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Header

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

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Legal Name: DIAMOND TECHNOLOGIES INC	Published Date: 4/22/15
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Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder : 78201

Solicitation Description : Addendum No. 2: To publish responses to vendor questions.

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation No	Version
	2015-04-28 13:30:00	SR 0323 ESR04281500000003484	1

VENDOR

000000192076
 DIAMOND TECHNOLOGIES INC

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
 (304) 558-0094
 melissa.k.pettrey@wv.gov

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	Business Analysts to review existing business process	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
80000000			

Extended Description : Individuals will be responsible for reviewing existing process documentation, suggest process improvements, update documentation as needed, review federal and state law changes for inclusion in business process re-engineering, and ultimately assist in a multi-agency initiative that may significantly impact multiple units within the Agency.



diamond
technologies



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STATE OF WEST VIRGINIA: RFQ

Business Analyst Professional Services

WorkForce West Virginia

Solicitation CRFQ 0323 WWV1500000017

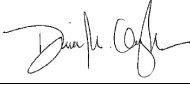
Bid Opening: April 28, 2015 at 1:30pm EST

Presented To:

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

By:

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Signed:  _____

Date: April 28, 2015

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1.0 Introducing Diamond Technologies

Diamond Technologies, Inc. is a high caliber technology-consulting firm that assists organizations in achieving their business objectives through the implementation of leading information technologies. Our core competencies are technology integration and the development of customized information solutions, with a range of services that includes comprehensive management of the entire project life cycle to providing specialized resources to complement our client's teams. We provide a comprehensive range of services including project management, business process/requirements analysis, systems architecture design, software design & development, and systems implementation & support.

At the heart of the company is a dedicated staff of IT professionals committed to providing service excellence. Unlike many of our competitors, we employ our technical staff on a full time basis and provide them with a comprehensive benefits package that includes ongoing professional training. We believe that in the long run this approach results in higher quality products and solutions for our clients.

Diamond Technologies is proud to have been, and continue to be, a partner of WorkForce West Virginia on several high profile projects and initiatives. Diamond Technologies developed and implemented both Phase I and Phase II of Federal SIDES for the department. Most recently, Diamond Technologies has developed and integrated web and IVR systems that allow West Virginia claimants to claim unemployment benefits both online and via phone. WorkForce West Virginia and Diamond Technologies teams continue to work in tandem to achieve the goals of the department.

Diamond Technologies was named to the Inc. Magazine's list of the 500 fastest growing privately held companies in America. In addition, Diamond Technologies was named to the Philadelphia 100 list of the regions fastest growing privately held companies. In 2001, the company was recognized as Delaware's Small Business of the Year by the United States Small Business Administration; and recognized by Delaware Today magazine as one of the Best Places to Work in Delaware.

Established in 1996, Diamond Technologies has experienced a sea of technology changes and has continually adapted to meet the needs of our clients. Today, we are focused on assisting our clients with state-of-the-art technologies including Custom Microsoft Solutions, Mobility Solutions, Business Intelligence, Web Portals (including Microsoft SharePoint), Cloud Services and Infrastructure Management.

For additional information about our company, services and culture, feel free to visit www.diamondtechnologies.com.



2.0 Background

WorkForce West Virginia is a network of work force development services designed to provide West Virginia's 1.8 million citizens and employers the opportunity to compete in a global economy. WorkForce West Virginia (WFWV) makes available education and training to ensure citizens have the skills needed to meet the needs of current and future employers.

Diamond Technologies is a current vendor for the State of West Virginia and is pleased to be considered for this RFQ. Upon receipt of this RFQ for Business Analyst Professional Services, it is apparent that WorkForce West Virginia is interested in contracting Business Analyst (BA) services to review existing business process documentation, suggest process improvements, update documentation as needed, review federal and state law changes for inclusion in business process re-engineering, and ultimately assist in a multi-agency initiative that may significantly impact multiple units within the agency.

Diamond Technologies has a multitude of experience assisting government agencies, municipalities, public and private entities staff their teams with skilled IT consultants from Diamond Technologies that fit the needs for their respective business. WFWV can be confident utilizing Diamond Technologies to fulfill the needs of the agency based on our experience with staffing placement within government agencies and municipalities the likes of the Delaware Department of Education, the Delaware Department of Transportation, the Delaware Department of Labor, and the City of Wilmington.

The remaining sections of this document describe Diamond Technologies' proposal to WFWV to appropriately staff the requested 6 Business Analyst Professionals. We are confident that our experience and commitment will result in a highly successful solution for WFWV. Diamond Technologies appreciates the opportunity to bid on this RFP and look forward to working with you on this important initiative.



3.0 Proposed Services

Diamond Technologies (DT) is proposing, to WFWV, a professional services contract for six (6) Business Analyst professionals to provide services onsite at WFWV Headquarters. The work of the Business Analyst will include a review of existing business process documentation, the update of documentation as needed, suggested process improvements, review of federal and state law changes for inclusion in business process re-engineering, and assist in a multi-agency initiative that may significantly impact multiple units within the agency.

At a high level, the work of the business analysts is broken down into the following areas of scope. First, the DT Business Analyst will work with WFWV business sponsors to define and create scope around the areas of the business that will be analyzed. Following that, the strategy begins to be developed; the DT Business Analyst will define the requirements for the work based on feedback from all of the appropriate participants (Stakeholders, Customers, Users, and Vendors) and tie it back to the business model.

Once feedback has been provided, the DT Business Analyst will gather all of the feedback along with other key data points and analyze and document the inputs and outcomes that will guide the work for the business line. They will be instrumental in reviewing existing documentation, processes, standard operating procedures, and workflows and will use the information from these documents and stakeholder meetings to determine if process reengineering or automation is needed.

Upon completion of the documentation, the Diamond Technologies Business Analyst will communicate the requirements verbally and in written format to all stakeholders across WFWV and incorporate any feedback that is ascertained from this step. A roadmap is then developed and circulated to all parties.

Next, in the Design Analysts stage, the DT Business Analyst will organize all logistics for the scope of the project. They will start by working with WFWV to identify people, processes, and technology solutions needed to meet the requirement. Business Analysts write functional specifications, project requirements, and document all compromises. Then, the DT Business Analyst will verify that the solution meets the requirements of WFWV and other business stakeholders.

