented high-level security on sensitive data using dynamic data masking (DDM) and Always Encrypted.
- Experience in deploying/administering SQL SERVER (IAAS, PAAS) in AZURE cloud.
- Currently supporting a migration project from on premises to the azure cloud using the DMA, backup to URL and recovery.
- Provide excellent support to customers on issues arising in the SQL Server Engine.
- Support customers with issue on their servers. Issues ranging from setup, process failing, analyzing logs for possible cause of issues, advice on best Microsoft practices on different settings.
- Support customers with backup failures.
- Support customers with Always On issues.
- Actively participate in all phases of system development life cycle including planning and analysis, design, development, and testing
- Maintain application performance & scalability with a focus on (PTO) Performance Tuning & Optimizing SQL queries, table design, indexing, query plan analysis, databases & SQL servers.
- Use performance tools to capture and analyze data from different servers.
- Provide support for architectural designs to enhance complex subsystems like analytics engines.
- Help bring databases that are stuck in resolving state back online.
- Assist in implementing the Maintenance of all (HA) High Availability configurations like Log Shipping, Database Mirroring, Replication and Failover Clustering as a part of HADR Plan.

Environment: SQL Server 2014 and SQL servers 2017, SQL SERVER (IAAS, PAAS), Azure Cloud Platforms.

Horizon Global Services PTE LTD Singapore (Client: Maxeon Corp Singapore) Oct 2022 to June 2023
SQL Server Database Administrator, Katy, TX
- Assist in setting up Database Security and maintain accounts and access levels by creating suitable Logins and Roles and assigning object level permissions.
- Assist in scheduling maintenance activities including database consistency checks and index fragmentation.
- Provide Microsoft best practice on SQL server to improve performance.
- Checked and provided best practices on allocating resources to SQL Server.
- Capture and analyzed disk performance on the server.
- Recover System and User databases from suspect mode, sizing Temp database.
- Setup & configure sources like flat files.
- properties and various options like Import/Import data from other data
- Setup Database Security and maintain accounts and access levels by creating suitable Logins and Roles and assigning object level permissions.
- Schedule and monitor maintenance activities including

- Extensively work on Performance Monitor, Extended Event, databases, servers, and query tuning.
- consistency checks and index fragmentation. Profiler, DMVs, DMFs and DTA to tune the
- Provide best approach to schedule jobs and Maintenance tasks for better performance and created alerts with il SMTP.
- Configure, Maintenance Plans for Backups, Re-indexing, and Reorganization of Indexes, Cleanup
- History, and Update Statistics.
- Relocation/migration of Databases from one server to another using attach and detach database tasks or backup and restore.
- Identify the I/O and memory bottle necks, blocking and deadlocks caused by complex queries using SQL Server Activity monitor/profiler, Pssdiag and Nexus, SDP, Dynamic Management Views (DMV) and handling them by implementing better Query Execution plans.
- Work with other team to provide excellent support to customers on different issues affecting the server.
- Rebuilding indexes with different fill factors and updating statistics.
- Configured SQL maintenance plans, jobs, sending alerts using database mail.
- Work with system administrators for creating/modifying/user/group accounts in Windows Active Directory to authenticate SQL server users through domain group/user accounts.
- Monitoring and analyzing Event Viewer, SQL Error logs, Cluster log, Application log for any Software, and hardware related errors.
- Setup Linked Server, which allows access to the distributed, queries against OLE DB data sources for EXCEL, MS ACCESS and Text files and running the Batch Processes.
- Recover System and User databases from suspect mode, sizing Temp
- Provide technical support on how to decommission AG on the without any issue.
- Daily troubleshooting performance, SQL server setups, High Availability, Security, backup issues etc.

Environment: DMVs, DMFs, DTA, SMTP, SDP, Dynamic Management Views (DMV), SQL Error logs, Cluster log.

Randstad PTE LTD Singapore (Client: Ministry of Education Singapore) Oct 2021 to Oct 2022
Sr. SQL Server Database Administrator, Singapore
- Expertise experience in installing new instances of SQL Server 2008 R2, 2012 AND 2014 on Microsoft Windows Server 2012 R2 and following best practices.
- Monitored and administered SQL Instances on standalone servers and Cluster environment Highly experience on handling Databases ranging from 500Gb to 3T on different VMs in UAT/DEV & PROD environments.
- Installed and administered 2 Node cluster on Microsoft Windows Server 2012 R2 Enterprise Edition on SAN storage.
- Strong experience in Database Optimization and Tuning, Backup/Restore, Troubleshooting, and Data Import/Export.
- Expertise in designing and implementing the processes and standards for database systems recovery and back-up checks as well as user performance and data security.

- Updated database systems by reviewing, planning, testing and installing database security patches and service packs.
- Expertise in troubleshooting SQL Server Agent jobs, Error Logs, Windows Logs to resolve failure job component.
- Extensive experience in monitoring and making recommendations for performance improvement in hosted databases, this involved index creation, index removal, index modification, file group modifications, and adding scheduled jobs to re-index and update statistics.

Environment: SQL Server 2008 R2, 2012 AND 2014.

Hitachi Vantara (Client: Amway IT Services SDNBHD) Oct 2016 to Oct 2021
Sr. SQL Server DBA, Kuala Lumpur, Malaysia

- Strong experience using DMVs, DBCCs and SPs from SQL Server 2008R2 to 2014 for checking database health and performance.
- Expertise in monitoring performance using SQL Profiler, Activity Monitor, Perfmon to find locking, blocking and deadlock issues.
- Expertise in planning and managing SDLC projects such, patching, hot fixes and service pack upgrades and migrations.
- Experienced in SQL Server Migrations of various versions.
- Planned/Designed and migrated 7 PROD Database servers, 6 DEV DB servers, 5 UAT DB severs from SQL SERVER 2008 to SQL SERVER 2014 used both in place and out place upgrades.
- Experience with dealing with ITOPS change review meetings for changes to be approve for implementations on PROD environment.
- Experienced in recovering the databases from disasters and implemented Point-In-Time Recovery solution.
- Analyzed and defined capacity planning for maintenance of the different Database Backups and Restore scenarios Participated in designing, testing, and implementing an enterprise Disaster Recovery Plan.
- Set up linked servers and troubleshooting any issues related to ODBC connectivity.
- Automated daily tasks including backup and restore tools by using SQL Server 2008/2008R2/2012/2014 native SSMS tools.
- Experienced to work in coordination with different Teams (like Network Team, Windows Admins, Storage Admins, and other application Teams) as well with Stakeholders and customers.
- Experienced with High Availability solution such as Always On, Cluster, Mirroring and Log Shipping.
- Expertise in writing technical reports for the management and for other of Production support.
- Provided 24x7 production support for SQL Server databases on Clustered Servers with sizes ranging from 1 to 2 Terabytes to achieve maximum performance and uptime in production environment.
- Profiler, Performance monitor, BCP, Log Shipping, Mirroring, Clustering, Windows Server 2012R2.

Environment: DMVs, DBCCs, SPs, SQL Server 2008R2, SQL Server Migrations of various versions, Cluster, Mirroring and Log Shipping.

Infosys (Client: Mazda European Logistics, Belgium) Mar 2016 to Sep 2016
Sr. SQL Server Database Administrator, India.

- Configure Database Maintenance Plans for Backups, Re-indexing, and Reorganization of Indexes, Cleanup History, and Update Statistics.
- Relocation/migration of Databases from one server to another using attach and detach database tasks or backup and restore.
- Install and monitor SQL Server in Cluster Environment.
- Database Migration and Upgrade from SQL server 2012 to 2014.

Environment: SQL Server 2012 to 2014.

Tech Mahindra (Client: GE Appliances) Jan 2014 to Feb 2016
SQL Server Database Administrator , India.

- Migration/Upgrades/Patching Backup/Restore Performance Tuning /Troubleshooting Database security Data Import/Export Task Automation.
- Migration and update to a newer version of SQL Server.
- Experienced to work in coordination with different Teams (like Network Team, Windows Admins, Storage Admins, and other application Teams) as well with Stakeholders and customers.
- Export/Import data from other data sources like flat files using SSIS/DTS packages.
- Setup Database Security and maintain accounts and access levels by creating suitable Logins and Roles and assigning object level permissions.
- Schedule and monitor maintenance activities including database consistency checks and index fragmentation. • Schedule weekly jobs and Maintenance tasks for better performance and created alerts with Database Mail SMTP.
- Automated daily tasks including backup and restore tools by using SQL Server 2008/2008R2/2012/2014 native SSMS tools.

Environment: MS SQL Server 2008/2008R2/2012/ T-SQL.

Oracle India Pvt. Ltd Feb 2013 to Jan 2014
Sr. SQL Server Database Administrator , Hyderabad, India

- Provided (DB) support for crucial and varied enterprise applications, such as telecom (phone/fax), rate
- planning and modeling, site security, and trend analysis/reporting.
- Collaborated with project managers, application teams, 3rd party vendors, and developers to deploy, support, upgrade and maintain
- Developed systems to collect DB instances and databases for an environment with 300+ databases. metrics for performance analysis and capacity planning.
- Implemented the automation of routine maintenance and data retention policy
- Provided real-time support and troubleshooting for 200+ applications in a busy SQL Server OLTP environment.
- Developed a system for version tracking and upgrade planning for 100+ SQL instances.

Environment: OLTP, SQL Server.

Wissen Infotech PVT LTD Oct 2009 to Feb 2013
SQL Server DBA, Hyderabad, India

eNcloud Services LLC   Page 65 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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- Developed a system for acquisition and assimilation of 3rd party telecom system data for analysis and reporting, using Powershell and SQL Server.
- Provided DBA support for SSIS/SSAS/SSRS users and developers.
- Participated in planning and assessment for implementation of Azure.
- Mentored junior DBA staff and developers on SQL Server best practices, tuning, and query performance.
- Organized and monitored annual upgrade efforts by the DBA team.

Environment: Powershell, SQL Server, SSIS/SSAS/SSRS, tuning and query.

Nichi In Software Solutions Aug 2007 to Oct 2009
SQL Server DBA, Hyderabad, India

- Monitored & managed data storage capacity of production and test/development SQL Servers to support DB growth; coordinated drive expansions with Operations & Change Management Team.
- Completed and maintained inventory documentation of all SQL databases at the data center and cloud. Worked with DB/application owners to update status and complete missing information.
- Decommissioned DBs: proactively identified obsolete DBs, obtained DB owner's approval, archived & deleted DB.
- Wrote T-SQL code and stored procedures to monitor, automate and support DBA tasks.
- Available to be on-call for database support
- Demonstrated ability to multi-task as needed
- Performed other duties as required.
- Continued to learn new technical skills, to allow for expansion and progression of duties.
- Was available for nights, weekends, and non-regular hours as required.

Environment: SQL Servers, DB/applications, T-SQL code,.

Education:
- Bachelor of Technology in Computer Science and Engineering from JNTU, 2007.

Help Desk Support

a. Sai Sumanth Mahipala

Summary:

- IT Help desk support specialist with 4+ years of hands on experience delivery technical support, managing IT operations and supporting users with a variety technical issues. Skill in aligning end-user needs with long-term resolution to complex IT challenges.
- Diagnosed and resolved a range of software, hardware and connectivity issues while delivering technical training on hardware/software to end-users.
- Effectively addressed help desk inquiries via phone, email, and in-person, resolving technical issues and offering comprehensive guidance.
- Maintain Help Desk Ticket Management System and walk end-users.
- Respond promptly to help desk tickets to minimize downtime and maximize user productivity.
- Developed and implemented an efficient ticketing system to monitor incoming service-desk tickets, track incidents, and trouble-shoot issues.
- Help people grow in an environment that cares fully about the troops.
- Provide clients with information on available upgrades and trouble-shoot computer-related problems for internal and external Clients.
- Experienced IT Support professional with a strong background in problem solving and customer service
- Strong oral communication to deliver information adequately to peers or stakeholder
- Excelled problem solving skills to identify issues, using sound judgement to generate solutions and alternative options.
- Strong attention to detail when addressing a situation to fully understand the scenario to arrive at a solution
- Extensive experience in troubleshooting computer hardware and software, printers, scanners and other devices.
- Thorough understanding of MS Operating Systems (Windows 2000, XP, 2003, Vista, Windows7, Win 10) Experienced IT help desk support representative with strong background in the installation and maintenance of software and hardware.
- Trained to deliver an exceptional level of customer service in IT support.
- Ready to take four-plus years in the field to repair, modify, install, and advise in the management of software and hardware.
- Create and manage P2P application patches
- Monitor business applications via remote desktop
- Work with end users, resolving their software and hardware issues in efficient manners Pool resources with technical personnel to accomplish system implementations
- Knowledge of Firewall and Intrusion prevention and Knowledge of vulnerability assessment and penetration testing.
- Cyber Security Consultant with a strong foundation in network security, threat intelligence, and incident response. Proficient in project management and IT support.
- Seeking a challenging role to contribute expertise to company success.

- Organized and motivated employee eager to apply time management and organizational skills in various environments.
- Seeking entry-level opportunities to expand skills while facilitating company growth. Flexible hard worker ready to learn and contribute to team success.

Skills:
- Microsoft Office, Suite, Zendesk, Linux Basics, Mac OS, Windows, Ubuntu, Kali,
- Virtual Box, VM Ware, Raspberry-pi, Communication – Written & Oral, Typing

Employment History and Work Experience:

Conch Technologies, March2023–Present
Help Desk Support Engineer
TX, USA
Roles & Responsibilities:
- Respond to requests for technical assistance in person, via phone, chat or email
- Diagnose and resolve technical hardware and software issues
- Follow up with customers and users to ensure complete resolution of issues
- Provides technical support to users by researching and answering questions, trouble shooting problems, and maintaining workstation and LAN performance.
- Create accounts and configure hardware as part of on-boarding process
- Ability to communicate technical information, both verbal and written, to a wide range of end-users.
- Monitor and act promptly to incoming requests relate to IT issues
- Responsible for PC's, Printers, Servers and related equipment (monitor, keyboard, mouse, hard drive, etc).
- Assist with on boarding of new users
- Keep inventory of all equipment, software, and license users
- Install, configure, and upgrade PC software.
- Strong drive to provide excellent customer service and experience, with an understanding of prioritization of tasks.
- Ability to deploy, configure, and support operating systems on desktop and mobile.
- Provided technical support for Windows and MAC machines by methods of phone, email and internal chat.
- Assisted clients with monitoring the networks with using software such as Cacti and Splunk
- Provided clear and concise documentation with use of multiple tracking systems.
- Followed up with clients and IT technicians until each issue was resolved.

Dyslexia LLC Aug 2021 – Feb 2023
Global Help Desk, Services Desk
Kansas City, MI
Roles & Responsibilities:
- Provided technical support for Windows and MAC machines by methods of phone, email and internal chat
- Assisted clients with monitoring the networks with using software such as cacti and splunk.

- Answered technical questions, assistance installed software, and password resets for windows skype and mobile.
- Assisted customers with instructional support and product troubleshooting.
- Opened service tickets for clients, documenting user information and description of problem.
- Supported customers with password resets and account customization.
- Resolved Level 1 technical issues with software, hardware and peripherals.
- Fielded help desk customer questions and fulfilled requests.
- Documented issues in bug tracking system for reporting.
- Upgraded laptops/desktops, improving speed and performance.
- Kept customers informed about issue resolution progress and provided updated estimated times of resolution on ongoing basis.
- Submitted over 75 detailed call logs documented client interactions using helpdesk ticket system
- Provided clear and concise documentation with use of multiple tracking systems.
- Followed up with clients and IT technicians until each issue was resolved.
- Provided support to internal clients.
- Assisted Network Manager with monitoring using Solar Winds Orion
- Created user accounts and set permissions
- Software Deployment: Testing new software and provided training
- Hardware Deployment: Desktops, Laptops and Thin Clients Set Ups
- Manage MTD SLA's on a daily basis
- Daily, Weekly and Monthly Reporting
- Lead and Participate in Client meetings such as Continuous Improvement, CAB, RCA, etc.
- Provide SOP and KB Documentation
- QA Tickets and Audio Calls
- Client Implementations
- Lead for all Interviews and New Hire Training

INSPREX TECHNOLOGIES Dec2020 - July2021
Help Desk Support Engineer
Hyderabad, TELANGANA
Project: OATHZ
Roles & Responsibilities:
- Provided supervision on 3000 security tokens that needed to be shipped in a single month period
- Received promotion after 6 months of employment as a level 1 agent
- Provided support to clients during several severe outages and investigated workarounds while they were in effect.
- Provided security for an IRS government lockbox, mentored officers. Provided incident response and access control to secure site.
- Assisted with IRS inspections of site
- Assisted with special details during times of need
- Responded to emergencies as required

- Awarded Officer of the Month for outstanding work
- Developed multiple Arduino projects for several classes
- Lead a group project outlining a network topography based on a client's theoretical needs
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks
- Configured hardware, devices, and software to set up workstations for employees.
- Responded to inquiries by phone, email, and walk-up requests.
- Installed new desktop systems and migrated data to new machines.
- Worked with document imaging technologies and deployment software.

Education:
- Bachelor Of Technology (B.Tech) In Electronics and Communications Engineering Gandhi Institute of Technology and Management, Visakhapatnam, Andhra Pradesh, India

eNcloud Services LLC   Page 70 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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b. Satyanarayana Penke

Summary:
- A highly capable business professional who possesses the ability to learn and adapt quickly in work environments.
- An expert on several different industries which includes but not limited to; information technology, education/teaching, clerical/admin, quality content review, help desk, software, networking, cyber security, psychology, graphic design/ creative writing, and plethora of others.
- Active Directory Exchange SharePoint Management Altiris Help Desk Symantec Service Desk BES Mobile Device Maintenance To brainstorm and collaborate on any of these perspectives.
- Highly creative professional that is skilled in customer service assistance and managing numerous tasks in a fast-paced environment. Successfully uses problem-solving skills to maintain system functionality and customer support skills to guide users in resolving technical issues.
- Experience with software such as Encompass, Jira, Oracle, Adobe, and Adobe Premiere Pro. Proficient in MS Office 365 Suite.
- Service Desk Lead with experience in Customer Relationships Management, SLA Contracts, Billing and Managing two Assistant Leads and a team of twelve Agents proving 24/7 technical support.
- Proficiency in providing excellent and efficient technical support by prioritizing the most important tasks.
- Experienced technical support and network administrator with an eagerness to continually develop relevant skills.
- Available to travel to remote locations for off-site issues.
- Wanting to move up in the IT world I have been teaching myself Python and networking. I am a hard worker that can excel in any environment. My military goal is to move up the enlisted rank and make positive changes all the way up.
- Help people grow in an environment that cares fully about the troops. My civilian goal is to be skilled enough to make change.
- A career built on requirements gathering, UI/UX design, agile team leadership, and business process documentation.
- Efforts involve guiding technology solutions that meet the needs of the business across many different and unique industries.

Skills:
- Customer service-oriented
- Analysis and diagnostic skills
- Good Knowledge of OSI & TCP/IP model.
- Configuration and troubleshooting Cisco 1800, 2600, 2800 Series routers.
- Switching – VLAN, VTP, STP, RSTP.
- Configuration of routing protocols: STATIC, RIPv1, RIPv2, EIGRP, OSPF & BGP
- Implementing LAN and WAN connection using switches and routers.
- Configuration of DHCP and DNS

- Platform Worked on Windows 7,8,10
- Microsoft Office Outlook Configuration 2007/10/13
- Microsoft Office 365 Creation of – User Account/Shared Mailbox/DL/Resources.

Employment History and Work Experience:

Camelot IT Services
(Client: Momentive performance material) June 2023 to Till Date
Role: Help Desk Support
Project: Experimental sample process
Roles & Responsibilities:

- Document processes for primary ticket requests Respond and track Help Desk inquiries
- Organize and manage requests through Jira ticketing system
- Create Purchase Orders, Release and manage invoices
- Troubleshoot video conference issues
- Troubleshoot software, hardware and connectivity issues in person & remotely via virtual support (phone/chat)
- Experience with installation, upgrade, and maintenance of software, hardware, and peripherals
- Work closely with the team to resolve or properly close aging tickets
- Served as primary point of contact for all Nova employees, taking direct calls on a minute-by-minute basis
- Oversaw management and delegation of assigning incoming tickets to Help Desk Coordinators and Help Desk Specialists
- Facilitated New Hire processes by setting up Work Accounts, sending Welcome
- Letters, and providing guidance for first day log-in and connection
- Managed 90% of user accounts across California, Arizona, and Colorado Applied problem-solving skills to effectively troubleshoot technical issues and support users through computer resolutions
- Utilized Remote Desktop Connection to assist users with resolving issues with Outlook, password, phone, monitor, and all technical platforms
- Collaborated with colleagues across departments, including members of our Network, Security, HR, and Training Teams to ensure proper technical support for all users.

NTT Data Business Solutions (Client: Simpson Strong Tie) April 2022 to April 2023
Role: Help Desk Support
Hyderabad, India
Roles & Responsibilities:

- Currently Working as Help desk senior associate for dignity health IT team.
- ITSM environnement. (Incident & Request Management)
- Working Experience on Service Now & Active Directory and Exchange Management Console.
- Participation in the entire project lifecycle (Training, Operation and Service Improvement) of Critical Healthcare IT services.
- Reviewing and updating SOPs of various Dell Support groups. Proactive reporting of process gap to clients and Service desk leadership

- Participation in the entire project lifecycle (Training, Operations & Service Management) of Critical Healthcare IT Services.
- Worked with renowned Health Care & Financial clients Such as: AMGEN, Dignity Health, and Moody's
- Synchronized organizational units in Active Directory (AD) and managed user security with group
- policies.
- Created and maintained email addresses and distribution lists in MS Exchange.
- Administered DNS, DHCP and WINS.
- Configured Group Policy Objects to create a secure Windows Infrastructure.
- Provided third level help desk support for problems relating to Active Directory.
- Created user ID's, roles, groups OU's etc.
- Worked closely with Microsoft to identify risks and perform remediation involving domain health and future strategy (ADRaaS)
- Creating and managing domains, preparing disaster recovery strategies, offering technical support to users, upgrading software, and handling user accounts

Infosys Limited (Client: AIRBUS) Jan 2018 to Feb 2022
Role: Technical Support Desk
France
Description: AIRBUS is a global pioneer in the aerospace industry, operating in the commercial aircraft, helicopters, defence and space sectors. Airbus is a leader in designing, manufacturing and delivering aerospace products, services and solutions to customers on a worldwide scale.
Roles & Responsibilities:
- Convinced and successfully implemented a special project to develop team of consistent low performers
- And trained to come at par and subsequently over achieve the client metrics.
- Monitor Operational performance like SLA / abandonment rate / CSAT /FCR / TPR / AHT etc.
- Training and Re- training : Development of Training Modules: building performance teams to take the customer From customer service to customer delight.
- Quality Control: Responsible for quality excellence for the night shift.
- Maintaining Revenue per call for the span aligned.
- Client Servicing: Dashboard calls with the client on process status and further improvement
- Marinating customer's information with at most security and ensuring that his details are safeguarded all the time.
- Liaised with training department for rolling various training courses to groom potential and future leaders from a Pool of team coaches.
- Handling disciplinary issues.
- Hourly monitoring of daily performance; reviewing of reports and trackers on a daily basis.

Infosys Limited (Client: BAKER HUGHES) September 2011 to Dec 2017
Role: Help Desk Analyst
Hyderabad, India
Roles & Responsibilities:

- Working as one of the responsible team member for Amgen (Work Flow Coordination - Team)
- Responsible for managing the SLAs, Service Delivery & Service Improvement for the account being an assignee for the particular shift.
- Responsibility of marinating the business analytics as per the Client's requirement, as per the directions given from Tech leads $ Managers.
- Handling the escalations from the Client and other assignee groups followed with RCA and reporting to the Tech lead & Manager.
- Close coordination with other Support groups like Desk Side, RRT, Service Desk as primary and
- other support groups with in AMGEN for resolving all the infrastructure issues of customers within SLA.
- To share the process updates and handling the high reassignment count tickets INC / TASK occurred within the shifts.
- Driving 'Daily Ops call" with GETRONICS & EMEA Leads to discuss all the open / pending tickets in absence of tech leads and manager.
- Have worked with multiple assignee groups on updating the KB articles which needed modification and which are mostly used in order to identify if any AI's needs to be deleted or added.
- Managed call flow and responded to technical support needs of customers.
- Working on network devices through remotely using Connect Wise Automate software.
- Taking care of printers and scanners and polycom phone issues.
- On boarding and off boarding users.
- Working with third party vendor such as TPX, Sharp printer, Vix Win, Cisco Meraki and Microsoft.
- Microsoft Office 365 End user support.
- Other licenses assignment to user's account based on O365.
- Trouble shooted, and resolved a range of software, hardware, and connectivity issues.
- Provided billing support on this company software problems.
- Provided customer service, communicating with issues and to help resolve conflicts.
- Has been actively working on challenges while handling tickets with High reassignment count
- And constantly focused in making the Process streamline.
- Take calls verify customer's information and the serial and product number.
- Troubleshoot issues with software/hardware/network to find a solution to the issue or setup a service if needed.
- Identifying &resolving computer, application and production related Installation of Hardware/software defects.
- Act as a resource & point of reference for application and system related questions.
- Department Reporting /Employee Productivity Reporting (Weekly & Monthly).
- IIS supports HTTP, HTTPS, FTP, FTPS, SMTP.
- Diagnosed computers for software and hardware issues.
- Worked closely with customer to keep them informed of the best course of action.
- Performed technical support including system crashes, slowdowns and data recoveries.

- Engaged and tracked priority issues with responsibilities for the timely documentation, resolution and closure of trouble tickets.
- Answering incoming calls/chats/e-mails/web tickets and providing technical assistance following established procedures and guidelines
- Used Remedy and Service Now call tracking systems to log, track and manage Incidents and Service Requests.
- Performed password administration and access support for Active Directory, PeopleSoft and a number of internal/proprietary systems and applications.
- Performed general computer upgrades.
- Performed technical support including system crashes, slowdowns and data recoveries.
- Engaged and tracked priority issues with responsibilities for the timely documentation, resolution and closure of trouble tickets.

Education:
- Master of Computer Applications (2008-2011) from ANITS Engineering College Vishakhapatnam, Andhra Pradesh, India.

c. Shruthi Gupta

Summary:
- I have over 7 years experience in help desk and 5 years managing a help desk.
- IT Service Desk Lead with experience in Customer Relationships Management, SLA Contracts, Billing and Managing two Assistant Leads and a team of twelve Agents proving 24/7 technical support.
- Dedicated customer service professional with a proven track record in client relations, seeking to leverage extensive problem-solving skills and technical aptitude in an IT support role.
- Currently pursuing Comp TIA A+ and Network+ certifications to enhance technical knowledge and capabilities.
- Professional Help Desk Analyst with over 4+ years' experience. Proficiency in providing excellent and efficient technical support by prioritizing the most important tasks.
- Experienced technical support and network administrator with an eagerness to continually develop relevant skills.
- Available to travel to remote locations for off-site issues.
- I have lead projects to completion and am working on my project management certification.
- Wanting to move up in the IT world I have been teaching myself Python and networking.
- I am a hard worker that can excel in any environment.
- My military goal is to move up the enlisted rank and make positive changes all the way up. Help people grow in an environment that cares fully about the troops. My civilian goal is to be skilled enough to make change.
- IT professional and cyber security university student with passion for technology and learning more about cyber security trends and best practices.
- Business analysis across cloud and locally hosted solutions for web and mobile applications. A career built on requirements gathering, UI/UX design, agile team leadership, and business process documentation. Efforts involve guiding technology solutions that meet the needs of the business across many different and unique industries.
- I am a young minded analyst focused on details & expanding my technical skills.
- I enjoy finding opportunities in automating processes for reporting or other system tasks, as well as finding lean solutions to complex business processes.
- Quick learner, self-motivated, strong analytical& problem solving skills, attention to details, effective communicator, tech & web savvy, works well in a team environment as well as alone on any scale project or task.
- Adept at maintain cordial relationship with customers, ensuring quality and service norms thereby
- Achieving customer satisfaction and business retention.
- Proficient at providing training to newly requited employees and solving their problems of meeting of Organizational objectives and goals.
- Adaptable and a quick Lerner; possess skills to work under pressure.
- An effective communicator and Team Player with proven Team Building and Management abilities.

Skills:
- Microsoft Office Specialist
- Website Development

eNcloud Services LLC   Page 76 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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- HTML, CSS, Java Script
- Python
- Operating & Deployment of System
- Systems Analysis and Design
- Nessus, Nmap
- Wireshark, Nessus, Splunk
- Risk Assessment, NIST, FISMA, HIPAA
- Web Technology
- Basic of Networking Fundamentals

Employment History and Work Experience:

Mythri Consulting
Oracle Cerner May 2021 to Present
Sr. Help Desk Support
Kansas City, Missouri
Roles & Responsibilities:
- Provided customer support to doctors and companies participating in Open Payments Sunshine Act
- Light troubleshooting for browser issues, cross referencing application errors with knowledge base, and password resets for accounts
- documented issues and troubleshooting extensively
- kept communication with management and other departments with user's issues
- Used SNOW, Confluence, and Microsoft Excel predominantly.
- Respond to requests for technical assistance in person, via phone, chat or email
- Diagnose and resolve technical hardware and software issues
- Follow up with customers and users to ensure complete resolution of issues
- Provides technical support to users by researching and answering questions,
- Trouble-shooting problems, and maintaining workstation and LAN performance.
- Create accounts and configure hardware as part of on-boarding process• Ability to communicate technical information, both verbal and written, to a wide range of end-user
- Monitor and act promptly to incoming requests relate to IT issues
- Responsible for PC's, Printers, Servers and related equipment (monitor, keyboard, mouse, hard drive, etc).
- Assist with on-boarding of new users
- Convinced and successfully implemented a special project to develop team of consistent low performers
- And trained to come at par and subsequently over achieve the client metrics.
- Monitor Operational performance like SLA / abandonment rate / CSAT /FCR / TPR / AHT etc.
- Training and Re- training Development of Training Modules building performance teams to take the customer from customer service to customer delight.
- Quality Control: Responsible for quality excellence for the night shift.
- Maintaining Revenue per call for the span aligned.
- Client Servicing: Dashboard calls with the client on process status and further improvement
- Marinating customer's information with at most security and ensuring that his details are safeguarded all the time.

- Liaised with training department for rolling various training courses to groom potential and future leaders from a Pool of team coaches.
- Handling disciplinary issues.
- Hourly monitoring of daily performance; reviewing of reports and trackers on a daily basis
- Keep inventory of all equipment, software, and license users
- Install, configure, and upgrade PC software.
- Strong drive to provide excellent customer service and experience, with an understanding of prioritization of tasks
- Ability to deploy, configure, and support operating systems on desktop and mobile

Microland Aug 2016 to May 2021
Help Desk Support
Bengaluru
Roles & Responsibilities:
- M Gave first-line support to customers within agreed SLA.
- Communicated technical concepts to customers clearly by phone, email and online chat.
- Participated in weekly department meetings to provide input on new and technical processes.
- Diagnosed and solved issues for customers against SLAs, maintaining high satisfaction rate.
- Analyzed complex technical information to develop clearly structure and easily transferable documentation.
- Recommended and implemented configuration changes and system additions to optimize performance.
- Responded to incidents on-site, providing precise time estimations and managing customer expectations.
- Offered custom solutions to tackle security and performance issues.
- Provided remote support for product functionality, maintenance and troubleshooting.
- Removed computer viruses and malware from affected computers,
- Collaborating with security team to analyze security-related incidents.
- Discussed data access needs, security violations and programming changes with system users to resolve issues.
- A Collaborated with help desk teams in diagnosing and resolving issues.
- Observed infrastructure health using monitoring tools to address emerging issues.
- Used support tools to manage and control remote devices.
- Requisitioned hardware and software to meet changing organizational needs.
- Tracked and recorded computer inventory for accountability purposes.
- Implemented backup and disaster recovery processes for protecting company data.
- Provisioned systems to minimize potential intrusion points and overall security weaknesses.
- Deployed VPN for personnel use and protection.
- Have worked with multiple assignee groups on updating the KB articles which needed modification and which are mostly used in order to identify if any AI's needs to be deleted or added.
- Has been actively working on challenges while handling tickets with High reassignment count
- And constantly focused in making the Process streamline.
- Maintained system compliance with legal requirements and company security standards.
- Partnered with security professionals to identify and address problems through incident validation and action synchronization.

Northern Trust Jun 2016 to Aug 2016
Conference Validation/Help Desk
Chicago, IL (India)
Roles & Responsibilities:
- Implemented all critical information into agency's database (Salesforce
- CRM) and maintained confidentiality so that information remained secure.
- Proposed innovative business solutions to preserve and expand business opportunities.
- Earned CEO Innovation Award for developing process to bulk generate
- dental insurance contract documents for filing with Office of the Insurance Commissioner.
- Created digital copies of paperwork and stored records electronically
- Created tailored user profiles and permissions for global Microsoft call centers.
- Adapted to shifting organizational demands and deadlines.
- Provided administrative support to senior analysts and department
- professionals, improving growth and productivity.
- Designed and implemented updates to existing user access audit
- process, lessening potential security risks related to inappropriate
- permissions as much as 20% and increasing visibility into user
- permissions and projects for internal Microsoft teams as well as user administrators at call centers.
- Carrying out the responsibility of Compliance on the production Floor.
- Sharing Compliance reports on close looped cases with internal and externa stakeholders.
- Handling Team of 20 inbound advisors as their SME (subject matter expert).
- Responsible for maintaining theirKRA's & KPI's.
- Maintain service levels as per company standards.
- Handling client and Business interaction on on-going basis.
- Maintain up-to-date customer database information, daily reports and communication documents
- Protects organization's value by keeping information confidential; in line with ISO 27001 (ISMS)
- Regular interaction with the client to fill the gap if any.
- Assisting the training program and assessing its potential for future needs of organization. Supporting Trainer(s) & Team leader(s) & Manager(s) in performing management functions as staffing, training and expanding business plans.
- Investigating and resolving customers' issue and complaints regarding operational matters.
- Sharing product and process expertise with the support staffs in managing client queries/ escalations and feedback.
- Coordinating with the WFM for implementations of organization level policies, guidelines, standard operating procedure.
- Managing documentation and reports management and information systems; and sharing the same with the reporting manager

Education:
- Bachelor's Degree in Computer Science from Visvesvarayya Technological University, 2018.

eNcloud Services LLC   Page 79 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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IT Service Continuity Analyst

a. Arjun Reddy Sanivarapu

Summary:

- Strategic IT Leader with over 12+ Years of Experience in driving dozensof innovations, transformation, and growth initiatives fromconception to planning to execution and finally, fruition.
- Worked closely with the CEO to set out a corporate strategy,developing new business models for driving the business forward.
- Advised Boards of Directors on building tech roadmap whileaddressing critical trade-offs likeInsourcing vs. Outsourcing, Buyvs. Develop in-house, Standardized vs. Customized solutionsandCentralization or Decentralization
- Orchestrated the organization's technical strategy, built on a strongfoundation of technology and how it can be best leveraged.
- Installing and Configuring ESXi 4.1 &ESXi 5.5
- Installing and configuring VCenter Server 4.x & 5.x with all components.
- Managing VMware ESXi Servers in VCenter with help of VSphere Client.
- Creating Virtual Machines in VCenter with help of Golden Templates and ISO.
- Migrating virtual machines from one ESXi host to another ESXi host (VMOTION & SVMOTION).
- Converting Physical to Virtual (P2V) & (V2V) with help of VMware Standalone Converter.
- Creation of network port groups at Standard Switches.
- Server Commissioning and Decommissioning process.
- Installing and configuring Windows Physical server 2003 & 2008 as commissioning.
- Knowledge in Active Directory Services and installing DNS and DHCP servers.
- Installing services patches, server patches and antivirus.
- Preparing VMware and Windows Technical SOP for Project.
- Remote Server Administration through RDP Connection.
- Preparing Project Reports as Server Inventory, Shift Handover, Run Books.
- Preparing Technical documents based on Project.
- Ownership on Data-center Power Maintenance Activities.

Skills:

- Computing: Servers (IBM Power Systems, Cisco UCS servers, and Cluster Servers).
- OS: Linux, VM Ware, Hyper-V, Windows Server, Mac OS, Mobile (IOS, Android).
- Programming Languages: Java, JavaScript, C, C++, Python, GO-Lang, Rust, and SQL.
- Database: Oracle, DB/II, MS SQL, Access, PostgreSQL.
- Development: Visual Studio, MAAP.
- ERP: SAP, Oracle Applications, and Odoo.
- Other: Project Management (PRINCE2, Framework Models, Work Breakdown Structure, Consensual estimation, CPM, Network Model, PERT, Gantt), Development (Agile, SDLC, RAD, CIPOC, Waterfall, RUP, XP, DSDM), Reverse Engineering Development Model, Off-shore development Model, CMM, Root cause analysis, SaaS, SDLC, Service delivery, Software

development life cycle (SDLC), Networking, Cloud computing, Cybersecurity, Risk analysis Jira

Employment History and Work Experience:

Conch Technologies
(Client: Avangrid) Jun 2022 to till date
ITService Continuity, Orange, CT

- Manage Business Continuity & IT Disaster Recovery lifecycle planning for FIL Technology that comprise of 60 functions across UK, Europe, APAC & India andsupporting 1000+ applications in heterogeneous IT ecosystem
- Define and execute YoY IT Service Continuity roadmap, program charter andindividual's objectives to meet functional and organizational goals.
- Design & align IT service continuity policies, standards, processes, tools andplans with Global Business Continuity (GBCM) framework and policy controls
- Ensure high availability, architectural resilience & recoverability requirements aremet for all business applications and IT Infrastructure as per agreed RTO /RPOdriven from Business Impact Analysis (BIA)
- Administer Service Continuity program via virtual team of approx. 400 ServiceContinuity Coordinators (SCCs) and over 60 Business Continuity Champions(BCCs) from different Technology functions globally across UK, CE, India & APAC.
- Perform regular DR Process Maturity audits for mission critical applications and ITinfrastructure to identify and report on GRC gaps, through deep dive review of DRlifecycle processes and components – Architecture, Design, Resilience, ApplicationRecovery Plans / Run books, Heath check guides, DataRecovery, and DR testlifecycle of planning, execution, record keeping & risk management
- Conduct Annual BCP Risk assessment against Technology, Environmental andGeo-political risks and advice senior management on BCP strategies to cover Site,City and Country outage scenarios for Short to Long period of disruptions.
- Plan, coordinate & conduct BCP Plan Tests by means of DR tests – ITComponents Resilience & Application Failover tests, Alternate site BCP Tests,Surprise BCP drills, Call tree tests and Table Top exercises
- Collaborate and engage with internal support functions and teams such asFacilities, IT, Corporate services, HR & Legal to ensure quick response to Businesscontingency and crisis situations
- Crisis Management - Manage and Coordinate BCP/ Contingency situations such asPandemic, Strikes, Power Outages, IT Failures, Adverse weather conditions andensure effective and timely communications to all business stakeholders
- Maintain and publish DR Rehearsal & BCP Test Calendar, Recovery Dashboard &Exception reports
- Provide oversight and governance for BCP/ DR controls for 3rd Party vendors andservices
- Chair quarterly BCP working group meetings with senior executives and provideupdates.
- Ensure compliance for internal and external audits requirements such as ISO20000/ ISO 27001Certifications Audits, Internal Audits, Regulatory & 3rd Partyaudits and vendor reviews for SaaS /loud applications

- Develop, maintain and administer Technology BCP & DR program tools, templates,software, knowledge repositories, SharePoint & wiki sites

Infosys Limited (Client: Johnson Controls) Jan 2020 to Jun 2022
L1 System Administrator, Milwaukee, WI

- Installing and configuring Windows Physical server 2003 & 2008 as commissioning.
- Knowledge in Active Directory Services and installing DNS and DHCP servers.
- Monitoring, managing and reporting daily, weekly and monthly system status.
- Installing services patches, server patches and antivirus.
- Remote Server Administration through RDP Connection.
- Installation, configuration and maintenance of Group Policy Management.
- Resolving Hardware and Network related problems.
- Maintain and monitor user access rights on different Shares and Files.
- Managing Users enterprise systems and Remote User support including Laptops andDesktops,network and locally attached Printers.
- Co-coordinating with different teams and vendors for resolving issues within the SLA.
- Communicate clearly on Ticketing Tool (Service Now), service request portal and phonecallsmade to the team about various issues.
- Creating and Deploying Virtual Machines in VCenter with help of Golden Templates and ISO.
- Installing and upgrading VMTools and Hardware to improve virtual machine performance.
- Performing Migration (VMOTION & SVMOTION)Activities from ESXi-to-ESXi host andAcrossClusters.
- P2V & V2V Migrations with Vmware Standalone Converter Tool.
- Virtual Machine Re-Configuration tasks (vmdk , Memory and vCPU).

Infosys Limited (Client: Adient plc) Oct 2018 to Dec 2019
IT Services Analyst, Plymouth, Michigan

- Installing and Configuring Server and Workstation OS [2003,2008 & XP,7,8]
- Assembling & Trouble-shooting the systems
- Users creation and assigning sharing and security permission to the users
- Configuration & Maintenance of Local Area Network. Cabling, Crimping andconfiguring equipment such as network interface cards, hubs and switches and networktroubleshooting
- Provide Remote support through MSTSC and third-party tool
- Joining computer in Domain
- Using Computer management tool.
- NTFS & FAT File System Management

Infosys Limited (Client: The Coca-Cola Company) Apr 2014 to Sept 2018
IT Service Continuity Analyst, Atlanta, GA

- Working in a team environment, coordinate, plan, and execute quarterly ITBusiness Continuity exercises, including participating in annual full companyexercises, documenting results, updating & maintaining the BCP/DR plans.
- Coordinate with the Business Continuity Management office to scheduleexercises, including creating SharePoint sites, reserving bridge line to providecommunication during exercises,

coordinating meetings with IT teams,conducting and leading event exercises, recording and documenting eventincidents using Service Desk
- Assisted the Business Continuity Management office with conducting BusinessImpact Analysis to identify needs within IT areas
- Worked in conjunction with the Governance & Risk Management team to createand update the standards & controls for the I.T. Infrastructure department
- Created, maintained, and updated policy and procedures for the IT ServiceContinuity office.

TATA CONSULTANCY SERVICES (Client: SAP AG) Jan 2011 to Jan 2014
IT Analyst, Walldorf, Germany
- Installing and Configuring ESX 4.0,4.1 and ESXi 4.1, ESXi 5.1 and ESXi 5.5.
- Managing VMware ESXi Hosts in VCenter.
- Data-center consolidation by migrating Physical to Virtual (P2V).
- Creating Virtual Machines from Golden Template and ISO.
- VM Resource reconfiguration Process (VM Disk add, resize, Memory, CPU).
- Data store creation, VMotion and SVMotion operations.
- Good Knowledge on HP hardware (HP C7000).
- VM Tool and VM Hardware maintenance up gradations.
- Managing VCenter Administration (Roles and Permissions).
- Configuring data store to ESXi server using SCSI, iSCSI, Vmfs, Nfs.
- Configuring and Managing VMware clustering like HA and DRS.
- Creating resources pool, Template and Clone in Virtual Center.
- Upgrading patches for ESXi Using update manager.
- VCenter &ESXi Up gradation from ESXi 4.1 to 5.5.
- Managing Host Maintenance as on required.
- Creating reports and sending to the respective Clients.
- Server commissioning and decommissioning process.
- Coordination with internal teams (Storage, Backup, Security and Network).
- Coordinating with the client IT team on the daily issues and handling P1 and P2 trend analysis.
- Handling and acknowledging the Tickets on defined SLA with ITIL standard.
- Handling the BCP (Business Continuity Planning) testing and Check out Activity for the projects.
- Managing of day-to-day administration functions utilizing Active directory to facilitate domain password resets, account unlock, shared folder access and OU movement.