At this stage, the planning and strategy component is complete and we move to the Design and Implementation stage. The DT Business Analyst will then develop the facilitation plan and define team Operational Level Agreements (OLAs) and expected outcomes. Also, the DT Business Analyst will work with WFWV project managers to ensure that the prioritized list of



requirements (PLOR) is weighted properly and all high value features are planned out, scheduled, and implemented, first, along with all supporting services and technologies supporting those high value features of the product. All changes to the PLOR

Business Analysts will help with the process and data migration elements, as needed. They will work through the details of any cutover plan (if a system or service is being displaced or replaced). The DT Business Analyst will be the point person to ensure that the rollout of a product or service is done correctly, with high quality.

Part of the roll-out plan involves quality steps which include the DT Business Analyst (either themselves or as part of their interaction with a Quality Assurance team), who creates checkpoints throughout the solution development process where the business requirements and the user stories tied to those business requirements can be tested and validated to ensure that the work product meets and exceeds the specifications outlined.

Finally, before a service or system is rolled out into production, the DT Business Analyst will help with the User Acceptance cycle. They will work with the quality teams to ensure that the user community has measured, tested and validated the service or system and approve it for release.

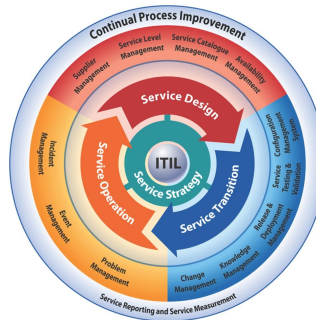
Diamond Technologies Business Analysts are also available and will maintain flexibility in assisting WFWV with other duties outside of the aforementioned duties outlined above and in Section 4.1 of the RFQ.

Diamond Technologies has included the resumes of the Business Analyst candidates in Appendix J of this response.



3.1 IT Service Management

DT Business Analysts are successful because they follow a regimented process, as highlighted above, and they possess the people skills necessary to bring together technical and business audiences to achieve the business goals. The DT Business Analysts are Efficient, Methodical, Cost Efficient, and Highly Ethical. They follow Information Technology Service Management (ITSM) best practices when designing, transitioning, and implementing the requirements for a business line product or service. Diamond adheres to best practices around IT Service Management including the *Information Technology Infrastructure Library*, or “ITIL”, standards for product and service strategy, design, and delivery. A high level summary of the aspects (or phases) of the ITIL methodology is Service Strategy, Service Design, Service Transition, and Service Operations.



3.2 Customer Satisfaction and Net Promoter Score

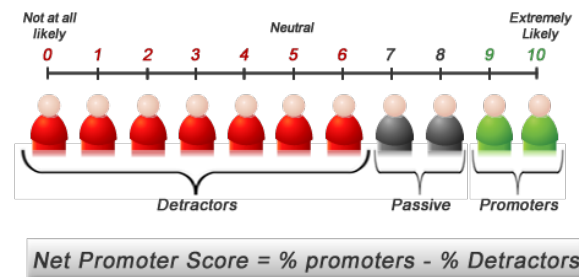
When trying to determine the effectiveness of our IT Service Management Approach, we constantly measure our client satisfaction in all phases of the ITSM cycle. Whether we are measuring the effectiveness of our Business Analysis team or we are assessing our quality or operational teams, we survey customers consistently to see how we can consistently track the satisfaction of our customers and invest in new methods and services to ensure that they remain satisfied at all times.

The Net Promoter Score, or NPS, is based on the fundamental perspective that every company’s customers can be divided into three categories: Promoters, Passives, and Detractors. By asking one simple question — *How likely is it that you would recommend Diamond to a friend or colleague?* — You can track these groups and get a clear measure of your company’s performance through your customers’ eyes. Customers respond on a 0-to-10 point rating scale and are categorized as follows:

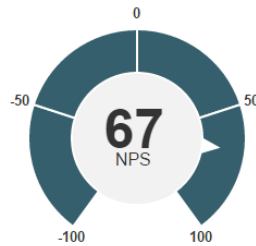


- **Promoters** (score 9-10) are loyal enthusiasts who will keep buying and refer others, fueling growth.
- **Passives** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- **Detractors** (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

To calculate your company's NPS, take the percentage of customers who are Promoters and subtract the percentage who are Detractors.



Diamond is proud to have a current NPS of 67!



For context, the average NPS score for companies in Diamond's industry, location, and size is a 27! For further context into the NPS score, one of the most admired, loved companies in history, Apple Computer, has a current NPS of 72! Diamond surveys our client base quarterly, with the next survey scheduled for the end of June 2015.



3.3 Business Analyst Qualifications

All DT Business Analysts will have a minimum of five (5) years of experience being a business analyst (or comparable experience) with at least two (2) business process re-engineering or software development projects completed unless separately approved by WFWV.

Each DT Business Analyst has a minimum of a Bachelor's Degree from an accredited institution with at least 24 semester hours in Computer Sciences (or similar competency) and 3 semester hours of technical writing (or similar competency).

DT Business Analysts will provide references for their work experience upon request.

3.4 Business Analyst Training

DT invests heavily in its employees. DT provides at least one week of advanced skills and continuing education training to its employees on an annual basis and this training (and its successful completion) is part of the review and merit process for each employee in the company. In addition, DT provides tuition reimbursement to its employees pursuing a graduate or post-graduate degree. DT will provide documentation of training and degree programs being studied upon request of WFWV.

3.5 Status Reporting and Weekly Stand-up

Diamond Technologies believes in promoting and facilitating a high degree of communication with all concerned parties throughout the course of the project. Diamond Technologies believes in an open style of communication, so that all stakeholders and project team members are equally informed and "on the same page" at all times throughout the business analyst time at WFWV. Diamond Technologies recommends a weekly status meeting, or conference call between the appropriate stakeholders to ensure the success of this project. These status meetings will be a combination of remote (conference calls) and onsite meetings. The exact schedule will be created upon award.

Diamond Technologies will provide WFWV with a written status report on a weekly basis. The status report will identify the work completed in the prior period, work planned for the coming period, identify any and all outstanding issues, and coincide with status meetings (or conference calls). The purpose of the status report is to provide written documentation of activities, and is not meant to replace status meetings or verbal communications.



3.6 Non-Disclosure

Diamond Technologies has provided a signed Nondisclosure Agreement in Exhibit B of the attached response to the RFQ.