Education:
- B.Tech in Electrical and Electronics Engineering from JNTUH, in 2010.

eNcloud Services LLC   Page 83 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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b. Chandra Sekhar Vasamsetty

Summary:

- 17 years of IT professional experience in Designing, Implementing and supporting various compute platforms, virtualization technologies, SAN/NAS solutions, networking solutions, and backup solutions.
- Extensive experience with High Availability, Disaster Recovery solutions, Cloud Computing, VMware Technologies, Storage Area Network architecture and Storage Arrays & Data Tiering.
- Expertise in various VMware Suites of products involving vSphere, VCF/SDDC Solution, vSAN, vRA, vRO, vROPS, SRM, vConverter and Horizon View Components.
- Enhanced performance analysis, proactive troubleshooting, continual improvement, and capacity planning of production in virtualized environments
- Strong working experience with multiple converged and hyper-converged solutions such as VxBlock 1000, 740, & 540, VxRail, VxRack, MX7000, FUJITSU Primergy, HP ProLiant, Cisco UCS and Dell Power Edge servers.
- Hand on Experience with different types of blocks, object, and file-based storage systems such as DELLEMC PowerMax/VMAX, VPLEX, VNX, XtremIO, and Pure storage array's, Isilon, Avamar & Data Domain.
- Strong background in Implementing, configuring, firmware upgrades and supporting an enterprise Cisco UCS Environment, which includes Cisco UCS B-Series and C-Series Servers, with Redhat, Windows 20xx, and VMware ESXi 6.x environment
- I am proficient in Microsoft Azure, GCP, and AWS cloud platforms, and have a deep understanding of cloud concepts.
- Experience with Microsoft Azure public cloud; worked on VMware on Azure solution and native Azure solution.
- Hands on experience with Zerto replication solution; disaster recovery, backup, and data migration to Microsoft Azure Cloud
- Deep understanding on AWS Cloud concepts Availability Zones, VPC, EC2, S3, EBS, Route 53, IAM, Cloudwatch and Cloudtrail.
- Monitoring Infrastructure Configuration: Set up and configure Splunk, Logic Monitor, and Zenoss for monitoring various infrastructure components, such as servers, network devices, databases, applications, cloud resources, and more. Define data sources and integration methods to collect relevant logs, metrics, and events from different sources.
- Ability to operate across multiple projects concurrently and assume the responsibility for the appropriate Technical and Architectural implementation of projects.
- Supported a large-scale Data Center project including Server Installation, Storage provisioning, Backup implementation, Hardware Maintenance, and break/fix activities.
- Hands-on experience in Building and Administering on Windows 2003/2008 R2/2012 R2/2016/2019 servers.
- Administering Microsoft Windows 2019/ 2016 /2012 R2/2008 R2, Windows 2003 server environments Active Directory, ARS, DNS, DHCP and File Services.
- Developing, Documenting, and maintaining policies, procedures and associate training plans for VMware system administration and appropriate use

- Hands on Expertise in building and supporting of Microsoft SQL 2008, 2012 R2, 2014, & 2019 clustering and failover cluster.
- Expertise in daily Windows server Administration, including System stability, Integrity, and Troubleshooting.
- Strong experience in automating complex tasks using tools such as PowerShell, PowerCLI, Python, and Terraform.
- Excellent Documentation and Presentation skills using Microsoft Office suite & Visio.
- Capable of Problem solving, Time management and Decision-making skills with the ability to set priorities and produce results.
- Team player with good communication and leadership skills.
- Experience in working as a part of a highly cross-functional and global team.
- Awarded as Most Valuable Player of 2020 @InComm Payments

Skills:
Hardware:
- Servers: HPE Synergy Frames, HP C7000 Blade System, HP ProLiant, SUN T2000, Dell PowerEdge.
- Storage: 3PAR 8400/7400c/7200c, HP MSA 2050/1040, Dell Power Vault MD3200, Sun Storedge 2540/3310/S1.

Operating System:
- Windows: Windows 2016/2012/2008/2003/2000, Windows XP, Windows Vista, Windows NT 4.0
- Unix: OL 7.5/7.0, CentOS 7.0/6.0/5.0, Solaris 10.0, RedHat 9.x, Red Hat SE 3.0/4.0,

Web Servers:
- IIS 8/7/6/5/4, Apache.

Virtualization:
- VMware: vSphere 7.1/6.5/6.0/5.5/5.0/4.1, VMware Workstation.
- Microsoft: Hyper-V 2016 R2/2012 R2/2008 R2, System Center Virtual Machine Manager 2012/2007.

Network Security/Configuration Control:
- HP WebInspect, Tripwire, Cisco ASA, Carbon Black, CrowdStrike, ISA Server, Check Point, Anti-Virus/Anti-Spam products.

Database:
- SQL 2012/2008/2005/2000/7, MySQL 5.54/5.0.

Mail Server:
- Office 365, MS Exchange 2013/2007, IMail 8.2/2006, POSTFIX.

Backup:
- VEEAM, UNITRENDS, DPM2012/2007, Arcserve.

Employment History and Work Experience:

Camelot IT Services
(Client: State Street) Jul 2019 to Till date.
Role: Sr Disaster Recovery Specialist, Boston, MA

- Designed the Disaster Recovery solution using Zerto and RP4VM for all kind of workloads such as App and DB's. In addition, successfully executed DR test using SRDF replication without any additional tools as well.
- Directed and created a standard workflow to complete core Prod VxBlock workload from VxBlock 740 to VxBlock 1000. Seamlessly migrated critical workload such as SAP Hana, SQL Biztalk Cluster and Oracle Rack databases.
- Created VMware standards to deploy SAP Hana DB's on vSphere 6.7 U3 and in depth understanding of NUMA functionality where SAP Hana really care about
- I successfully led a VxBlock 1000 RCM upgrade project, meticulously documenting the process for the team. Throughout the project, I provided mentorship to the team members, ensuring they had the necessary knowledge to execute the upgrade seamlessly and without any issues. As a result of our efforts, we received significant appreciation from application owners and business teams for the smooth execution and improved system performance.
- Designing and managing of various kind of latest hardware types such as VxBlock 1000, VxRail, Dell Power Edge R840.
- Designed the Cyber recovery vault solution that leverage the secure copy and restore the required data from any point in time when infrastructure under cyber-attacks.
- Key resource in Mohawk cloud journey project to GCP Cloud platform and the following important responsibilities that I have performed.
- Cloud Infrastructure Design and Implementation: Designing and deploying scalable, secure, and highly available cloud infrastructure on GCP. This involves designing virtual networks, subnets, firewalls, load balancers, and other networking components to meet application requirements.
- Cloud Migration and Deployment: Assisting in migrating on-premises infrastructure or applications to GCP. This includes planning, executing, and validating the migration process while minimizing downtime and ensuring data integrity.
- GCP Service Management: Configuring and managing various GCP services, such as Compute Engine, App Engine, Kubernetes Engine, Cloud Functions, Cloud Storage, Cloud SQL, Big Query, and Dataflow. Optimizing these services for performance, scalability, and cost-efficiency.
- Automation and Orchestration: Implementing infrastructure-as-code principles using tools like Terraform or Deployment Manager to automate the provisioning, configuration, and management of GCP resources. Creating workflows and pipelines for continuous integration and deployment (CI/CD).
- Performance Optimization: Analyzing and tuning the performance of GCP resources, monitoring system metrics, identifying bottlenecks, and implementing optimizations to improve resource utilization, scalability, and response times.
- Troubleshooting and Support: Resolving technical issues and incidents related to GCP infrastructure and services. Collaborating with cross-functional teams to investigate and resolve performance, connectivity, and availability issues.
- Expertise in Dell Isilon NAS solution and implemented the disaster recovery solution that provide very less RPO and RTO's
- Designing a good monitoring solution for all our infrastructure components
- Specialization in Windows 2012 R2, 2016, 2019, and 2022 operating and Windows Cluster Services deployed in varied hardware and virtual environments.

- Developing PowerShell/PowerCLI and Python scripts to help the team with day-to-day processes. And be able to cross train and help the team understand how these scripts work.

Environment: VxBlock 1000, 740 & 540, VxRail, PowerMax/VMAX, XtremIO, VNX, Unity, VNXe, Isilon, Data Domain, VMware ESXi 7.0/6.7/6.5/ 6.0/5.5, VMware vCenter, VxRail, SRM, Cisco UCSM, and Dell EMC Unisphere, Zerto, RP4VM, Logic Monitor, Virtual Wisdom, DFSR, Windows 2008 R2, 2012 R2 Servers, 2016, & 2019, vDS, iSCSI-SAN, Host Profiles, Storage DRS, PowerShell, PowerCLI, Terraform and Python.

Fujitsu Consulting (Client: German Telecommunications Company) Jun 2013 to Jun 2019
Role: Disaster Recovery Analyst, India

- Implementing and deploying of vSphere ESXi 6.5/6.0 Environments and vCenter 6.5/6.0.
- Designing and managing of various kind of latest hardware types such as VxBlock 1000, 740, & 540, MX7000, VxRail, VxRack, FUJITSU Primergy.
- Deploying and configuring the Rubrik backup and recovery solution to protect data across various systems and applications within the organization's IT infrastructure. Collaborating with other teams to develop and implement disaster recovery strategies that leverage Rubrik's capabilities to minimize downtime and data loss in case of disasters.
- Part of the Microsoft Azure cloud migration project team and successfully performed below responsibilities.
- Cloud Infrastructure Design and Implementation: Designing, deploying, and managing Azure cloud infrastructure components such as virtual networks, subnets, security groups, load balancers, and storage accounts. Ensuring scalability, availability, and security of the infrastructure.
- Azure Service Management: Configuring and managing various Azure services, including virtual machines, Azure App Service, Azure Functions, Azure Storage, Azure SQL Database, Azure Kubernetes Service (AKS), Azure Logic Apps, and more. Optimizing these services for performance and cost-efficiency.
- Cloud Migration and Deployment: Assisting in migrating on-premises applications and infrastructure to Azure. This involves planning, executing, and validating the migration process, ensuring minimal disruption and data integrity.
- Automation and Orchestration: Implementing infrastructure-as-code principles using tools like Azure Resource Manager (ARM) templates, PowerShell, or Azure CLI. Automating the provisioning, configuration, and management of Azure resources. Creating and managing CI/CD pipelines for continuous integration and deployment.
- Design and Configuration of Cisco UCS blade servers with SAN connectivity, Network connectivity, creating various kind of Pools/Policies to customize service profile templates (MAC Pools, IP Pools, UUID Pools, WWPN Pools, Boot Polices, BIOS Polices and NIC templates) and deploying service profiles from service templates.
- Implemented business continuity solutions Recover Point, Time Finder Snaps/Clones, VP Snaps, SRDF-Metro, SRDF/S, SRDF/A, Mirror view, Snap View, File Level Snap mirror and Snapshots.
- Extensively working on DELLEMC SAN technologies, SAN performance analysis, firmware and software upgrades of SAN connected devices, provisioning and reclamation of LUNs, expansion of LUNs and Pools, and the management of the Cisco MDS and Brocade switch environments.

- Involved in DR Tests to recover Servers in the DR by provisioning Recover Point Copies and Snap copies of SRDF/A devices, and present NAS Shares for DR access.
- Administration of vRA environment and creating portals as per requirements.
- Working with creation of workflows using vCenter orchestrator embedded in vRA.
- Deployed and configured Zerto replication tool to implement the required disaster recovery solution within on-prem site and as well Microsoft Azure site
- Design and configuration of various Horizon View Components such as Connection servers, View Administrator, Composer, security server and View Transfer Servers.
- Implementation and provisioning of virtual desktops using VMware Instant Clones, Linked clones and Persistent Desktops.
- Integrating and customizing horizon view components using App Volumes, VMware User Environment Manager and VMware Identity Manager
- Specialization in Windows 2008 R2, 2012 R2 & 2016 R2 operating, and Windows Cluster Services deployed in varied hardware and virtual environments.
- Cloning, deploying new windows 2008 R2/2012 R2/2016 R2 VM's from standard templates using customized scripts. VM snapshot for the business-critical activity and restoring responsibilities.
- Performance tuning of ESXi hosts and Guest OS on VMs. Excellent understanding on ESX/ESXi Architecture, guest OS installation, vMotion, Cloning, host profiles, auto deploy and Snapshot.
- Administration and managing skills on Cisco fiber channel, HBA firmware, multi-path software, zoning, masking, and SAN fabric management.
- Working with architecture, application, and security teams to verify their requirements are incorporated into migration planning.
- Extensively worked on patching and hardening Windows 2008/2012 R2 servers using Windows Update as well as the staged patches. Exceptional skills in critical issue identification and resolution
- Recommended security best practices for network access control in a virtualized environment using VLANs, VPNs, ACLs, and Firewalls.
- Experienced with 3rd party AD management tools, such as Quest Active Roles server, GPO Admin, and Change Auditor.
- Sorted complex issues pertaining to hardware and network failure and monitored both Hardware and Software systems for errors and updated them regularly to maintain proper functioning and flow of information.
- Corrected several design flaws within current VMware ESX environments regarding HA and DRS depending on each client site configuration which most times included staggered placement of Primary Hosts or changing DRS/HA priorities.
- Handle the VMware solutions to troubleshoots storage utilizing Fiber Channel, Fiber Channel over Ethernet (FCoE), NFS and CIFS protocols.
- Developing PowerShell/PowerCLI and Python scripts to help the team with day-to-day processes. And be able to cross train and help the team understand how these scripts work.

Environment: VxBlock 1000, 740 & 540, MX7000, VxRail, VxRack, FUJITSU Primergy BX900 Management Blade Chassis, IBM Flex system X440 Compute Node Blade servers, Nutanix NX-3050 series, VMAX, XtremIO, VNX, Unity, VNXe, Isilon, Data Domain, IBM SVC VMware ESXi

6.7/6.5/ 6.0/5.5, VMware vCenter, vROPS, vRA, SRM, Cisco UCSM, and Dell EMC Unisphere, Active Directory, Quest Active Roles Server, Change Auditor, Group Policy Administrator, DNS, DHCP, File Services, DFSR, Windows 2003, 2008 R2, 2012 R2 Servers, 2016, & 2019 , Windows Customization Scripts, vDS, iSCSI-SAN, Host Profiles, Storage DRS, PowerShell, PowerCLI, and Python.

Fujitsu America (Client: McDonald's) Sep 2011 to Feb 2012
Role: VMware Systems Administrator, Sunnyvale, CA
- Designing and implementing the vSphere ESXi 5.5/5 and vCenter 5.5 Environments.
- Managing vCloud Director/VMware vSphere 5.x infrastructure hosting 2000+ VMs, 75+ ESX 5.x Hosts in a mixed environment consisting of Cisco Unified Computing blades and HP Blade Systems c-Class enclosures.
- Served as lead contact for Desk Side Support Technicians, to provide an assistance when trouble-shooting desk side issues, including issues which could be server related
- Planned, directed consolidation of unsupported Windows 2000 and NT4 domains into corporate domain
- Tested environment for potential upgrade to Windows 2012 R2 as an Active Directory platform
- Installed and configured vCenter server 5.5, created virtual Datacenters, multiple clusters and added ESXi hosts.
- Installed and configured Update Manager 5.5, patched ESXi5.5 to ESXi5.5U2.
- Designed and Implemented SRM 5.5 like adding Array managers, creating protection group and recovery plans, tested the recovery.
- Installed and configured vCenter Operations Manager, generated day to day reports to monitor and manage the performance of virtual environment.
- Built Windows Physical servers with 2008R2/2012 R2 on Blade Servers and Rack mount Servers.
- Managing Microsoft Windows 2008/2012 R2 Server based operating systems environment and MS Windows/SQL clustering technologies virtual environment with performance tuning and troubleshoot bottlenecks.
- Worked with most of the vSphere features like vMotion, storage vMotion, DRS and HA, Clone Virtual Machines, templates, and snapshots, and deployed VMs from the templates and created and applied host profile.
- Involved in P2V and V2V conversion of Windows 2003 and 2008 servers by using Platespin Migrate & VMware vConverter from the source to target.
- Created virtualized Plate Spin Imagine servers along with their own vSwitch and vmnics to segment the network traffic.
- Worked with network team to troubleshoot /make required VLANS available on chassis and rack mount servers and network related issues.
- Worked with Storage team and Backup to troubleshoot to make required storage available to Blade servers/Rackmount servers and resolved storage performance and backup failing issues.
- Designed and managed the patch deployment solution such as Microsoft SCCM and make sure all the required patches pushed on monthly basis to different windows servers 2008 R2/2012 R2
- Upgrading windows 2003 servers to Windows 2012 R2 datacenter server.

- PowerShell and PowerCLI Scripting for administration and automation tasks.
- Involved in upgrading more than 1500 physical and virtual windows 2003 to windows 2012 R2 server. And, supported and resolved post upgrading issues with application and database owners.
- Sorted complex issues pertaining to hardware and network failure and monitored both Hardware and Software systems for errors and updated them regularly to maintain proper functioning and flow of information.
- Handled the VMware solutions to support multiple storage connectivity options such as FC-SAN, iSCSI, NFS (NAS) and internal storage.

Environment: FUJITSU Primergy BX900 Management Blade Chassis, FUJITSU Primergy BX2580/BX2560 M1 Blade servers, IBM Flex system X440 Compute Node Blade servers, Nutanix NX-3050 series, IBM SVC VMware ESXi 6.0/5.5/5.1/5.0, VMware vCenter, vCOPS, vCD, Active Directory, Quest Active Roles Server, Change Auditor, Group Policy Administrator, DNS, DHCP, File Services, DFSR, Windows 2003, 2008 R2, & 2012 R2 Servers, Windows Customization Scripts, vDS, iSCSI-SAN, Host Profiles, Storage DRS, PowerShell, PowerCLI

Fujitsu Consulting (Client: Barclays) Jul 2009 to Apr 2011
Roles: Systems Engineer, India
- Managed and monitored HP C7000 chassis with Standard Onboard Administrator and Virtual Connect using VCM, iLO web user interface and VCEM.
- Experienced in installation and configuration of vSphere ESXi 5.5/5.1/5.0 and vCenter on HP Blade system C7000 Servers.
- Automated and manually created the desktop pools and assigned it to the appropriate groups in the AD.
- Captured, stored, and maintained application packages and upgraded Thin App packages.
- Configured High Availability (HA), Host profiles, Storage profiles, Distributed Resource Scheduler (DRS), vMotion, Standard Switch, vNetwork Distributed Switch (VDS) and Cisco Nexus 1000v in a VMware environment.
- Deployed and configured the DvSwitch including port groups, host uplinks and DVup links etc.
- Implemented HA by configuring HA clusters with DPM enabled DRS clusters for automated power management and load balancing.
- Scheduled tasks for manual vMotion and Storage vMotion of VM's and managed snapshots prior to planned patch install or upgrade.
- Worked on configuration, administration, and monitoring of virtual network across multiple hosts using virtual Distributed switches.
- Involved in v2v conversion of windows 2003 to 2008 R2 servers by using VMware vConverter.
- Implemented and Administered Symantec Net Backup 7.1.0.3 system on our environment.
- Significant Knowledge on Netapp FAS3140 physical system and administration of whole Netapp Environment using Netapp On Command System manager 3.1.
- Hands on experience on troubleshooting issues with windows 2003, 2008 R2 servers.
- Worked with service management tools such as Heat 9.02 ticketing management system and Control Management tool.
- Designed and implemented Distributed File System Namespace and replication to keep folders synchronization multiple servers.

- Configured and managed of multiple active directory forests and domains, DNS, DHCP and File services.
- Produced new system and network designs for client and documented the new Windows server settings that have been applied to the network.
- Create and troubleshoot Group policies and login scripts.

Environment: HP C7000 Chassis, HP Proliant G7 Servers, VMware ESXi 5.5/5.1/5.1, VMware vCenter, Active Directory, Group Policy Administrator, DNS, DHCP, File Services, DFSR, SCCM 2007, SCOM 2007, Windows 2003, 2008 R2 Servers, SRM, Symantec Net Backup, Net App FAS3140, Net App On Command System Manager, vDS, iSCSI-SAN, Host Profiles, Storage DRS

Education:
- MBA in HR & Marketing from Acharya Nagarjuna University in 2005
- Bachelor of Computer Applications from Acharya Nagarjuna University in 2002

eNcloud Services LLC   Page 91 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

c. Rohini Thokala

Summary:

- 10+ Years of Strong experience as Systems (Disaster Recovery) Engineer with VMware administrator to perform day to day support operations and assist the team for end to end change management process.
- Strong experience on Host Profiles, Distributed Switch, Disaster Recovery(DR), vMotion, SvMotion, Resource pools, permissions, Patches, Snapshots, Tools Upgrade, disk expansions, Templates, etc.
- Highly experience working for test cases can be replicated within the recovered cloze zone during Disaster Recovery (DR) Testing.
- Experience in installation, configuration, and System Administration with RedHat Enterprise Linux (RHEL 7/6/5/4), SuSE Linux Solaris HP-UX (11.x/10.x), AIX (5.x/6.x) and Windows Administration.
- Hands on experience configuring High Availability (HA) and Distributed Resource Scheduler (DRS) and Physical to Virtual (P2V) / Virtual to Virtual (V2V) conversions using VMware Converter.
- Strong experience in installation and maintenance Windows 10/8/7/XP and MAC OS.
- Expertise with enterprise infrastructure technologies such as High Availability, Fault Tolerance, Disaster Recovery, multi-patching for HBAs and NICs, clustering at the OS level, load balancing, virtualization and SAN/NAS, and network knowledge.
- Extensive experience in performing System Integration/Administration for Microsoft Windows 2003/2008/2012 Servers, Windows 7/ 8, RedHat Linux, Ubuntu, Mac OS and Microsoft Exchange Server 2007/2010 & 2013.
- Excellent understanding on ESX/ESXi Architecture, guest OS installation, setting up of VM priorities, Clone Zone and Snapshots.
- Heavy experience of Business Continuity and performed Disaster Recovery (DR) activity, utilizing VMware Site Recovery Manager SRM.
- Experience in Clone Zone and creating Templates from VMs, Snapshot and using vSphere features like vMotion, Storage vMotion, DRS and HA.
- Experience in building VMs are virtual servers and physical servers with Windows.
- Strong experience with File Server and Print Server and Clone Zone the desktops on network in Windows.
- Strong experience in upgrading multiple servers from RHEL 6 to RHEL 7 and setup infrastructure services (LDAP, DNS, NTP, etc.)
- Experience on Red hat Linux Server & Desktop Environment using through Virtual Machine under VMware.
- Experience in Installing and configuring Microsoft Hyper-V and Hyper-V VMs administration.
- Experience on Disaster Recovery (DR) and Business continuity tools like Zerto.
- Experience in Managing Multiple Windows Systems with Microsoft SCCM 2007 &2012 providing Patch Management, Remote Control, Software Distribution and OS deployment.
- Experience in creating sophisticated Disaster Recovery and extensive high-availability infrastructure sites and doing migrations, data protection, Disaster Recovery (DR) site designing including testing.

eNcloud Services LLC   Page 92 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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- Strong experience in System Administration, Installation, Upgrading Patches, Migration, Configuration, Troubleshooting, Security, Backup, Disaster Recovery, Performance Monitoring and Fine-tuning on UNIX (SUN Solaris, Red Hat Linux, Linux SUSE versions) Systems.
- Good knowledge of Microsoft SQL Database, Installing Databases, taking backup of the databases etc.
- Proven strong communication, team building and project management skills.

Skills:

APPLICATION VIRTUALIZATION	&	VMware vSphere 5.0, 5.1, 5.5, 6.0, 6.5, 6.7, 7.0 (ESX/ESXi), VMware Horizon View 7.x and Citrix XenServer, vCenter server, VMware Update Manager, vConverter, vROPS, vRA, SRM, Cisco UCSM, and Dell EMC Unisphere
HARDWARE		VxRail, VxRack, HP Proliant DL/BL series, HP C class Blade servers, Cisco UCS, FUJITSU Primergy, IBM Flex system, Nutanix NX-3050 series, and Dell Power Edge
STORAGE		Power Max/VMAX, XtremIO, VNX, Unity, VNXe, Isilon, DataDomain, IBM SVC, FC SAN, iSCSI SAN, NAS, EMC CLARiiON, Pure Storage and Netapp using FC
NETWORKING PROTOCOL	&	Cisco Nexus 3k/5k/9k Switches, TCP/IP, LAN/WAN routing, VPN, VLAN, FTP, RIP, SMTP. LDAP POP3, Telnet, and RAS
OPERATING SYSTEMS		Windows server 2000/2003/2008R2/2012R2/2016/2019, Windows client OS XP/Vista/Windows 7/Windows 10, AIX, and Solaris (x86 and SPARC) RHEL 4,5,6
SCRIPTING AUTOMATION	&	PowerShell, PowerCLI, Terraform, and Python

Employment History and Work Experience:

Mythri Consulting
(Client: Philips) Oct 2022 to Till date
Disaster Recovery (DR) Analyst
Redmond, WA
Roles and Responsibilities:

- Managing a staff of five regarding infrastructure aspects to provide maximum uptime, current maintenance, Disaster Recovery process and plan.
- Reaching out to application teams and getting them to understand the need for DR and then helping them with the process.
- Protecting sensitive data with EMC Data Domain Replicator, providing network-efficient, encrypted replication for Disaster Recovery (DR) and backup.
- Configuring and installing Zerto v6.5 for Disaster Recovery (DR) and Business continuity on virtual environment.
- Working on SRM 5.0 deployment and configuration of Disaster Recover (DR) site.

eNcloud Services LLC   Page 93 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

- Installing, configuring and administering of VMware ESXi 6.5, 6.0 and ESXi 6.7, patching, management and troubleshooting of Servers.
- Working with application tech leads and business teams to generate test plan scenarios to test the application in a clone zone before DR Enabling the applications.
- Installing and Testing VMware Site Recovery Manager SRM 5.0 for the Disaster Recovery and managed recovery plans.
- Working as Single POC for the team to create Change and help to get all the necessary approvals to implement it.
- Responsible in using BMC Remedy System for incident, change and problem management.
- Implemented successful recovery by VMware SRM 5.0 Planned Migration, Disaster Recovery and eliminated the complexity of managing and testing recovery plans.
- Maintaining and managing servers on backup and restore systems as a part of the client's Disaster Recovery plan.
- Working in a Disaster Recovery environment where restored and rebuilt all the Windows based servers that were attacked by Malware.
- Taking care of metrics and presentations to the client and internal cognizant management.
- Designing and implementing the Zerto Replication for the Virtual Machines (VM) in case of Disaster Recovery (DR).
- Proactively monitoring the CRQ closure SLA breach and follow-up the respective teams.
- Working on VMware replication utilities and Array based replications from third party vendors that are used to support Disaster Recovery (DR) deployments like Site Recovery Manager (SRM) tool.
- Managing change implementation bridge call and ensured proper communication is sent to all the stakeholders during implementation in a timely manner.

Environment: VMware, Windows, Disaster Recovery (DR), vSphere 5.5/6.0/6.5, VMware ESX and ESXi, vCenter Server, Windows 2008/2012/2016, UNIX, Zerto, HP Service Manager, BMC Remedy, Service Now.

Tata Consultancy Services (Client: Becton and Dickinson) Apr 2021 to Apr 2022
Sr. Windows/DR Consultant
Hyderabad
Roles and Responsibilities:
- Worked on installation, configuration and administration of VMware ESXi 6.5, 6.0 and ESXi 5.5, patching, management and troubleshooting of Servers.
- As a Systems Administrator/Engineer with a primary focus on installing, configuring and administering of Windows server 2008R2 /2012R2.
- Worked on implementation of SRM 4.0 on vSphere across multiple sites to provide Disaster Recovery (DR) solution for VMware vSphere environment, vSphere linked mode and replicated storage.
- Collaborated with various teams to onboard change for their respective applications.
- Installed and migrated of vCenter Server 6.0/5.5 and upgrading vCenter Server from 5.5 to 6.0.
- Configured Service Profiles in Cisco routing/switching in Windows and ESXi Servers.
- Configured High Availability (HA) and Distributed Resource Scheduler (DRS) and Physical to Virtual (P2V) / Virtual to Virtual (V2V) conversions using VMware Converter.

- Installed and upgraded ESXi 6.0/ 5.5/5.1 Nodes using VUM, Administering VM's across 2 Datacenters running 4100+ VM's.
- Worked and planned on migration strategies, DR plans with SAN and NAS data.
- Identified opportunities for implementation of systems and network best practices, particularly F5 load balancer implementations.
- Worked on vSphere Data Protection for virtual machine backups and Disaster Recovery (DR).
- Upgraded ESXi host with vCenter update manager and pushing the patches for hosts and guests.
- Created and configured VM Kernel Ports, VM Ports, Service Console and NIC Teaming.
- Used PowerShell scripting to find the problems and fetch the VM environment data.
- Provided support on WebSphere Application Server v5.0, IBM (HTTP) Server on RedHat Linux.
- Maintained the File Server and Print Server and Clone Zone the desktops on network in Windows environment.
- Implemented and managed vMotion and Storage vMotion for VM's as per the requirement.
- Worked Setting up clustered ESXi nodes with vCenter for Windows and RHEL environments for end users.
- Created roles and permissions for specified users to give control over the VM's
- Implemented VMware High availability and resource load balancing by configuring HA and DRS clusters.
- Configured, troubleshooted and repaired customer servers and networks, including A10 load balancer.
- Responsible for firms Back-up/Replication/Disaster Recovery (DR) plan utilizing Zerto.
- Supported on Windows servers, LDAP, Remedy Administration, RSA Authentication services and vShares.
- Coordinated with the offshore support teams to address technical or business requirements related queries.
- Administered of VMware ESX and ESXi Servers on HP Chassis 7000, DL380P GN8.
- Implemented VMware virtual infrastructure to support server consolidation and Disaster Recovery (DR).
- Build and supported HP's public cloud platform including HP Storage VMware 5.5 and Open Stack that is used by Fortune 100 customers.
- Performed day to day operational tasks like storage provisioning and maintaining high availability as per EMC best practices.
- Developed, tested and configured a Disaster Recovery (DR) plan for critical VMs and application data.
- Installed, configured and deployed of SCCM 2007 and SCCM 2012 for imaging and deployment of applications and Operating Systems across enterprise environments.
- Build and troubleshooted Windows 2008/2012/2016/2019 servers, on Physical Dell Power Edge Hardware Dell R720/730.
- Worked on performance and resource monitored the ESXi nodes using graphs, reports and setting up alarms.
- Installed and configured of RedHat Linux 6.x on Dell Power Edge, HP ProLiant and VMware ESX.

- Managed Disks/File systems using Logical Volume Manager for RedHat Linux.
- Responsible for troubleshooting technical issues related to Azure Backup & Recovery.

Environment: vSphere5.1/5.5/6.0/6.5, HP C700, Disaster Recovery-DR, Brocad & Data switches, DNS, DHCP, File Services, SCCM 2012, SCOM 2007, Windows 2003, 2008 R2, 2012r2 ,2016, 2019 Servers, Zerto, PowerShell Scripting, RedHat Linux 6 and 7.

V2Soft Technologies (Client: Blue cross Blue Shield) Sep 2020 to Apr 2021
Windows/DR Consultant
Bangalore, India
Roles and Responsibilities:

- Imaged and Deployed Windows Machines using MDT.
- Configured Windows Server 2012, Active Directory Domains, DNS, DHCP, Trust relationship, Permissions.
- Handled business continuity and Disaster Recovery (DR) functions.
- Maintained computer inventory, deploy, and manage machines with Mac, OSX, Windows 7/10, and OSX Server.
- Migrated Standalone servers using converters like Plate spin and VMware converter in P2V and V2V migrations.
- Build, upgraded and administered RHEL 6 servers and RHEL 7 server in VMware Systems.
- Assisted in Windows Active Directory Administration, Web servers also F5 load balancer's with other Linux team.

Environment: Windows Server 2016/ 2012 R2/2008 R2/2003, VMware, Hyper V, Data Center.

Cognizant Technology Solutions (Client: Etihad Airways PJSC) Feb 2019 to Sep 2019
VMware Administrator
Hyderabad
Roles and Responsibilities:

- Installed and configured ESX and ESXi servers on HP, DELL and Installation of vCenter Server, vCenter Components and upgrading VMware Tools.
- Designed and configured ESXi 5.5 infrastructure environment for huge Data Center migration.
- Troubleshooter IIS application based on monitoring and logs generated on the server.
- Installed Linux servers and created of VM's using the web console vCenter on VMware ESXi.
- Reimaged, troubleshoot, diagnosed, and managed Windows 7/8/10 and Mac OS machines.
- Worked on Puppet, Unix Shell scripting to build automated deployment tools.
- Designed a training environment for the technicians to train on building a datacenter that includes domain controller, DHCP, DNS, Exchange, and Open Filer server.
- Migrated of all the legacy ESX/ESXi v5.x to V5.5 updates 3b, in the current environment.
- Involved in installing and configuring ESXi5.5 /Win 2008R2/Win Server2012R2 on HP Blade (BL460c G8) and Rack mount server (DL 580 G8) using iLO.
- Installed and configured vCenter server 5.5, created virtual Datacenters, multiple clusters and added ESXi hosts.
- Configured DRS, HA& useful resource pools in ESX 4.0 servers to use iSCSI & NAS storage.
- Wrote scripts to automate deployments and patches, using batch files and PowerShell.
- Created Snapshots according to customer requests and requirement.

- Maintained internet Servers by installing IIS 6, FTP websites and creating Virtual Directories in IIS6.
- Build ESXi 4.0/4.1Hosts and preserve these ESXi4.0 servers via vSphere customer.
- Configured HA, DRS clusters, for primary VM's.
- Worked on various environments giving Production support 24/7 for Intel Windows System.

Environment: VMware, vCenter, vConverter, vDS, vSphere, ESX, ESXi 4.0, SCCM 2012, IIS6.

JH Insurance July 2015 to Feb 2019
FM Engineer
Hyderabad
Roles and Responsibilities:

- Windows Server
- Administered Windows NT/2000 Server in mixed-domain environment.
- Configured user level, file level security, and System policies.
- Configured DHCP and DNS in windows 2000 environment.
- Patch Management using Microsoft SUS Server.
- Created User accounts, Local and Global Groups and setup permissions and implemented security policy.
- SQL Server 2000/7.0 configuration, Administration & Troubleshooting, backup & restoring databases.
- IT Security
- Managing ISA Server 2004 and distribution of internet as per company policy.
- Created VPN between branch offices using Net gear VPN Firewall.
- Networks
- Designed and Implemented TCP/IP Network and Subnets.
- Monitoring of all network devices such as routers, switches etc.
- Mail
- Administered Imail 8.2 mail server.
- Creation of email accounts on server.
- Antivirus
- Symantec Antivirus Management, remote installation, live update, virus removal on clients and servers.
- Backup
- Backup of SQL, IIS, Tally, VSS, on remote as well as on local server using Windows Backup.
- Conforming to ISO Processes and maintaining corresponding documentation.

Environment: Windows NT/2000, Active Directory, ISA 2000, Imail 8.2, Symantec Antivirus, Hardware troubleshooting, DNS, DHCP, Patch Management.

Heathrow Aug 2013 to July 2015
Technical Support executive
Hyderabad
Roles and Responsibilities:

- Windows Server

- Created User accounts, Local and Global Groups and setup permissions and implemented security policy in Windows NT Server environment.
- SQL Server 2000/7.0 configuration, Administration & Troubleshooting, backup & restoring databases.
- Antivirus
- Symantec Antivirus Management, remote installation, live update, virus removal on clients and servers.
- Hardware
- Installation & Repair of PCs and Printers (IBM, HP, COMPAQ, WIPRO, HCL).

Environment: Windows NT, Symantec Antivirus, Hardware troubleshooting, DNS, DHCP, Patch Management.

CP WEB CONTENT MANAGEMENT (WCM) Apr 2008 to July 2013
System engineer
Bangalore
Roles and Responsibilities:

- A RT Outsourcing Services limited is a category 'A' in maintenance of systems and networking and also deals With sales and services. Provide A.M.C from large government organization like LIC India, O.N.G.C, MRO Project. Supported different clients as a system engineer.
- Installed, configured, maintained and supported network equipment's and network operating systems to guarantee uninterrupted production abilities
- Developed systems and /or network configuration including hardware, software and integration requirements.
- Analyzed and monitored network activity to ensure optimal network operation
- Responsible for security concerns on desktop network including anti-virus configuration, user privilege settings, patch levels and personnel firewalls
- Procurement of new hardware/software and asset management.
- Maintenance and Repair All Kind of Systems And Printers.

Environment: vSphere5.1/5.5/6.0/6.5, HP C700, Disaster Recovery-DR, Brocad & Data switches, DNS, DHCP, File Services.

Education:

- Master of Computer Applications from Andhra University, India 2007
- Bachelor of Computer Science from Andhra University, India 2004

Network Engineer

a. Jayashree Satyanarayanan

Summary:
- An enthusiastic and highly accomplished network and cloud engineer with 7 years of experience in designing,deploying, migrating, and resolving complex networking and network security issues.
- Possessing excellentparticipatory knowledge and work experience on networking technologies and tools needed to support critical,multi-site redundant network environments. Propensity to govern multiple phases of installation, monitoringand administering.
- Adequate organizational skills in leading complex multistage projects and providingguidance regarding network consultancy services to both colleagues and clients.
- Experience with Switching Technology Administration including creating and managing VLANS, Portsecurity- 802.1x, Trucking 802.1Q, RPVST+, Inter-VLAN routing, and LAN security on Cisco CatalystSwitches.
- Experience and great knowledge in Static Routing, OSPF, EIGRP, RIP and BGP routing protocols. L1/L2troubleshooting skills in Routing in complex environments.
- Proficient in creating VLANs and configuring VTP to streamline network operations and ensureseamless communication between devices.
- Proficient in the deployment and management of Cisco, Juniper, and other leading networkingtechnologies, enhancing network efficiency.
- Experience in Implementing load balancing solutions using F5 (LTM/GTM), contributing to theeffective distribution of network traffic and ensuring optimal application delivery.
- I believe in working effectively withcolleagues across departments, ensuring all efforts align with shared business objectives.
- Proficiency in network security concepts, including TCP/IP, DNS, HTTP, SSL, and VPN.
- Accomplished in the administration of cloud-based networks and services, such as AWS to enablehybrid cloud solutions for clients.
- I meticulously analyze network behaviour, implementing optimizations that ensure consistent uptime and anunparalleled user experience. Security is paramount – I design and implement robust security measures, constantly vigilant againstevolving threats.
- Expertise with monitoring tools like Solar Winds & network packet capture tools like Wire-shark.Worked on SolarWinds NPM, NCM, IPAM.
- My passion lies in creating asmooth-running and secure network environment that empowers users and facilitates the achievement of your business goals. Thisis more than just technical expertise; it's about leveraging technology to drive success.
- Troubleshooting of Routing and Forwarding Protocols (IS-IS, OSPF, BGP, MPLS, LDP, LSP)
- Trouble Ticket management, Outage/LOD notification management, processing escalations. Generate,drive, and update problem-tracking tickets via multiple systems and continually improve businesspractices.
- Directing activities and establishing command and control during technology incidents.
- Coordinating and driving all activities during the incident on the incident bridge to quickly restore

- Configuring RIP, OSPF and Static routing on Juniper M and MX series Routers
- Configuring VLAN, Spanning tree, VSTP, SNMP on EX series switches
- Time to time upgrade network connectivity between branch office and regional office with multiple linkpaths and routers running HRSRP, EIGRP in unequal cost load balancing to build resilient network.
- Design and implement Catalyst/ASA Firewall Service Module for various LAN's.
- Key contribution includes troubleshooting of complex LAN/WAN infrastructure that include routingprotocols EIGRP, OSPF, & BGP.
- Configured Client VPN and RSA Token ID technologies including Cisco's VPN client via IPSEC.
- Configuring ACL to allow only authorized users to access the servers

Skills:
- Networking Technologies: LAN, WAN, TCP/IP, VLAN, VPN
- Routing Protocols: Static Routing, OSPF, EIGRP, BGP
- Network Monitoring: SolarWinds, Wireshark
- Network Security: Firewalls (CiscoASA, PaloAlto), Access Control Lists (ACL), NAT, IDS/IPS
- AAA Architecture: TACACS+, RADIUS
- VLAN Configuration: VTP, STP
- Wireless Technologies: WLANs, IEEE802.11, MPLS
- Cisco Switches: Catalyst series (2960,3750,3850), Nexus series (2k, 3k)
- Cisco Routers: models (1800, 2800 ,3900, ASR1000X), Juniper SRX, CheckPoint Firewalls
- Operating Systems: Windows (8,10), Linux, Cisco IOS
- Additional Skills: Network Management: SNMP, Syslog, Netflow

Employment History and Work Experience:

Conch Technologies
(Client: Blue Cross and Blue Shield of North Carolina) Sep 2022 to Till Date
Senior Network Engineer
North Carolina
- Administering & designing LANs, WANs management, internet/intranet networks.
- Analyzing, developing & maintaining diagrams and key components using methodology prescribedtechniques.
- Managing small to medium-sized projects and/or portions of large projects and assisting in resolvingissues and planning for network services and connectivity.
- Communicating and negotiating with specialists, suppliers, users and other staff.
- Recommending and implementing industry best practices for improved network services,configuration, integration and security.
- Network connectivity troubleshooting, ping, telnet.
- Administrating in LAN and WAN with in-depth knowledge of TCP/IP and associated networkprotocols and services.
- Monitoring all network devices using Splunk, Cisco Prime, Spectrum, NetScout.
- Working with ISP to solve any circuit issue and L3 network connectivity issue including Routingprotocol.

eNcloud Services LLC   Page 100 of 233
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Web: www.encloudservices.com

- Responsible for configuring and maintaining EIGRP, BGP routing protocols, and manipulating thetraffic path.
- Hands-on experience in installing, configuring, and troubleshooting of Cisco ASR-1000, 4300, 891series Routers
- Responsible for implementing and troubleshooting complex L2 technologies such as VLAN Trunks,VTP, EtherChannel andSpanning Tree Protocol.
- Hands-on expertise in installing, configuring, and troubleshooting of Cisco Catalyst 6500, 4500,9300, 3850 switches.
- Upgrading IOS code on these to keep up to date.
- Knowledge of VPN technologies and responsible for creating IPSEC tunnels between hundreds ofvendors and this company.
- Working with Firewall tickets including Palo Alto PAN-9, Cisco ASA firewall.
- Working extensively in configuring, monitoring and troubleshooting Cisco's ASA5540, ASA 5585Security appliance.
- Failovering ASA firewall and OS code upgrading.
- Hands-on experience on creating security policy, NAT and PAT rules.
- Capturing and analyzing the packet for troubleshooting the issue.
- Configuring rules and Maintaining Palo Alto Firewalls &analyzing firewall logs using various tools.
- Hands-on experience working on F5 and Citrix load balancer, configuring virtual servers using loadbalancing methods such as round robin, least connection, source ip hash, destination ip hash andcreating persistence profile using source ip and destip.
- Designing, planning, and migrating deployments of customers on-premises data center applications toMicrosoft azure.
- Planning, designing, and transforming environments from on premises to cloud-based.
- Working as a cloud administrator on Microsoft Azure involved in configuring virtual machines,storage accounts, resource groups, NSG, Vnet and Express route.
- Troubleshooting the issues related to azure network.
- Deploying and configuring network and firewall configurations on Azure platform.

NTT Data (Client: Blue Cross and Blue Shield of North Carolina) Feb 2020 to Nov 2020
Network Engineer
North Carolina

- Involved in Local Area Network (LAN) implementation, troubleshooting, and maintenance ofnetworkinfrastructures, ensuring optimal network performance and security.
- Worked on project to migrate from Cisco ASA to Palo alto 5500, 7200 firewall series.
- Configured Palo Alto firewalls includes setting up zones, APP ID, Threat ID, and Device groups.
- Configured HSRP and VLAN trucking 802.1Q, VLAN Routing on Catalyst 6500 switches.
- Configured Virtual LANs (VLANs), VLAN Trunking, Inter VLAN routing, Port security, and LANsecurity on Cisco Switches.
- Performed troubleshooting for VLAN misconfiguration and port security issues.
- Implemented STP to prevent and eliminate network loops and implemented Rapid Spanning TreeProtocol (RSTP) and Multiple Spanning Tree Protocol (MSTP) for faster convergence andimproved scalability.

- Configured and resolved various OSPF issues in an OSPF multi area environment betweenmultiple branch routers.
- Involved in troubleshooting of DNS, DHCP and other IP conflict problems.
- Worked in setting up inter-VLAN routing, redistribution, ACL's and dynamic routing.
- Experience in utilizing Cisco Meraki's monitoring and analytics capabilities to proactively identifynetwork trends, monitor traffic patterns, and optimize network performance.
- Configured and maintained IPSEC and SSL VPNs on Palo Alto Firewalls.
- Skilled in diagnosing and resolving network issues using Cisco Meraki tools andtroubleshooting techniques.
- Competent in network monitoring tools, such as SolarWinds and Wireshark, for issueidentification and resolution.
- Responsible for working on Cisco based network devices.
- Monitoring all network devices using industry best leading tools like Solar wind.
- Analyzing, testing, monitoring and documenting implementation/configuration of WAN/LAN andconverge network technologies
- Switch related tasks including VLANS, ports, interfaces configurations, and disabling err-disablestate.
- Working on project-based tasks to upgrade new Cisco Switches including Catalyst 3750, 3850.
- Implementing VPN/IPsec solution throughout the company internal and external vendor and solvingany routing protocol issue.
- Expert on security measures to keep networks running and secured by configuring extended ACLs tofilter traffic and restricting user access in need.
- Upgrading, improving, and expanding networks at multiple branch office locations and keepingnetwork changes, documents and network diagrams updated.
- Making documents using MS excel, MS Visio professional.
- Full installation, configuration and build out of new Frankfurt office to support European operations
- OSPF redesign of internal and edge networks, route summarization, BGP load sharing of incoming traffic,enabling ISSU upgrades of server switches, standardization of configurations, improved security protocolsacross various devices
- Network re-architecture for separating backend traffic from customer-facing trafficOngoing PCI compliance audits and scans.

Aviation Medicals Nov 2018 to Jan 2020
Network Engineer
Miami, Florida

- Involved in network monitoring, alarm notification, and acknowledgment.
- Implementing new/changing existing data networks for various projects as per the requirement.
- Troubleshooting complex networks layer 1, 2 to layer 3 (routing with MPLS, BGP, EIGRP, OSPF protocols) technicalissues.
- Providing support to networks containing more than 2000 Cisco devices.
- Performing troubleshooting for IOS related bugs by analyzing history and related notes.

- Carrying out the documentation for tracking network issue symptoms and large-scale technical escalations.
- Managing the service request tickets within the phases of troubleshooting, maintenance, upgrades, fixes, patches andproviding all-around technical support.
- Monitor the traffic of the network via NTA and IPAM
- Provided Technical Support to customers and partners on Palo Alto security appliances.
- Worked on the security levels with RADIUS, TACACS+.
- Completed service requests (i.e. – IP readdressing, bandwidth upgrades, IOS/platform upgrades, etc.)
- Identify, design and implement flexible, responsive, and secure technology services.
- Modified internal infrastructure by adding switches to support server farms and added servers to existing DMZenvironments to support new and existing application platforms.
- Configured switches with port security and 802.1 xs for enhancing customer's security.
- Validate existing infrastructure and recommend new network designs.
- Created scripts to monitor CPU/Memory on various low-end routers in the network.
- Installed and maintained local printers as well as network printers.
- Handled installation of Windows NT Server and Windows NT Workstations.
- Handled Tech Support as it relates to LAN & WAN systems.
- Managed servers, workstations, computers, laptops, printers, switches, routers and existing networkapplications.
- Conducted daily system health checks.
- Diagnosed and resolved all technical issues related to hardware and software.

Client: Blue Cross and Blue Shield of North Carolina Nov 2014 to Aug 2018
Network Engineer
North Carolina

- Performed quarterly audits for improving efficiency of systems.
- Performed daily audits on all systems, frameworks, hardware and server resources.
- Configuring routers and sending it to Technical Consultants for new site activations and giving online support at the timeof activation.
- Worked primarily as a part of the security team and daily tasks included firewall rule analysis, rule modification, andadministration. Experience in working with designing, installing and troubleshooting of Palo Alto firewalls.
- Implemented SNMP on Cisco routes to allow for network management. Completed the installation and configuration ofT1, T3 & OC3 circuits.
- Troubleshoot TCP/IP problems, troubleshoot connectivity issues.
- Provided technical support for expansion of the existing network architecture to incorporate new users.
- Network layer tasks included configuration of IP Addressing using FLSM, VLSM for all applications and servers throughoutthe company
- Configured STP for loop prevention on Cisco Catalyst Switches
- Implemented Zone Based Firewalls and Security Rules on the Palo Alto Firewall. Exposure to wildfire feature of Palo Alto.Supported Blue Coat Proxy in explicit mode for users trying to access Internet from Corp Network.

- Palo Alto design and installation (Application and URL filtering, Threat Prevention, Data Filtering). Configured andmaintained IPSEC and SSL VPN on Palo Alto Firewalls.
- Configured VTP to manage VLAN database throughout the network for Inter-VLAN Routing.
- Worked in setting up inter-vlan routing, redistribution, access-lists and dynamic routing.
- Involved in configuring and implementing of Composite Network models consists of Cisco 2620 and 1900 series routers andCisco 2950, 3500 Series switches.
- Implemented various Switch Port Security features as per the company's policy
- Configured VLANS to isolate different departments.
- Configured IPSEC VPN on SRX series firewalls
- Design, installation and troubleshooting networks with hand-on experience with OSPF, BGP, VPLS, Multicast, VPN, MPLS,& Traffic engineering.
- Designed and implemented an application server process dat received data and broadcasts to teh applications using C++,threads, sockets, message queues, shared memory, and semaphores.
- Involved in implementation of trunking using Dot1Q, and ISL on Cisco Catalyst Switches
- Worked with snipping tools like Ethereal (Wireshark) to analyze the network problems.
- Maintenance and troubleshooting of network connectivity problems using PING, Trace Route.
- Performed replacements of failed hardware and upgraded software
- Performed scheduled Virus Checks & Updates on all Servers & Desktops.
- Implementing Routing and Switching using the following protocols; OSPF, BGP on Juniper M series routers.
- Involved in Local Area Network (LAN) implementation, troubleshooting, and maintenance as per company's requirements

Education:
- Bachelor's in information technology (IT), Anna University, Chennai, INDIA. 2014

b. Sateesh Kumar Villa

Summary:

- CCNA certified with 15+ years of professional experience in Network Planning, Implementing, Configuring, Troubleshooting and Testing of networking system on both Cisco, Aruba and Juniper Networks
- Experience with the escalation problems for Routing, Switching and WAN connectivity issues using ticketing system remedy, Jira, salesforce
- Designed and implemented Cisco controller-based wireless infrastructure and Cisco Meraki cloud based standalone access points, wireless concentrators and point to point wireless mesh
- Configuring and troubleshooting Cisco Wireless Networks: LWAPP, WLC, WCS, Standalone APs, Roaming, Wireless Security Basics, IEEE 802.11 a/b/g/n/ac/ax, RF spectrum characteristics
- Experience with wireless site survey and network planning with Ekahau and Cisco prime and hands on experience in installing, configuring, and troubleshooting of Cisco 7600, 7200, 3800, 3600, 2800, 2600, 2500 and 1800 series routers, and Cisco Catalyst 6500, 4500, 3750, 2950 and 3500XL series switches, Arista 7800R3, 7500R3, 7300X, 7280R3, 7130 routers.
- Experience with Cisco Meraki MX250, MX450 VPN concentrators, Palo Alto PA-500, PA-800 and PA-500 series NextGen Firewalls
- Proficient in configuring and managing ACI fabric components, including spine switches, leaf switches, application profiles, tenants, endpoint groups (EPGs), contracts, and policies.
- Experience with Aruba CX6200, CX6100, CX4100i, 2930 series access switches
- Experience in Network Management Tools and sniffers like SNMP, HP-Open view, Wireshark and Cisco works to support 24 x 7 Network Operation Center
- Handled Load Balancing using F5 Networks
- Advanced malware protection and next generation web application filtering (WAF) using Cisco Meraki MX 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
- Well experienced in configuring redundancy protocols HSRP, GLBP, VRRP
- Experience in configuring Virtual Local Area Network (VLAN), spanning tree protocol (STP), VLAN Trunking Protocol (VTP), Dynamic Trunking Protocol (DTP), Per VLAN spanning Tree (PVST) and 802.1x authentication in access layer switches

Skills:

Routers	Cisco 7609, 7200, 3800, 2800, 2600 series Juniper PTX1000, MX960, QFX5100/5200
Switches	Cisco Catalyst switches 6500, 4900, 4500, 3750, 2900 series, Cisco Nexus 7k, 5k, 2k series. Cisco Meraki MS525, MS250, MS125 series Juniper EX9200, 4600, 4300, 3400, 3300 series

Network Security	, MX450 series SD-WAN appliances Cisco Meraki MX250PaloAlto PA-500, PA-800, PA-5000 series Cisco Catalyst 9800, 3500, Nexus 5000 series Aruba AP-12, AP-30 series
Routing	BGP, OSPF, EIGRP, RIP-2, PBR, IS-IS, Route filtering, Redistribution, Summarization, Static routing
Switching	LAN, VTP, STP, PVST+, RPVST+, Inter VLAN routing & Multi Layer Switch, Multicast operations, Layer 3 Switches, Ether channel Transparent Bridging
Load Balancer	Cisco ACE load balancer, F5 Networks (Big-IP)
LAN	Ethernet (IEEE 802.3), Fast Ethernet, Gigabit Ethernet
WAN	Leased lines 64k - 155Mb (PPP / HDLC), Channelized links (E1/T1/E3/T3), Fiber optic circuits, Frame relay, ISDN, Load Balancing
WLAN	802.11b/a/g/n/ac/ax, MR28, MR36, MR44, MR56, MR76
AAA Architecture	TACACS+, RADIUS, Cisco ACS, Cisco ISE
Network Management	SNMP, Cisco works LMS, HP open view, Etherenal, Solar Winds, Cisco Prime, Meraki Dashboard, Forti Manager, Panorama
Client Operating Systems	Windows NT, 2000, XP, Vistas, Windows 7, Windows 8, Linux, McIntosh

Employment History and Work Experience:

Camelot IT Services
(Client: Macquaire) Jan 2023 to Present
Network Engineer
- Excellent analytical and problem-solving skills, capable of diagnosing complex network issues and implementing effective solutions.
- Managed the upgrade of WiFi network infrastructure to support higher client density and new 802.11ac/ax standards. Migrated APs, controllers, and existing SSIDs and settings to new platforms.
- Configured WiFi network settings including SSIDs, VLANs, security protocols (WPA2, WPA3), band steering, and rate limiting. Established separate networks for corporate, guest, and IOT access.
- Performed post-installation validation and testing to measure WiFi signal coverage, throughput, capacity across facility. Used tools like Ekahau Site Survey, NetSpot, Acrylic WiFi. Resolved any dead zones or interference issues.
- Experience with converting campus WAN links from point to point to SD-WAN and to convert encryption from IPsec/GRE to another data center.
- Work with vendors such as CDW to prepare Bill of Materials, get the equipment on site, Travel to the remote sites and build them from scratch to make them operational with network connectivity and handover to the operations team.
- Gained experience supporting WiFi networks with 100 - 1000+ concurrent devices. Designed for peak capacity, high density events, and growth.

- Implemented LAN/WAN utilizing CISCO 7200, 7204, 7206.
- Configured Routing Protocols such as OSPF and policy-based routing.
- Design OSPF Areas for reliable Access Distribution and for Core IP Routing.
- Implemented SNMP on Cisco routes to allow for network management.
- Implementing NAT solutions on CISCO IOS routers.
- Converted legacy autonomous Cisco wireless infrastructure at State Farm corporate headquarters in Bloomington, IL to 4404 Wireless LAN Controller.
- Configuring VLAN trunking Protocol (VTP) on core switches.
- Configured HSRP and VLAN trunking 802.1Q, VLAN routing on catalyst 6500 switches.
- Maintained a Network with more than 600 Network devices, some 20,000-end hosts, and the other Network devices like DHCP, DNS Servers, and Firewall Servers.
- Implementation of TCP/IP and related services – DHCP/DNS
- Installed and configured commercial grade WiFi access points including brands such as Cisco, Aruba. Set up WLAN controllers and managed access points.
- Excellent analytical and problem-solving skills, capable of diagnosing complex network issues and implementing effective solutions.
- Managed the upgrade of WiFi network infrastructure to support higher client density and new 802.11ac/ax standards. Migrated APs, controllers, and existing SSIDs and settings to new platforms.
- Configured WiFi network settings including SSIDs, VLANs, security protocols (WPA2, WPA3), band steering, and rate limiting. Established separate networks for corporate, guest, and IOT access.
- Performed post-installation validation and testing to measure WiFi signal coverage, throughput, capacity across facility. Used tools like Ekahau Site Survey, NetSpot, Acrylic WiFi. Resolved any dead zones or interference issues.
- Configured BPDU Guard, port-fast, uplink fast and other spanning tree features.
- Stayed current with industry trends and best practices in ACI and SDN technologies, integrating innovative solutions to enhance network efficiency and reliability.

Environment: VLAN, DHCP, DNS Servers, SSID, WPA2, WPA3.

ESI Group Nov 2011 to Dec 2022
Network Engineer
- Installed and configured a wide range of Cisco Meraki security appliances (MX64, MX67, MX84, MX100) to secure highly distributed branch office/data center networks.
- Established next-generation firewall and application awareness through building and implementing extensive intrusion detection/prevention (IDS/IPS) rule sets, content filtering, anti-virus scanning protecting critical networks.
- Proficient in configuring and managing ACI fabric components, including spine switches, leaf switches, application profiles, tenants, endpoint groups (EPGs), contracts, and policies.
- Architected and deployed Cisco Meraki VPN including site-to-site Auto VPN, client VPN, and content filtering to all networks governed by Cisco Meraki devices using the Meraki cloud dashboard.
- Strong understanding of networking concepts, including TCP/IP, VLANs, routing protocols (OSPF, BGP), and network security principles.

- Hands on experience in Splunk enterprise for Alert throttling and troubleshooting of incident Deployment, configuration, and management of 802.1x solutions to include Cisco Identity Services Engine (ISE), ACS (Radius and TACACS+), and Cisco Prime Infrastructure.
- Leveraged cloud-managed layer 7 fingerprinting to identify +2000 web applications for application-aware traffic analysis and rulesets with customizable block pages.
- Functioned as a single-pane of glass management for routing functionality via Meraki's cloud-based dashboard using OSPF, static routing, multicast protocols for optimal traffic delivery.
- Built scalable high-availability network with redundancy protocols, mesh wireless networks using Cisco Meraki MX in passive and active modes.
- Managed Layers-2, 3 switching, VLAN segmentation, traffic shaping policies based on security requirements and business needs with complete visibility into the network.
- Carried out capacity planning, detailed network usage reporting and weekly maintenance checks proactively using Meraki's real-time dashboard to avoid issues.
- Installed and supported the Cisco Meraki MX250, MX450 VPN concentrators and Palo Alto Networks next-generation firewalls (NGFW) including PA-500, PA-800 and PA5000 series appliances securing corporate networks and data centers.
- Configured advanced security policies and profiles, created zones, schedules, custom signatures and threat prevention to block threats and conduct SSL/TLS decryption and inspection.
- Set up intrusion detection System (IDS) / Intrusion Prevention System (IPS) which involves setting up security rule mappings, custom signatures, alert profiles, logging and system health KPIs.
- Implemented multi-site IPsec VPN tunnels with encryption and enabled secure remote access for mobile users with GlobalProtect VPN and Prisma Access.
- Proficient in configuring key features including user identification, App-ID, dynamic address groups, SSL decryption, zero-trust microsegmentation along with monitoring dashboards and reports.
- Upgraded firewall OS versions and maintained change control processes to ensure continuous uptime and high availability.
- Implemented switching capabilities of PAN firewalls through virtual wire interface multi-switches (L2), static and dynamic routing (OSPF, BGP).
- Managed VLANs, VRF, high availability, interfaces and network modules for effective network segmentation and availability across product lines.
- Implemented Dynamic Multipoint VPN (DMVPN) between new data center and 20+ remote branch offices. Configured NHRP tunnels, IPsec encryption, routing protocols (EIGRP, BGP).
- Upgraded data center network core to Cisco Nexus 9000 switches running NX-OS. Deployed Nexus 2000 fabric extenders for host connectivity and implemented NX-API calls.
- Setup Management, Border and VMware integration VLANs on Nexus switches using vPC domains, VPC keepalives, LACP and STP for optimum resiliency and performance.
- Collaborated with cross-functional teams to design and deploy ACI solutions aligned with business objectives and compliance standards.
- Configured and implemented BGP dynamic routing protocol establishing external BGP (eBGP) peerings and route advertisement policies with ISP and IXP for multi-homed connections.

- Architected highly available BGP route reflector topology inside the data center Nexus core utilizing route maps and ACLs to manipulate traffic patterns.
- Enabled inter-VLAN routing capabilities on Nexus switches adhering to traffic flow and firewall policies to establish L3 boundaries for inter-VLAN communication.
- Implemented Dynamic Trunk Protocol on VLAN trunks ports and assigned native VLAN IDs for working in mixed vendor environments smoothly.
- Maintained redundancy on Cisco 2600, 2800 and 3600 router with HSRP and VRRP.
- Implemented and configured routing protocols like EIGRP, OSPF and BGP.
- Responsible for SNMP Monitoring and Performance Tuning software.
- Designed WAN structure to prevent single point of failure in case of link failure.
- Planning and Implementation of Subnetting, VLSM to conserve IP addresses.
- Configured STP for loop prevention and VTP for Inter-VLAN Routing.
- Configuration of Standard and Extended ACLs for Security.
- Troubleshooting the issues related to routing protocols.
- Managing, troubleshooting and monitoring the network using Network Monitoring tool.
- Network Security implementation with Cisco IOS Feature Set, NAT, and Simple Network Management Protocol.
- Performed IOS upgrades on Catalyst 3550, 2950, 1900 switches, and 3600, 2600 and 2500 routers.
- Installed wireless access points (WAP) at various locations in the company.
- Technical assistance for LAN/WAN management and complex customer issues.

Environment: LAN/WAN, VLAN, EIGRP, OSPF, BGP.

Wipro Technologies Jan 2008 to Oct 2011
Network Engineer
- Maintained redundancy on Cisco 2600, 2800 and 3600 router with HSRP and VRRP.
- Implemented and configured routing protocols like EIGRP, OSPF and BGP.
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- Installed wireless access points (WAP) at various locations in the company.
- Technical assistance for LAN/WAN management and complex customer issues.

Environment: LAN/WAN, NAT, VLAN, HSRP, VRRP, WAP.

Education:

- BACHELOR OF ENGINEERING in Mechanical Engineering from SRKR Engineering College, Andhra University with 85% (3rd Best Rank in university) for the year 2003 to 2007.

eNcloud Services LLC   Page 110 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

c. Sunil Kumar Pandi

Summary:

- I have 12 years of experience in field of networking and I am a motivated Network Architect and accomplished in designing highly available and scalable network.
- As a Network Architect and Engineer I have delivered secure resilient network systems on time and meeting customer needs.
- Installing & configuring various Windows Operating systems like Windows 2003/2008 Server.
- Configuration of Windows2003/2008 Domain Controller and, System policies management (Group policy).
- Configure and maintain Windows 2003/2008 environment services including Active Directory, DNS, DHCP,
- Network Analysis & Implementation Installation
- Experience in installing LAN, Hardware/Software up gradations.
- Configured clients on all desktops for Enterprise mail and messaging using MS Outlook.
- Regular maintenance security patches update and troubleshoot.
- Responsible for network infrastructure including servers and networking equipment
- Perform technical troubleshooting of Routing issues & IP addressing problems, etc. for end users and server teams
- Network Associate and Microsoft certified Solutions Expert.
- Hands on experience on Cisco Switch implementation, configuration and support.
- Hands on experience in network Infrastructure technologies & Services.
- Enterprise level experience managing OS and application deployments.
- Strong working knowledge on Windows O/S, configuration, troubleshooting, performance planning, capacity planning and continuity planning.
- Possess experience on bandwidth monitoring tools.
- Monitoring network equipment for capacity planning and inform management of recurring or projected capacity problems and then initiates corrective action
- Performing Windows Server support and administration as well as server backup support.
- Providing server hardware support, administration and other duties as assigned
- I have handled large scale projects globally spanning across Geo especially India, UK, Europe and USA.
- I'm an adaptable and efficient team player with excellent communication skills at all levels.
- I am always in process in upgrading self with latest technology in the Industry and Cloud Security enthusiast.

Skills:

- **Security:** Cisco ASA & Firepower, Juniper SSG firewalls, Checkpoint firewalls and Checkpoint Cloud guard firewalls, Fortigate firewalls, Palo Alto and Cisco Meraki Firewalls, McAfee Intrusion prevention system (IPS), Mcafee Web gateway, McAfee Proxy, Mcafee Data leak prevention (DLP), MCafee SIEM and Securonix SIEM, IPSEC tunnel, SSL certificates, NAT, SSL VPN etc

- **Wide Area Network (WAN):** Cisco Routers on IOS and IOS XE platform, MPLS, Ethernet, Internet, DIA, Cisco Meraki Products, Cisco Viptela vEdge 100, vEdge 1000, Fiber, Leased Line, DIA, Dark Fiber and routing protocols BGP, router redundancy using HSRP/VRRP etc
- **Wireless** – Cisco Access Points, Cisco Wireless Controllers, Meraki Access points, Guest Wifi security design, Integration with Cisco ISE for AAA
- **Voice and Telephony:** Cisco CME Routers and Cisco CUCM and well versed with SIP Phones especially Cloud Telephony
- **VPN and Connectivity:** Cisco ASA VPN, Fortinet, Pulse Secure SSL VPN (Juniper), IPSEC, SSL and remote access vpn solutions, Integration with SAML or AAA for user authentication and posturing needs as per Organization policy
- **Switching:** Cisco IOS, Cisco Nexus (Cisco 6500, 4500, Nexus 5K, Nexus 7K and Nexus 9K), Meraki Switches, VXLAN-EVPN, Spanning Tree protocols RSTP, PVST, HSRP, VRRP, VTP,
- **WAN Protocols:** SD WAN, IPSEC Site to Site VPN, MPLS, EIGRP, OSPF and BGP.
- **Cloud Solutions:** AWS Direct Connect, Azure Express Route, Hosted PBX, Hosted WAN Optimization solutions, Cloud Web filtering services.
- **Load Balancer:** Citrix Net scaler and Pulse Virtual Traffic Manager
- **DNS:** Microsoft AD/DNS
- **Monitoring Tools:** Solar winds
- **Security Tools:** Algosec for firewall rule review and Thycotic for password management.
- **Other protocols:** Good understanding of OSI/TCP Layers, HTTP, HTTPS (SSL), FTP/SFTP, etc
- **Documentation Tools:** Microsoft Visio for HLD, LLD creation and documentation, Power point for Slides and presentations, Excel, Word etc
- **Monitoring Tools:** Solar winds for monitoring of the network and capacity analysis of devices, Manage engine Net flow Analyzer for capacity and traffic analysis of Firewalls, Routers, MPLS and Internet circuits
- **IPAM:** Microsoft and Infoblox for IP address management
- **IAM:** Active Directory, Azure AD SAML
- **Hyper Converged Devices:** Nutanix
- **Automation:** API Integration of devices to ITSM tools, Python

Employment History and Work Experience:

Mythri Consulting
BlueCross BlueShield Association July 2021 to Present
Network Engineer, Boston, MA
- Lead the Network Operations team and supervise the team in day to day activities related to Service Request Processing, Incident Management, Change Management as per ITIL process
- As a Network Lead -
- Drive the daily status call and provide the updates on ongoing project activities
- Requirement gathering on the ongoing projects and project in pipeline. Manage resource and align efforts for meeting the requirements
- Troubleshooting network related issues pertaining Switches, Internet, Wireless access points, firewall port openings as assigned through incident tickets and reported by other teams
- Assist the other IT team and applications team in BAU
- Work on alerts generated by monitoring
- Maintenance of network built on Cisco Meraki Platform and Fortigate firewalls

- Configure ACLs as needed and configure as per best practice and standards, on the Fortigate and Meraki firewalls
- Firmware lifecycle management of network devices by scheduling periodic dates for patch updates and firmare upgrades
- Periodic Dashboard reporting to Management on the performance of Network
- Capacity analysis of devices and circuits, Documentation and Reporting to Management
- Handle escalated issues and participate in P1/P2 incidents. Prepare the RCA documents and document the learning for issue avoidance in future
- Maintenance of Solarwinds monitoring tool, on boarding/off boarding of devices in monitoring and CMDB, patching the server for vulnerabilities remediation
- Capacity analysis of circuits using Netflow Analyzer and notify management as required to have pro active measures taken to mitigate upcoming issue
- Periodic maintenance of networks tools, review and fine tuning of monitoring alerts and reports
- SIEM tool log review as per request
- Review of Network diagrams and updation, creation of knowledge base for end user (self service documents) and Network team members and upload to ITSM tool
- Periodic review of Standard operating procedure, Policy and process documents and update as necessary as part of the regular documentation
- INC ticket analysis for reduction of Incidents and provide smoother network performance to business

Environment: CMDB, ITSM Tools, P1/P2 Incidents, Network Tools.

Essilor of America May 2020 to July 2021
Network Engineer, Dallas, TX

- Planning, designing and implementation of offshore development centers for various projects and Office of Virtusa Globally (India, US, Singapore and UK)
- Worked as a WAN Tower lead to maintain and administer more than 250 circuits world wide comprising of MPLS, P2P and DIA circuits. Worked to transform the MPLS network to Meraki SDWAN platform for 26 locations world wide
- Maintain relation with ISP account managers majorly Tata Comm, Airtel, British Telecom, CrownCastle and their service managers to review performance of circuits and gain insights to upcoming trends
- Maintain relation with account managers of OEM like Cisco, Fortinet, Palo Alto, Ivanti, Juniper and resellers like Wipro, HCL, Orange, Airtel, Dimension data etc to review performance and gain knowledge of upcoming features and trends.
- LAN Switches, WAN routers, Wifi Access point & controllers and Telephony setup in various offices across USA in NYC, MA, Indianapolis and CA
- Built the Global Network Operation Framework for effective handling of Service Tickets and Incidents
- Design and Deployment of enhanced Network Monitoring for Proactive Monitoring and Incident Reporting
- Setup the monitoring and laid framework for IT Monitoring Team for effective 24x7 monitoring of Network Infrastructure, Periodic finetuning of alerts, reporting etc

eNcloud Services LLC   Page 113 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

- Troubleshooting of network issues related to Switches, Routers, Firewalls, Wireless, Internet, MPLS, QOS, etc
- Participate in P1/P2 troubleshooting sessions and prepare RCA reports
- Adherence to the laid Enterprise Network Security Platform to maintain high level of Network security to comply with ISO 27001, client audits and PCI DSS security norms
- Measure deviation on process and policies laid and take measure for rectification
- Participate in the Client Audits
- Laid framework for DR BCP exercise for Virtusa Office to meet ISO 27001 norms.
- Securing the Network with Implementation of Firewalls, Intrusion Prevention systems (IPS/IDS), Content filtering devices, Data leak prevention systems
- Mentoring and training the team members and competency building within the team to deliver projects successfully.
- Periodic firmware upgrades of devices
- Built the connectivity framework for future Cloud Connectivity Needs, the next generation Network topology
- database server, database backup, Maintaining central IPAM on SolarWinds
- Inventory and Contract Management of Global Internet and MPLS Circuits
- Evaluate emerging technologies and implement within organization as per requirement.
- Maintaining cloud connectivity like Azure Express Route and AWS Direct Connect
- Configure, manage and troubleshooting of Cisco Firepower, Fortigate and Fortinet firewalls
- Analyze IPS/IDS alerts to assess, prioritize, and differentiate between potential intrusion attempts and false alarms on Mcafee ESM
- Hands-on security systems management and support for Cisco Firewalls, Check point, Fortigate firewalls, IDS, SIEM, Security Auditing / Vulnerability Scanning etc
- Configuration and troubleshooting of IPSEC Site to Site VPN built for connecting offshore users to customers network in US and UK.
- Experience with troubleshooting toolset such as Wireshark, Solar Winds, Net Flow etc.
- Troubleshooting Switches, Routers, Wireless, Voice and Video Issues related to quality and connectivity issues
- Managed Cisco ACS for privilege access management to network devices
- Working on Network/Security related issue tickets including outages, Priority 1 and 2 tickets. Service requests in service now and Working On-Call shift rotation.

Environment: WAN, MPLS, P2P, DIA, IPAM, ESM, IDS, SIEM, IPSEC.

Network Engineer GNOC-Operations Dec 2016 to May 2020
Network Engineer, India

- Managing & Administering of Cisco Routers and Switches of clients
- Configuring and troubleshooting routing protocols including OSPF, EIGRP and BGP.
- Switching Protocol and technologies including VLANs, Inter-VLAN Routing, VTP, STP, RSTP, and redundancy protocols like HSRP, LACP/PAGP (etherchannel) etc
- L2 and L3 ETHER-CHANNEL protocol like LACP & Pagp.
- Configure and Install Citrix Netscaler load balancer

- Implemented security policies using ACL, Firewall, IPSEC, SSL, VPN, IPS/IDS, AAA, Azure AD, SAML.
- Creating Network Visio drawings and maintaining SLA reports.
- Management of Velo Edge SD WAN Devices (VMWare)
- Working with various WAN vendors troubleshooting circuit relation issues
- Managing Load balancers for application traffic load balancing using Citrix Netscaler
- Managing Pulse Global Traffic Manager(load balancer) for region wise user distribution across Pulse Secure SSL VPN gateways spread across multiple Geographic locations
- Troubleshooting IPSEC VPN tunnel issues
- Documentation of network design changes, configuration changes, LLD, HLD and creation of knowledge base for future use

Environment: OSPF, EIGRP, BGP, VTP, STP, RSTP, VLAN, Firewall, IPSEC, SSL, VPN, IPS/IDS, AAA, Azure AD, SAML.

Barclays Bank - Wipro Aug 2016 to Dec2016
Network Engineer, India

- Network connectivity troubleshooting using utilities including ping, trace-route, netstat, telnet.
- Responsible for the installation of new Cisco and other network devices at customer sites
- Configured LAN and WAN devices to test and validate planned network changes in a lab environment before production rollout.
- Budgeting for people resource, Network resource, contracts and capacity upgrades
- Dashboard Reporting of Network Performance to Global IT Business Team
- Roll Out of SD WAN (Cisco Meraki) across locations in Virtusa and simplifying network from OSPF and BGP based network to SD WAN
- Evaluate emerging technologies and implement within organization as per requirement.
- Supervising the team in various development and upgrade activities.
- Configuring, implementing and troubleshooting of composite Network models consists of Cisco 2900, 3900, 3800 and IOX XE 4000 series routers and Cisco 2900, 3600, Cisco 9300, Cisco 6500 Series switches and Cisco FTD Firewalls
- Implementation of Checkpoint firewalls, Cisco ASA, Palo Alto, etc
- Provided computer hardware, software and network support to various offices.
- Responsible for configuring & troubleshooting Switches. Organize and maintain hardware and software documentation and media.

Environment: LAN, WAN, OSPF, BGP, SD WAN, Cisco FTD, Firewalls.

Infosys- Mercedes-Benz Daimler Nov 2015 to July 2016
Network Engineer

- Designing maintaining and planning the LANs and Assist in Installing routers, switches and other networking equipment. Configuring and maintaining high performance data networks.
- Monthly security review Antivirus and Operating system patch compliance
- Responsible for network infrastructure including servers and networking equipment
- Provisioning windows desktops, servers, joining them to the domain

- Monitor the network performance and find solution to the drawbacks in the network. Initiate LAN/WAN troubleshooting and repairs
- Regular configuration backups, Troubles shoot site-to-site VPN issues. Providing support to the users
- Technical troubleshooting of Routing issues & IP addressing problems
- Installing windows servers (2008/20012 R2) and updating OS patches on monthly basis
- Windows Active directory administration, Group policies, Pushing software remotely, Joining machines to domain, Creating users and Groups
- Have worked on Different operational projects, handled the team size of 15-20 people.
- Worked on different Small and large data center migration projects. Having onsite experience of 11 Months.
- Seeking the position of L3 support in the Organization.
- Worked on different Due Digligence and parallel run transformations. Having experience of end to end delivery of transformation projects and services.
- Have done various presentation and Knowledge transfer from different client on basis of different requirements.

Environment: LAN, WAN, Window Servers.

Tech Mahindra (AT&T) Jan 2012 to Nov 2015
Network Engineer
- Maintaining users, computers.
- Troubleshooting all types of Virus issues
- Troubleshooting TCP/IP & LAN Solutions
- Installation & Configuring of operating systems like windows Xp, windows 7 and 2003 Server
- Assembling systems & troubleshooting
- Strong hands-on experience in managing and administering LAN, DNS and DHCP
- Configuring and maintaining Access Points.
- Configuring troubleshooting all types of Client Premises Equipment.
- Troubleshooting TCP/IP & LAN Solutions
- Installation & Configuring Mikrotik Routing Servers.
- Installation & Configuring UBNT Devices.
- Configuring Point to Point and Point to Multi-Point Links.
- Extensive experience in providing client Support like troubleshooting and monitoring.
- Trouble shooting TCP/IP & LAN Solutions
- Configuration backups, site-to-site VPN
- Network performance and find solution to the drawbacks in the network.
- ISP training with real time Environment
- Installing routers, switches and other networking equipment
- Security review Antivirus and Operating system patch compliance
- Designing network infrastructure including servers and networking equipment

Environment: TCP/IP & LAN, DNS, DHCP.

Education:
- B.Tech from Jawaharlal Nehru Technological University 2011.

Project Manager

a. Sreenivas Sunkavalli

Summary:

- Dynamic, results oriented executive with 17+ years' experience developing relationships, managing all aspects of large, multi- million dollar Cloud-based platform migrations, and Enterprise Cloud Software (SaaS) implementation and migration.
- A personable and results-oriented professional with extensive experience, skills, and expertise in project and program management.
- Projects including Artificial Intelligence (AI)/ML-Machine Learning, Data Analytics, Legal/eDiscovery, and other complex Software implementation projects from initial concept/inception through implementation, completion, and 'Go Live' while consistently producing high quality results in a timely and cost-effective manner.
- Proactive, goal-focused services professional with demonstrated talents at creating and leading motivated internal, external, and offshore teams in all types of environments from on-premise, SaaS (software-as-a-service), Hybrid (On-prem/Cloud), and Cloud-based (Public cloud and Private cloud) solutions/projects.
- Strong ability to envision and execute complex cutting-edge cloud based AI-enabled solutions that maximize processes, boost efficiency, and enhance organizational success

Skills:

- agile, waterfall, hybrid, project - 15 years
- communication and collaboration - 15 years
- microsoft office - 15 years
- program management - 15 years
- project management - 15 years
- team leadership - 15 years
- consulting - 10 years
- implementation management - 10 years
- it consulting - 10 years
- legal hold, esi, archiving, eca - 10 years
- microsoft project – 10 years
- microsoft sharepoint - 15 years
- advanced ediscovery, electronic - 14 years
- exterro legal hold, ediscovery - 13 years
- working remote - 12 years
- cloud software (saas) project - 11 years
- ai, artificial intelligence consultant - 9 years
- amazon web services (aws) - 9 years
- software as a service (saas) - 9 years
- ai software implementation project - 8 years
- cloud migration - 8 years

- iaas, infrastructure as a service - 8 years
- microsoft o365 - 8 years
- dell technologies cloud edge computing - 7 years
- google cloud platform (gcp) - 7 years
- microsoft azure - 7 years
- microsoft teams - 5 years
- azure devops (ado) - 3 years
- cloud computing
- cross functional team leadership
- early case assessment
- ediscovery
- ediscovery implementation management
- email archiving
- enterprise software
- exterro ediscovery certified partner
- legal hold
- legal hold notification
- outsourcing
- pre sales
- preservation and collections
- professional services

Employment History and Work Experience:

Conch Technologies
PEPSICO Apr 2020 to Present
Senior Project Manager, Plainsboro, NJ
- Engineering, project recovery, employee training, customization, enhancements, or a new solution all together, our experts' thorough assessments will identify the right plan to ensure that your company gets the ROI that it deserves.
- As a Senior Project Manager for BlueROCK Consulting, LLC, I have been tasked with leading motivated internal, external, and offshore teams in a variety of complex Cloud (i.e., Microsoft Azure, Google Cloud Platform (GCP), Amazon Web Services (AWS)/Cloud-to-Cloud platform migrations, cloud-based software/SaaS, and cloud based AI software implementation projects for high-profile clients/companies incorporating multiple project management methodologies and frameworks (such as Agile, Hybrid, and Waterfall, etc.).
- Most recent project was the successful completion of a Google-funded Google Cloud migration project to move their customer's
- Microsoft Azure and On-prem Integration Services, Databases and Applications to the Google Cloud Platform (GCP).
- Worked with Google customer's PM to coordinate the work across all teams (both onshore & off shore) including their Developers, Architects & Engineers and their DevOps/SecOps/Netops/infrastructure teams, CI/CD (continuous integration (CI) and continuous delivery (CD)), QA – Quality Assurance and UAT, and DBA's – Data Base

Administrators. Primary focus was the migration of the customer's MS Azure APIM – API Management (microservices) to Google Cloud Platform (GCP) Apigee API

- I work hard at developing trusted advisor relationships with my clients/customers project team members (requiring close collaboration and coordination with DevOps/SecOps/Netops/infrastructure teams, CI/CD (continuous integration (CI) and continuous delivery (CD)) Architects, Developers & Engineers, QA – Quality Assurance, DBA's – Data Base Administrators, Data Scientists, ML – Machine Learning experts, etc.) and project sponsors and stakeholders to ensure the implementation is aligned with their success criteria and delivers real business value.
- I employ a high-touch model approach that includes spending significant time with clients and their internal company leadership team and am a strong contributor to the overall success of my clients high-priority, strategic initiatives..
- Management (microservices) leveraging MS Azure DevOps (ADO), Azure Migrate, Agile, and Waterfall project methodologies.

Ernst & Young Jul 2017 to Mar 2020
Senior Project Manager, Secaucus, NJ

- Effective Cloud software (SaaS) implementation and migration Program/Project Manager with expertise that includes a good working knowledge of MS Azure DevOps, Azure Migrate, and the application of Agile/Scrum, Hybrid, and/or Waterfall project management methodologies used to plan, manage, and facilitate the successful migration of on-premise applications and data centers to new Azure cloud platform environments.
- Leveraged Azure Migrate (which is a central hub to track discovery, assessment, and migration of your on-premises apps and workloads and private and public cloud VMs to Azure) to discover, assess, and migrate on-premises infrastructure (including premises VMware VMs, Hyper-V VMs, physical servers, other virtualized VMs, databases, web apps, and virtual desktops), applications, and data to the new Azure cloud environment.
- Created a DevOps team culture that promoted communication & collaboration between business, development & operations teams to automate processes for faster delivery of applications, while encouraging continuous improvement through feedback.
- As an AWS Cloud Migration Project Manager, I collaborate with technical leads, architects, engineers and other team resources to effectively plan, manage, and facilitate the successful migration of on-premise applications to new AWS cloud environments.
- This typically involves the use of various tools including the AWS Application Discovery Service to discover on-premises inventory, and the AWS Migration Hub to gather relevant information about on-premises data centers to create a comprehensive snapshot of the existing on-premises inventory and accelerate the planning and migration to the new AWS cloud environment.
- As a Google Cloud Platform (GCP) Cloud Migration Project Manager I leverage the Google Cloud Migration Center which is a platform to accelerate the cloud migration journey from on-premises infrastructure or cloud environments to the Google Cloud Platform. Google Cloud Migration Center provides best practices and recommendations to help drive successful end-to-end migrations.
- Key features of the Google Cloud Migration Center include cloud spend estimation, asset discovery, and tooling for different migration scenarios. Google Cloud Migration Center provides a set of tools to help with cost estimation, asset scanning/discovery, infrastructure

assessment, total cost of ownership report generation, application and network dependency identification, product recommendations, and migration planning and includes tools that support a variety of migration strategies like rehost, re-platform, and refactor strategies.

- I lead large, cross-organizational cloud-based, AI (artificial intelligence) software and Data Analytics solutions from initial concept through 'Go Live' and End User adoption including the development and implementation of real-time Dashboards/Reporting projects with measurable impact following best practices to help clients make better-informed decisions, and automate their key business processes for greater functional and operational efficiencies. I am a smart, creative, passionate, detail oriented, and practical leader with strong problem-solving abilities (i.e., I'm always planning ahead and searching for a smarter, better way to achieve a goal).

- Skilled at developing high levels of credibility and forging solid and positive professional relationships with customers, peers, and upper management/senior-level corporate executives. I am a self-starter, motivated team manager with a strong bias for action (with a proven track record of actions and results that demonstrate initiative) with the ability to span both strategic and tactical thinking.

- I work quickly to understand client's work practices, and the nature of their business in an effort to implement the best possible solution.

- I consider myself a leader and a superb communicator employing a hands-on approach with a significant amount of experience working with large enterprises clients successfully managing and implementing AI, Data Analytics, and other complex cloud-based software/SaaS projects for high-profile clients/companies making good use of Microsoft Azure DevOps (ADO), and Agile team processes.

Pfizer Jan 2016 to Jun 2017
Sr. Project Manager, Rocky mount, NC

- Subject matter Expert (SME) experienced in project management of large-scale implementation of eDiscovery solution projects throughout the litigation life cycle from the litigation trigger point of legal holds through trial and legal hold releases.

- Implemented cost-effective, time-efficient solutions tailored to identify (custodians / manage legal holds / legal hold notifications), preserve, collect, filter, review, produce and present electronic data and paper documents.

- In-depth knowledge of the Electronic Discovery Reference Model (EDRM), Information Management Reference Model and the Federal Rules of Civil Procedure (FRCP).

- As an eDiscovery SME (Subject Matter Expert) and Project Manager, I collaborated with clients to implement the proper mix of eDiscovery technology tools and solutions including Microsoft's SCC (Microsoft Security and Compliance Center) O365.

- Advanced eDiscovery and Exterro, and familiar with most leading eDiscovery applications such as Relativity. Collaborated with internal and off-shore teams to define and execute collection, processing, review and document production strategies for discovery projects.

- Served as the primary point-of-contact for the client for the life of a project. Responsible for tracking, managing, and communicating progress both internally and to the client stakeholders.

- Managed internal and external/off-shore resources, Vendor(s), including implementation partner/resources.

- Maintained client satisfaction during the relationship.

- Success relied heavily on my ability to effectively communicate, set, and maintain clear expectations.
- Competent understanding of all aspects of planning and managing discovery projects with a wide variety of requirements and deliverables.
- Primary client base are General Counsel and Corporate Legal departments of Fortune 500 corporations, AM 100 Law firms, and Federal, State and Municipal government agencies.

Yara International May 2015 to Jan 2016
Sr. AI Software Implementation Project Manager, Bangalore, India
- Intelligence (AI) and data management solutions. Based in Silicon Valley since 2003, Sonasoft is a public company providing solutions that create significant competitive advantages from data, (the most valuable corporate asset in the digital economy), empowering enterprises to transform their data into AI-enhanced insights and solutions.
- Sonasoft's cloud-based, AI SaaS software solutions harness data to enable businesses to accelerate and improve decision making, increase operational efficiency and automate critical processes.
- As a trusted advisor, my specific business objectives included successful Program/Project Management of Sonasoft's high- visibility, enterprise-wide, AI-enabled solution projects from initiation through delivery ensuring completion of the project objectives on schedule and within budget.
- Used a winning multi-phased managed services model based on experience and process excellence offering an end-to-end solution for managing successful client services engagements that began with the pre-delivery activities, then on through the delivery, and ended with the post-delivery activities.
- This process started with setting initial expectations and timelines (via a Communications Plan), moved on into the Technical Workshop (requirements gathering) and Solution Design, and then on into Testing stage – using production data in client's lab environment, scheduling Client Training and Education, Implementation/ deployment – using a phased-in Rollout, and ending with a Systems Healthcheck.
- Ensured and confirmed that the client's Dev Ops and System Administrators have signed up and attended Administrator's Training at the appropriate time in the project.
- This managed services model successfully alleviated customer satisfaction issues and fosters goodwill through the enterprise and end user community throughout the lifecycle of the project.
- Additional responsibilities included assisting with pre-sales engineering for Sonasoft's eDiscovery and Archiving solutions, messaging, marketing, and third-party product selection.

Johnson & Johnson March 2013 to March 2015
Senior Project Manager, Bangalore, India
- Project Management and data management solutions, is a public company providing AI-enabled solutions that create significant competitive advantages from data.
- Sonasoft's artificial intelligence (AI) solution and software capabilities harness data to enable businesses to accelerate and improve decision making, increase operational efficiency, and automate critical processes.