3.7 Uninterrupted Service

Diamond Technologies is committed to providing WFWV with the very best Business Analysts available. While we do not anticipate any Business Analysts leaving WFWV and DT, we are also cognizant that the Business Analyst relationship with Diamond Technologies is considered “at-will”. Should a Business Analyst leave voluntarily or involuntarily, DT will work with WFWV, in the first two weeks, to determine what the best Business Analyst profile and skillset is needed to replace the Business Analyst who left. Once the requirements are documented in the first two week window, DT will use the second two week period to source a Business Analyst replacement and get them onsite with WFWV to continue where the last Business Analyst left off.

3.8 Work Location

The Diamond Technologies Business Analysts will work at the WFWV Headquarters in West Virginia. WFWV will provide the Business Analysts the items listed from 1.1.1 through and including 1.1.4 as outlined in the RFQ documentation.



4.0 Contract Term, Renewal, and Extension

4.1 Contract Term and Renewal/Extension

Diamond Technologies will provide six (6) business analysts to WFWV upon being awarded the contract. The term of the contract is 1 year (2,000 hours per analyst with approval for up to 50 hours of Overtime per analyst). This contract may be renewed upon the mutual written agreement between WFWV and DT with approval of the Purchasing Division and the Attorney General's office. Following the first year, the renewal of this contract is limited to three (3) consecutive one (1) year periods or a maximum renewal period of thirty-six (36) months if a shorter term renewal is signed.

4.2 Open End Contract

The requested quantities of hours for the business analysts are listed on the pricing sheet and these hours are known to be approximations only based on estimates provided by WFWV. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

4.3 Diamond Contacts

The DT Contract and Account Managers will be available to WFWV to address any customer services or other issues related to this Agreement. The details of the Contract Manager are below:

Contract Manager: Jim Garrity
Telephone Number: 302-691-0203
Fax Number: 302-656-6058
Email Address: jgarrity@diamondtechnologies.com

Account Manager: Dina Orpello
Telephone Number: 302-256-5054
Fax Number: 302-656-6058
Email Address: dorpello@diamondtechnologies.com



5.0 Responsibilities of WFWV

5.1 Specifications Section under 1.1 in the RFQ

WorkForce West Virginia will provide the listed items from 1.1.1 through and including 1.1.4 as outlined in the RFQ documentation.

5.2 Project Coordinator (WFWV)

It is important for WFWV to appoint a project coordinator to serve as the single point of contact for Diamond Technologies. The project coordinator is a key member of WFWV's steering committee and is responsible for acceptance of system scope, features and functionality. The project coordinator is responsible for providing timely response to requests for information from Diamond Technologies, or for any other item that could delay or impede progress toward meeting the business analyst product, service, or process-engineering schedule. Additionally, the project coordinator is directly responsible for receiving the services of Diamond Technologies and is authorized to approve milestones & payments for these services as outlined in our Cost Proposal.

5.3 Steering Committee

Diamond Technologies recommends that WFWV assemble a steering committee to be comprised of key stakeholders from the business and technology units relevant to this project. The project steering committee will provide high-level project direction and coordination for the business analyst effort.

5.4 User Community

WFWV agrees to accept responsibility for assigning WFWV staff to work with Diamond Technologies as required for the successful completion of the proposed services. WFWV will assist Diamond Technologies in scheduling meetings, conferences, etc., with WFWV staff, as requested by Diamond Technologies.

5.5 System Testing and Acceptance

WFWV is responsible for identifying individuals from the user community to test the system outcomes lead by the Business Units and Business Analysts. WFWV acknowledges that timely testing and acceptance of the developed systems is critical to the successful completion of a project.

5.6 Facilities

It is envisioned that all services will take place with the Business Analysts on-site



at WFWV. WFWV will provide the necessary facilities for Diamond Technologies team members, including office space (desks, telephones, standard office equipment, etc.).



6.0 Cost Proposal - Price and Terms – Appendix A

All project costs are provided under separate document, “*EXHIBIT A Pricing Page for WorkForce West Virginia Business Analyst*”, dated April 28,2015.



7.0 Staffing and Consulting References

The following is a list of Staffing/Consulting experience by Diamond Technologies specifically delivering business analyst services and process engineering / re-engineering services.

Agency: Department of Education (DOE) Delaware

Name of Consultant: Shankara Subramanian

Project: Single Sign on - Identity Management System

Start Date: 04/15/2011

End Date: 06/01/2012

Business Contact: Adrian Peoples

Business Contact Email: Adrian.peoples@doe.k12.de.us

Business Contact Phone: 302-735-4161

Project Description: Identity Management System (IMS) is a Single Sign on Solution for over 30 Web Applications supported by DOE Delaware. This project involved Analyzing/Architecting a new SSO Solution and Implementing it using ASP.NET, Microsoft Unified Access Gateway and Federated Identity Management System. The goal of our Business Analyst team was to enable a user within the state who logged into a centralized portal, whether it was a DOE employee, contractor, vendor (extranet), or educator, to consume multiple applications without being forced to log in to each application a user was authorized to access.

Agency: Department of Education (DOE) Delaware

Name of Consultant: Jeff Hansen/Scott Kuykendall

Project: EdFi Student Management Dashboard

Start Date: Approx. June 2008

End Date: On-Going

Business Contact: Pat Bush

Business Contact Email: pat.bush@doe.k12.de.us

Business Contact Phone: (302) 735-4140

Project Description: Ed-Fi is the only free, flexible and complete ed-tech solution to empower educators with relevant, timely, student-centric information that enables better data collection and reporting to improve decision making, facilitate targeted action plans



and drive higher student outcomes. The Ed-Fi data standard enables interoperability among education systems that states and districts have already implemented, and enables organizations to build on prior investments in existing IT systems and processes. Most importantly, it puts the transformative power of information in the hands of teachers and other educators when and where they need it most: their classrooms. The EdFi dashboard is a comprehensive, centralized database and web-based application, which provides access to public school student data statewide. Diamond Technologies has provided Business Analysis, Product Management, Systems and Database Warehouse, Architecture, and Production Management Services to Delaware's Department of Education in its rollout of Ed-Fi to the state, school districts, school principals, and educators.