- A pioneer of the data management industry, Sonasoft has incorporated a world-class enterprise artificial intelligence (AI) platform to provide unprecedented opportunities for enterprises of all sizes to gain sizable returns on investment from their data assets.
- The Sonasoft enterprise artificial intelligence (AI) cloud-based platform is among the most technologically capable in the market today.
- Exterro Fusion is now the system Corporate Legal uses to identify, locate, preserve, collect, sift through, organize, process information, produce and present in a court of law.
- Sonasoft's artificial intelligence and machine learning enable companies to maximize value that resides in their data helping organizations increase operational efficiency, increase ROI, accelerate and improve decision-making, and automate critical processes quickly and cost-effectively

E-Z-GO (division of TEXTRON INC) Jun 2012 to Mar 2013
Sr. (Exterro) eDiscovery Implementation Project Manager, Bangalore, India
- Modis is a leader among global IT and Engineering staffing agencies to help their clients accomplish their business objectives.
- Together with Adecco, Modis provides services to clients in more than 60 countries on six continents, and in each of the 48 contiguous United States and throughout Canada.
- They currently supply over 150 IT job categories that encompass hundreds of specific IT skill sets.
- Established in 1914 by the California state legislature, State Compensation Insurance Fund is the country's oldest workers' compensation insurance carrier, is California's largest provider of workers' compensation insurance, and is a vital asset to California businesses. With approximately 130,000 policyholders, more than $1.2 billion in premium, and nearly $20 billion in assets, State Compensation Insurance Fund is a competitive insurance provider and a stabilizing force in California's economy.
- Reported directly to the Assistant Chief Counsel for Corporate Legal and provided Subject Matter Expertise taking full responsibility and ownership of State Fund's desire to design and implement a world class, enterprise-wide, eDiscovery, Governance and Compliance initiative.
- Chartered with recommending, conceptualizing, planning, designing, testing, and implementing an electronic legal hold & discovery workflow management process, encompassing a rich set of powerful collection & preservation, processing, review, analysis and production tools.
- This was a complete overhaul and transformation project moving away from an inefficient, disjointed and manual process utilizing and implementing an industry-blessed and best- of-breed solution (Exterro Fusion 5.x).
- Upon completion of the Exterro Fusion Legal Hold and EDDM - eDiscovery Data Management Project, State Fund is now fully compliant with Federal and State imposed Governance, Compliance and Regulatory obligations such as the FRCP – Federal Rules of Civil Procedure and the Discovery Act as set forth in the California Code of Civil Procedure.
- Primary point-of-contact for the Corporate Legal department of State Compensation Insurance Fund. Responsible for tracking, managing, and communicating progress to the project stakeholders and Corporate Legal's executive management team, managing internal IT and external Vendor resources, including implementation partner/resources throughout the life of this project.

V-Guard Oct 2011 to May 2012
Senior HP Autonomy Project Manager, Cochin & Bangalore, India

- Results through a devoted, highly skilled and solution- oriented team. Direct Technology's unparalleled level of knowledge and expertise solves its clients' most complex business problems with technology solutions across three practice areas: Integrated Solutions, Network Technologies and Professional Services.

- With more than 140 years of experience, Holland America Line is recognized as the undisputed leader in the cruise industry's premium segment.

- Over the course of the company's long history, Holland America Line has carried more than 10 million guests from Europe to the New World and to vacation destinations around the globe. Itineraries range from seven to over 100 days and incorporate all seven continents, including Australia & New Zealand and Asia sailings, a world cruise, and popular sailings to several ports in the Caribbean, Alaska, Mexico and Europe.

- In this role I reported directly to the Vice President and General Counsel/Chief Ethics Officer, 1 level below the CEO where I managed a large-scale, enterprise-wide implementation for Holland America Line (HAL).

- Holland America Line who was currently in the process of implementing a multi-year, multi-phase and multi-million HP Autonomy/IDOL project and needed a strategic project/program manager to keep the project on course.

- The HP Autonomy Protect solution set to be implemented consisted of the following components: IDOL - Intelligent Data Operating Layer; iManage WorkSite, FileSite and File Share; iManage Universal Search (iUS) and Express Search, iManage Records Manager - IRM, Control Point, and Autonomy eDiscovery consisting of Autonomy Legal Hold – ALH for managing Legal Hold notifications, Collections and Exports, and Preservations; Investigator ECA including Retrieval, Work booking and Advanced Query Guidance – AQG; and Introspect/ AeD – Autonomy eDiscovery.

Inchcape Management Services Ltd Nov 2010 to Aug 2011
Senior HP Autonomy eDiscovery Manager, Bangalore, India

- Solutions company headquartered in Montreal, Canada. In August 2012, CGI acquired the British IT services company Logica for $2.8 billion, making it the sixth-largest IT services provider in the world.

- CGI employs approximately 72,000 professionals in over 125 offices across 40 countries.

- As the Senior HP Autonomy eDiscovery Manager / Business Analyst and Functional Support Manager, provided CGI Group Inc.'s (formerly Logica which was successfully acquired by CGI in August 2012) high profile client, Michelin North America Headquarters (one of the world's largest tire manufacturers located in Greenville, SC) with eDiscovery expertise related to project management insight, implementation guidance, business process and discovery workflow design, in support of their desire to successfully implement an HP Autonomy eDiscovery solution.

- Supported activities in the Business Analyst and Functional Support Manger's role for the Legal business unit, (i.e., the Law department) include defining the Law department's Functional and Non-Functional Business Requirements as they relate to eDiscovery and the EDRM; co-authoring the CdC - Cahier des Charges and the BRS - Business Requirements Specifications documents.

- Additionally, the Business Analyst and Functional Support Manager role and responsibilities included:
- Capturing the business context - problem, current state, desired future state, objectives, business needs and impacted user groups
- Developing requirements (business, user and software requirements - functional and non-functional).
- Playing a critical communications role by interacting with the (Legal) users (business domain – Law department).
- Ensuring the requirements are specified in a manner suitable for the intended audience and are understandable, unambiguous and capable of being implemented and tested.
- Writing and reviewing business, user functional and non-functional requirements in the form of Use Cases.
- Ensuring that quality business analysis standards are met as prescribed by IS Group Services through the effective implementation or use of approved processes, methodologies and deliverables for the successful implementation of the HP Autonomy eDiscovery solution.
- As the Senior HP Autonomy eDiscovery Manager, the goal was to affect a successful outcome and to eliminate early-on, many of the known and inherit pitfalls that accompany these types of highly specialized ediscovery implementations.
- The Autonomy eDiscovery solution consisted of the following components:
- Autonomy Consolidated Archive - ACA (for Journaling and File System CFS connectors for Lotus Notes and Active Directory) including:
- Autonomy Legal Hold - ALH
- Manage Legal Hold Notifications, Interviews and Release
- Collections and Exports
- Preservations
- Investigator ECA - Early Case Assessment
- Retrieval
- Work booking
- Advanced Query Guidance - AQG
- IDOL - Intelligent Data Operating Layer
- Distributed Index Handler - DIH
- Distributed Action Handler – DAH
- Distributed Services Handler – DiSH

SAP AG Nov 2009 to Oct 2010
eDiscovery Manager/Consultant, Bangalore, India
- Acquisition of former employees of Arthur Andersen and provides independent risk consulting and internal audit services.
- Working in conjunction with the local Protiviti Internal Audit team and the Protiviti eDiscovery Practice based in NYC, I was brought in as an eDiscovery SME to help the local Internal Audit team to perform an eDiscovery Review and Assessment for their client, the Federal Home Loan Mortgage Corporation (FHLMC) known as Freddie Mac, which is a public government sponsored enterprise (GSE), headquartered in McLean, Virginia (greater Washington DC area).

- Performed walkthroughs, testing, documenting controls, procedures, objectives, notating recommendations, provided input on key deliverables such as an eDiscovery Access Controls Framework White Paper.
- Primary objectives and focus of this Internal Audit eDiscovery review and assessment include the following:
- Abuse of access privileges to sensitive ESI - Electronically Stored Information (concerned about unfettered, uncontrolled, unrestricted, unsupervised, unauthorized access, logging/audit trail and routine monitoring)
- Provisioning eDiscovery system users, recording/logging (audit trail reporting) and monitoring capabilities, setup and configuration of the following eDiscovery tools:
- Autonomy ALH - Autonomy Legal Hold and ECA Investigator - Early Case Assessment modules Relativity Kroll On track
- Segregation of duties, clearly defining roles and responsibilities for Legal, Litigation Support team and IT/Information Security
- Reviewing authority matrix, providing guidance on the approvals process for collection requests of custodial ESI and defining controls to be implemented in order to maintain an auditable and defensible process.
- Benchmarking client's own eDiscovery process against common industry EDRM guidelines, standards and best practices

PALM Inc., Jun 2009 to Oct 2009
Senior Project Manager, Bangalore, India

- As a Principal IT Consultant and Senior Project Manager, consulted on diverse projects, led project teams, and partnered with clients to gain understanding of their business environment and organizational goals and strategies.
- Conceptualized, designed, tested, and implemented ILM – Information Lifecycle Management, Archiving, eDiscovery, Records Management and eCompliance solutions ensuring proper project management processes were used throughout the project lifecycle for clients in both the public and private sector for the following industries: aerospace and transportation, association and non-profit, defense, education, financial, healthcare, technology and telecommunications industries.
- Results-oriented IT professional and trusted advisor with extensive experience leading multi-vendor and multi-dimensional ILM, Archiving, eDiscovery, DLP, Compliance, and Records Management software projects and teams for clients across wide and varied environments in both the public and private sector.
- Adept at directing end-to-end large-scale initiatives, defining project scope, determining requirements, and partnering with key business stakeholders to attain objectives.
- Instrumental in spearheading integration of key technology systems through development of strategic plans and implementation of advanced design and process methodologies. Skilled communicator and cultivator of key relationships.
- Proven ability to train, motivate, and lead successful cross-functional teams. Solid track record of delivering results on time and within budget.
- Resourceful at developing and managing all aspects of large IT projects and consistently producing high quality results in a timely and cost-effective manner.

- Skilled communicator/liaison with unique ability to facilitate and translate business needs into technical specifications to ensure clear definition and understanding of objectives by all project stakeholders.
- Creative problem solver; ability to solve business and technical issues based on extensive IT project experiences.
- Additional tasks included creating and defining business vision and project scope, developing project plans, and guiding project through all phases of the software implementation process beginning with project initiation, setting up initial project steering committee, creating the Project Charter, identifying the scope, RFP process, project kickoff, project planning and preparation, Solution Design, implementation planning, executing and monitoring/controlling, validation and user acceptance testing (UAT), "go live" implementation, training and education, phased-in rollout, and ending with a System Health check and project closeout

EPSON Feb 2009 to May 2009
eDiscovery and Archiving Project Manager, Mumbai, India
- ICON is a global provider of outsourced development services to the pharmaceutical, biotechnology and medical device industries specializing in the strategic development, management and analysis of programs that support Clinical Development - from compound selection to Phase I-IV clinical studies.
- Operational Experience: Project managed clinical study litigation for ICON Clinical Research for a matter involving the FDA.
- Responsible for managing the collection, processing, review, and production of data for over 200 custodians. Primarily due to the efforts of the eDiscovery team, this matter was settled out of court saving ICON millions of dollars in legal fees.
- Technical Experience: Responsible for leading and supporting ICON's desire to implement a $2M enterprise-wide, full-spectrum eDiscovery and Archiving solution modeled after the EDRM – eDiscovery Reference Model utilizing and implementing industry- blessed and best-of-breed solutions such as Autonomy.
- Specific tasks included creating and defining business vision and project scope, developing project plans, and guiding project through all phases of the process beginning with project initiation, setting up initial project stakeholder and steering committee, creating the Project Charter, identifying the scope, vendor selection, RFI/RFP process, project kickoff, project planning and preparation, Solution Design, implementation planning, validation and user acceptance testing (UAT), "go live" implementation, training and education, phased-in rollout, and ending with a System Health check and project closeout.
- Beginning with automating the Legal Hold process, moving on to the Collections phase (using powerful, flexible collection & preservation tools that identifies and gathers potentially relevant electronically stored information (ESI) from a variety of sources), on to Intelligent Content Archiving with smart tagging, filtering, classification and categorization; and ending with the successful deployment and implementation of powerful in-house search and early case assessment eDiscovery tools to quickly determine their likelihood of success in court.
- The end goal is to enable both IT and Law departments and move towards a proactive versus reactive state.

SAP AG, Oct 2006 to Jan 2009
Senior Project Manager, Bangalore, India

- Cleans, deodorizes, leavens and buffers. The Company's famous ARM & HAMMER® Brand is one of the nation's most trusted trademarks for a variety of household and personal care uses.
- Today, Church & Dwight is a leader in the Household Consumer Products and Personal Care industry, with such brands as ARM & HAMMER, Trojan, First Response, Arrid, Nair, Mentadent, Spin brush, CloseUp, Scrub Free, Oxi Clean and more.
- Operational Experience: Project managed multi-year federal investigation for Church & Dwight (consumer products company in Princeton, NJ).
- Worked directly with the in-house legal assistants and attorneys as well as outside counsel assigned to the matter to support all eDiscovery activities.
- This included identifying custodians, identifying appropriate custodian data, implementing data preservation processes, collecting data, processing data, search term identification, key word searching, error resolution, supporting hosted review, and document production.
- Church & Dwight lacked documented eDiscovery processes prior to my arrival. As part of managing this multi-year federal investigation, I successfully managed the implementation of both processes and technology tools that were then utilized on subsequent matters involving electronic documents.
- Technical Experience: Responsible for crafting and leading the full, end-to-end lifecycle project management and execution in support of Church & Dwight's desire to successfully implement and deploy a well-integrated $3M corporate-wide Archiving, DLP - Data Loss Prevention, early case assessment eDiscovery (including Legal Hold, Discovery Workflow Management, and Collections), and Records Management solution within a Virtual (VMware vSphere) environment.
- Solution is modeled after the EDRM - Electronic Discovery Reference Model. Beginning with automating the Legal Hold & Discovery Workflow Management processes, moving on to the Collections phase (using powerful, flexible collection & preservation tools that identifies and gathers potentially relevant electronically stored information (ESI) from a variety of sources), on to Intelligent Content Archiving with smart-tagging, filtering, retention classification, categorization, and endpoint controls with blockings & warnings; and ending with the successful deployment and implementation of powerful in-house early case assessment eDiscovery tools.
- Specific tasks included understanding the business environment and organizational goals and strategies. As the subject matter expert (SME) I was chartered with recommending, conceptualizing, planning, designing, testing, and implementing an electronic legal hold & discovery workflow management process, with powerful collection & preservation tools, intelligent content archiving, DLP - Data Loss Prevention incident management, eDiscovery, and records management technology solution utilizing appropriate project management methodology across the United States.

Hero Cycles Limited Mar 2006 to Oct 2006
Salesforce Program/ Project Manager, Ludhiana, India

- Developed and implement Salesforce strategies, roadmaps, and best practices to align with business objectives and drive adoption.
- Acted as an autonomous decision-maker, ensuring business continuity and reporting risks to senior management.

- Designed and built data models to support complex analytics requirements, ensuring data accuracy and integrity.
- Developed interactive dashboards and reports using Salesforce Einstein Tableau Analytics Studio, providing actionable insights to support business decision making.
- Collaborated with business leaders, decision-makers, and end-users to define requirements and translate them into functional and technical designs.
- Drives improvements and enhancements on the Salesforce Sales, Service, and Community Cloud platforms.
- Troubleshot production issues and coordinate with teams to resolve operational outages.
- Administer integration points within Salesforce and with select platforms like Coveo, DocuSign, Qualtrics, Outreach, Celigo, and Own backup.
- Stayed current with Salesforce release cycles features and leverage out-of-the-box functionality.
- Implemented Salesforce security measures, user access management, profiles, permission sets, and data security settings to ensure compliance and protect sensitive data.
- Developed and delivered comprehensive Salesforce training programs for end-users to ensure smooth onboarding and continued adoption.
- Developed customized Service Cloud reports and dashboards to provide real-time visibility into key performance metrics, enabling data-driven decision-making and proactive management of service operations.
- Conducted regular system audits and performance evaluations, identify areas for optimization, and implement enhancements.
- Collaborated with business stakeholders to gather requirements, analyze processes, and translate them into Salesforce solutions aligned with best practices.
- Managed a team of 4 people, providing coaching, guidance, and mentoring.
- Implemented release management processes, including change control and release documentation, to ensure controlled and auditable deployments of Salesforce applications across multiple environments.
- Led end-to-end implementation of Salesforce Lead to Cash process, integrating Salesforce CPQ & Billing to streamline quote generation, order management, and revenue recognition.

b. Sreevalli Sripathi

Summary:

- Seasoned Project Manager having expertise in Program Management, Project Management, Agile Management, Technical Solution Delivery and Governance (Process and execution).
- Well-versed with Principles, Techniques & Methodologies of Agile, Iterative and Waterfall Project Management encompassing
- Project Initiation: Documenting project proposal, statement of work, project charter, resource forecasts and coordinating resource allocation.
- Project Planning: Created project plans covering cost & effort estimation, scope and budget, schedules & milestones (work breakdown structures using Gantt Charts). Set-up targets and limits for effort, schedule and defect.
- Project Execution: Scope tracking & maintaining change request log, budget tracking and deliverable quality management. Performed requirements management, guided design & development, Created reports, coordinated audits, change management, stakeholder communication, risk management, test management & release management activities.
- Created Reports and presented weekly, monthly & quarterly milestone reports for Senior VP and CIO and other Senior Management. Documented and maintained all meeting communications.
- Designed processes for traceability & scope tracking, issue & action item tracking, change management, risk identification & mitigation, and reusability Planning. Vocal about raising risks and issues to make sure impediments are removed in the program/ project execution.
- Defined, baselined, and tracked SLAs and KMs related to project performance and business performance. Designed and published dashboards.
- Planned & Set-up Intra-Team Collaboration and Inter-Team Coordination to develop high quality deliverables. Skilled in Consensus Building, Conflict Resolution between diverse teams, application owners and vendors, addressing the cross- functional interdependencies.
- Created test strategy and plans. Ensured review and tests are incorporated for complete test coverage and triaged between teams to ensure quick resolution and fixes to ensure timely delivery of high-quality deliverables.
- Vendor Management activities in multi-vendor scenarios, such as reviewing scope and deliverables for compliance with contracts and project charters; as well as shepherding the Purchase Order Approval process.

Skills & Certifications:
- Certified Scrum Master • SAFe Scrum Master
- Service Delivery Management • Delivery Excellence • Agile coaching & mentoring • Business Analysis • Quality Assurance
- Tools: Rally • Jira, including JQL • Confluence • Mural • MS Excel • MS PowerPoint • MS Project • MS Visio • MS SharePoint (Site Administration, Application Development) • CVS • VSS • TFS
- Programming Languages: C#.NET • ASP.NET • VB.NET • ADO.NET using LINQ • SQL • JQL (Jira Query Language), JavaScript.
- Technology Frameworks: .NET Framework • .NET Core • Windows Communication Foundation • ASP.NET Core, MVC

- IT Security Tools: CA Suite – Identity Minder (Identity Access Management, Single-Sign-On, Active Directory)

Leadership and Delivery Excellence
- Devised and implemented data-driven procedures for improving backlog health and capacity planning.
-
- Created metrics-driven approach to add business value and continuously improving deliverable quality.
- Led organization and unit level initiatives related to productivity improvement, cost reduction, reusability, knowledge management, tools, etc.

Employment History and Work Experience:

Camelot IT Services, Oct 2021 to Present
Integrated Program Manager/Project Manager – Banking Client
Phoenix, AZ
Accomplishments:
- By analyzing the underlying causes for high cycle time & scope churn and developing improvement strategies, achieved an improvement in Say/Do from 67% to almost 100% in just over a year's time.
- Created a new Quarterly & Annual Metrics Dashboard to understand team performance on Delivery Excellence Metrics at a glance. This was later taken up as a standard to be followed across all teams in the Portfolio Program.

Roles & Responsibilities:
- Managed governance processes and planning for Data & Analytics Workstream consisting of 11 Scrum Teams.
- Conducted Feature discovery sessions with product team and PMS to identify system gaps/new features. Planned requirement sessions, dependency alignments in collaboration with product owners, scrum masters, QA and release train engineers.
- Managed PI and sprint planning, backlog reviews, Inspect & Adapt sessions, and retrospectives. Facilitated inter-team discussions and action items, documenting and following up as needed.
- Defined process and setting up expectations for PI execution.
- Facilitated identification and expeditious resolution of risks and issues. Communicated project risks in time to stakeholders before it converts into an issue unless not foreseeable. Continuous re-assessment & monitoring throughout.
- Managed all the 11 workstream scrum teams to identify and provide corrective guidance to align to program level delivery excellence OKRs.
- Developed workstream status reports. Chaired weekly workstream status report meeting with senior management to appraise them of progress as well as secure essential assistance from the management in a timely fashion.

- Provided program guidance and tracked workstream compliance to it. Provided guidance to senior product owners and scrum masters regarding backlog health, PI planning, and sprint planning
- Managed change request process – coordinating dependent teams, presenting to Technology and Architecture Request Board, coordinating approvals, revising timelines as needed.
- Facilitated release activities with managers and created test set/ tags for release.
- Arranged war rooms to trouble shoot and diagnose the issues.
- Conducted Mid PI workshop to analyse PI progress, dependencies, risks, demos
- Closely worked with RTE & scrum masters on PI user stories that are accomplished or pending
- Monitored the sprint and project progress using the dashboards like sprint burn-down, sprint goals, individual team and release velocity, project burn up, project risks and blockers and mitigation plan, dependencies diagram and status, individual team capacity.
- Managed the queue size and monitored the batch size. Helped the teams to minimize the cycle time of the stories and the lead time of the features/ epics while controlling the variances in the project.
- Designed and Reported business metrics such as transaction volumes and performance improvements to senior management.

Aug 2017 to Oct 2021 :
Community Volunteering @local Elementary School Teaching Volunteer @ eVidyaloka NGO, India
Job Trainer/ Trainer on Interview Skills to less Privileged Women @ Kaam4U NGO, India]

Avaya India Pvt Ltd (Contractor until March 2016, employee thereafter) Jun 2015 to Jun 2017
Security Solutions Manager/ Senior Management Associate
Hyderabad, India
Accomplishments:
- Successful planning and execution of enterprise-wide upgrade of CA SSO, consisting of 150 SSO applications and 500 UNIX servers.
- Successfully coordinated the work of 150+ teams (application infrastructure, network, etc.) while at the same time accounting for all the application-server interdependencies.
- Documented Project Proposal, Project Charter, Business Requirements Document.
- Facilitated System Requirement Sessions between Vendor CA, Internal team & contractors and documented the SRS.
Roles & Responsibilities:
- Managed multiple projects related to CA product upgrades (IAM, CM, GM) for the "Secure the Enterprise Program (STEP)" of Avaya and other non-STEP initiatives.
- Planned and coordinated the enterprise-wide upgrade of 150 SSO applications on multiple servers with organization-wide impact to version 12.5 of CA SSO (Single Sign On), taking due account of application-server interdependencies and availability of these 150+ teams (application, infrastructure, network etc.)
- Managed project for integration of CA Governance Minder with IDM applications. Identified business requirements and priorities for multiple releases, traceability mapping, Test documentation, Test planning and strategy in addition to the upgrade itself.

- Tracked and managed risk to ensure time-bound upgrade of around 500 UNIX servers to CA Control Minder Environment. Created project plan and managed communications for set-up of CA Control Minder environment.
- Vendor communication and communication with the project sponsor.
- Tracked and reported project status for multiple projects simultaneously. Identified and managed action items, issues, and risks. Tracked project schedule and ensured timely escalation of issues in a multi-disciplinary, inter-dependent environment.
- Co-ordinated compliance audit for SOX.
- Created resource forecasts and managed execution of yearly and quarterly resource plans.
- Managed communications with senior management, other Avaya internal groups as well as third- party vendors.

Dec 2011 to May 2015: Maternity Break Infosys India Ltd Jun 2003 to Nov 2011
Technical Architect and Project Manager
Hyderabad, India
Accomplishments:
- Helped the client avoid regulatory penalties of more than $300,000.

Roles & Responsibilities:
- End-to-end project management of this high-risk project with a geographically dispersed team of inexperienced developers, including risk management, change management, traceability & impact analysis reusability planning, etc.
- Defined risk mitigation strategies, reported and communicated regularly with all stakeholders including the Quality Department, senior management, and client engagement manager
- Provided checklists and reviews at all stages of development to ensure compliance to quality standards.
- Resolved escalations.
- Monitored and tracked project financials for reporting to leadership.
- Developed technical architecture to satisfy functional requirements with stipulated scalability, reliability & MTTR. Guided functional and technical teams to expeditiously develop the multi- technology application.
-

Technical & Project Lead for Multiple Maintenance & Production Support Applications, Utility Client
Accomplishments:
- Helped increase account revenue by $350,000 by adding 19 new applications to our portfolio.

Roles & Responsibilities:
- Led Maintenance, Support & Major Enhancements for more than 30 applications belonging to a Suite of applications on multiple technologies.
- Led the corrective maintenance effort - Incident Resolutions & Management, Issue Tracking, Impact Analysis, and SLA Adherence. Established Source Code Change and Build procedures for multiple versions.
- Preventive maintenance to reduce risk by incident reduction, automation, simpler work- flows, improved technology usage etc.
- Provided value-added consulting to client for application improvement.

- Managed Offshore communication with Onsite and Senior Management.
- Resolved and Guided team to resolve technical blocks.
- Provided high-level design for several minor and major enhancements.

Technical & Project Lead for Multiple Projects, Utility Client Accomplishments:
- Delivered 30 reusable artifacts, Configuration & Build tools saving 225 + man hours and counting.

Roles & Responsibilities:
- Analyzed legacy user-facing application and developed functional specifications. Developed. requirements and use cases in partnership with business users, testers and SMEs.
- Developed technical specifications, solution architecture, high-level design, and database model
- Led detailed design and development.
- Provided cost & effort estimates and WBS.
- Primary point of contact for critical escalations and issues.
- Tracked effort, schedule, and defects from requirement analysis to production implementation. Led team on functional and technical tasks and was accountable for meeting deliverable dates.
- Implemented quality processes & co-ordination activities to manage and resolve project issues and risks.
- Participated in Gate reviews and obtained signoffs from quality assurance team.
- Established the change control mechanisms for scope and source code & document control.
- Participated in integration- and system testing and led cross-team triage meetings.

Developer, Multiple Projects Roles & Responsibilities:
- Prepared project plans, resource plans, effort estimates, and work breakdown structures.
- Participated in end-to-end project activities from requirement analysis to production implementation.
- Lead & Single Point of Contact for functional and technical tasks.
- Requirements Development, Technical Architecture, High level Design, and Detailed Design.
- Led and participated in build and testing activities.

Co-Options Technologies Apr 2001 to Dec 2002
Developer
Hyderabad, India
Roles & Responsibilities:
- Requirements Development, Use Case Development and Analysis, High-level Design, Documentation of Detailed Design with appropriate UML diagrams, Database Design.
- Build and testing.

Education:
- Master of Computer Applications – Osmania University, Hyderabad, India; Year of Passing: 2001

eNcloud Services LLC   Page 133 of 233
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Web: www.encloudservices.com

c. Sri Kumara Swamy Thokala

Summary:

- Accomplished professional with 18 years of proven track record leading software engineering teams with a distinguished track record on technically demanding projects and a certified PMP, SAFe5 Agilist and a Scrum Master.
- Business strategist and a solution architect identifying growth opportunities, expanding innovative programs, determining strategies for advancement, and converting them into action plan.
- Expert in agile and waterfall methodologies and Implemented projects in scrum, lean and scrum of scrums.
- Experience handling communication across cross functional teams (Business, Dev, QA etc..) and stakeholders along with reporting progress and status to leadership team and CXOs.
- Proficiency in all phases of SDLC involving planning, estimation and budgeting, capacity planning, resource utilization and optimization, release management, risk and issue management, continuous improvements, metrics collection, SLA adherence, enterprise reporting and stakeholder management.
- Responsible for defining and implementing change management methodologies and processes along with establishing of change control board (CCB) or change acceptance board (CAB) to achieve organization goals.
- Experience handling large and complex integration and migration projects and programs of size over $ 2MN-20MN in emerging technologies.
- Designed and implemented solutions in cloud migration, database migration, enterprise integration and system documentation strategy and approach for multiple clients resulting in 15%-25% capital savings and 25% to 40% productivity savings.
- Managed and implemented data migration strategy for the client resulting in 50% reduction and redundant and duplication of data and 20% increase in system efficiency.
- Experience implementing Order2Cash (O2C)/Procure2pay (P2P)solutions in Credit Check and Customer Onboarding, Cash Application management, Collections, invoicing and Payments, and Deductions.
- Extensive knowledge on implementation and design of Salesforce CRM cloud configurations, contracts and campaigns.
- Superior consulting skills providing healthcare payer subject matter expertise, effective enterprise architecture, cloud, and digital solutions.
- Working knowledge on healthcare functional areas including actuarial, rating and quoting, quote to card, claims management and revenue cycle management.
- Strong Healthcare Domain Knowledge and Handled Multiple Process Transformation, ICD-10 and HIX projects from Inception to Closure.
- Experience in handling Medicare and Medicaid projects and working knowledge on HL7 standards and HIPAA.
- Knowledge and experience on membership, billing, claims processing in relationship to HIPAA EDI 5010X12, ICD-10, 834, 835, 837 and 270, 271.

- Experience on Data collection, Data cleansing, Data Integration, Database normalization, Data integrity, Data Analytics, Business Analytics, Data visualization, Data modeling, Descriptive Analytics, and Predictive Analytics.
- Experience in vendor and contract management including, but not limited to, RFIs, RFPs, SOWs and SLAs.
- Proficient in Microsoft 365 Suite of products and apps (MS-Office, MS Enterprise Project Planning (EPP), MS-Visio, Power Apps etc.).
- Expert communicating skills across enterprise pyramid from leadership through Business Owners, BSAs, Architects, PMs and Quality Managers for all project needs and deployment activities.
- Excellent enterprise solution and data architecting expertise along with knowledge traversing through RDBMS and NoSQL Databases.
- Experience working with Jira, ServiceNow, Confluence, Rally, ALM and MS office.
- People mgmt skills with excellence in training, motivating, and mentoring high velocity top performance teams.
- Defined 'Right fit' processes for organizations to increase operational efficiency; and achieve baseline acceptance criteria and business outcomes.

Certifications:
- Certified Project Management Professional (PMP) from PMI
- Certified SAFe 5 Agilist from Scaled Agile
- Certified Scrum Master (CSM) from Scrum Alliance
- AWS Certified Solution Architect from Amazon

Employment History and Work Experience:

SAG-AFTRA Health Plan Mar 2023 to Present
Senior Program Manager, Burbank, CA
- Partnered with the Client Development Manager to understand the project needs and come up with an overall scope analysis for their requirements and charter a project plan to implement the requirements.
- Developed project plan, scope definition document, deployment approach, WBS, costs and get using functional point technique, resource planning and optimization, test strategy and acceptance criteria.
- Execute strategic and complex projects to cost, schedule, quality and performance expectations demonstrating superior project management skills.
- Define change management strategy and lead change management activities through organizations change control approach post acceptance by change control board (CCB) or change acceptance board (CAB)
- Define change management communication plan and disseminate information related to change management approach across departments and teams to follow meticulously
- Perform change impact analysis, derive schedule and cost changes from the impact analysis and its influence on overall project budget.
- Identify and address team concerns related to changes and convince them on the acceptance of the change and its successful implementation

- Maintain change documentation and supporting artifacts including AS-IS and To-BE workflows. Change logs, impact sheets, anticipated risks, issues and dependencies
- Track progress with of the change implementation through metrics-based approach
- Ensure regression is performed for each change implementation to ensure other functionalities are intact and are not broken.
- Responsible for delivery of core projects that include legacy migration of eligibility management system, Benefit Management System (BMR), MDM Migration, Claims Migration to Anthem Administrative service only (ASO) and DB re-design.
- Defined and implement change, risk, and resource management principles for project optimization.
- Manage implementations using project management principles, processes, and tools (MPP, Planview, Jira, Rally, MS-Excel etc.).
- Responsible for risk identification, escalation, mitigation, and issue resolution using RAID logs.
- Developed and deployed web hosted applications using modern web frameworks like Java, React or Angular creating intuitive and responsive user interfaces.
- Collaborated with UX/UI designers to create visually appealing and user-friendly web hosted applications.
- Responsible for development and implementation of web hosted applications using modern front-end and back-end technologies (e.g., JavaScript, React, Node.js) that improved user engagement and reduced bounce rates.
- Conducted regular security audits and implemented security best practices to protect infrastructure assets and data.
- Led cross-functional teams in the planning, execution, and completion of environmental remediation projects, ensuring alignment with project goals and objectives.
- Establishing project communication plan. Handling project status reporting and Risk Management.
- Responsible for stakeholder identification and developing project charter, project management, risk management plan, communication plan.
- Huge experience in requirement gathering, documenting, and communicating business requirements.
- Project Status Reporting and Risk Management.
- Coordinate with clients on matters relating to the transition of the in-scope services.
- Facilitate scrum ceremonies including daily stand-up, backlog grooming, sprint planning, sprint reviews/demos and retrospective in agile and scrum of scrums environment.
- Assist team by enabling support from business and product owners and remove impediments.
- Determine ways to improve throughput, velocity and increase team productivity and flexibility.
- Responsible for defining and implementing change management methodologies and processes along with establishing of change control board (CCB) or change acceptance board (CAB) to achieve organization goals
- Conducting defect triage and team meetings to resolve defects, issues, conflicts and logistic challenges

- Successfully integrated third-party APIs into existing systems, enabling seamless data exchange between different software applications.
- Implemented data validation and transformation rules to maintain data accuracy and consistency across systems.
- Led and coordinated building systems and softwares, ensuring timely completion within budget and scope.
- Successfully integrated third-party APIs into existing systems, enabling seamless data exchange between different software applications.
- Generating On-demand and Scheduled reports for Business Analysis or Management decisions using Tableau & Power BI reporting platforms.
- Work closely with product owners and product managers to compare progress of sprints to overall project progress.

Environment: V3 Claims and CRM modules and SAG AFTRA COTS applications.

HighRadius Technologies Pvt. Ltd Aug 2021 to Mar 2023
Senior Program Manager, Houston, TX
Clients: Bank of America, Morgan Chase, Cummins Corporation, Iron Mountain Inc., Adidas, TD Bank Howard Hughes, Purolator, XPO, Honeywell, Shell, Kelly Services, Sanofi, Chart Industries, Fragomen, Adidas, Bayer, Arkema, Finning.

- Program Manager responsible for handling GI&SP Business Unit and its portfolio of projects.
- Proficiency in Accounts Receivable, Accounts Payable, Payments, reconciliation of accounts.
- Expert in HighRadius portfolio of products including Credit Check and Customer Onboarding, CashApp, Collections, Payments and Deductions.
- Implemented credit approval solutions for large organizations by digitalizing credit application, automating credit reviews, prioritizing credit workflows and integrating with trade networks and credit agencies.
- Transformed cash application process through improved efficiency, eliminating manual error, and realize higher match-rate accuracy with AI for matching payments to customer remittances and applying payments made via ACH, wire, card, or AP portal.
- Implemented invoicing and payment solutions by replacing client's manual processes and accelerating invoice generation, delivery through automated portal, AR mapping with ERP, and enabling payments through ACH, wire and credit cards.
- Responsible for ensuring invoicing and payments solution interoperability and compliance.
- Implemented payment gateway solutions with PCI-DSS compliant platforms with 3rd generation processor tokenization eliminating need to store transaction information along with Level III payment processing reducing interchange fee.
- Modernize collections processes and keep Days Sales Outstanding (DSO) down with automation and AI insights, enabling you to focus on customers who need more high-touch outreach. Maintain a positive customer relationship, maximize payments, and positively impact your bottom line.
- Integrated third-party APIs (e.g., payment gateways) to enhance functionality and user experience on web hosted application.
- Responsible for managing the profit center with prime focus on customer satisfaction, seamless delivery and margin optimization. Develop or approve budgets and operations.

eNcloud Services LLC   Page 137 of 233
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- Keep track of different variables of a project such as cost, schedule, scope, and deliverables on track.
- Weekly status reporting.
- Establishing project communication plan. Handling project status reporting and Risk Management.
- Adopted Agile methodologies and thoroughly applied communication & stakeholder management, risk management and cost management.
- Trained and mentored team members on best and most effective ways to use scrum processes to improve efficiency and reduce production times through Agile principles.
- Work closely with Product Owners, Scrum Master's, End Users and other stakeholders by prioritizing backlog items as per future development roadmap and organization goals.
- Define workflows and processes in fast paced agile environment and distributed models through white boarding and mind-mapping.
- Conduct status monitoring and reporting and provide progress data and transition performance metrics to client management.
- Integrate Salesforce with custom applications, databases, ERP, and CRM systems through MuleSoft.
- Synchronize CRM systems, migrate from legacy CRM systems, broad cast ERP data into your CRM system.
- Implemented comprehensive error-handling mechanisms in APIs to provide meaningful error responses, enhancing developer and user experiences.
- Successfully identified and partnered with external vendors for system and software updates, negotiating favorable contracts and maintaining positive relationships.
- Managed budgets for system and software updating projects, optimizing resource allocation, and minimizing unnecessary expenses.
- Developed detailed budget forecasts and tracked expenditures throughout the project lifecycle.
- Initiate and set goals for programs according to the strategic objectives of the organization.
- Plan the programs from start to completion involving deadlines, milestones, and processes.
- Devise evaluation strategies to monitor performance and determine the need for improvements.
- Supervise PMs involved and provide feedback and resolve complex problems.
- Discover ways to enhance efficiency and productivity of procedures and people.
- Apply change, risk and resource management principles for project optimization.
- Read reports prepared by managers to determine project progress and issues, keep senior management informed with detailed and accurate reporting.
- Keep track of different variables of a project such as cost, schedule, scope, and deliverables on track.
- Work closely with development teams and DevOps teams to automate application deployment and scaling.

Environment: Amazon Cloud, Azure Cloud, Oracle ERP, SAP, Salesforce CRM and HighRadius COTS products.

Techzert Software Pvt. Ltd. (IBM Partner) Jun 2018 to Jun 2021
Program Manager, Hyderabad, IN

eNcloud Services LLC   Page 138 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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Clients: State Bank of India, SBI Life, Bank of Hong Kong, Max Life Insurance, India First Life Insurance, Indiabulls Housing Finance, South Indian Bank, IndusInd Bank and Yes Bank.

- Handle projects in multiple project methodologies and flavors including Waterfall, Scrum, Lean and Scrum of Scrums as per agreed budget and schedule.
- Provide expert consulting for projects in meeting desired business and technical goals and develop project strategies in line with consulting outcomes.
- Work closely with multiple work stream Project Managers, Business Owners, BSAs, and Architects to ensure proper elaboration and understanding of requirements and chart out best-fit solution for the requirements.
- Collaborated with finance/budget teams to secure necessary funding and resources for project execution.
- Establishing project communication plan. Handling project status reporting and Risk Management.
- Designed and implemented scalable infrastructure solutions using cloud providers like AWS, Azure, or Google Cloud to support high-traffic web applications.
- Supervised and implemented the migration to Salesforce CRM for a database containing 100K existing clients.
- Collaborated with UX/UI designers to ensure a seamless and visually appealing user interface for web hosted application.
- Successfully integrated third-party APIs into existing systems, enabling seamless data exchange between different software applications.
- Implemented comprehensive error-handling mechanisms in APIs to provide meaningful error responses, enhancing developer and user experiences.
- Implemented data quality checks and validation procedures to ensure the accuracy and reliability of data from external systems.
- Incorporated sustainable practices in building system and software updates, contributing to the organization's environmental responsibility and long-term cost savings.
- Conducted cost-benefit analyses to evaluate the financial impact of remediation options, enabling informed decision-making and cost-effective solutions.
- Managing a team of 150+ IT professionals all experts in niche technologies.
- Responsible for overall cost optimization by structuring framework with characteristics that include Resource Pyramid Optimization, Fresh Talent infusion, cross training of resources, automation, and innovation.
- Creating project charter, project scope statement, and project management plan using standard SDLC methodology.
- Responsible for planning and deploying an approach for hiring, training, motivating and mentoring key resources spanned across multiple technologies and projects.
- Apply change, risk and resource management principles for project optimization.
- Clearly communicate the vision, goal, and product backlog to the team.
- Tracked and effectively communicated team velocity and sprint/release progress.

Environment: Amazon Cloud, Azure Cloud, IIB, Mulesoft, AEM and Data Visualization Tools (Tableau, Qlik etc.)

Cognizant Technology Solutions Jun 2008 to Nov 2016

Senior Manager, Los Angeles, CA
Clients: Ameri Health Caritas, Anthem, CareFirst, UHG, Cigna, Molina, BCBSNC, BCBSLA and BCBSMA.

- Execution of large multi-year and multimillion dollar projects under global delivery model and leading them to closure as per schedule and budget, adhering to best-in-class quality standards.
- Experience working with business teams and delivery teams in the process of analyzing, elaborating, documenting, and clarifying business requirements and manage scope.
- Develop project plan, work breakdown structure, estimates and budget using FP technique etc. for projects.
- Define and execute project governance framework ensuring adherence to standards, processes, and quality.
- Responsible for the design and architecture of a scalable and robust EDI solution.
- Design, develop and integrate EDI maps and processes to other Global systems.
- Manage EDI-related business support responsibilities, which include production monitoring, file maintenance, ad hoc reporting, and consultation with internal and external users.
- Experience working with TriZetto Facets and Cerner Eligibility, Premium Payments, Benefits Management, Pre-Auth, Coding and claims management modules.
- Experience handling facets and Cerner interface configuration for plan management, migration and integration and transaction generation projects.
- Lead and managed User Acceptance Testing (UAT) for Facets implementation of enterprise provider management and plan administrative module with emphasis on HIPAA regulations.
- Provided analytical solutions to the customers for Facets and Cerner production issues.
- Responsible for Facets integration with client systems for ICD-9 to ICD-10 codes migration as part of Health and Human Services (HHS) mandate.
- Develop & implement strategies to support organizational initiatives (HIPAA 5010 & ICD-10).
- Generated On-demand and Scheduled reports for Business Analysis or Management decisions.
- Implement and maintain development best practices, process enhancements and best-suited tools for distinct projects with focus on innovation.
- Responsible for risk identification, escalation, mitigation, and Issue resolution.
- Responsible for internal and external stakeholder management.
- Actively sought feedback from end-users and stakeholders to make informed decisions for future system and software updates, improving user satisfaction and operational effectiveness.
- Status Reporting involving weekly project metrics reports to technical heads and monthly governance deck to business owners and leaders.
- Ensures data quality and accuracy, defines data governance policies, and manages data metadata.
- Responsible for Goal Setting, Talent Development and Performance Management of resources.
- Conducted in-depth cost-benefit analyses to evaluate remediation options, enabling data-driven decision-making and cost-effective solutions.
- Tracked and effectively communicated team velocity and sprint release progress.

- Mitigate and communicate risk associated with operational and technical changes.
- Establishing project communication plan. Handling project status reporting and Risk Management.
- Conducted regular budget reviews and adjustments, ensuring projects remained on track financially.

Environment: Java, .NET, Oracle 11g, SQL SERVER 2005, EPIC, FACETS, Cerner, QNXT and COTS Apps.

BlueAlly (Currently Trianz) Sep 2005 to Mar 2008
Assistant Manager, Hyderabad, India

- Analyzed legacy user-facing application and developed functional specifications. Developed. requirements and use cases in partnership with business users, testers and SMEs.
- Developed technical specifications, solution architecture, high-level design, and database model
- Led detailed design and development.
- Provided cost & effort estimates and WBS.
- Primary point of contact for critical escalations and issues.
- Tracked effort, schedule, and defects from requirement analysis to production implementation. Led team on functional and technical tasks and was accountable for meeting deliverable dates.
- Implemented quality processes & co-ordination activities to manage and resolve project issues and risks.
- Participated in Gate reviews and obtained signoffs from quality assurance team.
- Established the change control mechanisms for scope and source code & document control.
- Participated in integration- and system testing and led cross-team triage meetings.

Reamers Infotech Jul 2004 to Sep 2005
Business Development Executive, Hyderabad, India
Clients: Liberty Mutual, Brinks and Procter & Gamble

- Participated in JAD sessions, meetings and workshops to gather requirements from various stakeholders and SMEs.
- Preparing business and technical requirement document (BTRD) and creating functional specs to the last leaf.
- Performed GAP analysis and assessed As-Is processes through user interviews, data collection and analysis and design and evaluation of To-Be process solutions.
- Requirement analysis, use case creation, context and process diagrams creation.
- Database modeling, creating ER models and converting them into relational schemas
- User acceptance testing of business scenarios and end-to-end workflows.
- Conducting defect triage and team meetings to resolve defects, issues, conflicts.
- Support MIS and conduct PMR (Project Management Review) meetings.

Education:

- Master of Business Administration (M.B.A.), Finance, General 2001 - 2003

eNcloud Services LLC   Page 141 of 233
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Web: www.encloudservices.com

Quality Assurance Analyst

a. Sai Mani Kanta Sivangula

Summary:
- Around **nine years** of software industry experience with Software Quality Assurance expertise.
- Certified in ISTQB® Foundation Level, Tricentis Tosca, JAVA, Rest API – Rest Assured frameworks with Java, Selenium WebDriver with JAVA advanced frameworks, Karate DSL – API Automation and Performance Testing and Microsoft Azure Administrator Associate.
- In-depth experience performing Functional Testing, Integration Testing, Backend Testing, Regression testing, User Acceptance Testing(UAT), and API Testing using Selenium/WebDriver, Java, and TestNG.
- Excellent understanding of Software Development Life Cycle (SDLC), Software Test Life Cycle (STLC) and Test Methodologies.
- Experience making Requirement Traceability Matrix (RTM) and Test Case Point Analysis (TCP).
- Experienced with various domains such as finance, healthcare, retail, insurance, and manufacturing.
- Experienced in SQA (Software Quality Assurance), including Manual and Automated testing with tools such as Selenium WebDriver/Grid, TestNG, Quality Center, and SOAP UI. Expert in developing Selenium Web Driver test scripts using Java and Test Frameworks using TestNG/MAVEN build tools.
- Hands-on experience with sub-version control tools like GIT and SVN.
- Experienced with SOAP, SOAP UI, and Swagger for RESTFUL API technologies.
- Experience with JMeter and LoadRunner performance testing tools.
- Experience with BDD and TDD using cucumber. Developed test scripts using Gherkin-Cucumber.
- Responsible for writing SQL queries to find the correct data for testing purposes.
- Experienced in creating Automated Web services testing processes using the Karate DSL framework.
- Coordinates managing and coordinating QA onsite/offshore resources for project testing.
- Worked on database validation using SQL queries.
- Extended experience in system Testing, Integration Testing, User Acceptance Testing, Performance Testing, Smoke Testing, Functional Testing, and Regression Testing.
- Experienced in creating and developing test strategies, test plans, and test cases and producing bug reports using ALM/Quality Center, JIRA.
- Tested web-based applications on different operating systems, such as Windows, Linux, and Mobile, and different browsers, such as IE, Chrome, and Firefox.
- Experience using JIRA for reporting and tracking bugs and maintaining reports on resolved bugs.
- Quality assurance for development platforms that utilize browser-based clients, Java, application servers, web services SOAPUI, and XML.
- Worked with designing and building automation frameworks in Cucumber BDD.
- Experienced in continuous integration using JENKINS to support tools like CVS subversion and GIT and execute Apache ANT and Apache Maven.

- Experience in working with Agile management framework. Provided training to newcomers on testing tools and processes.
- Designed, built, and coordinated an automated build and release CI/CD process using Azure DevOps (ADO).

Skills:

Business Domains: Healthcare, Insurance, Financial, Retail and Manufacturing

Automation Tools: Selenium Web Driver, Selenium Grid, Cucumber, Gherkin, JMeter, LoadRunner, POSTMAN, iMacros, TestNG, Soap UI, Swagger, Karate DSL.

Framework: Keyword Driven, Pytest, Data Driven, Behavior Driven, Page Object Model.

DevOps Tools: Ansible, Terraform, Azure DevOps (CI/CD).

IDE: Eclipse, PyCharm, IntelliJ IDEA, Visual Studio Code.

Bug or Test Management Tools: Quality Center, HP ALM, JIRA

Artifacts: Test Plan, Test Case, Test Summary Report, Bug report.

Database: Oracle, SQL Server, MySQL, MS SQL.

Programming Languages: Java, Python, HTML, XML, SQL, YAML, JSON.

Methodologies: Agile-Scrum, Waterfall.

Cloud Platforms: Amazon Web Services (AWS), Azure, Salesforce Marketing Cloud**(SFMC),** Mobile Testing-Email on Acid, Azure Service Bus Explorer, Blob Storage.

Certifications:

- **Tricentis Tosca**

- **ISTQB**® Foundation Level.

- **Rest API** testing (Automation) – Rest Assured framework with **Java.**

- **JAVA**

- **Selenium WebDriver** with JAVA advanced frameworks.

- **Karate DSL – API** Automation and PerformanceTesting.

- **Microsoft Certified:** Microsoft **Azure** Administrator Associate.

Employment History and Work Experience:

Conch Technologies
Navistar Jul 2023 to till date
QA Automation Engineer, Lisle, IL
Manufacturing: Manufacturer of commercial trucks, buses, and defense vehicles. The International i360 project is a communication and fleet management platform that offers seamless communication, improved asset utilization, and a faster, less costly repair process.

- Participated in Agile practices such as Daily Scrum, Sprint planning, and Retrospective meetings.
- Proficient in writing and implementing Manual Test Cases and AutomationTest Scripts by Business Requirements.

- Experience in Manual testing, Automation testing, and Database testing.
- Implemented Behavior-Driven Development (BDD) and Test-Driven Development (TDD) using the Cucumber framework with Java, Junit, and the Page Object Model.
- Expertise with source version control tools such as Git and Git-bash.
- Developed BDD tests using Cucumber by writing behavior and step definitions and developing the required support code in Java for Cucumber.
- Written and executed complex SQL Queries in SQL server management to validate data in the database tables.
- Managed test artifacts such as requirements, test plans, test cases, test execution, test data, and defects in Azure DevOps (ADO).
- Experienced in Running manual batch jobs, testing and verifying pushed messages in Azure Service Bus topics, and comparing with blob JSON files.
- I performed API testing for the end systems using Swagger and Postman tools and ensured the endpoints worked correctly.
- Created a framework from Scratch using an API testing tool called Karate for REST API testing.
- Automated API services using the Karate DSL framework for Integration and Regression testing.

Environment: Java, Git, Selenium, Cucumber, Maven, JUnit, Azure DevOps (ADO), SQL Server, Swagger (API), Karate DSL, JSON.

Bed Bath & Beyond Jun 2022 to Jun 2023
QA Automation Engineer
Retail: A chain with home goods, including bedding, bath, kitchenware, and decor items.
- Analyzed business requirements and functional documents and created the test strategy document, which defines the test environment, phases of testing, entrance and exit criteria for different stages of testing, and resources required to conduct the effort.
- Responsible for performing functional, regression, integration, and end-to-end testing.
- Experienced with Mobile testing using Email on Acid to verify rendering issues across multiple email browsers and platforms.
- Experience with Salesforce Marketing Cloud (SFMC) to validate the HTML content and map it to the client's requirements.
- Used Salesforce Marketing Cloud automation studio to monitor the scheduled deployment automation jobs.
- Tested Email/Campaign body content and verified URL redirecting issues.
- Performed Manual and User Acceptance Testing (UAT) using written test cases based on User Stories (Agile).
- Prepared RTM documents to ensure that all the requirements had sufficient coverage through testing.
- Used Selenium WebDriver to write test scripts for regression test coverage.
- Implemented Behavior framework utilizing Java, JUnit Selenium WebDriver, Gherkin, and Cucumber.
- We used HP ALM as the test repository, executing the test cases and scripts, logging, and generating various reports for further analysis.
- Extensively worked with Version Control Systems GIT.
- Used SOAP UI tool to test SOA-based architecture applications to test SOAP services and REST API.

- Worked with development teams to set up automated CI/CD pipelines and participate in deployment activities.
- I worked on the latest features, such as Azure DevOps, introduced by Microsoft Azure, and utilized them for existing business applications.
- Expertise in integrating automation testing into CI/CD using Jenkins.
- Worked in an Agile environment and was comfortable with the Agile process.

Environment: Java, Selenium WebDriver, JUnit, Maven, Jenkins, SOAP UI, GIT, HP ALM, Cucumber, BDD, REST, Agile, UAT, Azure DevOps, Terraform, Ansible, Azure, AWS, Salesforce Marketing Cloud (SFMC), Mobile Android/IOS, Email on Acid.

Roche Nov 2021 to May 2022
QA Engineer
Healthcare: Tissue-based diagnostic solutions for patients at the forefront of cancer and other chronic disease research have developed innovative pharmaceuticals, medicines, and other treatments to address many illnesses affecting people.

- Participated in Requirement Analysis/Gathering with the development team and the client.
- Participated in UI Design review meetings.
- Followed Agile methodologies for Development and QA cycles.
- Performed Manual testing using written test cases based on User Stories(Agile).
- Developed Automation framework using Selenium WebDriver.
- Performed manual testing (unit/integration/system/functional/exploratory/cross-browser) using written test cases based on User Stories (Agile).
- Performed Mobile testing on Android/IOS devices using various browser platforms.
- Implemented Keyword-driven automation testing framework utilizing Java, Maven, TestNG, and Selenium WebDriver.
- I have good experience testing SOAP and REST services using SOAP UI Rest Assured. I have also tested both XML and JSON formats.
- Used JMeter for webservices-based performance testing.
- Worked in an Agile environment, participated in Scrum and Sprint planning meetings, and Identified dependencies and risks to perform QA tasks.
- Extensively used bug reporting tool JIRA to track the QA activities.
- Created test cases in HP ALM based on the requirements and executed them before release.
- Tested web-based applications on various operating systems and different browsers.
- We performed regression and user acceptance testing after the defects had been fixed to ensure they had no further effect on other functionalities.

Environment: Agile, Manual, UAT, Selenium WebDriver, JAVA, MAVEN, TESTNG, SOAP, Android and IOS mobile Testing, JMeter, REST API, JIRA, HP ALM.

Wolters Kluwer May 2020 to Oct 2021
QA Analyst/DevOps Consultant
Software solutions and services for the health, tax & accounting, governance, risk & compliance, and legal & regulatory sectors

- Participated in Requirement Analysis/Gathering with the development team and the client.
- I worked with the development team to set up automated CI/CD pipelines and participated in deployment activities using Azure DevOps.
- Experience with Configuration management tools like Ansible and Terraform.
- Provisioned the highly available EC2 Instances using Terraform.

- Experience with the latest features, such as Azure DevOps, introduced by Microsoft Azure, and their utilization for existing business applications.
- Worked on Azure DevOps pipelines for dev and production environments.
- Managing AWS and AZURE infrastructure with automation and orchestration tools like Ansible and Terraform.
- I worked on Ansible and used YML packages to install and configure push to make changes in time.
- Used ADO pipelines to deploy cloud services and tested the connection via SSH, WinRM, and RDP.

Environment: Azure-DevOps, ADO, AWS, CICD, AWS S3, WinRM, RDP, Ansible, Terraform, YML.

Experian Health. Jan 2019 to Apr 2020
Role: QA Analyst, Nashville, TN
Healthcare – Payers/Clients database management
- Analyzed business requirements and functional documents and created the test strategy document, which defines the test environment, phases of testing, entrance and exit criteria for different stages of testing, and resources required to conduct the effort.
- Developed Automation framework using Selenium WebDriver.
- Performed manual testing using written test cases based on User Stories (Agile).
- Used Selenium WebDriver to write test scripts for regression test coverage.
- Interacted with the development team to analyze and resolve the issues encountered while testing the application.
- Performed various testing methodologies with Defect tracking and reporting.
- Identified and reported software defects using the JIRA bug-tracking system.
- Experience with browser-level API automation using the iMacros tool.
- Used SQL to validate the data between source and target.
- Worked on data migration between old architecture and new architecture.
- Tested Source data for data completeness, correctness, and integrity.
- Implemented Keyword-driven automation testing framework utilizing Java, TestNG, and Selenium WebDriver.
- Created automation framework in Selenium Web Driver using a behavior-driven approach like Cucumber.
- Good experience testing SOAP and REST services using SOAP UI Rest Assured. Tested both XML and JSON formats.
- We used HP ALM as the test repository, executing the test cases and scripts, logging, and generating various reports for further analysis.
- Performed Data-driven testing using Selenium WebDriver, TestNG functions, and JDBC Connections, which reads data from scripts using property and XML files.
- Extensively worked with Version Control Systems GIT.
- Used Firebug/Fire Path Add-on tools to identify the Object's ID, Name, XPath, and link in the application.
- Tested compatibility of application for dynamic and static content under various cross browsers using HTML IDs and XPath in Selenium.

Environment: Selenium WebDriver, Agile, JAVA, TestNG, XML, JSON, SOAP UI, HP ALM, XML, HTML, Firebug, JIRA, API, iMacros, SQL.

Asurion Jan 2017 to Dec 2018
SQA Automation Engineer
Sterling, VA
Insurance and Claims related to electronic products
- I played a vital role in creating the Test Plan, Test Strategy, and Test Cases and executed them according to plan using automation scripts.
- Performed various software tests, including unit, functional, integration, regression, cross-browser, and performance testing.
- Worked in an Agile environment and participated in scrum and sprint planning meetings.
- Analyzed requirements for Test automation and prepared a strategy for test automation.
- Involved in both Manual and Automation Testing.
- Used XPath, Name, ID, and CSS to identify dynamic and static objects in Selenium.
- Created Automation scripts using Selenium Web Driver. Executed scripts on different browsers and different platforms.
- I logged Defects, communicated with developers using a Bug Reporting Tool, and Tracked Defects using Quality Center/ALM or JIRA.
- Tested request and response XML's based web services interfaces using SOAP UI.
- Performed Backend testing using numerous SQL Queries to verify the data flow from the database.
- Used JIRA as the defect-tracking tool. Updated JIRA with all the changes made to the test case and closed it when all the requirements were met as specified.
- Performed the API Web Services testing using the SOAP UI and POSTMAN tools.
- Developed/Executed Automated test cases for web applications using Selenium, TestNG, and Java.
- Wrote test scenarios on cucumber feature file using Gherkin language.
- Maintained Page Object Model (POM) as part of the modular framework using Java with Selenium WebDriver in IntelliJ IDE.
- Maintained and enhanced the automation code and resources in source controls like GitHub and SVN.
- Performed nightly build of automation scripts using CI and CD tools like Jenkins.
- Wrote Feature files using Gherkin format and implemented the step definitions using Selenium WebDriver.
- Performed regression testing after the defects were fixed to ensure no further effect on other functionalities.
- I worked on uploading all the test cases to the HP ALM for the current and prior releases.

Environment: Selenium WebDriver, Quality Center, JIRA, Agile Methodology, Java, SQL, SOAP UI, REST API, Web Services, IntelliJ IDEA, Cucumber.

Master Card Apr 2016 to Dec 2016
QA Automation Engineer, New York
Master Pass is a digital wallet that securely stores your payment and shipping info, making shopping at thousands of online merchants simple and convenient.
- Understand the business requirements and technical specification documents of the system.
- Developed test scripts using Selenium Web driver and freehand scripts in Java and Selenium.
- Developing Test Cases, Test Procedures, and test data from requirement document
- Involved in test plan and test case review meetings.

- Reported bug using Project Tracking tool JIRA.
- Developed test code in Java language using Eclipse IDE and TestNG framework.
- Configured Data driven framework with Apache POI to read and write to Excel file and Created POM
- I wrote automation test scripts using Java, TestNG, and Selenium WebDriver and used the MAVEN Build tool to run the automation.
- Configured Selenium WebDriver, TestNG, and Maven tool and created Selenium automation scripts in Java using TestNG before agile release.
- Experienced in Defect Tracking and Reporting tools using ALM/Quality Center, Jira.
- Created Automation Test Scripts using Selenium WebDriver and JAVA Technologies.
- Tested Enterprise SOAP and Restful Web Services using SOAP UItool.
- Updating status reports daily and weekly by conducting meetings with the QA team.
- Extensively interacted with developers to analyze and resolve the issues encountered while testing the application.

Environment: Selenium WebDriver, POM, GIT, Java, HP ALM, Eclipse, Agile, REST, TestNG, Maven, GIT, JIRA, XML, SOAP UI.

Yes Bank, India Jan 2014 to Jul 2014
Role: QA Automation Tester
Provides consumer and business banking services, including checking, savings, credit cards, loans, and mortgage accounts.

- Actively participated in regular QA Team meetings to discuss the testing process and resolve issues.
- Proactive participant in weekly Agile team meetings.
- Automate Smoke & Functional test cases using Selenium WebDriver, TestNG, and Java (Eclipse IDE).
- Performed functional testing and regression testing using Selenium and TestNG.
- Developed Maven Build scripts to run Sanity Test scripts developed in Selenium WebDriver.
- Automated test cases using Selenium WebDriver and TestNG.
- Tested and Validated Complex Web services, SOA Applications, SOA Interfaces, and WSDL Files and Tested SOAP Files using SOAP UI.
- Experience in writing API testing using JavaScript and creating Test frameworks.
- Developed REST Web service for automation and created a web service framework.
- Conducted performance testing using JMeter.
- Extensively used JIRA for user stories, bug management, and team communication.
- Responsible for updating and maintaining the Quality Center for all defects found during functional and regression testing and following the bug life cycle.
- Attend daily scrum meetings with the development team to report defects.

Environment: Selenium Web driver, TestNG, Jenkins, MAVEN, SOAP UI, REST, JIRA, Quality Center, Agile, SQL.

Education:
- Bachelor's in information technology (IT), JNTU Hyderabad, INDIA. (2013).
- Masters in information security and Intelligence (MISI), Ferris State University, Big Rapids, MI.(2015).
- Master's in information technology, University of The Cumberland's, Williamsburg, KY. (2021).

b. Ayyappa Swamy Putaboyina

Summary:

- Having 12+ years of experience in QA testing on Client/Server and Web based applications and good experience on Core Java, OOPS Concepts.
- In depth knowledge on Software Development Life Cycle (SDLC) including traditional Waterfall model as well as Agile/Scrum methodologies.
- Proficient in using test automation tools such as Selenium Web Driver/IDE to develop automation testing scripts for web applications.
- Experience in Test NG frameworks, Maven for build management and Jenkins for Continuous Integration.
- Experience in creating Test Plans, writing and executing Test Cases, Manual Testing, and automated Test Execution.
- Extensive knowledge on framework like Cucumber, Test NG, Maven for project management tool and Jenkins for Continuous Integration.
- Experience in implementing POM based automation testing framework utilizing Java, Cucumber and Selenium Web Driver.
- Good working experience on POSTMAN and Rest assured for API testing.
- Proficiency in different types of Testing such as Manual Testing, Automation Testing, Black- Box Testing, Integration Testing, Component Testing, Regression Testing, Smoke Testing, Boundary Testing, Positive Testing, Negative Testing, Ad-hoc Testing, Cross Browser Testing, and Functional Testing.
- Capability in setting up and carrying out browser compatibility testing environment with different browsers and versions of Internet Explorer, Mozilla Firefox, Google Chrome on different OS like Windows and Mac.
- Expert using defect management and bug tracking tool JIRA, Rally and HPALM.
- Extensive experience in reviewing and analyzing Business Requirements and creating Test Plans, Test Cases, Test Scripts, Test Estimation & Requirement Traceability Matrix.
- Extensive knowledge in executing SQL queries in order to view successful transactions of data and for validating data from Backend using SQL developer.
- Ability to adapt to new environment quickly, strong team player, quick learner, good communication, confident, cross functional
- Hands on experience on web services like REST and SOAP.
- Good understanding of web technologies like XML and JSON.
- Performing API testing (SOAP and REST) using Postman and Soup UI
- Experienced in writing test plans, test cases, developing, maintaining test scripts as well as documenting all phases of QA process.
- Extensively used PL/SQL for data validation and backend testing for various scenarios.
- Exposure to Automations testing using Selenium in JAVA.
- Extensive experience with various management and defect tracking tools including JIRA.
- Skilled in data manipulation using SQL Queries, executing SQL procedures in database editors like SQL Developer, MS SQL Server.
- Good team player with excellent communication skills and ability to manage and work independently in a time sensitive environment.

- Worked in Windows & UNIX environment for scheduling Auto sys jobs.

Skills:

Testing Tools	Selenium IDE, Selenium Web Driver
Languages	JAVA, SQL, XML, HTML
IDE	Eclipse, IntelliJ, SQL Developer
Test Frame work	Cucumber, TestNG, Data Driven Framework
Build and Integration Tools	Maven, Jenkins
Processes	Agile-Scrum, Waterfall
Bug Tracking Tools	JIRA, HPALM, RALLY
Version Control	GIT
Data Bases	Oracle, MySQL
Operating Systems	Windows

Employment History and Work Experience:

Camelot IT Services
(Client: Starbucks) Feb 2022 to Till Date
QA Automation Tester
Westborough, MA
Roles & Responsibilities:
- Identified and isolated software defects and reported them via JIRA.
- Wrote PL/SQL queries and performed Back-End Testing for data validation to check the data integrity during migration from back-end to front end.
- Designed, executed and maintained Selenium Web Driver (Test Ng, JUnit) automated test cases for regression test cases
- Selected the Test Cases to be automated and performed functional testing of the frontend using Selenium (IDE and Web Driver) & created Data Driven framework using JUnit.
- Executed parallel browser testing on various machines using Selenium Grid and performed cross browser testing.
- Performed web based performance testing and analysis using JMeter.
- Responsible for cleaning up the log folders using JAVA Scripts and scheduling through crontab.
- Modified the prod files using test data using JAVA script to execute in QA requirement.
- Responsible for implementation of Test Automation Frame work build using Selenium Web Driver and protractor.
- Automated Angular JS application module using protractor.
- Developed the features, scenarios, step definitions for BDD (Behavior Driven Development) and TDD (Test Driven Development) using Cucumber, Gherkin and ruby.
- Reported bug/issue and prepared document as per requirement using HPALM

- Created and maintained automated regression test cases in Selenium using Java
- Created and maintained automated regression test cases in Selenium using Java
- Created test cases, test plans, tested API's, wrote Junit test cases, executed code coverage, wrote automation scripts using Selenium Web Driver with Java.
- Performed Web Services testing for REST Assured API Calls.
- Developed and maintained automated regression test cases in Selenium Web Driver using JAVA programming language and Junit Framework.
- Verified Web Service API's requests and responses using Advanced Rest client, SML using Ready API.
- Created Traceability matrix to keep track of changes in requirement to that of the testing efforts.
- Verified the end to end flow of data for APIs using Ready API.
- Debugged and maintained automated test scripts (Java Script & JAVA) and test suites to ensure accurate and efficient testing.
- Created test scripts using Groovy script to automate web services in SOAPUI.
- Used test Runner to navigate through test cases and steps.
- Performed data driven testing by using JDBC and Groovy script as a data source in SOAP UI and configured SQL queries to fetch data from the Oracle database
- Wrote groovy scripts to validate REST Response based on created test data using Ready API (SoapUI).
- Used Jenkins as continuous integration server to run automated test suites.
- Created custom XML Assertors, for validation of SOAP (WSDL) and REST API calls, and Data Banks for storing and analyzing data input/output and error codes through POSTMAN.
- Validated there sponse for the Restful APIs using custom assertions using Postman
- Developed in line view queries and complex SQL queries and improved the query performance for the same.
- Created and executed automated Integrated Automation scripts (Selenium Web Driver API) in Continuous Integration tools (Jenkins) for nightly batch run of the Script.
- Performed functional, regression and Smoke testing on the front-end application.
- Integrated Automation scripts (Selenium Web Driver API) in Continuous Integration tools (Jenkins) for nightly batch run of the Script.
- Involved in executing SQL queries and PL/SQL procedures, functions and packages for backend testing.

Environment: HP ALM/Quality Center**,** Jira, UAT, Agile, Oracle, XML**,** Java, Html, SQL, PL/SQL, UNIX, MS Access, JAVA, Jenkins

Store Ops - AXA (Client: T-Mobile) Aug 2021 to Jan 2022
QA Automation Analyst
Kansas City, MO
Responsibility & Responsibilities:
- Analyzed system specifications and business requirements and helped create the detailed Test Plan.
- Created of traceability matrix to keep track of changes in requirement and their impact on testing effort.

eNcloud Services LLC   Page 151 of 233
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- Involved in the UAT testing and Implementation testing and successfully rolled out multiple sub-projects.
- Created Test Suits to do Functional and Data Driven Testing on the Web Services.
- Created Detailed Test Plan, Test Approach, Test Matrix, Test Strategy documents based on the information gathered through business requirements and design/application walk throughs.
- Developed and executed test cases test Scenarios using HPALM/Quality Center.
- Involved in coordinating with SME to discuss different scenarios at the time of scripting Test Cases.
- Followed the Agile Methodology to emphasize on real time communication over written documentation.
- Used Selenium automation scripts for sanity testing, smoke testing across a major set of production quality releases.
- Attended daily Stand up meeting with team members of Web team and developers to evaluate the project progress.
- Created Maven build files to run the Selenium tests and created reports in HTML format.
- Used JAVA as a programming language and Visual Studios as IDE for automating the Test Suite with
- Selenium Web Driver.
- Worked on distributed test automation execution on different environment as part of Continuous Integration Process using Selenium Web Driver.
- Created custom XML Assertors, for validation of SOAP (WSDL) and REST API calls, and Data Banks for storing and analyzing data input/output and error codes through POSTMAN.
- Created a Master Testing Document which covered all aspect related to the FIP project which included, Autosysprocesstesting,Blackboxtesting,UnitTesting,RegressionTesting,IntegrationTesting,System Testing, UAT Testing and also Defect Tracking.
- Validated and automated Restful API's using Postman with positive and negative data.
- Performed Integration and Regression testing to check compatibility of new functionality with the existing functionalities of the application using Selenium.
- Created custom JSON/XML Assertors, for validation of SOAP (WSDL) and REST API calls, and Data Banks for storing and analyzing data input/output and error codes.
- Wrote complex SQL scripts for Backend testing and Frontend Data validations.
- Managed User Story documentation in JIRA and worked with Agile Delivery team for product development, incremental delivery and coordinated release code to production.
- Worked in Agile Testing and participated meetings every day in iterative environment.
- Used SQL queries to validate the data between the backend and the front end.
- Performed data validation testing by writing complex SQL queries, implemented performance tuning techniques to test SQL and PL/SQL scripts used in ETL process.
- Coordinated User Acceptance Testing (UAT) with the UAT group to ensure the correct business logic.
- Scripted the Test cases and Test plan and get them reviewed/verified by the Product Owner and the QA Team.

- Performed data analysis and data profiling using SQL and Informatica on various sources systems including Oracle.
- Reporting testing status to QA team and raising issues and concerns that may impact schedule.

Environment: HPALM/Quality Center, Jira, Agile, Scrum, UAT, Oracle, Java, UNIX, SQL, PL/SQL, J2EE, Restful Web Services, XML, MS Access, MS Office, Windows, Postman, Selenium

ERT – EXCO (Client: ERT) Jun 2019 to Jun 2021
QA Tester
Hyderabad
Roles & Responsibilities:

- Created and executed of the various Test cases and Test scripts
- Worked closely with the Business Partners and Business Analysts to analyze business requirements
- Created test plans, test cases, automated scripts based on the requirements and Technical Specifications
- Verified requirements/tests traceability and coverage
- Executed manual testing techniques to ensure efficient, high quality releases and identify actionable defects quickly.
- Effectively participated in everyday Agile scrum stand-up meetings and participated in Iteration planning and meetings.
- Performed functional, regression, multi-browser testing, as well as identify actionable defects quickly.
- Executed the test cases for the manual testing and tracked all the bugs discovered during manual testing to closure.
- Performed Manual Testing and Involved in Functional, Black box, Usability and Regression Testing for UAT (User Acceptance Testing) and SIT (System Integration Testing).
- Created and enhanced numerous test scripts to handle changes in the objects, in the tested application's GUI and in the testing environment using Selenium in JAVA. .
- Created whole test framework using Selenium in JAVA for further test creation and execution.
- Expertise in planning/executing Black Box testing on Web application.
- Worked in agile environment, attended daily morning standup (scrum) meeting for web application.
- Validated the data in database when a case record is created for a child.
- Extensively work on handling the application response for positive and negative sets of data driven testing.
- Performed UAT testing coordinating with BA, Developers, and SMEs and actively involved in Production phase testing.
- Worked on User Acceptance Testing, Functional testing, Regression & Integration Testing, Performance/Load/Stress/Smoke Testing.
- Extensively used Selenium in JAVA to record, play back and debug individual test cases, using Selenium Web Driver provided more flexibility in automating test cases.
- Used automated scripts and performed functionality testing during the various phases of the application development using Selenium IDE.

- Worked on distributed test automation execution on different environment as part of Continuous Integration Process using Selenium Grid and Jenkins.
- Performed Integration and Regression testing to check compatibility of new functionality with the existing functionalities of the application using Selenium in JAVA
- Performed defect tracking using HP ALM/Quality Center, analysis of defects and provided feedback to the developers.
- Check the data flow through the front and backend by using SQL queries to extract the data from the source.
- Analyzed of the results using report analysis and PL/SQL.
- Completed smoke testing across different browsers on desk top application before testing defects.
- Continuous improvement of the efficiency and structure of test cases to assist in improving test scripts development and execution.
- Created and Maintained Test Matrix and Requirement Traceability Matrix.
- Participated in Triage Meetings, weekly status meetings with IT and business people

Environment: HPALM/Quality Center, SQL Server, UML, PL/SQL, Java, SOAP UI, SQL, Agile, Scrum, Fire fox, UAT, WINDOWS, M.S Office

PROVIDER PAY EDI (Client: Provider Pay) May 2018 to Apr 2019
QA Automation Tester
Hyderabad
Roles & Responsibilities:

- Analyzed the Business Requirements Document (BRD), developed Test cases and Test scripts for the application under test.
- Actively participated and interacted with product management teams in the review and analysis of functional In depth understanding of Object-Oriented Programming and skilled in developing automated test scripts in Selenium.
- Design, develop and implement Page Object Model Pattern based Data Driven automation testing framework utilizing Java, Test-NG and Selenium Web-Driver.
- Performed GUI, Functional and Regression testing by automated using Selenium, TestNG, Maven and Jenkins.
- Created automation frame work and test scripts using Selenium Web-Driver for multiple platforms and browsers testing.
- Developed automation test cases, executed these test scripts, and logged defects in JIRA.
- Configured Selenium Web Driver, Test-NG, Maven tool and created Selenium automation scripts in java using Test-NG prior to next quarter release.
- Designed data-driven testing frame work in Selenium and captured data dynamically from web controls.
- Used automated scripts and performed functionality testing during the various phases of the application development using Selenium.
- Used Fire bug/IE Developer Toolk it and Selenium IDE to capture and validate CSS Locators, html ids to identify elements.
- Performed REST API Testing using REST Assured for SOAP/REST web APIs.
- Developed and executed test cases for API testing using Rest Assured.

- Aggressively involves in gathering the data requirements and helping the team resolve the data conditioning gaps before the Integration testing beings to avoid any hiccups and unnecessary delay.
- Provided data to Business partners for UAT testing and worked closely to make sure all the scenarios are covered.
- Reporting, tracking, and reviewing defects using JIRA.

Environment: Java, Selenium Web Driver, Cucumber, Oracle, SQL, Test NG, Maven, Jenkins, XPath, CSS, JIRA, Windows, Internet Explorer, Firefox, Chrome.

Unirisx (Client: Unirisx) Sep 2016 to Apr 2018
QA Automation Tester
Hyderabad
Roles & Responsibilities:

- Project Description: SDE (Strategic Data Environment) GDIA – Division Group. The Repository Data warehouse system with the Vehicle data, Customer Data and Dealer Data is migrated to unified system in order to facilitate the single point of contact for sources like Marketing, Campaigning & Reporting to work on Smooth handling of data.
- Analyzed business requirements, Software requirement specifications to create test plan and test cases for manual testing and automation.
- Reviewed the Test Basis, designed and documented Test Strategies, Test Plan, Test Cases and executed test cases.
- Involved in testing the application utilizing the Scrum (Agile) methodology.
- Actively participated in daily Scrum activities
- Implemented open-source web test tool Selenium Web Driver for cross browser and cross platform web testing.
- Used Selenium Web Driver to test search results of Meta search engine.
- Developed automated tests in partnership with developers for continuous regression testing and reducing manual testing using Selenium, TestNG and Maven.
- Involved in design and implementation of Selenium Web Driver automation frame work for smoke and regression test suites (TestNG and Maven).
- Participate in all ceremonies of Agile such as Sprint planning, Daily Standup, Sprint Demo, Sprint Retrospective.
- Executed test cases in each Sprint to test Sprint Backlog Items.
- Implemented POM based automation testing frame work utilizing Java, Cucumber and Selenium Web Driver.
- Used runner classes in Cucumber to generate step definition and alsoused tags to run different kinds of test suites like smoke and regression.
- Extensive knowledge using Selenium locators like XPath, CSS Selectors to test the web application.
- Set up the Automation frame work using Selenium Web Driver to run test cases in multiple browsers and platforms.
- Used Git to store my code to Git Hub and Git Hub was connected to Jenkins for continuous integration.

eNcloud Services LLC   Page 155 of 233
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- Reviewed data base test cases according to assigned Requirements to validate reports by retrieving data with SQL queries from oracle database.
- Implemented back-end testing on oracle database by writing SQL queries.
- Communicated with developers through all phases of testing to prioritize bug resolution.
- Implemented Integration testing to verify the interface between various application modules.
- Identified, Reported and Tracked Defects using JIRA management tool.
- Highly analytical in developing the methods and measures to meet requirements and solve any issues that arise during the project.

Environment: Java, Selenium Web Driver, Cucumber, Oracle, SQL, Test NG, Maven, Jenkins, XPath, CSS, JIRA, Windows, Internet Explorer, Firefox, Chrome.

PAMF, Palo Alto Medical Foundation (Client: Sutter Health) Mar 2014 to Aug 2016
Senior QA Tester
Hyderabad
Roles & Responsibilities:

- Analyzed business requirements, functional requirements, use cases and provided feed back off shore teams for clear understanding of each requirement.
- Involved in creating the functional testing frame work using Test NG and using Selenium Web Driver for writing Automated Scripts with Java.
- Developed new and updated existing Automation test cases using Selenium Web Driver and Test NG, used Git and for a Java based Web application, used Maven as build tool and Jenkins to create and run deployment jobs.
- Worked very closely with BA, UAT testers and Business Partners.
- ExtensivelyperformedNegativeTestingtomakesureallthefieldsarevalidatedaccordingto the requirements. Verified if the correct error message is popped-up when incorrect data is entered.
- Timely escalation of issues related to different teams to ensure a nearly resolution.
- Lead the weekly status meetings to review the progress of testing, prioritizing defects with the QA team.
- Involved in designing and developing customized hybrid frame works using Selenium Web Driver, Test NG, Apache POI, Page Object Model, Java and Cucumber.
- Developed test scenarios and test procedures based on the test requirements.
- Involves in Test Cases execution.
- Involves in Functionality testing, Integration Testing, System Testing, User Interface testing, User Manual testing.
- Reporting and Closing the bugs.

Environment: Java, Selenium Web Driver, SQL, Test NG, Maven, Windows

DYFT (Client: Prime) Jun 2013 to Feb 2014
QA Automation Tester
Hyderabad
Roles & Responsibilities:

- Performed manual testing on the applications and verified the functionality of all modules in the application.

- Utilized full range of testing methods, including functional, regression, integration, installation, User Acceptance Testing.
- Reviewed Business Requirement Documents and the Technical Specification.
- Executed functional and system tests manually.
- Helped business users in their UAT testing.
- Executed test cases manually to verify actual results against expected results.
- Performed regression, integration, platform and performance testing to certify the stability and usability of software systems.
- Verified identified issues on various Browsers in order to ensure reliable cross-platform test coverage.
- Identifying and submitting BUG's to development for resolution.
- Involved in project meetings and interacted with other team members in order to resolve the problems.
- Followed agile process as part of Project.
- Created the Test Plan Document, Test Scenarios and Test Cases based on the requirement document.
- Tracked User stories, Tasks, Test cases, Results and Defects in Jira.
- Integrated Rally Plug in in Eclipse to update the status of the Stories of Jira.
- Automated updating the results of the Test cases from Eclipse to Jira Directly.
- Designed Hybrid Framework using Maven, Page Object Model & Test NG.
- Automated test cases using Selenium Web Driver and Test NG.
- Validated the data by using SQL queries extensively.
- Located web elements using XPath and CSS selectors.
- Created and executed test scripts for regression and sanity testing.
- Performing regression testing at various phases of development life cycle for impacted existing functionality.
- Generated logs and reports using Test NG Reports.
- Participated in standup meetings and other required QA meetings such as test planning, retrospective, QA status.
- Integrated complete automation framework with Git Hub and executed the same via Continuous Integration tool - Jenkins.

Environment: Java, Selenium Web Driver, Cucumber, Oracle, SQL, Test NG, Maven, Jenkins, XPath, CSS, JIRA, Windows, Internet Explorer, Firefox, Chrome.

FIRST LAB (Client: First Lab) Jan 2011 to May 2013
QA Engineer
Hyderabad
Roles & Responsibilities:
- Prepared & Base lined technical and functional documents.
- Authorized Manual test cases based on functional requirements and develop, understand UI test scenarios.
- Develop UI automation test scripts using Cypress tool.
- Develop and execute API & frontend testing using POSTMAN tools and Database tools.
- Performed Manual and Testing using Selenium, Test NG, Maven.

- API Automation testing of Aivante's Plan Select Web-based application using Postman scripting with basic JavaScript, test data from CSV files and Drop box APIs. Sequencing of business scenarios and Regression collections.
- Validating test data using SQL.
- Updating test cases on Selenium-Java automation framework.
- Defect management using JIRA for bug reporting and tracking.
- Agile SDLC with daily Scrum meetings.

Environment: Java, Selenium Web Driver, SQL, Test NG, Maven, Windows

Education:

- Bachelor of Technology in Electronics & Communications Engineering from JNTU Hyderabad in 2006.
- Master of Technology in Computer Science Engineering from JNTU Hyderabad in 2010.
- Master of Business Administration in Human Resource and Marketing from JNTU Hyderabad in 2012.

c. Pramoda Sravanti Jammi

Summary:

- Overall, 12 years of experience as a Quality Assurance Engineer. In-depth experience in Development, Testing, Design automation strategies.
- Proven success in planning and executing complex, mission-critical projects. Manage testing across Global Market with an exceptional understanding of how to quickly diagnose problems, assess requirements, implement quality solutions and obtain customer acceptance. This includes prioritizing and delegating work assignments.
- Results-driven QA Analyst with experience in all phases of testing life cycle, including requirements gathering, risk analysis, project planning, test estimation, testing, defect tracking, management, and reporting.
- Experienced in creating Automated Web services testing processes using Karate DSL framework.
- Coordinator for managing and coordinating QA onsite/offshore resources for the project testing.
- Worked on database validation using SQL queries.
- Extended experience in System Testing, Integration Testing, User Acceptance Testing, Performance Testing, Smoke Testing, Functional Testing, and Regression Testing.
- Experienced in creating and developing Test Strategies, Test Plan and Test Cases producing Bug Reports using ALM/Quality Center, JIRA.
- Tested web-based applications on different operating systems such as Windows, Linux, Mobile and different browsers such as IE, chrome, Firefox.
- Experience in using JIRA for reporting and tracking bugs and maintaining reports on resolved bugs.
- Quality assurance for development platforms that utilize browser-based clients, Java, application servers, web services SOAPUI, XML.
- Worked with designing and building automation frameworks in Cucumber BDD.
- Experienced in continuous integration using JENKINS to support tools like CVS subversion, GIT and execute Apache ANT and Apache Maven.

Skills Summary:

- SQA Testing & Methodologies
- Test Plans, Cases & Processes
- Functional Requirements & Documentation
- Regression & Negative Testing
- UI & Compatibility Testing
- Functional, Integration, and System Testing.
- Performance/Load/Stress Testing
- Testing Automation(Basics)
- Knowledge of API testing.
- Defect/Bug Tracking
- Strong in SDLC, STLC and Defect Life Cycle.
- Prepare and Execution of test cases as per requirement.

eNcloud Services LLC   Page 159 of 233
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- Preparing Defect Report and assigning the defects to developer.
- Mapping functional requirements with test cases.
- Retesting the cases where defect has been raised.
- Conduct testing of products and projects with or without adequate functional specifications
- Review software documentation to ensure technical accuracy

Employment History and Work Experience:

Mythri Consulting
(Client: Aetna) April 2021 to Till Date
Lead Quality Engineer
Hartford, CT
Roles & Responsibilities:
- Responsible to write test design, test plans, test cases for BNSF waybill project
- Automated 296 UI tests using Selenium Web driver, TestNG, Graddle
- Responsible to create rail car data using EDI parsers and creating BOL's
- Automated API tests for service order and shipment master REST API services using Rest Assured.
- Responsible for create and maintain CI/CD pipelines using Jenkins/Blue Ocean/Google Cloud Platform
- Responsible for analyzing test failures of each build as part of regression testing.
- Worked closely with offshore fixed bid team and helped the team with fixing process related and technical issues.
- Work with business users across the globe for User Acceptance Testing.
- Contributed to service virtulization module to build mock data/server to run automated tests in case of services are down in staging.
- Led the project tracking for 8 teams which includes project deliverables, test automation, reporting, performance test activities.
- Responsible to closely work with product owners, developers and architects in refinements meetings to plan and groom sprint work.
- Heavily used The Project Management tool JIRA for requirement validation and defect tracking.
- Experience in using SQL queries to inspect within database and also to update data.
- Experience validating messaging systems like Kafka/AMQ event sourcing.
- Participate in defect triage calls with product team to analyze defect severity and priority.

Environment: Java, ADO, AWS, CICD, AWS S3, Selenium, JIRA, RDP, Ansible, Terraform, YML.

Citi Feb 2019 to March 2021
Staff Sofware Engineer - Quality
NYC
Roles & Responsibilities:
- Involved in all levels of testing including Functional, Smoke, Sanity, Regression, System, Integration,
- User Acceptance, Compatibility, and Database Testing.

- Developed functional tests for Visa Payment Processor reporting UI using selenium, java, testing
- Developed automated tests for REST API's using apache http, testing
- Documented Test results and communicate with business stakeholders.
- Ensured all artifacts complied with corporate SDLC Policies and guidelines.
- Extensively participated in Creating Test plans, Test Strategy, Test Scripts/cases Negative test scenarios and Functional, Target and Regression testing. And profound working knowledge in defect tracking tools like JIRA.
- Interacted with application users (end-users) and performed User Acceptance Testing (UAT).
- Automated payment API's using java and Rest Assured.
- Extensively participated in Knowledge Transfer to offshore team.

Environment: Java, Git, Selenium, Cucumber, Maven, Junit, Azure DevOps (ADO), SQL Server, Swagger (API), Karate DSL, Json.

Mediacom Oct 2017 to Dec 2018
MTS Software Engineer - Quality
Iowa
Roles & Responsibilities:
- Designed and developed comprehensive test plan and strategy for Chrome extension plugin to create flow-based Consumer User data and this tool can be used by Product, Designers, PMO's, Developers, QA and any non-technical team members.
- Designed and executed automation tests for Consumer Wallet services, deployed on cloud (AWS, Google cloud) in multiple regions.
- Responsible for testing and automating api services using postman and automated the consumer services using Rest Assured
- Responsible for creating and running batch jobs for the data changes using Kafka.
- Responsible for Unit and functional testing automation of REST API for the identity services.
- Converted Nemo tests (javascript based) into SeLion tests (java based) for activity, wallet and settings modules.
- Lead the effort of Choice and Visa integration E2E testing that includes testing and automation
- Lead the effort of Global ramp's (around 204 countries) of new experience of Consumer Web.
- Responsible for defining and implement Automation Strategy to automate external flows into consumer apps. (For ex: Merchants accessing Consumer code via flow)
- Responsible for handling Enterprise Continuous Integration CI/CD pipelines (a platform where all Paypal's features will be tested at enterprise level) that includes working with PO's on which tests needs to part of ECI, Debugging ECI failures (where the pass percentage is less than 95%), fixing ECI failures by communicating with different teams (if the failure is not related to our application)
- Worked with g11n teams to verify the LQA and IQA efforts during gobal ramp.
- Responsible for code reviews, validate tests, test plans written by internal QA members.