Agency: DE Department of Transportation (DeIDOT)

Name of Consultant: Don Haas, Rodney Mullnack, Scott Smith

Project: Traffic, signals, and related DeIDOT asset tracking and visual reporting.

Start Date: Approx. June 2005

End Date: On-Going

Business Contact: Gene Donaldson

Business Contact Email: gene.donaldson@state.de.us

Business Contact Phone: (302) 659-4601

Project Description: Diamond Technologies has provided Business Analysis Services, Development Services, and Product Operation Services to DeIDOT's Transportation Management Center (TMC). Our team has been instrumental in working with various business units, other state agencies, and consumers to provide transportation management services to the state. These services include, but are not limited to, visual data analytics, graphically tracking (via real time GPS and related technologies) State of Delaware traffic, signaling equipment, and signal status for over 10 years. The TMC has two functions: Identify and verify a transportation issue, and Respond to a transportation issue. The TMC can take information from various internal systems and immediately disseminate it throughout the state to other agencies, police, fire, and municipalities as needed. The TMC is also used to provide key data elements to various other states and federal agencies that are looking for traffic and transit information, coordinated response



around natural disasters and terrorism issues. Groundbreaking, Java based, applications are currently deployed in production and have proven invaluable to the state and the safety of the citizens of Delaware.

Agency: City of Wilmington

Name of Consultant: Cyndie Romer

Project: MUNIS system Project Management, Business Analysis, and Production Support Services.

Start Date: January 2006

End Date: On-Going

Business Contact: Samantha Lukoff

Business Contact Email: sjlukoff@wilmingtonde.gov

Business Contact Phone: (302) 576-2114

Project Description: For almost 10 years, Diamond has been providing business analyst services for various business lines throughout the City of Wilmington. In particular, our team was instrumental in the rollout of the MUNIS platform, which is the City's main municipal accounting and management platform.

Agency: Delaware Department of Transportation – Toll Operations

Name of Consultant: Larry Lehr, Jake Ferger

Project: General Toll Operations business analysis work, application development and production management services

Start Date: **Approx.** June 2009

End Date: On-Going

Business Contact: Jon Osbourne

Business Contact Email: jon.osbourne@state.de.us

Business Contact Phone: 302-366-7220

Project Description: Diamond Technologies has provided business analyst services around the future supportability of EZ-Pass in Delaware and other transportation and toll operation activities. In addition to business analyst services, our Diamond Technologies team provides project management services, application development support and production support services.



Customer: Cash Connect (A subsidiary of WSFS Bank)

Name of Consultant: Matthew Pallman

Project: Multiple

Start Date: March 2012

End Date: On-Going

Business Contact: Tom Stevenson

Business Contact Email: stevensont@cash-connect.com

Business Contact Phone: 302-238-4102

Project Description: Diamond provides on-going product management, project management, business analyst services, and web application development and support of Cash Confect's key line of business enterprise software including dotAlert, Armored Carrier Ticketing, BillPayMover, SEI Trust System Management, Money Room, Reconciliation Pro, and Automated ATM Settlement. Cash Connect manages over 14,000 ATM machines and the Diamond lead developer has provided invaluable web application development and guidance since 2013.

Customer: American Water

Name of Consultant: Kendra Scheesley

Project: Operations Security System Conversion Project (OSSC)

Start Date: April 2011

End Date: Q4 2012

Business Contact: Chuck Burns

Business Contact Email: Charles.Burns@amwater.com

Business Contact Phone: (609) 846-8112

Project Description: American Water's enterprise physical security systems (e.g. card access, CCTV) are deployed to approximately 150 facilities and are integrated with an application called Facility Commander, made by General Electric (GE). GE has discontinued this application due to changes in their core product line. Manufacturer support for the product is no longer available. In addition, the current system does not support the integration of any new systems or technology. GE does not offer a suitable replacement. This project will seek to replace the Facility Commander application with a suitable application capable of integrating all existing deployed security systems, new IP based security systems, and permit the integration of non-scada building management systems (e.g. Heating, Ventilation and Air Condition (HVAC), Generator, Uninterruptable



Power Systems (UPS)). The system will utilize business logic rules for the automation of routine tasks providing a cost effective security and building management monitoring and control platform. The full integration of our facilities security and building management systems will provide a complete operational picture, improved business intelligence, remote monitoring and administering capability, reduce risk, improve response times to security alarms, and improve employee safety and operational efficiency. This project evaluated different use models (i.e. Enterprise vs. Distributed) to determine the most efficient and cost effective method of monitoring security and building management systems.



7.1 Other Client References

Contact	e-mail	Phone
Beth Carenbauer, Director State of West Virginia WorkForce (Unemployment Compensation)	Beth.n.carenbauer@wv.gov	(304) 558-7024
Robert Fernatt, IS Manager State of West Virginia - WorkForce	Robert.c.fernatt@wv.gov	(302) 558-2660
Governor Jack Markell State of Delaware	jmarkell@state.de.us	(302) 744-4101
Attorney General Matt Denn State of Delaware	matthew.denn@state.de.us	(302) 744-4333
Heather Comstock, UI Assistant Director Delaware Department of Labor Division of Unemployment Insurance	Heather.comstock@state.de.us	(302) 761-8360
Allan Matyger, Vice President Technology Cash Connect (Division of WSFS Bank)	matygera@cash-connect.com	(302) 283-4109
James Collins, CIO State of Delaware, Dept. of Technology	James.collins@state.de.us	(302) 739-9628
Carol Jones, IRM State of Delaware, Dept. of Insurance	Carol.jones@state.de.us	(302) 674-7329

7.2 Sampling of Other Project Experiences

The following table provides a sampling of our team's proven experience in delivering quality solutions to state agencies and some private organizations. For purposes of brevity, detailed descriptions have not been provided for the projects listed in the table. Upon request Diamond Technologies would be happy to provide WFWV with additional information on any of these projects or other projects descriptions.



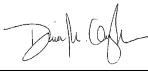
Client	Solution	Summary
Delaware (DE) Department of Labor	UI SIDES	Integration engine that allows Departments of Labor and Employers to exchange Unemployment Information in a standard manner.
WorkForce West Virginia	UI SIDES	Integration engine that allows Departments of Labor and Employers to exchange Unemployment Information in a standard manner.
Vermont Department of Labor	UI SIDES	Integration engine that allows Departments of Labor and Employers to exchange Unemployment Information in a standard manner.
Delaware (DE) Department of Labor	Continued Claims Solution	Cloud-based (Azure) solution using VoiceXML; replaced old IVR Solution, web-based, ASP Solution
DE Department of Labor	Unemployment Benefits Overpayment Solution	Web-based Microsoft solution; Process & manage overpayment payments issues
DE Department of Education	DEEDS – Delaware Educator Data System	Internet-based educator certification system, Microsoft solution.
DE Department of Transportation	DelDOT Information Subscription System	Internet based electronic information subscription system.
DE Department of State	Access Delaware Project	Voice-enabled (VoiceXML) Internet content delivery project.
DE Department of Technology and Information	Middleware Technology Migration	Migration of the State's EDEE integration broker platform from BEA Weblogic to IBM WebSphere.
DE Department of Transportation	www.deldot.org	Dynamic content, database driven Internet site.
Intracorp (Division of Cigna)	Integrated Case Management System	A web-based tool that allows nurses nationwide to manage cases and perform utilization review
Rockwood Programs (Solution developed for The Travelers Insurance)	Web-Based EPLI Rating Engine	Web-based rating tool that provides indications and quotes for Employment Practices Liability Insurance (EPLI)
J.P. Morgan Chase	Electronic Transaction Capture System (eTCAP)	Intranet-based application that JPMC Treasury uses to manage capture and bill for treasury charges both domestically and internationally.
County Bank	Web-Based Banking Applications	Developed and manage a series of applications to facilitate on-line corporate and trading-partner banking.
Trustar Retirement Services (A division of the Principal)	Internet Account System	Internet based application based on IBM WebSphere that Trustar uses to provide account information to brokers and investors worldwide
Bancorp	On-line Banking System	Designed a B2B online banking solution employed by Bancorp clients nationwide.
The Hay Group	Paynet System Enhancements	Internet based solution enabling Hay Group clients to upload HR survey data via the Internet.



8.0 Proposal Acceptance

By signing below, WFWV signifies its acceptance of the service proposal, assumptions, cost, and payment terms contained herein, and authorizes Diamond Technologies to begin work on the services selected above. Diamond Technologies will begin work on the proposed services at a date mutually agreed upon by Diamond Technologies and WFWV.

Diamond Technologies, Inc.

By: 

Name: Dina Orpello

Title: Director of Sales

April 28, 2015
Date

State of West Virginia

By: _____

Name: _____

Title: _____

Date



**EXHIBIT A Pricing Page for WorkForce West Virginia
Business Analysts**

Year	# of Analysts	Regular Hourly Rate	Hours Per Year	Total Cost
Year 1	6	\$88.00	2,000	\$1,056,000
Year 2	6	\$89.00	2,000	\$1,068,000
Year 3	6	\$90.00	2,000	\$1,080,000
Year 4	6	\$91.00	2,000	\$1,092,000
Year	# of Analysts	Overtime Hourly Rate	Hours Per Year	Total Cost
Year 1	6	\$88.00	50	\$26,400
Year 2	6	\$89.00	50	\$26,700
Year 3	6	\$90.00	50	\$27,000
Year 4	6	\$91.00	50	\$27,300
GRAND TOTAL				\$4,403,400



Appendix B – Confidentiality / Non-Disclosure Agreement

EXHIBIT B

WORKFORCE WEST VIRGINIA NON-EMPLOYEE CONFIDENTIALITY / NON-DISCLOSURE AGREEMENT

This agreement is entered into effective as of April 28, 2015 between WorkForce West Virginia (WFWV) and Diamond Technologies, Inc., (Recipient).

Recipient is serving as a Business Analyst professional for the purpose(s) of reviewing existing business process documentation, suggest process improvements, update documentation as needed, review federal and state law changes for inclusion in business process re-engineering, and ultimately assist in a multi-agency initiative that may significantly impact multiple units within WFWV. WorkForce may make certain Confidential Information (as defined below) available to the Recipient. As a condition to, and in consideration of, WFWV furnishing of Confidential Information to the Recipient, the Recipient agrees to the restrictions and undertakings contained in the Agreement.

Recipient agrees that all information disclosed by WFWV to Recipient, including any such information disclosed prior to the date of this agreement, and including without limitation information acquired by Recipient in writing or orally, relating to (without limitation) WFWV's technical data, trade secrets, processes, formulas, materials, products, technology, computer programs, specifications, manuals, business plans, records, software, financial information, confidential information disclosed to WFWV by third parties, and other data, whether oral, written, graphic, or electronic form shall be considered "Confidential Information".

Recipient agrees (i) to use Confidential Information solely for the purposes directed by WFWV; (ii) to use all possible means to maintain the Confidential Information in strict confidence, and not less than a reasonable degree of care; (iii) to disclose Confidential Information only to Recipient's fellow Business Analysts or employees who are required to have the information for the purpose designated by WFWV and have previously signed an agreement



in content similar to the provisions hereof; and (iv) to immediately notify in writing WFWV in the event of any unauthorized use or disclosure of the Confidential Information. Recipient shall not reverse engineer, disassemble, decompile or copy any software or other tangible objects which embody the Confidential Information, nor export or re-export or otherwise transmit, directly or indirectly, any Confidential Information, or the direct produce of Confidential Information, without the express written consent of WFWV.

All Confidential Information remain the property of WFWV and no license or other rights in the Confidential Information are granted hereby, except as expressly provided above. This agreement does not constitute a joint venture or other such business agreement.

Recipient agrees to return to WFWV immediately upon WFWV's written request all documents and other tangible objects containing or representing the Confidential Information and all copies thereof which are in the possession of Recipient, including but not limited to all computer programs, documentation, notes, plans and drawings, and any reports, presentations, memorandums and other similar work product made by Recipient in connection with or relating to WFWV or the Confidential Information. With respect to Confidential Information stored in electronic form, Recipient shall delete all such Confidential Information from its systems, computers and other electronic devices and shall confirm in writing signed by an authorized representative of the Recipient and the Recipient, that all Confidential Information has been deleted.

Recipient hereby acknowledges that unauthorized disclosure or use of Confidential Information could cause irreparable harm and significant injury, which may be difficult to ascertain. Additionally, any disclosure or unauthorized use of Confidential Information may violate various laws of the State of West Virginia and the United States. Accordingly, Recipient agrees that WFWV shall have the right to seek and obtain immediate injunctive relief from breaches of this Agreement, in addition to any other rights and remedies it may have.