Environment: Selenium WebDriver, Agile, JAVA, TestNG, XML, JSON, SOAP UI, HP ALM, XML, HTML, Firebug, JIRA, API, iMacros, SQL.

HCL Technologies (Client: KLA Tencor, California, US) Aug 2011 to Sep 2013
Sr. Software Engineer, Quality

Chennai

Roles & Responsibilities:

- Working in mylife Platform team and validate new APIs and new features.
- Communicate closely with Product Owner and Developers to implement and test new APIs in Agile environment
- Verifying events generated in back end side and also verify updated DB values after each event
- Responsible for testing and automating Mylife people search module using Selenium Webdriver and TestNG
- Responsible for testing and automating Mylife mobile app for both iOS and Andriod platforms.
- Responsible for deploying and testing the application code to different environments
- Responsible for performance testing using Jmeter.

Environment: Selenium WebDriver, POM, GIT, Java, HP ALM, Eclipse, Agile, REST, TestNG, Maven, GIT, JIRA, XML, SOAP UI.

Megasoft Ltd (Client: Accelient, Silicon Valley, USA) Jan 2008 to Feb 2010
Sr. Software Engineer, Quality
Chennai

Roles & Responsibilities:

- Only QA resource to test and launch of Yahoo advertising portal Designed and developed entire automation using Page Object Model for B2B portal using Web driver, TestNG, Hudson and Maven
- Responsible for testing and automating Yahoo advertising REST services
- Responsible for Manual testing of B2B portal. This includes creating test plans, test cases, reviews with developers, attending status meetings, raising bugs using Bugazilla tool, creating test cases using Test Manager, Sanity testing on Staging and Production environments.
- Responsible for manual testing of supporting tools for advertising platform named ANT tools, this includes writing complex SQL queries, UI testing, Integration testing with different data points etc.
- Responsible for running APT Supply automation scripts weekly and fixing script related issues.
- Responsible for testing report tracking of B2B portal including number site hits, page views, video clicks etc to track user visits to the B2B portal.
- Developed and implemented data driven test suites

Environment: Selenium WebDriver, POM, GIT, Java, HP ALM, Eclipse, Agile, REST, TestNG, Maven, GIT, JIRA, XML, SOAP UI.

Danlaw Technologies (Client: General Motors, USA) Jan 2005 to Feb 2007
Sr. Software Engineer, Quality
Hyderabad

- Designed and developed complete automation suite for Google Search products using Selenium/TestNG framework.
- Responsible for writing test cases, test plans, creating bug hotlists etc.
- Created test cases, test plans, test suites, automation for Google Products, Images, Local, Onebox API testing.
- Responsible for Integration Testing with various Google products.

- Responsible for running continues builds, cron jobs.
- Developed various utilities which can be used in day-to-day activities like retrieving build information etc
- Used Java as the language to write the automation scripts.
- Used Selenium as the API to write the scripts as per Google standards.
- ResponsiblefortestingtheapplicationonTeir1, Teir2, Teir3 browsers using Google internal environment called Selenium- Farm.
- Created dashboards using PHP/MySql to display the automation results.
- Involved and developed specific tasks includes - review of test plan and test case development and validation. Extensively used Test scribe to develop test plans, and test cases.
- Prepare the Test Report for every build.
- Reported the bugs, track of it and prepared holists.
- Documented complete automation procedure.

Environment: Java, Git, Selenium, Cucumber, Maven, Junit, Azure DevOps (ADO), SQL Server, Swagger (API), Karate DSL, Json.

Education:

- M.Sc (CS) from Andhra University, India

Security Analyst

a. Jagadeesh Vasireddy

Summary
- IT professional with 5+ years of experience developing and implementing security solutions in fast-paced environments. Skilled in cloud security (AWS, Azure, GCP), Application security and infrastructure security with proven history of delivering exceptional risk and vulnerability management support.

Skills
- AWS, Azure, GCP cloud security
- Vulnerability management
- Administrating with Terraform,Ansible
- Application security
- Internal Penetration testing
- Microsoft 365, IAM,SIEM,
- Endpoint security with multiple products
- Developing security plans
- Intrusion Prevention and Detection, DLP
- Alert logic, Qualys, Teramind, nessus, Sentinel One
- Symantec Endpoint Protection, Trend micro, SCEP, Sophos
- Veracode, Sonar Qube, snyk, Fortify Webinspect, Burpsuite, Crowd strike, Zscaler.

Certifications
- 2022-08 Orca Security Cloud Camp
- 2022-12 AWS Security Essentials
- 2022-07 Kubernetes Essentials
- 2022-12 Certified Kubernetes Administrator
- 2020-08 CompTIA Cyber security Analyst(CySA+)
- 2020-08 Qualys Vulnerability management
- 2019-03 Fortinet Network Security Expert
- 2020-06 ICSI-CNSS Certified network security Specialist
- 2018-07 Zscaler Certified Cloud Administrator
- 2019-01 Certified Crowd strike-Falcon
- 2018-07 Certified Cylance security Professional

Employment History and Work Experience

Conch Technologies, Nov 2022 to Till Date
Security Analyst / DevSecOps Analyst, Westborough, MA
- Working on cloud security and posture management.
- Integrating Security tools(SCA, SAST)into the pipelines.
- Working with external vendors and test the POC to integrate within the organization.

- Reporting vulnerabilities on the internal applications by conducting internal Penetration testing.
- Developing remediation strategies, process for the existing vulnerabilities and cloud posture.
- Working along with DEVOPS and R&D teams to integrate the compliance standards and optimizing the existing policies.

Toluna Corporate Dec 2021 to Nov 2022
Security Analyst, **Delhi, India**
- Worked with cloud architects to generate assessments, develop and implement actionable recommendations based on results and reviews.
- Working on Cloud security (AWS, Azure), GCP, Application security tools(SCA,SAST,DAST), Vulnerability assessment tools and Infrastructure security (EDR).
- Tools Integration (CSPM, CWP)and Develop security measures across CI/CD pipelines
- Performed risk analysis to identify appropriate security countermeasures.
- Identified, analyzed and resolved infrastructure & Application vulnerability issues.
- Reviewed existing systems and made recommendations for improvements.
- Assisted investigation and risk management teams with fraud investigations and risk identification.
- Working with DevOps team to integrate security tools and Vulnerabilities remediation.

Ondot Systems, Inc. Feb 2021 to Nov 2021
Cloud security Engineer, Bangalore, India
- Maintaining AWS cloud security, Azure, Gcp, vulnerability management and compliance.
- Cyber security Management with multiple technologies involving Endpoint security, Security Events and Incident management, Vulnerability assessment, FIM/IPS/IDS, PCI Scanning and Attestation.
- Maintaining standards and Security audits PCIDSS, SOC2, ISO27001.
- Reviewing Security postures and policies in CICD pipeline, SAST,DAST Integrations.
- Reviewed violations of computer security procedures and developed mitigation plans.
- Recommend improvements in security systems and procedures.
- Monitored computer virus reports to determine when to update virus protection systems.
- Performed risk analyses to identify appropriate security countermeasures.
- Managed and Maintaining security and compliance in infrastructure.
- Working with partners, vendors, employees, and agencies to ensure project success
- Managing multi-functional team coordination, opportunity screening, benefit/cost analysis, vendor selection, schedule and budget oversight, management of consultants/contractors, issue resolution, and reporting

IBM Oct 2018 to Dec 2020
Cyber Security Consultant- Intelligence and Operations, Bangalore, India
- Employed as Cyber-Security Engineer at IBM and working with Symantec Endpoint Protection, Trend Micro for major projects as primary resource where primary responsibilities are as mentioned below.

- Installed, administered, and managed support of Symantec Endpoint Protection, Sophos, Trend micro Products (office scan, Deep security) Agents on client environment,
- Proactively monitoring security breaches and infection alerts and in process take remedial measures against them
- Provide recommendations to customers about trending technologies and updates from vendors
- Working with different technology towers to implement secure and non-vulnerable environment for customer
- Lead technical player in projects to upgrade Antivirus versions and recommend policy changes required to keep environment running smooth for clients spanning APAC region
- Working with on-shore towers and technical teams from client side to implement policy changes/installations/un installations wherever required
- Help organization adhere to ISM compliance set by our clients and subsequently provide smooth delivery of support
- Design and implement migration plans for Enterprise products and make recommendations on requisites for smooth process flow

IBM India Apr2018 to Sep 2018
Cyber Security Consultant, Bangalore, India
- Was employed as Security Consultant and trained under multiple Security related products. IBM India Pvt. Ltd.
- Network security concepts & Network security devices functionality and differences.
- Event Analysis and Mitigation techniques, Cyber Kill Chain Process
- Vulnerabilities and Exploits, Threats and Attack Vectors
- Latest malwares and associated impacts
- Incident classification & prioritization, Incident Management Process
- Endpoint protection Overview, SOC overview, SIEM Overview.
- Trained under multiple products like Symantec Products (SEP,SEPM)Trend Micro products(Office scan, Deep security),McAfee, Qradar, RSA, ArcSight.
- Supporting the development, implementation, and communication of cybersecurity activities and programs

IBM India Dec 2017 to Mar 2018
Security Consultant, Bangalore, India
- Was employed as Security Consultant and trained under multiple Security related products. IBM India Pvt. Ltd.
- Network security concepts & Network security devices functionality and differences.
- Event Analysis and Mitigation techniques, Cyber Kill Chain Process
- Trained under cybersecurity

Education
- Bachelor of Science: Computer Science And Engineering from Andhra University in 2017

eNcloud Services LLC   Page 166 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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b. Sindhuja Parnam

Summary:
- Diligent Cyber Security Analyst with 5 years of Experience Securing systems and data seeking to deliver RSA Net witness information security at Inspira Enterprise India Ltd.
- Working experience in Information Security domain as a Junior and Senior SOC Analyst on RSA
  Net witness, Q Radar.
- Hands on experience on Threat analysis and Security Monitoring and Operation.
- Experience on SIEM (Security Information and Event Management) tools like Monitoring real-time
  events using RSA Net witness,Q Radar and knowledge on Azure Sentinel.
- Preparing daily, weekly and monthly report as per client requirement.
- Investigating and creating case for the security threats and forwarding it to Onsite SOC team for further investigation and action.
- Experience on performing log analysis and analyzing the crucial alerts at immediate basis.
- Filling the Daily health checklist.
- Experience on PC assembling, OS Installation and troubleshooting.
- Installation of Application Software and Anti-virus software.
- Installing the Operating Software such as Windows.
- Technical support as hardware and Software Engineer.
- Planned and executed routine repairs and system upgrades.
- Preparing reports as per client request, Preparing Knowledge base and use cases.
- Reporting weekly / monthly dashboards to customer.
- Recognizing attacks based on their signatures.
- Monitoring and carrying out second level analysis incidents.
- Building Reports on the behavior of the logs for the above mentioned devices and also configuring
  the alerts if anything is of that critical.

Skills:
- Application Security - Web Security
- SOC (Security Operation Center)
- SIEM (Security Information and Event Management)
- Tool: RSA Net witness, Azure Sentinel, QRadar.
- Vulnerability Assessment
- Phishing Email Analysis, NMAP
- Knowledge on UEBA, Azure Sentinel.
- Perform Cyber and Technical Threat Analyses
- Knowledge of OWASP tools and Methodologies
- Security Devices: Palo alto, Symantec mail gateway, WAF.

Employment History and Work Experience:

Camelot IT Services
Target Sep 2022 to Present

Security Analyst
Project: Security Monitoring Operations
Seattle, WA
Roles & Responsibilities:

- Monitor for security indicators by correlating and analyzing a variety of application, network and host-based security logs and determining the correct remediation actions and escalation paths for each incident.
- Developing anomaly detection dashboards and reports in SIEM tools to identify potential threats, suspicious activity and intrusions
- Assist with the development of processes and procedures to improve security operations functions, incident response teams, analysis of incidents, and overall SOC functions.
- Performing hunting exercises using threat intelligence, analysis of anomalous log data and results of historical events and data to detect and response to threats.
- In-depth understanding of security threats (preferably OWASP Top 10 vulnerabilities), threat attack methods and the current threat environment.
- Understanding the logs of various network devices (Routers, IDS/IPS, and Firewall), Operating system (Kali Linux and Windows).
- Configuration changes, deny logs, failed logons, alert summery, network security etc.
- Basic configuration in logger like preparing and generating Ad-hoc reports as and when what client requires.
- Working in Security Operation Center (24x7), monitoring of SOC events, detecting and preventing the Intrusion attempts.
- Responding to various security alerts for various client and scanning for vulnerabilities using tools like NESSUS.
- Monitoring real-time events using SIEM tools like RSA Net witness.
- Monitoring, analyzing and responding to infrastructure threats and vulnerabilities.
- Ad hoc report for various event sources customized reports and scheduled reports as per requirements.
- Collecting the logs of all the network devices and analyze the logs to find the suspicious activities.
- Investigate the security logs, mitigation strategies and responsible for preparing generic security incident reports.
- Responsible to preparing the root cause analysis reports based on the analysis.
- Analyzing daily, weekly and monthly reports.
- Creating case for the suspicious issue and forwarding it to Onsite SOC team for further investigation.
- Creating the tickets in ticketing tool

Amazon Web Services Aug 2021 to Jun 2022
Security Analyst
United States
Roles & Responsibilities:

- As a Security Analyst I am responsible for real-time monitoring, analyzing logs from various security/Industrial appliances by using ArcSight ESM console, ArcSight Logger, L2 connectivity and troubleshooting of logging issues.
- Monitoring Security devices like firewalls, Email gateways, Proxy servers, VPN tunnels of the client location.

eNcloud Services LLC   Page 168 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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- Providing timely response to the auto generated infrastructure tickets to ensure it meets customer SLA of the company.
- Issuing the wireless certificates for end users.
- Sending out Security alerts/Advisories emails to all the employees.
- Respond and provide resolution to escalations, tickets and alerts from service Desk/Helpdesk related to VPN issues in a timely manner
- Perform Security analytics actively for all the events on the SIEM tool.
- Identifying false positives Security events and assigning it to Second level for rule change/creation.
- Follow operational process and procedures to appropriately analyze and assist in remediation of critical information security incidents.
- Actively Monitoring the ArcSight connectors those pulling the raw data from the client machines.
- Notifying the customer over the phone for critical security events generated from SEIM.
- Responsible for high availability of reports that are generated using ArcSight, an SEIM tool.
- Providing resolution for user level incident reporting like SPAM emails, suspicious emails, virus issues, email delivery failure issues etc.
- Escalating and Working with product vendors for unresolved issues and following up with them until closure.

Tata Consultancy Services Sept 2018 to Jan 2020
Desk Support Engineer
India
- Oversee and update assigned support service requests.
- Handle daily technical support activities on desktop support, data network and server management.
- Grow clients and communicate to Account Manager by determining new opportunities.
- Setup desktop computers and peripherals and test network connections.
- Install and test desktop software applications and internet browsers.
- Test computers to ensure proper functioning of computer systems.
- Train end users on usage of computer hardware and software.
- Develop and manage effective professional working relationships with contractor personnel, co-workers and clients.

Education:
- University At Buffalo, NY
- Master of Science, Computer Science (3.52/4.0) Jan 2020 - May 2021
- Coursework: Information Retrieval, Machine Learning, Analysis of Algorithms, Database Management Systems, Data Intensive Computing, Software Verification
- Amrita Vishwa Vidyapeetham Coimbatore, India Bachelor of Technology, Computer Science (8.01/10.0) July 2014 – May 2018
- Coursework: Data Structures, Design and Analysis of Algorithms, Operating Systems, Database Management Systems

c. Veeresh Vanga

Summary:

- Bringing 9+ Years of experience in IT sector in Coding, build engineering and release-management process, building and deploying applications by adopting DevOps practices such as Continuous development, Continuous Integration (CI) and Continuous Deployment (CD) in runtime with various tools like Git, Maven, Jenkins, Ansible, Docker, Kubernetes, OpenShift, Splunk, Prometheus Grafana and managing cloud services with Azure, AWS.
- Maintained security measures to protect IT systems ad data.
- Experienced in hardening Kubernetes clusters, on-prem and cloud infrastructure for enhanced security using Role-Based Access Control (RBAC), OPA Gatekeeper, Pod Security Policies (PSP), Container Runtime Security, Audit Logging, implementing Security Scans and Vulnerability Assessments.
- Developed risk mitigation strategies, controls and action plans to address identified security risks and vulnerabilities.
- Wrote Ansible play books for deploying, configuring, installing shield, and managing collected for metric collection and monitoring.
- Integrated Maven with Shell scripts created in Bash, Shell & Kourne shell to automate the builds for the Java based applications.
- Utilized a range of security tools to secure over 550 Clusters from cyber threats, ensuring that all data was secure and compliant with industry regulations.
- Experience in CI/CD, container venerability scanning tool Black Duck, Sysdig, SAST, DAST, Sonar, OPA, OWASP, and integrated with Jenkins.
- Developed and managed cloud VMs with AWSEC2 command line clients and Services AWS provisioning and worked on services like EC2, S3, ELB (Load Balancers), RDS, SNS, Cloud watch.
- Skilled in automating security best practices during continuous integration/continuous deployment (CI/CD) pipelines to mitigate vulnerabilities at build time.
- Worked on automating the deployment of microservices by configuring Ansible to pull images from a private Docker registry and deploy them to a Kubernetes cluster.
- Design, deployment & maintenance of a secure DevOps environment consisting of multiple cloud solutions (AWS/Azure) as well as on-premise technologies (Openshift).
- Worked on Network policies for enforcing projects egregation for Multi-tenant OpenShift clusters.
- Performed vulnerability assessment, tests, and security audits, produced reports of findings and worked cooperatively with developers to implement remedial measures.

Skills:

Version Control:	GIT, GitHub, Gitlab
Build Tools	Maven
Scripting:	Shell Scripting(Bash),Python
Tools:	Jira, Jenkins, Flux CD, UDeploy, Jira, BMC Remedy, Salesforce CRM, Sonar Qube, Sysdig, OPA Gatekeeper
Artifactory and Containerization	JFrog, Docker, Containerd

Databases:	Oracle, Sql, Sybase
Orchestration	Kubernetes, OpenShift Container Platform (OCP), AWS EKS
Cloud Technologies: Technologies:	Azure, AWS
Configuration and Infrastructure	Ansible, Terraform
Monitoring Tools	Splunk, Prometheus, Grafana, Datadog

Certifications:
- AZ-900–Azure Fundamentals.
- AZ-104–Azure Administration.

Employment History and Work Experience:

Mythri Consulting
Verizon Data Services Jun 2023 to Present
Sr. Security Analyst
Project: Infrastructure - Container Security
Downingtown, PA
Roles & Responsibilities:
- Develop and maintain comprehensive documentation of security policies, procedures, standards and guidelines.
- Hardening Kubernetes clusters, on-prem and cloud infrastructure using Role-Based Access Control (RBAC), Pod Security Policies (PSP), Container Runtime Security, Audit Logging, implementing Security Scans, Vulnerability Assessments for enhanced security and implementing security tools within Kubernetes clusters in AWS and OpenShift Container Platform (OCP).
- Evaluate security controls and mechanisms to identify gaps, weaknesses, and areas for improvement.
- Ensuring software applications adhere to industry regulations, standards, and security policies with respect to RBAC, Pod security, Image security.
- Implemented SAST (Static Application Security Testing) analyzes source code for vulnerabilities before deployment in CI/CD pipelines using SonarQube, Sysdig, Black Duck scanning.
- Involved in designing, implement, and maintain a vulnerability management in AWSEKS and OpenShift Container Platform.
- On boarded the applications into Multi-tenant OpenShift Container Platform ensuring Security policies and standards are enforced.
- Conducting regular security assessments, vulnerability scans, and penetration tests to identify and mitigate security weaknesses in applications, infrastructure, and code.
- Implementing and maintaining security controls and procedures to meet compliance requirements.
- Identifying the potential security threats and vulnerabilities, and recommend appropriate counter measures and mitigation strategies with the help of Sysdig.

- Creating and enforcing custom security policies on Kubernetes objects using OPA Gatekeeper.
- Kubernetes security remediation by using kernel vulnerability tool Kubernetes Security controls implementation with ref. of Open policy Agent (OPA) policies like deny unauthorized host Path, host PID &running container as a non-root user & Seccomp, enforcing trusted images etc.
- Analyzing the potential risk associated with the newly on-boarding components and implement security policies as a preventive control
- Building secure base images for development teams and enforcing work load to deploy from trusted repository using OPA Gatekeeper.
- Automating security-related tasks and processes, such as build time and runtime vulnerability scanning, code analysis, and compliance checks to improve efficiency and accuracy.
- Knowledge of NVD, CVSS scoring, risk ranking, threats and vulnerabilities, and performing web application security assessments.
- Performing CIS Benchmark on Kubernetes cluster for finding configuration vulnerabilities.

Nuance India Pvt.Ltd Oct 2017 to Jun 2023
Security Analyst
Project: Dragon Medical One [DMO]
Bangalore, India
Roles & Responsibilities:
- Perform regular security assessments, vulnerability scans, and penetration tests to identify and address security vulnerabilities proactively.
- Gathering Information from the Clients and providing consultation by performing POC and Coding, set up the Build/Deployment and Release management.
- Analyze security threats, vulnerabilities, and risks to IT systems and data through risk assessments and security audits
- Setting up the build and deployment automation for Java base project by using JENKINS and Maven.
- Involved in setting up the Continuous Integration and Deployment of NMS software to target Kubernetes clusters during the project lifecycle.
- Involved in setting up Blue Green deployment methodology by implementing apartially immutable application delivery architecture with docker image artifacts as deliverables.
- Creating and building the custom docker images using Docker file and pushing the Images to the remote docker repository in Docker Hub.
- Develop and implement an automated infrastructure using Ansible, wrote playbooks for installing and managing java versions.
- Performing deployments, rollbacks on AKS and managing DNS, Certificate manager on AKS Cluster.
- Deployed monitoring stack like Grafana, Prometheus, node exporter, alert manager using Helm Charts for monitoring the AKS cluster node matrix and application matrix and configured alerting via teams and emails.
- ConfiguredSplunkConnectforKubernetesacrossmultipleprojectsandimplementinghealth checks and probes on Kubernetes pods to ensure their proper functioning.

- Developed Kubernetes deployments, endpoints, services, AKS Storage Classes, Networking policies, persistence volume claims, secrets, Roles, Cluster Roles, and ingress resources for java applications and deployed to Dev, Test, SIT, UAT, and QA environments
- Involved in development of test environment on Docker containers and configuring the Docker containers using Kubernetes.
- Worked on container security for fixing Image vulnerabilities using Trivy and fixed critical and compliance issues.
- Proficient in tracing complex build problems, release issues and environment issues in a multi- component environment using Bug tracking tools like JIRA, Remedy, Salesforce CRM.
- Acted as build and release engineer, deployed the services into production. Created and Maintained pipelines to manage the IAC for all the applications.
- Supported development and testing teams in trouble shooting and debugging the issues during the deployments.

State Street India Pvt. Ltd Aug 2014 to Oct 2017
Associate
Project: Cash, Compliance, Fixed Income and Trading [CCFT]
Bangalore, India
Roles & Responsibilities:
- Provided first and second-line support to internal and external clients as well as managing the Global Trading environment as part of a global 24x5 support group.
- Develop risk mitigation strategies, controls and action plans to address identified security risks and vulnerabilities.
- Conducted security audits and assessments to verify compliance with security controls, policies and procedures
- Experience of leading a local support team in a time critical environment.
- Participate in incident and crisis management events, supporting resolution activities and providing regular status updates to front-line support teams and business users and define/track remediation actions to close.
- Supported batch processes and perform trouble shooting by looking at UNIX scripts, stored procedures or database SQL processes, running database queries and reviewing data to determine point of failure.
- Conduct regular incident reviews and manage major incidents through Incident Management Process by involving Command Centre.
- Coordinating deployments to Production environments with partnering IT teams (Release/Change management)
- Proactively identified opportunities for change and improvement within the production environment.
- Proven experience in writing shell scripts for process automations, data loading and build scripts.
- Participating in Disaster Recovery exercises for Trading applications.

Education:
- Bachelor of Technology (B.Tech), 2010-2014 Jawaharlal Nehru Technology University Kakinada, Andhra Pradesh, India.

Software /Developer/Engineer

a. Ramesh Yara

Summary:
- 9+ years of IT experience in Requirements Gathering, Analysis, Design, Development, and Testing phases of the SoftwareDevelopment Life Cycle (SDLC).
- Strong experience developing Web-based, Standalone, Client-Server, and Distributed Software Applications using Java/J2EE technologies.
- Experienced designing and developing web-based applications using Java, JDBC, SQL, Servlets, Spring framework, Spring Boot, Hibernate, React, and Angular.
- Expertise in writing unit test cases using Junit.
- Expertise in client-side technologies such as HTML/HTML5, CSS, JavaScript, JQuery, Bootstrap, AJAX, and JSON.
- Experience in XSLT pipeline to process XML data into XHTML/HTML response.
- Expertise in Core Java, OOPS Concepts, and Data Structures and Problem Solving.
- Strong experience in using JAVA tools like Eclipse, NetBeans, Spring Tool Suite, Visual Studio Code, JIRA, SVN, GIT, Maven, Gradle, Jenkins, SonarQube, XL Release, Splunk, Confluence, Putty, WinMerge, Java Decompiler, SOAP UI, REST Client, Postman, Swagger.
- Having experience in security tools like Fortify and Blackduck scan.
- Experience in CICD tools like Jenkins/UrbanCode Deploy (Undeploy).
- Experience with databases like Oracle, MYSQL, Postgres, and SQL Server.
- Experience with using Apache Tomcat, WebLogic & Web Sphere servers.
- Excellent analytical, problem-solving, communication, and interpersonal skills with the ability to easily interact with individuals.
- Efficient team member with excellent work/time management skills, excellent leadership, communications, and Interpersonal Skills, and the ability to work under strict deadlines.
- Experienced as a team lead assigning work and managing the team using the Rally/Jira tool (Agile), updating the status to Scrum Master/Project Manager, and training the team members per the project requirements.
- Experienced in Designing and Developing Architectural solutions and preparing Technical Specifications for significant projects.
- Experience in SDLC with methodologies like Waterfall and Agile.
- Experience in AWS Cloud like EC2, and S3 services.

Skills:
Web Technologies: HTML, CSS, Bootstrap, JavaScript, JQuery, React, Redux, Angular.JS, Node.JS, AJAX, JSP, Servlets, JSON.
Languages and Frameworks: JAVA, Spring, Spring Boot, REST, SOAP, Struts, Hibernate, Microservices, JUnit,
Database and Cloud-Based Technologies: Oracle 12c, MySQL, SQL Server, AWS, Azure.
Version Control: SVN, Github, GitLab & Bitbucket.
IDEs: Eclipse, Netbeans, IntelliJ, Visual Studio Code.

Employment History and Work Experience:

Conch Technologies
(Client: SAG-AFTRA**)** Sep 2023 to Present
Technical Lead
Boston, MA
Roles & Responsibilities:

- Created dashboard & wizards using Primefaces & JSF technologies.
- Created REST APIs for easy integration into the product. Deployed the environment using tools like Jenkins, Docker, and Kubernetes.
- Developed public and private REST APIs using Spring Boot with Oauth2.0 and JWT authorization.
- Created reusable UI components using React.
- Skilled in all phases of the agile software development lifecycle; expert in business requirements into technical solutions.
- Implemented reusable components/classes by cleaning up the code.
- Worked on application performance improvement.
- Coordinated with the offshore team & worked with them to make sure to deliver the requirements on time.

Environment: JAVA, Spring Boot, MySQL, REST, React, Primefaces, JSF, JavaScript

HighRadius Apr 2022 to Aug 2023
Technical Lead
Hyderabad, India
Roles & Responsibilities:

- Analyzed the business requirements by engaging with the product owner and creating technical solutions.
- Identified internal & external dependencies and worked with end-to-end teams for impact assessment of the requirements.
- Worked on Agile methodology to release product features every month.
- Write Unit test cases meeting required use cases and Branch & Line Coverage.
- I performed Code Reviews to ensure that the code fulfilled the requirements, met coding standards, and was of good quality.
- Mentoring and guiding the team in functional and technical aspects.
- Led a team of 5 people.

Environment: JAVA, Spring Boot, Spring MVC, AWS, REST, MySQL, Struts, React, JSP, Servlets

OpenText Dec 2020 to Apr 2022
Senior Software Engineer
Hyderabad, India
Roles & Responsibilities:

- Designed and developed architectural solutions and prepared Technical Specifications.
- Created the front end using JSP, HTML, and CSS3.
- Implemented various features as per the requirements using Spring Framework.
- Ran security scans using tools like Fortify and Blackduck.
- Implemented solutions for security issues identified as part of the security scan.

- Developed REST web services.
- Implemented unit and integration test cases to ensure code coverage met the standards.
- Integrated CICD pipelines using Jenkins & GitLab.
- Fixed defects reported by the QA team.
- Taken care of code deployments to Dev, QA, and Production environments.

Environment: JAVA, Spring, REST, Postgres, XSLT, SOAP, JSP, Gradle, SonarQube, Fortify tool

Wells Fargo Jul 2014 to Nov 2020
Software Engineer
Hyderabad, India

Roles & Responsibilities:
- Code and Implement the requirements (Development) using Javascript, JQuery, Spring MVC, Spring Security, and React.
- Developed REST APIs using the Spring framework.
- Code deployments in Wells Fargo dedicated server to Dev, QA, and Production environments.
- Created and Monitored Splunk Dashboards for application usage stats.
- Played a crucial role in preparing a road map for migration
- Worked on all security vulnerabilities reported by Fortify and Blackduck scans
- Handled service interactions to the presentation layer via SOAP UI/DB interaction.
- Worked intensely on JQuery Steps to build a complex wizard crucial for the application.
- Identified an area for improvement and provided efficient solutions. This resulted in an annual time savings of $3k for the team.
- The quarter championship was awarded for outstanding contributions and exemplary work, showcasing dedication and excellence.

Environment: JAVA, Spring Boot, REST, SQL Server, STS, Groovy, Maven, JSP, Servlets, Javascript, JQuery, Bootstrap, React

Education:
- Osmania University, Bachelor of Engineering in Information Technology, May 2014.

b. Abhinav Goyal

Summary:

- 9+ years of experience in developing enterprise level applications in Java and Spring boot Frame work following micro services architecture by following Agile practices.
- Strong experience in integrating with external Web Services (REST) following the business needs.
- Extensive experience of creating and consuming RESTAPIs adhering Spring security standards.
- Experienced in developing micro services using Spring MVC, Spring Scheduling, Spring Data JPA, Spring Security.
- Strong experience in setting up Build and Deploy pipe lines and work flows using DevOps and Git Actions.
- Strong experience with Linux shell scripting
- Strong experience on Core Java Concepts including OOPs, Multi-Threading, Collections and Exception Handling.
- Experienced in data and log analytics tools like log DNA, Splunk and Azure ADX.

Skills:

- **Database**   : SQL, MySQL, CouchDB, OrientDB
- **Operating System**   : Windows, Linux
- **Languages**   : SQL, JAVA, J2EE, XML, React/Redux
  - **Internet Technologies**: HTML ,Java Script, React, REST Web Services
- **Tools**   : Splunk (Logging Tool), Soap UI5.0X, CA Gateway API 9.4
- **IDE**   : Visual Studio Code, IntelliJ, Eclipse, Putty, RSA (IBM)
- **Web Servers**   : Apache Tomcat, Websphere, Jboss , API Gateway CA Gateway API9.4
- **Framework**   : MVC, Spring Boot 2.0, React.js/Redux
- Cloud AWS (Basic)

Employment History and Work Experience:

Camelot IT Services
(Client: US Bank) Feb 2022 to Present
Software Developer
Roles & Responsibilities:

- Worked with Agile methodology and actively participated in Scrum meetings as a part of SDLC, to produce quality deliverables with in time.
- Used AJAX calls to consume REST ful web services to fetch data and implement asynchronous communication with server side and then rendered the data on functional databases.
- Used Micro service architecture with Spring Boot based services interacting through a combination of REST to build, test and deploy identity Micro services.
- Worked on latest features of Java 8 like Lambda expressions and functional interfaces.
- Extensively used JUnit, JMeter.

eNcloud Services LLC   Page 177 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

- Developed the DAO layer for the application using Spring, Hibernate and developed various business logic and reports using HQL and Hibernate Criteria.
- Performed CRUD operations like Update, Insert and Deleted at a in No SQL data base like MsSql.
- Responsible for mapping the data base model into persistence objects using Hibernate Annotations.
- Provided Log 4j support to the application for debugging the system and server side logging and configured Maven dependencies for build automation.
- Hosted and tested the application in AWS servers before publishing it in actual production environment.
- Used GIT as version control tool for effectively managing the code changes & experience with Agile/Scrum methodology
- Worked in a CI/CD environment with Jenkins, Maven.

Environment: Java8, JSON, Spring Boot, JMS, SASS, Hibernate ORM, Agile, Scrum, Jira, Junit, JMeter, REST, GIT, Tomcat

HCL Technologies (Americas) Nov 2013 to Feb 2022
Technical Lead
- Design and develop applications using Agile Methodology, participating in all agile events like Daily Scrum Meeting, Sprint Planning, Backlog grooming, Sprint retrospective
- Implement business layers for API's and deliver enhancements to the application as user stories for every sprint, using Core java, Spring boot using Spring Microservices.
- Involve in writing application-level code to interact with APIs, Restful Web Services using AJAX, and JSON.
- Configuration of application and properties files to bring up the containers for the spring boot application.
- Using version control repository as Bitbucket to track code changes and commits.
- Utilise Camel to integrate microservices with other microservices and RabbitMQ messaging exchanges.
- Perform End to End testing of web services using the Postman tool to validate request and response xml for REST web services.
- Design and develop REST based Microservices using the Spring Boot.
- Integrating Micros services-based API's with Splunk to analyse logs.
- Development and Integration of the application using JBoss EAP, IntelliJ.
- Written Mockito Junit test cases to test code functionality and quality. Testing Rest API availability using Postman. Unit Testing and Integration Testing is done for services with an average code coverage greater than 80%.
- Create APIs based on Microservices architecture to orchestrate data from different data sources
- Implement the Slf4j to log the entire application.
- Handling Release Tasks: Drafting Application Installation Guide (AIG) for service and Database.
- Participated in a design plan for migrating the existing Oracle DB to Neo4j graph database.
- Querying with Cypher for the Neo4J graph database.

- Mentoring new Trainees in Core Java and Spring framework.
- Working with business owners, product owners, designers, and developers to implement a high- quality user experience.
- Ensuring smooth transition of application into production with Software Design, Programming and Unit Testing.
- Ensure coding standards and code quality using linting, peer reviews, and tools like sonar dashboard and monitor application using Splunk dashboard.
- Rundeck Scripts were handled for Deployment of application in QA and SIT Context.
- Expertise in creating Web services like SOAP and RESTful, Spring MVC, Spring Boot, Micro services, Hibernate, Maven, jQuery, JavaScript, Oracle and SQL Server, hands-on experience on monitoring tools like app Splunk.
- Having experience on open-source tool for maximum benefit in development process: JIRA, JUnit, Mock, Maven, Jenkins, Bit Bucket, Swagger, Confluence, SOA, Web Services (SOAP / REST), XML / JSON, Splunk.

Environment: Java 8, Python, Spring Framework, SpringBoot, SQL, Neo4J, Angular 2/4, Vue.js, Node.js, JavaScript, HTML5, CSS, Bootstrap, Git, GitBash, IntelliJ, VS Code, Rundeck, Restful, jQuery, Hibernate, JPA, Microservices, PL/SQL, JBoss, Docker, RabbitMQ, Slf4J, Maven, Windows, Junit, Mockito, JIRA.

NTT Data Global Delivery Services Dec 2012 to Aug 2013
Software Engineer (System Analyst)
Bangalore

- Development of smart AI using Tensor Flow to provide varied and smooth gameplay experiences to customers.
- Designed and Implemented a custom navigation mesh for the procedurally generated map in the game 'Enemy Waters' using A* algorithm. Working on training AI agents to learn from human behaviour to incorporate in Multiplayer Cooperative mode in the game 'Enemy Waters'.
- Developed in-house web application using Java and Spring.
- Implemented Log4j tool to log the entire application.
- Developed Controllers, Service and POJO/Model classes.
- Involved in writing test cases using Junit, Used GIT/GITHUB for Version Control.
- Responsible for creating and maintaining architecture for the Rest API using Spring Boot.
- Implement exchange and data handlers in Java utilising various protocols and API.
- Developed RESTful service interface using Spring MVC to the underlying Agent Services API.
- Worked with IBM WebSphere Server connecting the AI
- Created various Spring Boot and Spring Batch applications to connect them to various databases and created queries to retrieve data and modify them in the database.
- Experience in working with different versions of Angular.
- Developed responsive behaviour for applications using bootstrap and media queries to ensure application is Cross-Browser compatible.
- Improved performance of Angular application using lazy loading, change detection strategy.
- Setup Jenkins's server and build jobs to provide automated builds based on polling the GIT source control system.

- Responsible for Continuous Integration (CI) and Continuous Delivery (CD) process implementation using Jenkins along with LINUX Shell scripts to automate routine jobs.
- Created web services using Spring @Rest Controller to return JSON to the frontend.
- Experience with migrating from python to java.
- Used Spring boot Framework for MVC for writing Controller, Validations and View
- Involved in the analysis, design, and development and testing phases of Software
- The Settings Modifier tool is developed using python for duplication and application of desired settings for assets in bulk and adding prefixes to assets based on their type/class.

Environment: Java/J2ee, Python, C++, Tensorflow, Keras, Angular, Maven, Spring boot, Git, PL/SQL, AWS cloud, Unity, Unreal Engine, Eclipse

Education:

- Bachelor of Engineering in Information Science from Visvesvaraya Technological University 2012 with First Class Distinction.

eNcloud Services LLC   Page 180 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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c. Malliswari Thungala

Summary:
- Total 9+ Years of extensive IT experience which includes the experience in designing User Interface (UI) applications and professional web applications using HTML/HTML5, CSS/CSS3, JavaScript, ES6 React JS, React Hooks, NextJS, JSON, Node.js, Ajax Redux, Flex, Bootstrap, AWS, developing Client/Server.
- Expertise in gathering, documenting, and analyzing business requirements and worked on many project methodologies like Agile / Scrum.
- Proficient in developing modern, responsive web applications using Next.js, harnessing its capabilities in server- side rendering (SSR), static site generation (SSG), and client-side rendering (CSR) for optimal performance and user experience.
- Experience on how to commit code and make use of CI/CD pipelines which are in place and go through set of software lifecycle process before deploying into production.
- Experience in using Reacts JS components, Forms, Events, Keys, Router, Animations and Flux concept.
- Experience in React Component for Material UI-Library consisted of Button, Checkbox, Input, Icons, Toggle Button, Dropdown, Multi-Level Dropdown and many more.
- Expertise in React.js for creating interactive UI's using One-way data flow, Virtual DOM, JSX, React Native concepts.
- Familiar with creating Custom Reusable React Components Library.
- Experienced working in building an application using React.js and Redux.
- Knowledge on building the Rest based Micro services using Spring Boot.
- Experience in React JS and working with React Redux architecture using complex Object-Oriented concepts in improving the performance of the websites
- Experienced of responsive web design using Bootstrap framework and CSS3 media queries.
- Implemented easy to use Bootstrap plugins for building carousel, accordion, modal windows etc.
- Strong understanding of MVC, OOP, JavaScript.
- Worked with JavaScript validations and developed Object-Oriented code.
- Experience in RESTful, SOAP web services to integrate between Application to Application
- And have worked on sagas for storing application data in store and managing async calls.
- Added Dynamic Functionality by creating and dispatching Action Creators that deployed Actions.
- Created and used Reducers that received said Actions to modify the Store State Tree
- Used Next.js for Server-side rendering and generating Static websites.
- Experience with creating and reviewing UI design specifications, prototype development, and conducting usability tests to ensure quality assurance.
- Perform unit testing with Jest and used git for version controls.
- Experience with front-end development with back-end system integration.
- Expertise with various IDE's such as IntelliJ, VS Code, Atom, and Notepad++.
- Expertise used repositories like GitHub and SVN.
- Expertise in Node environment using Node.js, NPM.

- Expertise in unit testing by using Jest and React Testing Library.

Skills:

Web Technologies	HTML/HTML5, CSS3, JavaScript, Bootstrap, ES6, React.js, Next.JS, Redux, Flex, Express.js, Node.js, D3.js, Vue.JS, JSON.
Development tools	IntelliJ, Microsoft Visual Studio, Notepad++, Atom
Debugging tools	Chrome Elements Inspector
Operating systems	Linux, Mac OS X, Windows.
Servers	Apache Tomcat
Version Control	GIT
Database	Mongo DB
Programming Languages	Java, JavaScript, TypeScript

Employment History and Work Experience:

Mythri Consulting
(Client: S&P GLOBAL) Mar 2022 to Nov 2023
Web UI Developer
Roles & Responsibilities:
- Designed, developed, and evaluated front-end technologies (HTML5, CSS3, Bootstrap, React JS, JavaScript, Node.js, TypeScript, Redux thunk) for websites, ensuring adherence to accessibility and browser standards.
- Specialized in React and functional-driven JavaScript for Single Page Applications (SPA), UI components, and performance optimization for web and mobile platforms.
- Proficient in React Hooks concepts (use Reducer, use Context) and utilized them in application development.
- Developed full-stack funding websites, scalable web applications, and internal applications using Node.js, React.
- Utilized React Router for Single Page Application conversion and React-Redux for state management.
- Worked on responsive websites served to desktop, tablets, and mobile devices using React.js.
- Developing screens for the portal development based on legacy application developed using Knock out JS.
- Integrated with backend Spring Boot services using axios and used context as state management library.
- Supported for UI development for all the customers supporting S&P

eNcloud Services LLC   Page 182 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

- Following CI/CD pipeline in implementation of project.
- Building Reusable Components
- Developing test cases using react testing library.
- Implementing best practices for efficient coding standards.
- Ensured the test coverage report for all the test cases is above 95%.
- Monitored Sonar cube for any issues and based on that appropriate action has been taken from front end perspective.
- Followed best practices and coding standards to develop reusable components so that they can be used across Industry.
- As per JIRA, stories will be assigned and we used to ensure that story completion is within duration to ensure smooth testing and delivery.
- Followed best practices while using code versioning systems like Git.
- Followed mfe component approach while developing the web application.
- Possess good understanding of Options API and Composition API as per Vue standards.
- Familiarity with developing both client based and server based components using Next JS. Developed UX components, library components, and collaborated with backend teams using custom components, Redux for data display.
- Utilized Middleware, Redux-Thunk, Action Creators, Reducers for RESTful services, store management, and state optimization.
- Collaborated with backend engineers for API optimization, performed Restful web service calls for CRUD operations, and utilized React Redux for data polishing.
- Applied Object-Oriented Programming principles to develop reusable UI components.
- Managed version control with Git, utilized JIRA for bug tracking, and engaged with testing, scrum, and business analyst teams for issue resolution, system testing, and regression testing.
- Knowledge on deploying Next.js applications to cloud platforms such as Vercel, AWS ensuring efficient deployment and continuous integration (CI/CD).

Environment: HTML 5, CSS3, JavaScript, Material UI, Next.JS, React JS, Redux, Flex, SQL Server, JSON, Git hub, Kubernetes, Docker, Restful API, GraphQL, AWS, JIRA, React Testing Library and Web Strom.

IBM (Client: -Mercedes Benz) Nov 2020 to Mar 2022
UI/React JS Developer
Roles & Responsibilities:
- Interacted with end users and business analyst to understand the business requirements.
- Developed rich front-end applications, user interactive (UI) web pages using HTML5, CSS3, TypeScript and Bootstrap.
- Used Express JS as middleware while traversing from front end to back end.
- CSS styles were developed to preserve the uniformity of all the screens throughout the application and positioning of screen objects.
- Created the Integration JavaScript libraries.
- Developing ES6 React.js /Redux front-end UI, and Node.js applications for backend.
- Leveraged React.js resources for all data access, encapsulating URLs and standardizing data access interfaces.

- Maintains the Parent and child elements by using State and Props in React.js.
- Leading frameworks as React.js to build high-quality, scalable and reusable components and Front-end solution.
- Utilized React.js lifecycles. And Used Link tag and Router in Next.js for routing between pages.
- Used services to read data from remote server using React.JS ES6
- Involved to Use React.js library functions for the logical implementation part at client side for all the application.
- Provided solutions on new technologies based on the proof of concepts to deploy on Kubernetes cluster for edge/IOT environment
- Created React.js for reusable components (multi-field form elements, back ground file upload.
- Manage and maintain CI/CD pipelines using Devops tools which includes continuos integration of Github
- Maintained states in the stores and dispatched the actions using redux.
- Involved in developing the redux pattern by using redux framework as a core dependency.
- Developed for Large Scale JavaScript Application with React.js
- Involved to use various properties, parameters in ES6.
- Implemented the Drag and Drop functionality using React-Draggable
- Involved to use React-Router to turn application into Single Page Application
- Involved to use Restful web services calls for POST, PUT, DELETE and GET methods.
- Developed, implemented and tested Node.js applications.
- Involved all stages of Software Development Life Cycle like Application Design, Development, Debugging and testing the applications.
- Developed and applied application wide, cross platform Validation and Exception Handling policies.
- Maintain consistency of front-end via code over variety of browsers.
- Involved in daily SCRUM meetings to keep track of the project status.
- Developing the rich UI components in Optimizely
- Extensively used Gitfor version controlling and regularly pushed the code to GitHub.
- Used JIRA as the bug tracking system to track and maintain the history of bugs/issues on everyday basis.
- Created Mocha, JEST and Enzyme unit test framework to write unit tests for JavaScript code.
- Extensively used debugging tools such as Firebug and IE Dev tools to investigate the issues and fix the bugs.
- Handled cross browser compatibility issues in IE 7, 8, 9 and FF.
- Involved with Testing Team, Scrum Masters and Business Analysts for fixing of Issues
- Interacted with Customers and development teams for Fix the Issues.
- Involved in System Testing, Regression Testing for Complete UI after fixing the Issues which are reported by Testing Team.

Environment: HTML5, CSS3, Java script, jQuery, JSON, Bootstrap, React.js, Redux, Flex, Node JS, Express JS, Next.JS, JavaScript, Core Java, Sublime, GIT, Agile development, Optimizely, Jira

Wipro (Client: Medicare) Sept 2018 to Oct 2020
UI Developer/React JS Developer

Roles & Responsibilities:

- Involved in Designing and developed the front end using HTML5, CSS3, and Bootstrap.
- Involved in Designing CSS templates for use in all pages on the website working with CSS Background, positioning, text, border, margin padding, and table.
- Involved to use SASS (Syntactically awesome style sheets) while styling with CSS3.
- Involved to Create user interface by using the React.js, Redux for Single page application (SPA) development.
- Involved in responsive design that could be served to desktop, Tablets and mobile users using React.js.
- Involved to use React.js components, Forms, Events, Keys, Router, Animations and Flux concept.
- Experience in Building applications using React.js which allowed us to render pages on both the client and server using the same codebase.
- Used React.js in development of the web application to bind the data/model that is being retrieved from a database through services provided in a controller to the view using scope.
- Involved in DOM, React Props, Lifecycle methods, working with React States and Events.
- Involved in working with React Js for reusable components.
- Involved in developing powerful visualization components and DOM manipulation using React JS
- Experience working with Redux for maintaining consistency and for running the application in different environments (client, server, and native) which was also easy to test.
- Involved in client-Side code written in ReactJS/Redux and Server-Side Code developed using Spring Boot.
- Employed Redux to manage application state.
- Working on Redux Uni-directional dataflow achieving the predictable application behavior.
- Responsible for developing a front-end application using React.js and FLUX architecture for internal team productivity.
- Used Node JS, React JS, MVC framework for developing the Single Page Application
- Used NODE Package Manager (NPM) to manage the modules and used it to install useful tools such as Grunt, Express
- Responsible for parsing JSON data to & from the server for presentation & storage purposes in the project.
- Good understanding of Node JS, understood how to configure, create server, manage routes and connect database.
- Coded to implement AJAX based application by fetching the response from backend REST API as a part of JSON.
- Worked on Unit test cases and performed unit testing.
- Used JIRA to keep track of outstanding bugs to reduce downtime, increase productivity, and improve communication.
- Used web-based GIT repository manager with issue tracking features.
- Extensively used Git for version controlling and regularly pushed the code to GitHub.
- Performed UI testing using Detox.
- Implementing best practices for efficient coding standards.

- Building Reusable components which serve as apps that can be used on both android and apple devices.

Environment: HTML5, CSS3, JavaScript, Express JS, ReactJS, Redux, ES6, Node JS, RWD, Jira, Git, JIRA, React Native.

Virtusa (Client: S&P GLOBAL) Mar 2014 to Sep 2018
UI Developer
Roles & Responsibilities:
- Developed the dashboard which can serve as central repository for various applications Supported by the project. It served as the central repository for all apps.
- Used Chart js to create the charts.
- Implemented all types of charts based on Client Request
- Implement Switch Routing Techniques to perform navigation between pages.
- Implemented in-built Carousel Component.
- Implementing best practices for efficient coding standards.
- Collaborating with designers and back-end developers.
- Documented the components designed so that they can be useful for further process.
- Followed best practices while using code versioning systems like Git.

Environment: HTML, CSS3, JavaScript, Material UI, Responsive Design, React JS, Redux.

Education:
- BS in Computer Science Engineering, Gudlavalleru Engineering College, AP, India, 2012.

eNcloud Services LLC   Page 186 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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Systems Administrator

a. Omkar Vamsi Krishna Pechetti

Summary:

- 8+ years of experience as Systems Engineer on several Flavors of LINUX and different cloud platforms including AWS and azure.
- Extensive experience in Web Application System Architecture, Configuration, Administration and Management of Applications on Apache, Nginx, Tomcat and PHP running on LINUX platform.
- Experience on Architecture, Configuration and Administration of Amazon Web Services (AWS).
- Proven Technical skills in Systems Administration including Security, System Backup implementation and administration.
- Proven track record of success in developing, deploying and evaluating systems to improve uptime and efficiency.
- Have been working on Microsoft Windows Servers / VMWare / Azure / Office 365 and Exchange Online.
- Deployment and Provisioning of Windows, ISO, and preconfigured appliances.
- Installations for security patches, functional patches, and version upgrades
- Experienced in restoration of data, Snapshot, HA, DRS & Cloning background process.
- Worked on Cisco AMP End Point Solution and performing upgrade activities.
- Vulnerabilities checks (RAPID 7 Scan) and reporting to Infrastructure Team for the fixes.
- Hands-on experience in technical activities including scoping, planning, risk management, finalization of technical / functional requirements, resource administration and quality management.
- Expertise in providing IT Administration support, managing IT networks, systems & data centers.
- Automation of environment using configuration management tools like Jenkins.
- Basic knowledge in DevOps tools and Containerization includes GIT, Ansible, Docker and Kubernetics
- Experience in operational procedures, change management and incident handling.

Skills:

- Operating System   : Red Hat, CentOS, Ubuntu, Windows Servers
- Cloud Services   : Amazon Web Services, Google Cloud Services, Azure, Rack space
- Servers : Web Server (Apache, Nginx, Light http), Tomcat Server, DNS, DHCP, FTP, Mail Servers (Send mail, Postfix, Exim), NIS, NFS, SSH, Samba, Telnet, Yum, LDAP
- Database   : MYSQL, MariaDB, MongoDB, Percona Clustering, Postgresql
- Knowledge   : SysOps, DevOps, Cryptography, Kerberos, Networking, HTTP, TCP/IP, SMTP, Firewall
- Control Panel   : cPanel, zPanel, Vestacp, CWP, Plesk, Webmin, Zpanel, Cyber Panel etc.

- Virtualizations   : OpenVZ, KVM, Zen
- Virtulizor Management Panel: Virtulizor, Solus VM, etc
- Monitoring Tools : NewRelic, Cacti, Nagios, Opsview, Zabbix
- HPC   : Open HPC (High-Performance Clustering) with Intel Compiler
- AWS   : EC2, Elastic Load Balancing, Elastic Beanstalk, Code Commit, Code Pipeline, SNS, SES, Cloud watch, Cloud front, VPC, Global Accelerator, RDS, Athena, S3, IAM, Code Deploy, EFS etc

Employment History and Work Experience:

Conch Technologies
(Client: Fortune Brands Innovations) May 2022 to Till Now
System Administrator
Roles & Responsibilities:
- Level2/Level3 support in Server Management Team handling P1 and P2 incidents and alerts.
- System administration, maintenance & Monitoring of deployed servers
- Fixing Host down scenarios. Trouble shooting and fixing performance issues affecting servers
- Good hands-on experience in handling hyper scalars like Azure, AWS, GCP and Physical servers with IBM/Lenovo
- Hands on experience with various hyper visors like XEN and VMWAREEXSI
- Trouble shooting and fixing File system related issues
- Collaborating with storage, network and Actifio teams (GCS & SNOW tool) to fix storage issues.
- Uplifting CPU/Memory and application/DB volume mounts
- Handling host down scenario for both physical and virtual machines and issues related to server performance, File system, SFTP, NFS, samba, connectivity, LDAP, DNS.
- FS backup configuration, trouble shooting and restore in hyper scaler VM.
- Azure portal activities like Server deployment, health check, logs monitoring, adding outbound/inbound rules and Vent peering.
- LVM management and disk extension
- Experience in Git version control system and integration with Jenkins tool
- Experience in managing configuration management automation tool Ansible and worked on integrating ansible
- Intermediate knowledge of DevOps, CI/CD and automation tools-Ansible, Jenkins and Containerization Docker and Kubernetics
Environment: AWS, Azure, GCP, SFTP, NFS, LDAP, DNS.

Nityo Infotech (Client: United Overseas Bank, Singapore) May 2021 to Apr 2022
System Administrator
Malaysia
Roles & Responsibilities:
- Implementation and administration of Linux servers/AWS cloud services
- Experience in Deployment, testing and supporting Client Server, Web Applications and EC2 Cloud Computing

eNcloud Services LLC   Page 188 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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- Have working experience in Amazon EC2 technologies- EC2 tools, Instances, AMI, Auto scaling, Cloud watch monitoring, Amazon s3, Amazon SES
- Possess abilities in leading dedicated teams for running successful process operations and experience in developing procedures and service standards for business excellence
- Software configuration management using Salt stack to manage instances
- Design and deployment of resources in AWS environment (LAMP)
- Launch EC2 Instances, Elastic Load balancer and enabled Auto scaling for campaigns Perform Root Cause Analysis on incidents and attending weekly review calls Application Services SNS, SES, IAM, RDS, EC2, S3
- Performed regular backup restoration drill to check consistency of snapshots Implemented Disaster Recovery with respect to AWS regions (geographical location)
- Create S3 bucket for storage and hosting static websites

Environment: EC2, AMI, Amazon SES, IAM, RDS, S3.

Strateq Group of Companies (Client: Pantai Hospitals, Malaysia) June 2020 to April 2021
System Administrator
Malaysia
Roles & Responsibilities:

- Administration of Linux servers
- Providing L1 support for Citrix and VM Ware.
- Health check for AWS Resources like EC2 Instances, Lamda etc
- Managing EC2 instances, IAM, S3, ELB etc
- Providing technical support to clients via ticket and chat.
- Managing Infrastructure Servers like, Staging, Development and Production Servers.
- Monitoring production servers using Zabbix and Nagios monitoring tool.
- Working on ticketing tools like Jira and Marvel.
- Interacting with DCOPS team for any Hardware issues/alerts.
- Patch administration
- Experience on Linux server support for web hosting.
- Provided support in a demanding 24/7 Production Environment
- Trouble shooting issues related to web servers, mail servers, data base servers etc
- Monitoring servers using Nagios monitoring system
- Supporting both Windows and Linux servers running in virtualized environment.

Environment: VM Ware, EC2, IAM, S3, ELB, Zabbix, DCOPS.

HATI International Sdn. Bhd. (Client: HUMS & Tun Hussien Onn National Eye Hospital) Oct 2018 to May 2020
System Administrator
Malaysia
Roles & Responsibilities:

- Installed, configured, and maintained Dell EMC Networker software on various servers.
- Scheduled and monitored backup jobs to ensure data integrity and adherence to backup policies.

- Trouble shot and resolved backup and recovery issues promptly, minimizing down time.
- Conducted regular system updates and ensured that all patches and updates were applied.
- Collaborated with cross-functional teams to develop and maintain disaster recovery plans.
- Assisted in the development of backup and recovery procedures and documentation.
- Participated in periodic audits to ensure compliance with data protection regulations.
- Provided end-user support and training on backup and recovery procedures.
- Maintained inventory of backup tapes and storage devices.
- Implemented security measures to safe guard backup
- Handling the Server issues and customer requests with coordination and performing the NOC Administration.
- Acting as the first point of contact for OS and technical queries.
- Working as a part of operation steam, handling over 500 server's in a 24/7 Data center Change management including major tasks of patching & change configuration on the servers according to the requirement
- Restoring the user data as per the users request from the disks, Tapes, Cloud storage within the retention period.
- Worked on Windows File level, Linux File level Exchange mailbox, VM- file & volume level, SQL Database, Oracle Database, SAP HANA database restores.

Environment: EMC, VM-file level, SQL Database, SAP HANA, Oracle Database.

Infosys (Client: CMA & CGM, France) June 2018 to Oct 2018
Sr System Administrator
India
Roles & Responsibilities:
- Worked on day-to-day trouble shooting for both user and system issue.
- LVM activity on the server (increases or decreases the size of LVM.).
- Monitoring CPU, Virtual memory, Disk, Network Performance.
- Scheduled various regular, one time jobs by using cron.
- Providing the monthly CPU & Memory utilization.
- Monitored server's space and managed the same. Deleted unwanted files from the server to maintain the space Package management using the Yum and Rpm
- Timely closure of tickets and closely monitoring and updating the tickets, through ticketing tool.
- Trouble shooting various issues within the time limit.
- Opening, managing and documenting the support case initiated with OS and Hardware vendors.
- Working in SLA Based Incident Complex and Work order tickets.
- Creating and managing new user accounts, groups and assigning permissions.
- Escalate to next level and follow up to ensure that appropriate actions are taken for high severity issues.
- Change management including major tasks of patching & change configuration on the servers according to the requirement.

Environment: LVM, Memory utilization, EMC.

Yash Technologies (Client: Smith & Nephew, USA) Aug 2017 to Apr 2018
System Administrator
India
Roles & Responsibilities:

- Providing proactive support to the customers by monitoring the backups, Generating, preparing the reports in excel format and sharing reports with them.
- Depending on the report, to check out the backup failures and to work on the backup failures.
- Troubleshooting the major backup application issues & library issues by co-coordinating with vendors.
- Accountable for Maintain multiple Backup tools like EMC Avamar, Commvault & Cohesity
- Creating Storage Policies and add the respective associations (Prod/Non-Prod) as per the client requests.
- Kept all equipment properly patched to current version numbers.
- Modifying groups and schedule policies.
- Provided backup support for 4000+ servers which includes Linux servers, Windows servers, Virtual (VMware, Hyper-V) servers.
- If any task or Incident is Created in the Service Now Take the owner ship and work on that isuue.
- Checking and troubleshooting the Issue on the Client and server causing backup failures or latency.
- Configuring and troubleshooting Proxy related issues for VM's backups.
- Work on Avamar Backups, Restore and any avamar server issue faced by customer either on their EMC Avamar Server or their any client server like SQL, window, VM.
- Familer with avamar server CLI and GUI environment as well as client Server, we took the case regarding any failure and fix them ASAP.
- To train the new joiners and make them to handle the activities with confidence
- Backup Validation Performing an on-demand backup validation and Scheduling backup validations
- Performing an on-demand backup's and Schedule, Monitoring and Canceling the backup's
- Participated in Major DR drills, BCP drills and received 'Pat On Back' award for completing all the critical restores within allotted time.
- Perform the daily health checks and maintenance activities on Avamar nodes.
- Hot fix and Patch Updates on Server.

Environment: EMC, VM Ware, Linux Servers, Hyper-v, SQL, GUI Environment.

Yash Technologies (Client: Stanley Black & Decker, USA) Jan 2017 to Jul 2017
System Administrator
India
Roles & Responsibilities:

- Configuration and Troubleshooting of Avamar backups, restore and Hardware issue as well as handel Physical and VM clients. (in client server technologies).

- If any task or Incident is Created in the Service Now Take the owner ship and work on that issue.
- Checking and troubleshooting the Issue on the Client and server causing backup failures or latency.
- Configuring and troubleshooting Proxy related issues for VM's backups.
- Work on Avamar Backups, Restore and any avamar server issue faced by customer either on their EMC Avamar Server or their any client server like SQL, window, VM.
- Familer with avamar server CLI and GUI environment as well as client Server, we took the case regarding any failuer and fix them ASAP.
- Backup Validation Performing an on-demand backup validation and Scheduling backup validations
- Performing an on-demand backup's and Schedule, Monitoring and Canceling the backup's
- Perform the daily health checks and maintenance activities on Avamar nodes.
- Installing and Configuring Tape Out Solutions (AER/ADT/ATO)
- Hot fix and Patch Updates on Server.

Environment: EC2, AMI, Amazon SES, IAM, RDS, S3.

Yash Technologies (Client: Moen, USA) Jan 2016 to Dec 2016
System Administrator
India
Roles & Responsibilities:

- Responsible for AD-related tasks like Creation, Termination, Cleanup, etc.
- Responsible for 365 tasks like DL, Group Mailbox, Room Mailbox, License Assigning, Calendar, and Contact Access.
- VMWare & Windows Infrastructure Administration and management for 3000+ servers Infrastructure.
- Installation, Provisioning, and Troubleshooting of VMware Virtual Infrastructure and Physical Server.
- Installation, upgradation, and Configuration of VMware vSphere Platform 6. x, ESXi Host.
- HA and DRS, Creating, P2V, V2V migration, Troubleshooting, upgradation of ESXi host, VMware tools, NIC & HBA Drivers, and firmware on requirement basis or break-fix.
- Support for VDIs as view Administrators.
- Installing Network Printers and creating Print Queue.
- Performing system upgrades for new releases.
- Worked on Cisco AMP End Point Solution and performed Upgrading activities
- Vulnerabilities checks (RAPID 7 Scan) and reporting to Infrastructure Team for the fixes.
- Apache Tomcat (6,7) – Performance Troubleshooting of Apache and Tomcat management services
- Stop / Restart the tomcat services for hosted application Down and UP. Also, perform escalation to the required Team.
- Backup Tasks - Performed monitoring activities for the Backup such as Adding/Removing Servers to SLA, running On-Demand Backups, sending daily backup reports, monitoring backup Management Mailbox, and Reporting to the Backup Analytics Team for any issues.
- Using Cisco Call Manager for assigning Business Numbers and creating Call/Voice profiles.

eNcloud Services LLC   Page 192 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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- Involves in several Projects and delivers the best solutions
- Providing third-level support and mentoring to the IT Service Desk team and senior-level support to the IT Operations team.
- Knowledge of PowerShell commands and hands-on experience
- Ensuring high-level security and efficiency resulting in 100% output.
- Working in a 24/7 Support Environment.
- Provide 2nd level systems support

Environment: VM Ware, Termination, vSphere, ESXi, NIC, HBA Drivers, Powershell.

SKYWAY Technocom Consultants Pvt Ltd (Client: Littelfuse Retail, USA) Oct 2014 to Dec 2015
System Administrator
India

Roles & Responsibilities:

- Windows Server Administration: Managing Windows Server, Active Directory Domain Services (ADDS), DNS, DHCP, FTP, DFS, WSUS, Print & File Server, File & Folder Mapping & Permissions, Windows Server 2012 R2 and MS O365 Environment.
- Building PCs as per Lecoanet environment and managing Windows and Mac PCs.
- Interfering in Hardware assets (Network printer, Switches & Routers) Inventory & Assets managements.
- Maintaining SOPHOS firewalls (Cyberoam CR25ia, CR15ia), Firmware updates.
- Demonstrate regulatory and policy compliance, Manage firewall changes, firewall's policy.
- Installing Anti-Virus (Quick Heal Total security) to client PC & Managing through server.
- Back-up and restoring Data into AWS based cloud system.
- Responsible for LAN/WAN, Network switches, routers, and firewalls and IT infrastructure
- Managing NAS Backup server (EMC2) using Backup Tools – Retrospect & EASEUS
- VMware vSphere 6.7 with multi-node Cluster, VMware vSAN used to manage hyper- converged infrastructure (HCI) solution,
- VMware vSphere Replication to replicate critical VM from DC to DR site
- Review and monitor all system performance reports, scheduling necessary actions to avoid system degradation and customer service interruptions.
- Catalogue creation and inventory managements at E-commerce websites

Environment: EMC2, Active Directory Domain Services (ADDS), DNS, DHCP, FTP, DFS, WSUS, Print & File Server.

Education:

- Bachelor of Technology in Electrical and Electronics Engineering from AVANTHI'S RESEARCH AND TECHNOLOGICAL ACADEMY affiliated to JNTU, Kakinada. 2012.

b. Prithviraj Nakkana

Summary
- IT Professional with over 16 years of experiences in Service industry with roles such as System Support Engineer, Linux Admin, Customer service, Telemarketing, Linux Infrastructure Projects, Microsoft Infrastructure Projects, Project Management, Server / Desktop Support and Technical Consultancy.
- Currently Associated with Fiserv India Pvt. Ltd. working for internal and external clients of banking and finance sector in production environment.
- Hands on experience across system/ network under multi-platform environments including installation
- Configuration of IT networks, maintenance, troubleshooting and network user management with expertise in installation, up gradation, configuration and support of Software/ Hardware and other network devices.
- Proven technical competencies in Windows NT & Windows server 2003/2008 /2012, Active Directory Services; Active Directory Group Policy Objects (GPO); Group Policy Management Console (GPMC); DHCP; WINS; and DNS; while structuring customized software and networking solutions to meet customer's specific needs.
- Extensive experience in conducting technical reviews of business applications and structuring customized networking solutions and identifying risks & problems in the architecture across the life-cycle.
- Adept at mapping client's requirements, custom designing solutions & troubleshooting for complex hardware/ networking related problems. Acknowledged trouble shooter and a key decision maker with well-honed skill set in collaborating with cross-functional teams and deploying technology to build successful solutions.
- PreviouslyemployeedwithHarjaiComputersPvt.Ltd.AsaLinuxAdminOnsiteworkingfor   Tech Mahindra Limited as Sr. System Engineer (U3).
- WorkedwithAltechTechnologiesPvt.Ltd.AsaSystemEngineerandTeamLead.
- Skilled in Red hat openstack , RHEL 6, RHEL 7, Open Suse , Centos, Ubuntu, Fedora, Monitoring Servers (Nagios, Opsview, Vrops, Site scope, Willy/APM),Ticketing system(Inotas, OTRS , Service Now) Mail Server (Zimbra),Firewall and Network monitoring (Pfsense), Backup Tools and Virtualization (Esxi , Xen, VMware, Oracle VM Virtual Box and VMware vSphere)
- AneffectivecommunicatorwithmanagementandanalyticalskillsComprehensiveproblem solving abilities, excellent verbal and written communication.

Skills:
- Linux (RHEL6, RHEL9, OPEN SUSE, FEDORA, CENTOS, UBUNTU)
- Virtualization VMware and Vsphere
- APACHE: Compiling Apache, MPM module, Named Based Virtual Hosting, IP Based Virtual Hosting,
- Raid, Backup (rsync, tar) and Tape backup, Creating File system using mkfs, mkfs. ext2, and mkfs. ext3.
- InstallationandConfigurationofWebmin,PhpMyAdminPHPintegrationwithApache,,

- FTP&NFS Server/Client, Samba, VNC server and NX Remote service, NIS, SVN and CVS, Ethernet Cards: TCP/IP Configuration of Clients and Servers, Configuring & Managing Domains in Dream host.
- Scheduling Jobs Using Crontab, and Webmin
- Configuring Managing LVM, Disk Quota, USER and GROUP, Permissions and Advanced Permissions , Process and Services
- TCP/IP Network Management & Networking basics
- TCP-WRAPPERS, Pf sence an debox
- Performance tuning-TOP/SAR/VMSTAT/IOSTAT
- Data Recovery using Test disk
- Cloning Operating system using Clone zilla and Acronis
- Understanding the Linux Boot Process
- Knowledge of storage (SAN, NAS)
- Managing Cyberoam cr200i Fire wall. Managing ip tables.

Employment History and Work Experience

Camelot IT Services, Feb 2022 to Till Date
Sr. System Administrator
Eden Prairie, MN
Roles & Responsibilities:
- Installing, Configuring and Hardening of Windows 2008 / 2012 Servers, Managing AD, DHCP, DNS Services, AD Replication monitoring and regular health checks to be performed.
- Log and Plan Procurement Request. Software License Usage Monitoring. Create file system, delete file system, Modify file system, Vendor Management, CCTV monitoring.
- Maintaining Data Backup of emails, shared folders to a Centralized Backup Location.
- To manage DHCP and VPN through firewall (Dell Sonic WALL-TZ Series -215) also use Net Extender for VPN user.
- Installing and maintaining antivirus (McAfee Endpoint Protection and Quick Heal Endpoint Security).
- Log and Plan Procurement Request. Software License Usage Monitoring. Create file system, delete file system, Modify file system.
- Accountable for proposing & implementing new or modified processes to minimize defects.
- Maintaining minimum attrition and maximum utilization of bench & retention of critical resources
- Enhancing & ensuring the climate, culture & satisfaction of the employees in the teams and developing a high-performance culture within managed teams.
- Installing new OS win XP, win7, win-8, and win-10 and update its policy according to Company's environment.
- Installing and update of Ubuntu OS 14.04, 15.10, 16.04.
- Troubleshooting of Windows and Linux (Ubuntu) desktops.
- Restore all the data and install all standard applications according to Organization's policy, Vendor Management.
- Backup and restores

Environment: DHCP, DNS, VPN, Ubuntu**,** Office 365, Mozilla Thunderbird, MS Outlook.

Micron Technology May 2020 to Feb 2022
System Administrator
Roles & Responsibilities:

- Configuring Raid, Backup (rsync, tar).
- Work for servers Build & Quality Assurance Team.
- Work depending on Linux Administration and Services.
- Patching, Compiling, Customizing and Tuning of kernel.
- Virtualization VM ware and Vsphere.
- Updating the BIOS, Firm ware and PER CofDell (IDRAC) And HP(ILO)
- Trouble shooting in Linux file system.
- User and Group administration. Advanced file permission (Sticky bit, SUID, SGID, ACL).
- Communicating with the vendors in case of hard ware replacement (Blue stream, Dell, HP)
- Performing Pre-Server Deployment Verification task and getting the servers ready for production.
- Attending team meetings and sharing best practice with colleagues.
- Maintaining better Co-ordination between the team members.
- Investigating and troubleshooting the problematic and reporting it to system support.
- Server builds on LINUX and Openstack Cloud Environment.
- Expertise in handling installation, troubleshooting & required configuration of the RHEL servers
- Experience in providing support on hardware and software related issues on RHEL Servers in production, Staging, development and testing environment
- Participate in Incident Management, Problem Management and Change Management processes as a resolver accountable for root cause analysis, resolution and reporting.
- AIC build and deployment on hardware's on HP and DELL Day to day activities on Service now, Vcentre / ESXI, (Vrops)Virtualization Operation manager, Redhat Satellite , Redhat IDM, Etrust , Sitescope , Weblogic ,Willy / APM , SharePoint
- Expertise on using the tools like IEDS (Inventory Management), INOTAS (Ticketing Tool), PATROL Citrix (Monitoring), SACT, VSPEHER (Virtual Machine), CFENGINE
- Involved in creating Virtual Machines, restoring & recycling Virtual Machines
- Managing tickets in on-line systems including; activating tickets upon review, escalating issues if necessary and closing tickets upon completion.

Environment: VM Ware, vSphere, RHEL, Redhat, IDM, Etrust, Sharepoint, IEDS, CFENGINE.

IBM, LA Velocity (Pool Project) Mar2016 to May2020
System Administrator
Roles & Responsibilities:

- Provided technical assistance to new staffs, assisting with network access, printing, and application software operation.
- Assisted IT Coordinator with administration of a network of more than250 work stations.
- Scheduling Jobs using Crontab and Webmin.
- Managing Users Mail Account using Zimbra.

eNcloud Services LLC   Page 196 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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- Managing post fix server and zimbra.
- Configuring Apache & Tom cat servers.
- Install & configured PF Sense Fire wall (mini OS) for manage Internet band width
- Administrating and managing My Sql Database Server by Php My Admin
- Deploying NFS Server, Deploying Samba Server. Managing Samba Share using Webmin.
- Designed and implemented company intrusion detection system and fire wall to Monitor and block malicious traffic
- Backup activities carried out Daily/ Weekly / monthly with backup utilities Amanda and tape.
- Followed departmental procedures to purchase, configure, and install new and recycled hardware systems, maintaining corporate standards for system compatibility and decommissioning.
- Managing Local Area Network (LAN) Infrastructure
- Assigned user accounts and granted permissions to shared resources. Assured senior management of data protection by demonstrating permission settings.
- Performed routine maintenance and user file backups using Backup Pc.
- Managing Virtual Machine using Vsphere4.1
- Managing CVS Users using Webmin
- A software package administration with RPM and Tarball.
- LTSP/PXE Network Installation
- Configuring SQUID servers.
- User and Group administration.
- TCP/IP Trouble shooting on Linux network.

Environment: Crontab, Webmin, Zimbra, SQL, LAN, Linux, RPM, vSphere.

Cognizant (Novartis International) Jan 2014 to Feb2016
System Administrator

- Planning, developing, installing, configuring, maintaining, supporting, and optimizing all network software and communication links
- Analyzes and resolves end user software program and connectivity issues. Provides end user training.
- Troubleshoots VMware server hardware/software problems and follows established procedures to detect, diagnose and repair server-related issues
- Performs proactive performance tuning
- Mentors Helpdesk and other Team Members
- Administrator of Office 365.
- Administrator of Veeam Backup and Storage.
- Responsible for SQL backup and restore.
- Manages and monitors VM.
- Supports general maintenance, upgrades, and new installs of servers and applications
- Responsible for being on call one week per month.
- Handling the organization network setup as NOC Engineer and manage AD Server, Application server, File Server, and other in-house application support for US client.

- Provide remote technical assistance to field teams and ensure that field works are implemented without impacting the network health
- Work with problem management to identify reoccurring incidents and support service improvement plans to negate reoccurrence of incidents
- Administration of Office 365
- Monitored Monthly billing cycle runs for customer invoicing. Produced Monthly outage reports using ticket information for analysis at staff meetings.
- Resolved end-user problems and made necessary modifications to the operating system, network software, and/or hardware configurations.
- Use of monitoring tools to diagnose and troubleshoot network failures.
- Solved data network issues and provided troubleshooting solution for the error problem of system call processing.
- Strong team management and supervisory skills including scheduling, priority setting of tickets.
- Provide technical support to US client's users and management.
- Updated policy procedure and troubleshooting guidelines.

Environment: VM Ware, AD Server, File Server, Office 365.

HCL (Client: Micro Technology Inc) Jan 2010 to Feb 2014
System Administrator
Roles & Responsibilities:

- Spearheading efforts in handling the organization network setup as Network Administrator and manage Exchange Server 2010 Management, Application server, File Server, and other in-house application support as well as US Company.
- Install and maintain windows, professional servers and regularly upgraded and various up gradation & monitor Network
- LAN/WAN, Firewalls while administering & monitoring client server and workstations for the organization.
- Accountable for maintaining daily, weekly, monthly maintenance backups/restorative exercises (Windows backup) while reviewing server logs for potential issues, as well as by ensuring that anti-virus software and security patches are routinely updated and functioning and train a back-up person and develop procedures to perform IT duties
- Provide Sys Admin Support as required to maintain user accounts, DNS, DHCP, WINS, etc. and maintaining connectivity to the internet and VPN to India office and Head Office – USA
- Administration of Office 365 and Dynamics CRM.
- [Text Box]Install and configure file server in Linux CentOS. Application installation and troubleshooting for Linux OS
- Deftly coordinate with FNG(Head Office) Administrator in collaborating upgrades and patches and insuring AD
- Exchange, Security and operating standards are being adhered too[Text Box] Provide Technical support to the Management and US Clients networks.
- Accountable to oversee & install computer requirements along with all related accessories, operating and networking while ensuring smooth functioning of systems admin.

- Handle software and hardware upgrades, implementing and maintaining procedures for backup and recovery of network servers and configuration files of other network devices.
- Responsible for figuring out hardware problems of machines, Network and Network equipment & scrutinizing user needs and recommending appropriate hardware, software for the system.
- Manage computer installations along with all related accessories and networking to ensure hassle free functioning of systems. Updated users on maintenance tips for prolonged service life of machines.
- Interact with the customers to understand their needs/ requirements while assisting them for the required services and maintained customer relationships to build the future perceptiveness by providing online problem solution to the clients.

Environment: LAN/WAN, File Server, DNS, DHCP, WINS, FNG, VPN.

CSS Corp (Client: Vonage Linksys) Jan 2008 to Jan 2010
System Administrator
Roles & Responsibilities:

- Acted as I.T. for managing the network setup and Lotus mail server, Application server, File Server, Linux server and other in- house application support
- Installing, configuring, managing and maintenance of all servers and workstations
- Deftly provided support to in-house users application like, ERP, Portal Website.
- Analyzed call logs and underlying issues. Supported the roll-out of new applications
- Responsible for handling Employee Attendance Software and setting up of conference facilities (video and tele-conference), and providing technical support
- Managed Lotus Mail server and also given support to the end user and Backup for SAP servers
- Responsible for installing and updating of anti-virus, administration of SAP Basis
- Responsible for troubleshooting, configuring and manage all types of computer and accountable for problem cause analysis, resolution of routine customer problems and complexity resolution.
- Provided proper installation, integration, and initial operation of the desktop environment to support the business unit's needs.
- Responsible for installation, configuration & troubleshooting of support, administration and management of workstations,
- servers and integrate upgrades to operating systems, support software and applications.
- Instrumental in providing technical support services for Blood Bank related software and Barcode printer.
- Handled IBM server and MS-WINDOWS 2003 servers, Installation and maintenance of windows NT & 2000 server/Workstation and managed Symantec Antivirus Server and clients including Panasonic EPBX System Software.

Environment: File Server. SAP Servers, Application Servers, Linux Servers.

Education:

- B. Tech EEE from JNTU, India - 2007

eNcloud Services LLC   Page 199 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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c. Vijay Basava

Summary:
- Possess over 12+ years of experience in Systems Administration. Handling windows environment which includes desktop, servers, and networking. Manage Servers Active Directory and SME of Group Policy/GPOs, DNS, DHCP and Hardware Firewalls.
- Provided Support for Networking, Routers and Switch Configuration, VPN, VLAN Also Support for Firewall Security Policies and Antivirus Server.
- Experiences of Implementing Hospital Management Information System in the various hospitals sites like: - Centre for Sight Hospitals, Deep Hospital, (HSHRC) United Health Group Project and Pushpanjali Crosslay Hospital.
- Implementation Planning, Onsite HMIS Implementation, Product configuration, User Training, Post Go Live Functional Support of HMIS (Hospital Management Information System), Health-care OP\IP Billing, IP Admission EMR, Purchase & Inventory Management, UAT, HIS Product Demo, Functional Support in Web based HIS development, Implementation SaaS cloud based HIS application.
- HMIS software application configuration setup as per healthcare management facility and responsible for configuration application modules.
- Provided support for various HMIS Application: TrakCare, E-Upchar(UHG), IT Dose, Paras Srishti Software Applications and KareXpert.
- Performed Recovery Restoration and Backup Tasks and also performance tuning and Event Monitoring and resolving issues.
- Installing and Configuring and Managing RHEL 5, 6, Ubuntu 18.04, 20.04 LTS etc., and its applications, Creating managing and Mounting, Unmounting PV's and LVM's, Creating Configuring and Modifying Group's and User's with permissions, Strong Knowledge of Ghosting and Cloning of systems.
- Good Knowledge in managing bash scripts, Strong Knowledge of Repository Based installations in all Linux Flavors Good Knowledge on Oracle 10g (Query Writing, Maintaining and Troubleshooting) StrongKnowledgeofWorkingwithSymantecEndpointProtection(Client&Server)
- Ensure availability of LAN&WAN resources (desktops, servers, cabling & database servers)
- Good Knowledge of Configuring & Troubleshooting of SNMP, TELNET, RIPV2, OSPF, HSRP, HTTP, ACL, DHCP on Cisco Devices
- Good Knowledge and bit experience in Configuring and Maintaining L2TP (IPSEC) Site to Site and SSL VPN in Sonic wall and Forti gate Firewalls.
- Good Working Knowledge of EPABXIPPBX and Biometric Systems. Strong Knowledge of Maintaining IT Asset Management System
- Good Knowledge of Configuring and Troubleshooting CISCO2560, 2900, 3590, 3900, 3950, 3750 series devices.
- Good working knowledge of IOS12&15 Strong Knowledge of Working with RHEL5.0 Ubuntu, Apple MAC Operating System platforms.
- Having Knowledge on VOIP (Asterisk (Neogate Gateway Device), Free PBX) Cisco POES witches and Grand stream IP Phones.

Skills:

- Operating System   : Windows10, 8&7, Windows Vista, Windows XP.
- Server Role   : Active Directory, DNS, DHCP, FSMO, IIS, FSRM, File Server, Print Server.
- Backup tools   : Windows Server Backup, NT Backup, Net Vault Backup Data center Level.
- Networking   : L1 level configuring Switches and troubleshooting TCP/IP related issue.
- Antivirus Software   : Symantec End point Protection Ver.12.1.4, Cisco AMP for end point connector.
- Remote Service: Windows Terminal Server, RDP, Team viewer, Ammy Admin, Tight VNC, Any Desk
- Email Client   : Outlook 2013/2016, Microsoft 365 (Word, Excel, PowerPoint, Outlook, Teams etc.)
- FTP File Sharing : SFTP-File Zilla

Employment History and Work Experience:

Mythri Consulting
DELL EMC Sep 2014 to Present
System Administrator
Hopkinton, MA
Roles & Responsibilities:

- KareXpert HMIS Software Application Implementation in Centre for Sight hospitals at pan India location, Implement application modules OP\IP Billing, IP Admission, Doctor, EMR, Pharmacy and Stores. Testing application modules in the UAT and provided training to the users.
- Properly module configuration before live and do update\changes as per the requirement. Manage and create new users, Doctors, OP\IP services and packages, Bed management, TPA\Corporates etc., Escalate day to day error\issue for resolved.
- Provided support for day to day IT help desk ticket and mail for resolution and managed zoom meetings.
- Provided support for Linux Ubuntu\Windows, Meraki firewall configured and cisco networking, Support for Savior Biometrics devices and NVR, DVR.
- Support for ITDOS HIS application, Implement application modules, create new user, given training to users for modules, escalate day to day error\bug and new update\changes requirement to IT DOS team. Managed and Configured UAT server for HIS application for training purposes.
- – Manage and Configured Server 2016 and sql database, IIS web application, HIS, LIS application configured and support. Support for development activities in application DBA, develop basic SQL queries for upgrade tables for backend. Maintain and improve the performance of existing application software and Responsible for SQL Database backup and restore.
- Provided support for firewall configured and cisco switches networking, vlan. Support for Biometrics devices and NVR, DVR Networking.
- Managed and Configured IMonitor Software for monitoring activity of the user's desktop, laptops and control web access, remote access, USB services, and generate desktop, laptop

eNcloud Services LLC   Page 201 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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user's working activity report. Support for Company ERP, create new user, users active\deactivate, Attendance correction, production changes request and new task. Create and managed Company Email accounts, build new google excel sheets as per management requirements. Managed and configuration NVR, DVR, Surveillance systems.

- (Work from home):- Remotely support for Point of Sale (POS) to subway restaurants (Toronto, Canada). Watching Store & Employee activity through CCTV Camera's. Remotely Support for subway surveillance cameras and Network Routers, Software Installation and Configuration of Surveillance DVR systems through remotely. Prepare weekly activity sheet of the employee, Weekly sale sheets, and order billing and weekly summery. Build new excel sheets as per management requirements.

Environment: EMR, NVR, DVR, HIS Application, DVR Systems.

Staples Inc Dec 2010 to Sep 2014
System Administrator
Framingham, MA
Roles & Responsibilities:

- Engage the customization and implementation of E-Upchar Hospital Management Information System. Provide application user training to doctors, technicians, nurses, pharmacist, and front office staff and nurses for EMR.

- Upgrade and maintain the Hospital Management system software in line with the changing needs of the organization. Change Management, end to end testing, functional testing of the application as per user requirement.

- Documenting, reporting and managing project issues and escalate where necessary leading to better Project Management. Generate MIS Report in different modules. Provide status reports & update the Project Manager, and off-shore development team of work status, program plans, schedules, issues and client requirements.

- Analyze, solve, and correct issues in real time, providing problem resolution end-to-end.

- Configured HMIS Application Lab environment for training and testing purpose.

- Responsible for Mysql data backup and restore for testing purpose and run Mysql basic queries.

- Installation & Configuration Topcon Ophthalmology Digitals Product Fundas Camera, Slit Lamp Specular Microscope, etc. Responsibility for given support for day to day technical call for software and hardware and solve as per SLA.

- Providing training for Fundas Camera, Slip Lamp, Specular Microscope, etc., Installation & configuration Imagenet software and other related software.

- Application installation, troubleshooting maintenance and support for various day to day operations. Responsible for data backup\ archiving on the client sides.

- Managing watson management console and configure VPN remote access for software developer users. Given remotely support for server and software application. Support for PROTECH hospital management information System and laboratory management information System software.

- Providing basic training to hospital staff for OPD, IPD, Lab, radiology, store, billing and pharmacy module. Installation & configuration HMIS & LMIS application on client system. Resolve issues with application server ASAP & Troubleshooting.

eNcloud Services LLC   Page 202 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

- Responsible for the day to day application update with new patches for the HMIS & LMIS software. Responsible for data backup of windows server, SQL server, application server and using Symantec backup Exec 12.5 backup utility software for tape backup.
- Implementation of Active Directory, DHCP, DNS, User Permission & Security, File & Print Services, Terminal Services, Group Policy, Backup/Restore. Application installation, troubleshooting maintenance and monitoring various day to day operations.
- Responsible for preparation of daily Server health report, Backup report, Server Log report & Antivirus server report. Tracking asset movements and ensuring software and hardware assets are within control. Installation & configuration Quick Heal antivirus sever & client software.
- Managing and monitoring antivirus server and regular updating of security patches. Implementing Domain and OU level Group Policies for Security and Management Configured GPO for the account policies, password policy, and wallpaper policy, File Server etc.
- Installation & support of all type of Fax, Printer & Scanning Devices, Network Printers.

Environment: EMR, My SQL, OPD, IPD, HMIS, LMIS, DHCP, DNS, File Server.

HCL America (Client: Toys R Us Inc) Jan 2008 to Dec 2010
System Administrator
Parsippany, NJ
Roles & Responsibilities:

- Managing watson management console and configure VPN remote access for software developer users.
- Given remotely support for server and software application. Support for PROTECH hospital management information System and laboratory management information System software.
- Providing basic training to hospital staff for OPD, IPD, Lab, radiology, store, billing and pharmacy module. Installation & configuration HMIS & LMIS application on client system. Resolve issues with application server ASAP & Troubleshooting.
- Responsible for the day to day application update with new patches for the HMIS & LMIS software. Responsible for data backup of windows server, SQL server, application server and using Symantec backup Exec 12.5 backup utility software for tape backup.
- Implementation of Active Directory, DHCP, DNS, User Permission & Security, File & Print Services, Terminal Services, Group Policy, Backup/Restore. Application installation, troubleshooting maintenance and monitoring various day to day operations.
- Responsible for preparation of daily Server health report, Backup report, Server Log report & Antivirus server report. Tracking asset movements and ensuring software and hardware assets are within control.
- Installation & configuration Quick Heal antivirus sever & client software. Managing and monitoring antivirus server and regular updating of security patches.
- Generating AD and VM Weekly/Monthly Reports
- Performing Health Checks (disk, cpu, memory, storage) and fixing issues weekly bi weekly and monthly basis for VM's and Server's
- Preparing SOP's with regards to VM's and Server's.
- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability

- Designed proactive preventive maintenance schedules to preventun necessary downtime and hardware faults
- Established network specifications and analyzed work flow, access, information and security requirements
- Drove continuous improvement of IT governance processes
- Implementing Domain and OU level Group Policies for Security and Management Configured GPO for the account policies, password policy, and wallpaper policy, File Server etc. Installation & support of all type of Fax, Printer & Scanning Devices, Network Printers.