Recipient's obligations hereunder shall survive termination or expiration of this agreement until such time as all Confidential Information disclosed hereunder becomes publicly known and made generally available through action or no action of Recipient.

This Agreement shall bind and inure to the benefit of the parties hereto and their successors and assigns, except that Confidential Information and the rights and obligations under this Agreement may not be assigned by Recipient without prior written consent of WFWV. This document contains the entire agreement between the parties with respect to the subject matter hereof, and may not be amended, not any obligation waived, except by a writing signed by both parties hereto. Any failure to enforce any provision of this Agreement shall not constitute a waiver thereof or of any other provision. This Agreement shall be governed by and construed and enforced in accordance with the laws of the State of West Virginia.

UNDERSTOOD AND AGREED:

WorkForce West Virginia

Date: _____

Name and Title



Recipient Diamond Technologies

Date: April 28, 2015

Jim Garrity, Chief Operating Officer
Name and Title



Appendix C - Employee Privileged and Confidential Agreement

WFWV 4-100 25
REF AD 4100 25
Rev. (09/05) (02/11) 04/11

Exhibit "C"

WorkForce West Virginia

EMPLOYEE PRIVILEGED AND/OR CONFIDENTIAL INFORMATION AGREEMENT

I. Privacy and Confidential Information:

The privacy of each individual in the State of West Virginia is an important fundamental right that must be safeguarded in our technological society. It is understood that during the course of your employment you will collect and safeguard confidential information in conformance with WorkForce West Virginia policy. Computers must be used to protect the privacy of our citizens, as well as to improve the effectiveness of State government operations. These objectives are not incompatible, but require positive action to assure their accomplishment. West Virginia Code, Chapter 61, Article 3C (also known as the West Virginia Computer Crime and Abuse Act), states in part that any person who knowingly, willfully and without authorization, accesses or causes to be accessed any information filed by any person with the state which is required by law to be kept confidential shall be guilty of a misdemeanor and, upon conviction thereof, shall be fined not more than five hundred dollars or confined in the county jail not more than six months, or both.

Access only the data required to accomplish your official duties. You must not discuss it unless work related. If you do, you will be subject to the above penalties and/or discharge. Do not remove computer printouts or other documents from the workplace unless approved by your immediate supervisor. Do not disclose or share your computer passwords and or names assigned to you for access to WorkForce West Virginia computer systems and or access to entry of computer records. All employees in electronic data processing operations and others having access to privileged data in any form are required to take proper precautionary steps to avoid any breach of privacy of any of our clients, employers, or employees of this WorkForce West Virginia. Both the effective use of computers and their use in the protection of privacy are necessary to fulfill our obligations to the citizens of West Virginia, claimants, employers, employees of WorkForce West Virginia, employment service and other applicants.

II. Code of Ethics Agreement:

In consideration of the trust placed in me by WorkForce West Virginia:

1. I will regard electronic data and other manually maintained records on individual persons, employers, and other systems as confidential in nature, to be held in trust, and I will protect and cause to be protected such data and systems against unauthorized disclosure and/or use. These data include, but are not limited to: name, address, social security number, telephone number, age, sex, ethnic background, user name, password, etc., gathered either from individuals or from agency or other government computer systems.
2. I will protect the security of social security numbers and dispose of any documents that contain them in an appropriate and secure manner.
3. I will withhold confidential data from persons, to include, but not limited to, relative, friends, etc., not accorded access to privileged data that I receive by virtue of my position.
4. I will safeguard and protect the confidentiality of all social security numbers to which I have been given access and will properly dispose of any physical documents that contain social security numbers.
5. I will not permit private or personal dealings to corrupt or adversely influence the quality, quantity or integrity of advice or service that I provide from knowledge obtained from agency records.
6. I will not be involved, in any way, with the processing of personal claims or, unemployment claims of relatives and friends.
7. I will not be involved, in any way, with providing job seeker services, including but not limited to: referrals to job opportunities, career counseling, resume services, or training resources and funding to relatives or friends.
8. I understand that I am responsible for the safeguarding of the computer passwords and or names assigned to me for access to WorkForce West Virginia or other government computer systems and or access to or entry of computer records.
9. I understand that the Code of West Virginia, as amended, provides penalties for the unlawful release of privileged information. Depending upon the severity of the breach of confidentiality, disciplinary action could result in an oral or written reprimand, suspension, demotion and/or dismissal, in accordance with Administrative Directive 6400.20. Violations could also result in civil or criminal prosecution.

By signing this document, I acknowledge that these statements have been read to me and that I have read the statements included herein. I also acknowledge that I have had ample opportunity to ask any questions that I may have regarding this matter.

Employee's Printed Name: Jim Garrity

Date: 4/28/2015

Employee's Signature: 

Date: 4/28/2015

Witnessed by: Greg Ballance

Date: 4/28/2015

Distribution: Original – Human Resources; One Copy – Cost Center Manager; One Copy - Employee



Appendix D – WV Executive Branch Confidentiality Agreement



WEST VIRGINIA EXECUTIVE BRANCH CONFIDENTIALITY AGREEMENT

This Confidentiality Agreement, including any addenda, (collectively this "Agreement") is entered into between the State of West Virginia (the "State") and the undersigned, a member of the Workforce (the "User"). The State and the User are jointly referred to herein as the "Parties".

WHEREAS, the purpose of this Agreement is to secure the Confidential Information the State collects, stores, uses and discloses. Accordingly, the State is concerned with protecting the Privacy, Confidentiality, Integrity and Availability of this information, in its paper, electronic and verbal forms; and

WHEREAS, this Agreement is being instituted to ensure that all members of the Workforce fully understand their obligations to limit their Use of Confidential Information and to protect such information from Unauthorized Disclosure.