Environment: OPD, IPD, HMIS, LMIS, SQL server, VMware, File Servers.

CLIENT:- BMC Remedy
System Administrator
Phoenix, AZ
Roles & Responsibilities:

- Monitoring & Working on BMC Remedy tickets with regards to SLA's of Windows Server 2012/16/19/22 Installing and Managing Server Roles, Creating and Managing Users, Organisational Units's, Groups, Trusts in AD(AD Manager Plus by Manage Engine), DHCP, DNS, GPO, FRSM, LAPS Management, System Health checks, Disk Utilization, RD Tabs, RD Connection Manager, Creating and managing User Mailbox,External Mailbox mapping in Exchange Server(o365), Managing Templates Snapshots & Clusters, Resolving VROPS alerts, Managing VMs (VMware & HyperV), Managing Host Storage, Managing and upgrading Virtual Machines, Coordination with vendor,Managing UCS Blade Server
- Working with Sophos Firewall (XG230) L2TP (IPSEC) and SSLVPN, PAT, NAT, Siteto Site and Windows Server 2012/16/19 AD, DHCP, DNS, GPO Desktops (Thin Clients/Zero Clients) Ubiquity Controller and Access points and managing a team of 4 people. Managing IT Vendors, Infra Planning and Execution.
- Used strong analytical and problem-solving skills to develop effective solutions for challenging situations
- Cultivated inter personal skills by building positive relationships with others
- Skilled at working independently and collaboratively in a team environment
- Working with Sonic wall Firewall (TZ 600) L2TP (IPSEC) and SSL VPN, PAT, NAT, and Windows Server 2012/16/19 Apple MAC (Sierra, High Sierra, Mojave, Catalina) Ubuntu Desktops Ubiquity Controller and Access points along with VMware NSXT and KVM.
- Worked as IT Infra support person by managing Windows Linux Desktops along with Server
- Developed strong organizational and communication skills through course work and volunteer activities

Environment: Firewall (XG230) L2TP (IPSEC) and SSLVPN, PAT, NAT, Siteto Site and Windows Server 2012/16/19 AD, DHCP, DNS, GPO.

CLIENT :- Hydrick and Struggels
System Administrator
Roles & Responsibilities:

- Worked with Rack servers such as IBM M3250 and 3530 Hardware IMM management Creating & Configuring RAID's, Heart Beat, and Bridging.
- Installing and Managing Virtual Servers using VMWare ESXI and Hyper Visor. Backup and Restore using Acronis Media and Norton Ghost as well as DPM.

- Configuring Cisco switches(3950&3750) and routers(3900) as well as Firewalls Watch guard and Fortigate using different protocols such as Password recovery , DHCP, RIP, SNMP, OSPF, HA, Static Route, VLANs, ACL also having knowledge of Check point security Appliance. Fixing Registry bugs. GPO, Active Directory, DNS, DHCP.
- Worked on VMWare Type 1 Hypervisor (Bare metal).Worked with SAN/NAS and Tape library of IBM, Worked with MASIBUS GPS Clocks also having knowledge of firmware upgrade or downgrade, Preparing documentation commissioning control centers.
- Worked with SCOMSCCM and DPM (Cloud)and also worked with terminal server's frequency and time displays
- Worked with Rack servers such as IBM M3250 and 3530 Hardware IMM management Creating & Configuring RAID's, Heart Beat, and Bridging.
- Installing and Managing Virtual Servers using VMWare ESXI and Hyper Visor. Backup and Restore using Acronis Media and Norton Ghost as well as DPM.
- Configuring Cisco switches(3950&3750) and routers(3900) as well as Firewalls Watch guard and Fortigate using different protocols such as Password recovery , DHCP, RIP, SNMP, OSPF, HA, Static Route, V LANs, ACL also having knowledge of Checkpoint security Appliance(4400-GAIA R75).
- Fixing Registry bugs. GPO, Active Directory, DNS, DHCP. Worked on VMWare Type1 Hypervisor (Baremetal).
- Worked with SAN/NAS and Tape library of IBM, Worked with MASIBUS GPS Clocks also having knowledge of firmware upgrade or downgrade, Preparing documentation commissioning control centers. W
- Worked with SCOM SCCM and DPM (Cloud) and also worked with terminal server's frequency and time displays.

Environment: VMware, DHCP, RIP, SNMP, OSPF, HA, Static Route, V LANs, ACL, DNS.

CLIENT :- MISYS
System Administrator
London, UK
Roles & Responsibilities:
- Basic Hardware maintenance troubleshooting Such as Cloning Formatting and Installation of Windows Linux and MAC operating systems and applications. Network Planning organizing and Troubleshooting Configuring Servers such as DNS DHCP Bug zilla RIP V2, Static Routing Host File Management.
- Software IDE installations such as Net beans Eclipse Android and JDK .NET SQL Server My SQL APACHE Tomcat etc.
- Preparing and updating Workstation Server Allocation and Monitoring. Configuring Small Business Router's. Internet Connection load balancing etc.
- Preparing and Maintaining IT Inventory Management. Performing Recovery and Restoration Tasks.
- Attending Complaints based on CRMS Token System. Giving permissions Using Active Directory Group Policy Management as per Company Norms and Regulations. Configuring mail Clients such as Outlook Entourage (MAC) Lotus Notes etc.

eNcloud Services LLC   Page 205 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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- Configuring IIS Server. Hosting and Troubleshooting Web Applications on IIS. Maintaining FTP Sites and Applications. Coordination with ISP, Ensure availability of LAN resources (desktops, servers, cabling), Maintain LAN servers and networking equipment.
- Used industry expertise, customer services kills and analytical nature to resolve customer concerns and promote loyalty
- Basic Hardware maintenance troubleshooting Such as Cloning Formatting and Installation of Windows Linux and MAC operating systems and applications. Network Planning organizing and Troubleshooting Configuring Servers such as DNS DHCP Bug zilla RIP V2 Host File Management. .
- Preparing and updating Work station Server Allocation and Monitoring. Configuring DSL, ADSL and Small Business Router's. Internet Connection load balancing etc.
- Preparing and Maintaining IT Inventory Management. Performing Recovery and Restoration Tasks. Giving permissions Using Active Directory Group Policy Management as per Company Norms and Regulations.
- Configuring mail Clients such as Outlook Entourage (MAC) Lotus Notes etc, Coordination with ISP, Ensure availability of LAN resources (desktops, servers, cabling).
- Designed proactive preventive maintenance schedules to preventun necessary downtime and hardware faults

Environment: LAN, Linux, DNS, DHCP, ADSL, File Servers.

Infopro India Pvt. Ltd Sep 2005 to Jan 2008
Administrator
Noida INDIA
Roles & Responsibilities:

- Basic Hardware maintenance troubleshooting Such as Cloning Formatting and Installation of Windows Linux and MAC operating systems and applications.
- Network Planning organizing and Troubleshooting Configuring Servers such as DNS DHCP Bug zilla RIP V2 Host File Management. Software IDE installations such as Netbeans Eclipse Android and JDK .NET SQL Server.
- Preparing and updating Workstation Server Allocation and Monitoring. Configuring DSL, ADSL and Small Business Router's. Internet Connection load balancing etc. Preparing and Maintaining IT Inventory Management.
- Performing Recovery and Restoration Tasks. Attending Complaints based on Token System. Giving permissions Using Active Directory Group Policy Management as per Company Norms and Regulations.
- Configuring mail Clients such as Outlook Entourage (MAC) Lotus Notes etc. Configuring IIS Server. Hosting and Troubleshooting Web Applications on IIS.
- Maintaining FTP Sites and Applications, Coordination with ISP, Ensure availability of LAN resources (desktops, servers, cabling), Maintain LAN servers and networking equipment.

Environment: LAN, Linux, MAC Operating Systems.

RT Outsourcing Services Ltd May 2003 to Aug 2005
System Administrator
New Delhi, INDIA
Roles & Responsibilities:

- Administration, configuration, troubleshooting and support Windows Server Operating System, Active Directory, GPO, Site & Services, User Group and Permission, DNS, DHCP, WDS, Patch Management, Event log dump and analysis, PowerShell scripting, Failover clustering.
- Experience in Nutanix AHV hypervisor, Microsoft Hyper-V and VMware.
- Experience in Hyper converged Infrastructure with NUTANIX.
- Understanding of Infrastructure monitoring, logging, alerting release and configuration management.
- Work with virtualization Team to deploy, manage, maintain, troubleshoot and support all physical and virtual servers.
- Administration, configuration, troubleshooting and support Nutanix, Hyper-V and VMware Virtualization Infra.
- Managing VM Servers, AHV, ESXI, VM, Data store, snapshot, cloning, DRS, HA, Templates. Log analysis, User, Role, SSO, Security Hardening, Patching, and Backup &Restore.
- Managing DHCP server and their scope.
- Managing DNS server and creating records
- Installing hypervisor Nutanix AHV, ESXI & Hyper-V.
- VM creation & guest OS installation like Windows, Linux etc.
- Troubleshoot virtual machine problems, including migration problems, snapshot problems, and connection problems.
- Creating snapshot before doing any modification, restoring snapshot
- Creating & managing File Server, Quota management and permission.
- Knowledge of Microsoft Exchange Server 2013 & Office365.
- Managing Veeam Backup & Replications.
- Communicate with vendors, as required, for troubleshooting and scheduling maintenance.
- Responsible to handling and maintain Virtual Machines.
- Prepare plans for patching, upgrade, update of the products deployed in the environment.
- Understanding of net working (e.g. TCP/IP, routing, network topology, load balancers, DNS).

Environment: HyperV, VM Servers, AHV, ESXI, VM, Data store, snapshot, cloning, DRS, HA, Templates. Log analysis, User, Role, SSO.

Education:
- Master of Science in Information Technology (MScIT)
- Bachelor of computer applications (BCA).

Technical Writer

a. Kaushik Mamillapalli

Summary:

- A successful career in authoring various types of technical literature and document control management.
- Accomplished at communicating with diverse audiences.
- Background experience includes administrative support, customer service, and training.
- My forte is documenting complex processes for critical and high-visibility projects.
- I have a gift for translating dense technical jargon and concepts into language that serves end users and businesspeople.
- I excel at creating materials that are accurate, concise, and easily understood.
- My initiative, personal accountability, and infectious positive attitude have consistently helped teams deliver more than expected.
- Worked and communicated effectively with multiple teams including technical writers, developers, system administrators, and project managers.
- Provided analytical and technical support for the set-up, collection, analysis, documentation, and presentation of statistical evidence of validation projects.
- Translated complex and technical documentation regarding their private equity marketplace into simplified language for potential investors.
- Created work instructions for new product mobile devices and GOPs for equipment using company PowerPoint templates.
- Meticulously tracked and maintained version control of documentation on SharePoint.
- Supported team leadership while they spearheaded an effort to better integrate technical writing into SDLC and the Agile process.
- Migrated documentation across CMS platforms, such as from Adobe FrameMaker to
- Confluence and from Confluence to Madcap Flare.
- Moved PDF user guides to in-app help and implemented context-sensitive help (CSH).
- Overhauled existing documentation, including halving a user guide without losing content.
- Provided UI writing content, such as error messages and system notifications.
- Identified areas for improvement in UX design as part of functionality testing and reviewing mockups in Figma and Miro.
- Provided technical guidance and hands-on training to new and existing employees.
- Programmed and maintained automatic sorting and scanning devices for postal processing.
- Developed training materials and automation clerk manuals to enhance efficiency.
- Completed contracts with various individuals and companies, including designing websites and writing and editing documents.
- Created a variety of documentation, including user manuals, run books, and educational material.
- Worked closely with application developers during the creation of a user's manual for an internal application.

- Acted as Backup Atlassian Competency lead where I helped develop and run a series of Jira classes to grow the number of Jira SMEs within DST.
- Learned the Atlassian cloud documentation tool, Confluence, and created training for other team members.
- Gained extensive knowledge of Agile through my work with Urban Code Deploy, Jira, and Jenkins.
- Worked with Docker, Git, UCR, Bamboo, BitBucket, GitLab.
- Technical and process documentation writing/editing, including process maps
- Development and delivery of education and training content for a wide array of audiences
- Numerous Knowledge Management and Standard Operating Procedure initiatives
- Edited a variety of documentation, including tests, runbooks, and educational material.
- Develop documentation and procedures used by in-house technicians for equipment modification and upgrades.
- Collaborate with engineering personnel and subject matter experts to ensure accurate and concise documentation.
- Manage multiple projects either already in progress or from inception to completion.
- Created internal SOPs and training documentation for the technical writing team.
- Technical Writer who configured the company's information and welcome page, configured the instance to support inbound and outbound email notifications, completed data imports, and populated configuration items for my configuration management database.
- Her contributions to training AI models in coding generation have showcased her ability to merge technical skills with visionary thinking, ensuring that AI advancements are practically applicable.

Skills:
- Technical Writing, Technical Documentation
- Confluence, Jira, GitHub
- Editing, proofreading
- Presentations, social media
- Instructions, tutorials, memos, Newsletters
- Graphics, documents,
- Brochures, flyers, infographics
- HTML, CSS, JavaScript
- Data Analysis, User Guides
- Technical Manuals, Concept Translation
- Project Management
- Content Management, Product Management
- WordPress, ZenDesk
- Confluence/ JIRA, SaaS/PaaS
- Microsoft Suite, Google Suite
- Asana, Quadrant Information
- Slack, Infographics
- Inkwell, Automation

Employment History and Work Experience:

Conch Technologies
Teachers Insurance and Annuity Association of America (TIAA) Apr 2018 to Present
Sr. Technical Writer , North Corlina
Roles & Responsibilities:

- Responsible for developing, designing, writing, and editing technical documentation-including user manuals, reports, brochures, policies and procedures, design specifications, system manuals, system architecture documentation, contractual drafting, RFPs, and other related technical materials.
- Work closely with subject matter experts (SME) such as Procurement Professionals, Attorneys, Engineers, Information
- Technology Professionals, Architects and other highly technical staff to gather data to produce accurate, comprehensive documentation. Research requirements, revise written material prepared by others when needed.
- Style Guide creation and Transcribed meeting minutes.
- Member of interview panel for technical writer applicants within the Authority.
- Engineering SharePoint gatekeeper.
- Archived historic engineering documents.
- Oversaw the generation of documentation of SOPs for customer-facing software.
- Wrote software scripting documentation with software engineers.
- Transformed complex technical concepts and terminologies surrounding their portfolio management software into simplified language, making it easier for the users to understand the material and successfully use the software.
- Worked with subject matter experts including financial advisors, marketing managers and software developers to create technical documentation and update user guides.
- Designed and crafted templates for marketing documentation; upheld Elsevier branding standards.
- Trained authors and other outside professionals in the use of the company's authoring software.
- Created templates and other documentation for RFPs for vendor quotes.
- Responsible for the writing and editing of procedural service literature to support user manuals for various products as assigned. Update foreign language manuals in parallel to English language manuals.
- Create and maintain technical documentation using Adobe Acrobat, Adobe Frame maker, and Arbor Text Editor.
- Research, review, and edit technical information and engineering prints for correctness and applicability.
- Developed end-user product documentation in an agile environment while meeting 100% of team deadlines.
- Created and edited product release documentation for five scrum teams
- Created and maintained over 300 articles in online Help Center
- Created Internal Release Notes for key Stakeholders and Department Heads

- Select, photograph, and coordinate the preparation of supporting artwork requirements using Digital Photography and Microsoft Photo Editor.
- Interact with Engineering and Compliance to ensure accuracy and comprehensibility.
- Manage and prioritize multiple writing projects.

Hughes Network system Apr 2017 to Feb 2018
Technical Writer
Maryland
Roles & Responsibilities:
- Complete responsibility for user acceptance testing and procedural technical documentation of the "Synapse™ for
- Printing" system, for the 4th largest government-printing agency in the United States, Oregon State Printing and Distribution.
- Tested Synapse™ for printing software for the end-user Documented SDLC.
- Developed and authored end-user training literature using Microsoft Word, Adobe Acrobat, and Adobe Framemaker.
- Documented project workflows, UML diagrams using Visio.
- Write technical documents with input from engineers, including work instructions for manufacturing processes, machine set-up procedures, and technical training materials
- Review existing documentation, identify gaps and work with subject matter experts to define additional content needed.
- Maintain log and notify engineering of documentation status and issues
- Work closely with the engineering team to ensure timely execution of projects
- Create new or edit existing Bills of Materials and Engineering Change Notices
- Assisted the project manager with tracking project goals and milestones using Microsoft Project 98.
- Trained State of Oregon employees on the Synapse system
- Wrote, edited, and maintained the IBSS corporate newsletter using .Microsoft Publisher
- Worked with engineering team and repair associates to best format repair instructions for several Apple products.
- Wrote repairing instructions and video scripts for repair videos.
- Working with an assembly line leads to continuous improvement the outdated material.
- Creating training material for new employees in the Screening and Testing department.
- Created storage method and version control structure within Box.

Dr. Reddys Laboratories Jun 2014 to Jan 2016
Technical Writer
India
Roles & Responsibilities:
- Working onsite and remotely, I analyzed Asurion's IT systems management and customer support operations.
- Researching the Asurion system architecture, I created detailed network and application process flow illustrations (created with VISIO), Oracle PL/SQL and Mongo databases (table

and column descriptions, ERD's showing the table-to-table key relations, etc.), applications that filtered HIPAA-restricted customer data from reports, etc.

- I wrote procedure guides and created pre-marketing materials using Adobe InDesign. I also worked on an Asurion.
- Documented product functionality alongside development cycle for Healthcare EHR Online Help system.
- Drafted marketing case histories with a technical focus for successful and unique projects in oilfield services including waste management, drilling fluids, solids control, mud cooling and water services.
- Communicated with personnel internally and externally to gather necessary technical detail and information for the completion of marketing case histories.
- Edited internal documents, reports, newsletters, etc.
- Provided support to oilfield services marketing data analysis and research.
- Assisted in collection, organization and presentation of data for competitor profiles.
- Received training and education in solids control equipment and rig safety.
- Created migration documentation between products for customers
- Maintained version control using GIT for all (12) team members
- Proofread and validated content from colleagues, ensuring technical accuracy J2EE project (Systems Overview Service), created individual Web and Wiki pages, video tutorials, and context-sensitive help.
- I described the API that connected our systems with external applications.
- I used Atlassian Confluence to host the WIKI pages describing company- internal products.
- Participate in meetings and develop minutes.
- Wrote HTML static page and created content for the mockups
- Generated and formatted content to live web pages
- Used Iterative Usability Testing to collect and implement feedback
- Presented information with the greatest reader comprehension.
- Developed and maintained office and spreadsheet templates.
- Reviewed and copyedited content developed by other members of the team.

Larsen & Toubro Mar 2009 to May 2014
Technical Writer and Analyst
India
Roles & Responsibilities:
- Documented policies and shop floor procedures for the repair and overhaul of jet engine parts using MS Office and Visio.
- Interviewed operators, quality and maintenance personnel, engineers, and supervisors as part of an upgrade from Solumina G5 to G8
- Observed shop floor practices and verified procedures against FAA regulations.
- Created a Solumina G8 user guide and style guide for repair process engineers.
- Created and maintained IT documentation for the Advanced Development & Concepts Lab and Over-the-Air.
- Development Agile Team

- Created and maintained user guides, a software development kit (SDK), Knowledgebase Management articles, and release documentation.
- Improved customer retention by rewriting the Date Calculations documents, reduced negative comments by half.
- Lead the Learning Mode team as content strategist, Tableau's first foray into in-app assistance.
- Expanded my writing expertise by attending industry conventions and brought insights back to the team with "Language as Design" and "On boarding New Users" presentations.
- Integrated with the dev process during the launch of the Data Layers feature, assisting with UX design and produced example data sources.
- Collaborated closely with diverse team software engineers, product managers, and subject matter experts to gather information and ensure accurate and comprehensive documentation.
- Conducted in-depth research and analysis of complex technical concepts to translate them into clear, concise, and user-friendly documentation.
- Applied knowledge of HTML, CSS, and other web technologies to create online documentation and ensure consistent formatting and style across different platforms.
- Created workflow, component, and architecture diagrams in Visio
- Led business requirements sessions and wrote business requirements in Gherkin format
- Supervised and trained team of 35 technical writers, and CSRs
- Developed and created quick reference guides, diagrams, and flow charts
- Performed manual testing and diagramed manuals for expert system
- Assured Service level requirements. NPS, commitment adherence, QA scores are met.
- Monitored calls to assure key metrics, empathy and AHT are met.
- Designing course learning objectives, learning paths, eLearning interactions, exercises, and knowledge checks.
- Creating and implementing role-specific customer product training using Madcap Flare, Articulate Storyline eLearning modules, Articulate, Rise courses, Camtasia screencasts, and PowerPoints.
- Editing, quality checking, and publishing learning materials to multiple LMS platforms in accordance with release timelines.
- Working closely with product managers to become a subject matter expert on various products
- Building landing pages for both customer-facing and internal LMS instances
- Served as Information Lifecycle Management (ILM) and SharePoint Administrator for five sites
- Served as export compliance coordinator for the department.

Education:
- Bachelors in Electronics and Communication Engineering in 2008 from JNTU, India.
- Masters in Computers and Information Systems in 2016 from Southern Arkansas University.

eNcloud Services LLC   Page 213 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

b. Krishna Peddapalli

Summary:

- With over 10+ years of experience as a self-directed Senior Technical Writer/Documentation Specialist/ Knowledge Architect specialized in Documenting, Editing, and Content Management.
- Expertise in technical documentation with 8 years of experience writing training manuals and design and planning documents for document management and product lifecycle management applications.
- Wrote technical specifications, User and Administrator manuals and other documentation for various applications and companies.
- Edited and created a variety of technical documentation, including instructions, training material, quizzes, and procedures.
- Created an MS Word template for technical documents to be stored for company-wide use in SharePoint, converted and edited the documents to prepare them for publishing (short-term contract assignment).
- Worked with a team of technical writers, Mentored fellow technical writers.
- Proficient with Microsoft Office and other office applications, desktop publishing and graphics software, Proficient with HTML, CSS and web design software.
- Dedicated to successful project completion with the ability to work well as a team member or as an individual under deadline pressure.
- Good communication and interpersonal skills.
- Further experience in the IT industry as a technical consultant and web designer.
- My expertise lies in Technology, Engineering, Service, Project Management and Manufacturing documentation, employing a documentation tool chain, versioning systems, and issue-tracking tools to ensure efficient workflow and meet project deadlines effectively.
- I specialize in transforming technical complexities into user-friendly clarity, blending precision with creativity in technical writing.
- My expertise shines in developing essential user manuals, comprehensive API documentation, and detailed troubleshooting guides, all aimed at streamlining and enriching the customer and developer journey.
- Write concise technical processes for clients.
- My relentless pursuit of clear communication has led transformative projects, redefining documentation standards and boosting user engagement.
- My approach—blending analytical precision with creative storytelling—has significantly decreased support inquiries and improved user satisfaction.
- Driven by a passion for project leadership and collaborative excellence, I am dedicated to enhancing user interactions with meticulously designed documentation.
- SOII is a new estimation system that supports business needs for estimation, data reviews and data dissemination functions. This is a modernization effort aimed to bring all SOII related systems into one large and dynamic system.
- A major goal is to move from manual processes outside the system and incorporate the integration inside the system to increase efficiency and provide better service to the users.
- Worked as a Technical Writer / Editor for the development of NCTA BOS (North Carolina Turnpike Authority Back Office System)system; Added content to deliverables, edited and

formatted the content, along with any other assigned tasks. Due to multiple accomplishments, selected to learn the telephony solution in order to serve as a system subject matter expert (SME).

Skills:

- Access, adobe creative suite, adobe presenter, agile methodologies, analysis, blended learning, Camtasia, captivate, content development, content management, css3, databases, document management, e learning, flash animation, html5, instructional design, instructional technology, instructor led training, manuals, micro soft office, photo shop, power point, project planning, rally, requirements gathering, scorm, share point, sharepoint designer, snagit

Employment History and Work Experience:

Camelot IT Services
Client: Ltcg- Long Term Care Group Aug'21 to Till date
Senior Technical Writer
Woodbury, MN
Roles & Responsibilities:

- Authored comprehensive user guides and release notes for Cisco's leading IoT OD offerings, Edge Device
- Manager, Edge Intelligence, and Industrial Asset Vision—significantly enhancing user engagement and product usability for global industrial clients.
- Developed and deployed What fix and Walk Me interactive walkthroughs and gathered analytics for IoT OD projects, improving user interface navigation and product understanding, leading to decreased customer inquiries regarding product functionality.
- Demonstrated adept leadership skills by effectively managing multiple high-priority documentation projects, delivering on time, enhancing documentation quality and operational efficiency without compromising standards.
- Initiated and guided the strategic migration of documentation to Cisco DevNet using Markdown, fostering better cross-functional team collaboration and enhanced content accessibility.
- Proactively harnessed user feedback to restructure and refresh user documentation, significantly reducing customer support inquiries by making content more intuitive and accessible.
- Meticulously produced API documentation, created sensor datasheets, actively supported UX writers, trained new hires, efficiently managed concurrent projects and conducted insightful interviews for Technical Writer positions.
- Authored a 40-page manual for the Admin Services Management System, streamlining the process for employees to manage device requests, significantly enhancing operational efficiency and user autonomy.
- Developed and refined the Appraisal Management guide, aligning employee performance evaluations with organizational objectives, thereby fostering a culture of accountability and continuous improvement.
- Designed and updated the Internal Project Management System documentation, embedding proactive, rules-based strategies to ensure project success and enhance team productivity through MadCap Flare.

eNcloud Services LLC   Page 215 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
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- Engaged in deep collaboration with cross-functional teams, including Product Managers and Developers, to capture and document new product functionalities, ensuring documentation accuracy and relevance to end-user needs.

Client: Helix Sept'19 to Jul'21
Senior Technical Writer
Gloucester, MA
Roles & Responsibilities:

- Authored the complete user guide of GTST Knowledge Management App.
- Worked on new KB articles to create content and update /edit existing KB articles.
- Responsible for creation of new records in ESP platform.
- Uploaded documents to team ESP – Enterprise Service Platform site.
- Integrate information from functions throughout the organization to facilitate access, sharing and disseminating information with team members, internal business partners, and stakeholders.
- Wrote content for Project Deliverable such as Operations Manuals and User Manuals.
- Edited (grammar, formatting) on Project Deliverables such as the Design Documents, Interface Control Documents, and Documentation Checklists.
- Uploaded documents to team SharePoint site.
- Scheduled and participated in daily stand-up meetings and gave daily status updates on documentation deliverables.
- Ensured the SOPs that were created and edited followed GMP standards.
- Monitor solutions' key performance indicators and other key measures to ensure ongoing benefits are realized Monitor solutions' key performance indicators and other key measures to ensure ongoing benefits are realized.
- Managed the documentation process across various case Smart sheet's to track different ongoing processes effectively.
- Monitored and tracked metrics to ensure training objectives and assessments were met, generating regular reports and Smart sheet dashboards for management review.

Client: Crocs Jul'16 to Aug'19
Senior Technical Writer
Broomfield, CO
Roles & Responsibilities:

- Review and identify gaps or incompleteness in Project Management and Agile Scrum materials (e.g., epics, user stories, definition of done, testing, project management materials, document standards, templates, and training materials).
- Research, edit and produce targeted cybersecurity articles, technical manuals and release notes based on current and upcoming sprints.
- Created and Managed training assignments and training modules ensuring seamless integration within organizational frameworks.
- Implement and coordinate knowledge management activities/processes to include content analysis, document management, data capture, portals, and customer reporting.
- Responsible for authoring and publishing of SOII Survey System User Guide.
- Worked in agile environment using Version One, participating in all scrum ceremonies and updating status of user stories in Version 1.

- Conducted meetings with system owners, developers, and other stakeholders to gather necessary information for documentation and analysis.
- Collaborate with stakeholders to document subject material and technical specifications.
- Research, propose and implement customer specific documentation solutions.
- Establish tools, templates, and methods to produce effective documentation deliverables.
- Translated complex technical topics into written communications that are clear, concise, accessible, and understandable by technical and non-technical individuals.

Client: PAMF, Palo Alto Medical Foundation Feb'14 to Jul'16
Technical Writer
Mountain View, CA
Roles & Responsibilities:

- Served as a subject matter expert on the Telephony Solution (Ring Central Phone and in Contact).
- Handled the entire migration and installation of IVR Telephony system into Trans Core internal system and also responsible for the documentation of Installation and Configuration guides.
- Wrote test cases for testing Telephony solution.
- Edited test cases for user acceptance testing.
- Formatted test scripts for adherence to template.
- Participated in User Acceptance Testing (UAT) for Telephony Solution.
- Conducted user testing on the Telephony Solution.
- Submitted issues and gaps for Telephony Solution to the project team.
- Interacted with business partners to resolve issues and gaps with the Telephony Solution.
- Coached and trained team members on using the system.
- Coached and trained team members on understanding the Call Tree diagram and other telephony solution documentation.
- Validated requirements mapping between the Requirements Traceability Matrix and design documentation.
- Researched and proposed the scope and the documentation process for the migration to Microsoft 365 CRM platform
- Worked with SME to understand the complete process of the new system.
- Planned, designed, and documented end user documentation for the user guide, training manual, quick reference guide, and frequently asked questions (FAQs).
- Responsible for editing existing documentation to improve style, formatting, and word choice.
- Extensively used Word Press for the content management of voter registration information.

Client: First Lab Mar'13 to Jan'14
Technical Writer
Chalfont, Pennsylvania
Roles & Responsibilities:

- Interacted with various teams to understand the various products which were part of the application.
- Authored an entire documentation suite, composing user manuals and configuration guides, for a service-based application.
- Gained complete knowledge about a product and understanding its scope and application.

- Edited, updated, reviewed, indexed, formatted, and proofread documents to ensure quality not only in terms of writing standards, but also for technical accuracy, understand ability, and completeness of information.
- Contributed towards setting up an authoring process for the team.
- Worked on manuals based on both hardware and software applications, and Readme files using Word Press.
- Contractor providing technical writer services for HP Inc. via Jump2 Group.
- Created and maintained end user and internal documentation for hardware products and support content.
- Worked independently and with co-creators in a time-sensitive environment.
- Worked with subject matter experts (SMEs) documenting new features and updating existing documentation.
- Authored original documentation for support content.
- Working as part of a team on functional specifications and related documentation for website user interfaces.
- Making updates to existing wireframes and rapid prototyping in Axure (similar to iRise or Omni Graffle).

Client: Incommon Jul'11 to Feb'13
Technical Writer
Ann Arbor, MI
Roles & Responsibilities:
- Created and maintained end user documentation for automation software and software agents.
- Created and maintained release notes.
- Worked with software developers, software quality analysts, and technical account managers documenting new features and updating existing documentation to meet client needs and requests.
- Authored original documentation for software.
- Designed and wrote user training manuals.
- Updated web-based help pages (HTML).
- Wrote test cases for a web-based proprietary document management system in Microsoft Word and on the WIKI.
- Wrote, edited and/or updated other design documentation (e.g.; test plans, functional specification).
- Contributed to and updated the WIKI knowledge base.
- Wrote use cases and prepared UML diagrams.

Education:
- MS. in Computer Systems Engineering from University of East London- UK -2010
- B. Tech in Computer Science Engineering from University of JNTU -2006

c. Sruthi Keerthi Gaddam

Summary:
- Efficient Technical Writer with 10+ years of experience. Extensive understanding of technical research and updating records. Adept at distribution and adaptation to audiences.
- Documented new technology and drafted user manuals, how-to guides, white papers, installation guides, product manuals and other technical documents.
- Results-driven Technical Writer with a forward-thinking approach centered on company success and competitive growth Researching and translating technical data into user-oriented information for non-technical and technical audiences.
- Collaborating with business, technology, and support teams, understanding and use of modern editing software .
- Successful at updating and maintaining technical records, extensive understanding of technical research, created user manuals and training manuals, online help systems, and end-user reference manuals.
- Experience in Technical Writing for Enterprise Applications, ability to simplify concepts and organize content to create a highly usable document.
- Detail-oriented editor with a commitment to accuracy and efficiency. Knowledge of modern writing and editing styles, dedicated professional with history of meeting company goals.
- utilizing consistent and organized practices
- Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.
- Skilled in DITA XML authoring, markdown, graphic designing, video and animation.
- Extensive experience collaborating with subject matter experts and leadership teams to developreports,emailers, white papers and marketing collateral for diversified markets.
- Working experience in Agile and SAFe Agile.
- Personal contributors include good oral and written communication, sharp editorial skills and strong learningability.
- Experienced in using tools such as Arbor Text Editor, Epic Editor and SAP.
- Ability to analyze, understand and present complex concepts in simple terms.
- Familiarity with rapid development tools such as Captivate and Articulate.
- Proficient in MS Office, JIRA and SharePoint.
- Good at working with subject-matter experts to gather information, perform impact analysis and writedocuments that are clear and user friendly.
- Good knowledge of SDLC & DDLC.
- Involved in Interaction with Customers, Subject Matter Experts (SME) & Stake Holders for all technicalsupport as Location Focal.
- An effective team player with excellent communication, negotiation, analytical & relationshipbuilding.
- Have been Part of several Automation Projects.
- Involved in developing Work Management Tool (WMT) which enables the delivery team to adhere to the quality standards and helps in project management.
- skills and excellence in content planning & team management.

- Worked on RFQ on technical front for several Clients.
- Working Experience on creation and revision of Maintenance Manual, Parts Catalogue, CMM (Component Maintenance Manual) SRM (Structural Repair Manual) and EM (Engine Manual)
- Ability to work independently with minimal supervision.

Skills:

- User Training Guides
- Cross-Functional Collaboration
- Product Documentation
- Quality Assurance
- Microsoft Office Suite
- Technical Expertise
- Audience Analysis
- Editing and Proof Reading

Employment History & Work Experience:

Mythri Consulting
Cargill Inc., Dec 2019 to Present
Lead Technical Writer
Minnetonka, MN
Roles & Responsibilities:

- Understand the application U.I. and features by installing and testing the application builds
- Create and update the documents for various product releases
- Interact with S.M.E.s to learn the product and verify the documents
- Release the documents for the internal and final builds
- Understand the asset management, sales management, and software delivery applications and the
- corresponding documentation set
- Prepare documentation estimates
- Understand the application U.I. and features by installing and testing the application builds
- Create and update the documents for various product releases
- Interact with S.M.E.s, Customer support people, test engineers, and the client to learn the product andverify the documents
- Release the documents for the internal builds
- Publish the final documents on the Support site
- Lead the team of technical writers
- Help the team members with their queries related to documentation tools, application, and system.
- Created and updated user manual for US clientweb application presented new technology anddrafted whitepapers and other technical documents tocomplete packages.
- Utilized writing, editing and proofreading skills toproduce engaging and error-free content proofread copy written by colleagues to correctspelling, punctuation and grammar.

- Strengthened communication skills throughregular interactions with others.
- Managed time efficiently in order to complete alltasks within deadlines.
- Addressed review comments for all the latest releases
- Segregated review comments as per the review metrics.
- Initiated and proactively provided assistance to the team for addressing the review comments intothe respective documents.
- Responsible for setting conditions and generating specific user guides for various releases.
- Responsible for single sourcing the content throughout all the releases.
- Reviewed and altered the documents as per the latest Style Guide.
- Self-taught the new CCMS Vasont tool within a short period of time to work on all the BNA and IBMdocuments.
- Responsible for creating documentation defect as per the email from the client or from theBroadcom website.
- Responsible for cloning SW defects, re-opening existing defects, and assigning to the respectivewriters.
- Assigned the submitted defect to the concerned writer.
- Enquired in detail about the query from the customer.
- Maintained effective communication acknowledging the customer's query email.
- Updated the customer when the defect is closed.
- Generated weekly report and updated the writers on the pending defects.
- Maintained the tracking sheet for future references.

International Flavors & Fragrances(IFF) Inc., Sep 2018 - Dec 2019
Lead Technical Writer
New York, NY
Roles & Responsibilities:
- Leading a team of technical writers; editing, reviewing, andorganizing/preparing documentation using MS Word, Excel,PowerPoint, and MS Visio.
- Written and lead a writer's team to author for noteworthy projects suchas ServiceNow and ITIL process based projects.
- Designing/structuring content, writing, revising, and editing oftechnical documents (Process, Policy, Procedures, Run-Books, SOPs,FAQs, Employee Handbooks, Training PPTs, Tool Guides forPatching team and Product teams, Quick Reference Guides, UserGuides, Troubleshooting, Installation Guides, and Quick Start Guides)that would meet the current documentation needs, preparedocumentation and audit templates suitable for project needs, andstrategize future direction of documentation needs for the FIS Team.
- Able to engage team members and other area experts to obtaintechnical source information by attending planning/coordinationmeetings to assess requirements.
- Ensure that the generated documentation is clear, concise, consistent,and complete with a goal of allowing our customers to understand,configure, verify, and implement our delivery.
- Understand key delivery dates and align/plan/track document releasesto match the delivery schedule.
- Implement a process/flow to ensure consistent delivery of all requireddocumentation.

- Work with internal technical writing services to arrange and leadadditional writers as necessary.
- Enable high-level documentation for early customer evaluation andsatisfaction.
- Organizing and preparing documentation and technical packages,maintaining records, reports, and files, editing written material byensuring correct grammar, punctuation, and spelling as per the Ciscospecific style guide.
- Observed and documented project documentation plans and contentplans.
- Read project specification documents, instructions, formulas, andprocessing charts.
- Interfaced with engineering, technical or manufacturing personnel andattend project meetings and represent status during project status calls.
- Read technical drawings, schematics and production layouts.
- Followed technical operating instructions, test procedures, service andrepair manuals.
- Organized and compiled technical data and design specifications.
- Used photographic materials and/or imaging software for illustrationsand creation of qualification test procedures.
- Prepared technical reports or other related documentation forqualification testing of networking products.
- Responsible for creating user manuals and technical documents using authoring and image-editingtools.
- Migrated content from MS Word to Adobe InDesign platform.
- Gathered information from SMEs.
- Authored documents based on customer requirements while adhering project-specific Style Guides.
- Maintained a content repository for images and documents.
- Authored documents and created templates in Adobe FrameMaker and Adobe InDesign.
- Authoring interactive on-line help and tutorial packages.

Covance Inc./LabCorp Drug Development Services, May 2014- Sep 2018
Technical Writer
Princeton, New Jersey
Roles & Responsibilities:
- Experience in creation and revision of various maintenancemanuals such as CMM, AMM, CMP, CRM and IETP activity as atechnical writer and reviewer with ATA100, iSpec2200 and
- S1000D standards using Arbortext Epic Editor, Adobe FrameMaker, R4i Writer, Isodraw, SnagIt, and Notepad++ etc.
- Providing outstanding maintenance manuals to clients.
- Analyze existing and potential content, focusing on reuse andsingle-sourcing opportunities.
- Execution of complete project starting from input analysis,preparation of the estimation and finalizing the deliveryschedule.
- Adhered to ACEMA Simplified Technical English (STE) andcompany guidelines to create a consistent, easy to read, andpresentable documents.
- Proactive in prioritizing and planning the work based on thecustomer requirements.
- Working with cross-functional teams to determine contentrequirements, identify risks, and resolve problems.

- Creating the specific checklists for quality evaluations of project.
- Participating in Root Cause Analysis (RCA) and suggestingCurative, Corrective and Preventive actions on quality issuesidentified by the customer.
- Understanding the Software Development Life Cycle (SDLC),
- Document Development Life Cycle (DDLC) and Agilemethodology process.
- Aligned with Quality Management Office (QMO) team and contribute for technical writing and qualityassurance tasks.
- Managing an offshore team in Bangalore, tracking project metrics for leadership team at U.S.
- Responsible for conducting information analysis sessions with project stakeholders and integrate HPEprocesses, CalWIN eligibility program expertise, and CalWIN country governance processes to develop clientfacing pre-training artifacts.
- Responsible for tailoring HPE proprietary process tools, such as HPE Brand Central, Project and PortfolioManagement and HPE EDGE Process Framework for client deliverables and release cycles that significantlyimproves the quality of county training.
- Responsible for providing recommendations for overall E-Services, such as new designs, layouts, andprocedures with appropriate job aids.
- Responsible for SharePoint Portal where web-based training courses assigned to project team and the coursecompletion by individuals are tracked for management decisions.
- Responsible for developing sample courses and training methods in line with global learning anddevelopment team.
- Developing and maintaining comprehensive and accurate technical/feature documentation
- Developing SDK/API/Web Services documents / content for support tickets / knowledge base articles
- Working with international teams of developers, testers and project managers to better understandtheir needs and business cases.
- Handling publishing tasks using WordPress / updating the company wiki documentation base.
- Ensuring that new documentation and templates have a set standard maintaining a consistent style,tone, and approach.
- Using JIRA workflows to track and update the items documentation status.
- Developing new content by extracting, re-writing and transforming complex source data into simple easyto-understand documents using established styles and templates
- Developing and maintaining user manuals, writing release notes
- Creating documentation for SDK/API/Web Services / knowledge base articles / product feature
- documentation
- Managing the progress of documents through the publishing process
- Coordinating with global teams to understand the requirement

Education:
- B.Sc. Biotechnology and Chemistry from S.V. University, India. 2009

5) Amendments

Amendment 1:

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

Proc Folder:	1354530		Reason for Modification:
Doc Description: Addendum No 1 - Prequalification Agreements IT Temp Staffing			Addendum No 1 is issued to modify the bid opening date.
Proc Type:	Central Master Agreement		

Date Issued	Solicitation Closes	Solicitation No	Version
2024-04-22	2024-05-07 13:30	CRFQ 0705 LOT2400000011	2

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :

Address :

Street :

City :

State :   Country :   Zip :

Principal Contact :

Vendor Contact Phone: Extension:

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

Vendor
Signature X   FEIN#   DATE

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

Date Printed: Apr 22, 2024   Page: 1   FORM ID: WV-PRC-CRFQ-002 2020/05

eNcloud Services LLC   Page 224 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

1) To modify the bid opening date from 04/25/2024 to 05/07/2024.

--no other changes--

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

eNcloud Services LLC   Page 225 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

SOLICITATION NUMBER: CRFQ LOT2400000011
Addendum Number: 1

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 1 is issued for the following reasons:

1) To modify the bid opening date from 04/25/2024 to 05/07/2024.

--no other changes--

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

eNcloud Services LLC   Page 226 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ LOT24*011

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

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

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

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

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

eNcloud Services LLC
_____
Company

_____
Authorized Signature

May 07, 2024
_____
Date

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

eNcloud Services LLC   Page 227 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

Amendment 2:

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

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

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

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name :

Address :

Street :

City :

State :   Country :   Zip :

Principal Contact :

Vendor Contact Phone: Extension:

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

Vendor Signature X	FEIN#	DATE

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

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 CHARLESTON WV US	LOTTERY 900 PENNSYLVANIA AVE CHARLESTON WV 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

Date Printed: Apr 29, 2024   Page: 2   FORM ID: WV-PRC-CRFQ-002 2020/05

eNcloud Services LLC   Page 229 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

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

eNcloud Services LLC   Page 230 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

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)

[ ] 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.

eNcloud Services LLC
_____
Company

_____
Authorized Signature

May 07, 2024
_____
Date

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

6) Designated Contact Information, Certification & Signature Page

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) Chandra Sekhar Nallam, Program Manager

(Address) 26077 Nelson Way, Unit 503, Katy, TX 77494

(Phone Number) / (Fax Number) 248-227-0139

(email address) Govcon@encloudservices.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.

eNcloud Services LLC

(Company)

(Signature of Authorized Representative)
Chandra Sekhar Nallam, Program Manager; May 07, 2024
(Printed Name and Title of Authorized Representative) (Date)
248-227-0139
(Phone Number) (Fax Number)
Govcon@encloudservices.com
(Email Address)

eNcloud Services LLC   Page 232 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com

7) Emergency Contact Information

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: Sri Kumara Swamy Thokala, Accounts Manager
Telephone Number: (346) 464-8552
Fax Number: N/A
Email Address: sthokala@encloudservices.com; govt@encloudservices.com

eNcloud Services LLC   Page 233 of 233
Address: 26077 Nelson Way, Unit 503, Katy, TX 77494
Web: www.encloudservices.com