NOW, THEREFORE, the Parties agree as follows:

1. Definitions:

a. **Confidential Information** means information that includes, but is not limited to, demographic, medical, and financial information in any form protected by statute or when the release of which would constitute an unreasonable invasion of Privacy, unless the public interest by clear and convincing evidence requires Disclosure in the particular instance, as approved by the designated State counsel or designee. Confidential Information also includes Personally Identifiable Information (PII), as that term is defined below. Confidential Information may be in paper, electronic and verbal forms, and includes images as well as text. Confidential Information includes all information designated confidential by law, rule, policy or procedure, as may be amended from time to time, (collectively referred to herein as "Policy"), such as passwords, client names, trade secrets, information concerning any taxpayer (from any return, declaration, application, audit, investigation, film, record or report) and security audits.

b. **Disclosure** means the release, transfer, provision of access to, sale, divulgence or communication in any other manner of information outside the entity holding the information, in accordance with Policy, as may be amended from time to time.



c. **Need to Know** means the principle that states a User shall only have Access to the minimum information necessary to perform a particular function in the exercise of his or her responsibilities.

d. **Personally Identifiable Information** or PII means all information that identifies, or can be used to identify, locate, contact, or impersonate a particular individual. PII also includes Protected Health Information (PHI) as that term is defined below. PII is contained in public and non-public records. Examples may include but are not limited to a specific individual's: first name (or initial) and last name (current or former); geographical address; electronic address (including an e-mail address); personal cellular phone number; telephone number or fax number dedicated to contacting the individual at his or her physical place of residence; social security account number; credit and debit card numbers; financial records, including checking, savings and other financial account numbers, and loan accounts and payment history; consumer report information; mother's maiden name; biometric identifiers, including but not limited to, fingerprints, palm prints, facial recognition, full face image and iris scans; driver identification number; birth date; birth, adoption or death certificate numbers; physical description; genetic information; medical, disability or employment records, including salary information; computer information, including information collected through an internet Cookie; and criminal records and history. When connected with one or more of the items of information specified above, PII includes any other information concerning an individual that, if disclosed, identifies or can be used to identify a specific individual physically or electronically.

e. **Protected Health Information** or PHI is a subset of PII and means, with regard to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) covered entities (see 45 C.F.R. §106.103), individually identifiable health information, including demographic information, whether oral or recorded in any form or medium that relates to an individual's health, health care services and supplies, or payment for services or supplies, and which identifies the individual or could reasonably be used to identify the individual. This includes information that relates to the past, present, or future physical or mental health condition of an individual; the provision of health care to an individual including, but not limited to, preventive, diagnostic, therapeutic, rehabilitative, maintenance or palliative care as well as counseling, service, assessment, or procedure with respect to the physical or mental condition, or functional status of an individual or that affects the structure or function of the body; or the past, present, or future payment for the provision of health care to an individual; and which includes identity information, such as social security number or driver's license number, even if the name is not included, such that the health information is linked to the individual. Protected Health Information does not include records covered by the Family Educational Right and Privacy Act, 20 U.S.C. 1232g, and employment records held by the entity in its role as employer.

f. **Use** means the access, utilization, employment, application, examination or analysis of information within an entity that maintains such information.



g. **Workforce** means employees, volunteers, trainees, and other persons whose conduct, in the performance of work for the State, is under the control of the State, whether or not the State pays them. Workforce does not include Vendors.

h. Any terms not defined herein shall have the definitions afforded them within the Privacy Policy Definitions currently located at www.privacy.wv.gov.

2. Treatment of Confidential Information:

a. The User shall only collect and retain Confidential Information in conformity with Policy.

b. To the extent that the User has a Need to Know Confidential Information, the User may have Access to and shall use such Confidential Information, in conformity with Policy, as may be amended from time to time.

c. The User shall not disclose to anyone, directly or indirectly, any such Confidential Information, unless the individual who is the subject of the Confidential Information consents to the Disclosure in writing or the Disclosure is made pursuant to Policy. At no time shall the Confidential Information be disclosed or used for a personal or non-work-related reason. If information-specific release provisions and restrictions do not exist, then the User shall only disclose Confidential Information (1) upon approval of the designated State counsel or designee; or (2) to individuals who are known by the User to have prior authorization by his or her supervisor to have Access to the information. All of the above applies to release of information in total or fragmented form. When Confidential Information is disclosed, care should be taken to prevent the redisclosure of that information to unauthorized persons or entities. Further, the User shall not misuse any media, documents, forms, or certificates in any manner which might compromise Confidentiality or Security or be otherwise illegal or violate policy, such as altering a record or using a certificate improperly.

d. The User shall protect Confidential Information from unauthorized collection, Use, Access, transfer, sale, Disclosure, alteration, retention or destruction whether accidental or intentional and shall take necessary precautions to secure such Confidential Information to the extent possible.

e. The User is bound by this Agreement and shall continue to protect the Confidential Information to which the User previously had Access, even when he or she no longer has Access to the same, including after termination of the Workforce relationship. The User shall report Incidents pursuant to the Response to Unauthorized Disclosures procedure located at www.privacy.wv.gov.

f. If the User has any questions about this Agreement or the Confidentiality of information or its collection, Use or release, he or she shall request clarification from his or her immediate supervisor or appropriate Privacy Officer.



g. Any document, report, study, article or other written information in whatever format that the User prepares, or information in whatever format that might be given to the User as a member of the Workforce, and any software, computer equipment, or any other property including, but not limited to, copyrighted materials that may be made available from time to time, are the property of the State, or in the custody or control of the State, and shall remain in the State's possession, except as specifically consented to by the State. The User has no ownership rights to or interest in any information owned by or in the custody or control of the State.

h. The User's Access to Confidential Information is at the sole discretion of the State, and may be monitored, audited, modified, suspended, or terminated at any time.

i. The User shall comply with this Agreement and any applicable Privacy or Security policy. Such Compliance is a condition of employment and the User's failure to so comply may subject the User to disciplinary action up to and including dismissal. In addition, the State reserves the right to seek any remedy available at law or in equity for any violation of this Agreement. Further, the User may be subject to civil and criminal penalties for the unauthorized Use or Disclosure of Confidential Information.

Printed Name: Jim Garrity

Signature:  _____

Date: 4/28/2015



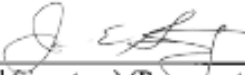
Appendix E – Certification and Signature Page

CERTIFICATION AND SIGNATURE PAGE

By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid, offer or proposal for review and consideration; 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.

Diamond Technologies, Inc.

(Company)



(Authorized Signature) (Representative Name, Title)

O: 302-656-6050; F: 302-656-6058; 4/28/2015

(Phone Number) (Fax Number) (Date)

Revised 02/27/2015



Appendix F – State of West Virginia Purchasing Affidavit

RFQ No. CRFa 0323
WWW1500000017

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Diamond Technologies, Inc

Authorized Signature: [Signature] Date: 4/27/15

State of Delaware

County of New Castle, to-wit:

Taken, subscribed, and sworn to before me this 27th day of April, 2015.

My Commission expires 04/30/16, 2016.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

Purchasing Affidavit (Revised 07/01/2012)

JANINE MARIE SCHERR
NOTARY PUBLIC, STATE OF DELAWARE
My Commission Expires April 30, 2016



Appendix G – Vendor Preference Certificate

Rev. 04/14

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

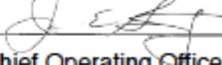
Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or**,
2. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
3. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
4. **Application is made for 5% vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or**,
5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or**,
6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**
 Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Diamond Technologies Signed: 
Date: April 28, 2015 Title: Chief Operating Officer



Appendix H – Certificate of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
4/24/2015

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

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

PRODUCER Arthur Hall Insurance 101 East Chestnut Street P.O. Box 512 West Chester PA 19381-0512		CONTACT NAME: Kayce M Alford, CPCU PHONE (A/C, No, Ext): (610) 696-2394 E-MAIL ADDRESS: kalford@arthurhall.com FAX (A/C, No): (610) 436-9675	
INSURED Diamond Technologies Inc. 221 West 9th Street Suite 200 Wilmington DE 19801		INSURER(S) AFFORDING COVERAGE INSURER A: The Travelers Property Casualty 25674 INSURER B: The Travelers Indemnity Company 25658 INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES CERTIFICATE NUMBER: MASTER CERT 2014-2015 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-ECT <input type="checkbox"/> LOC			ZLP11804651	10/1/2014	10/1/2015	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/PROP AGG \$ 2,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO-ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			BA9086N276	10/1/2014	10/1/2015	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB CLAIMS-MADE DED. <input checked="" type="checkbox"/> RETENTION \$ 10,000			ZUP11804755	10/1/2014	10/1/2015	EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 3,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						<input type="checkbox"/> W/C STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Liability			ZPL-14T1005A	10/1/2014	10/1/2015	coverage limit \$3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)


CERTIFICATE HOLDER State of West Virginia 2019 Washington Street E Charleston, WV 25305	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE V R. Glassman, CISR/G <i>Virginia Glassman</i>
-------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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INS025 (2010/05) 01

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Appendix I – Signed Acknowledgement Forms


	Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Request for Quotation —

Proc Folder: 78201			
Doc Description: Business Analyst Professional Services			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2015-04-09	2015-04-28 13:30:00	CRFQ 0323 WWW1500000017	1

BID RECEIVING LOCATION			
EXECUTIVE SECRETARY			
SECRETARYS OFFICE			
BLDG 1 RM E119			
1900 KANAWHA BLVD E			
CHARLESTON	WV	25305	
US			

VENDOR	
Vendor Name, Address and Telephone Number:	
Diamond Technologies, Inc 221 W. 9th Street Suite 200 Wilmington, DE 19801	Phone: 302-656-6050 Fax: 302-656-6058

FOR INFORMATION CONTACT THE BUYER	
Melissa Pettrey (304) 558-0094 melissa.k.pettrey@wv.gov	

Signature X 	FEIN # 51-0377847	DATE 4/28/2015
All offers subject to all terms and conditions contained in this solicitation		





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

State of West Virginia
 Request for Quotation

Proc Folder: 78201

Doc Description: Addendum No. 1: To correct the Bid Receiving Location.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2015-04-09	2015-04-28 13:30:00	CRFQ 0323 WWW1500000017	2

BID RECEIVING LOCATION

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


VENDOR

Vendor Name, Address and Telephone Number:

Diamond Technologies, Inc
 221 W. 9th Street
 Suite 200
 Wilmington, DE 19801
 Office: 302-656-6050
 Fax: 302-656-6058

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
 (304) 558-0094
 melissa.k.pettrey@wv.gov

Signature X  FEIN# 51-0377847 DATE 4/28/2015

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





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

State of West Virginia
 Request for Quotation

Proc Folder: 78201

Doc Description: Addendum No. 2: To publish responses to vendor questions.

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2015-04-22	2015-04-28 13:30:00	CRFQ 0323 WWW1500000017	3

BID RECEIVING LOCATION

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

VENDOR

Vendor Name, Address and Telephone Number:

Diamond Technologies, Inc
 221 W. 9th Street
 Suite 200
 Wilmington, DE 19801
 Office: 302-656-6050
 Fax: 302-656-6058

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
 (304) 558-0094
 melissa.k.pettrey@wv.gov

Signature X  FEIN# 51-0377847 DATE 4/28/2015

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



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Diamond Technologies, Inc

Company



Authorized Signature

4/28/2015

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WWV150000017

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

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

Addendum Numbers Received:

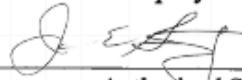
(Check the box next to each addendum received)

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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

Diamond Technologies, Inc

Company



Authorized Signature

4/28/2015

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



Appendix J – Resumes for Business Analyst Candidates

Diamond Technologies is pleased to present WFWV with resumes for Business Analysts, who will work onsite with WFWV. These Business Analysts meet and exceed all of the requirements listed in Section 4.1 of the Request for Quotation for Business Analyst Professional Services document provided by WFWV.

Our Business Analysts will analyze and define business objectives and strategies utilizing business process engineering and reengineering, and workflow development and analysis. They will analyze current processes, standard operating procedures, workflow, and documentation and identify enhancements, changes, and new business requirements that need to be developed. They will work with other state employees, clients, and vendors to collect information, reconcile conflicts, and interpret user and business requirements so that a prioritized list of requirements (PLOR) can be developed.

Our Diamond Technologies Business Analysts will communicate with all stakeholders throughout their efforts to ensure that information is collected and disseminated quickly and accurately. Regular business reviews and stand-ups will be conducted to keep everyone informed on the progress of the business and its product and service rollouts. They will interface with the Quality Review and Assurance teams to ensure that all regression, functional, negative, and load testing plans are created, tested, and executed in a timely and accurate fashion. Our Analysts will also work with the project management teams and scrum masters to review the team's performance and to ensure that all high value features in the PLOR are being addressed and developed. They will regularly review burn down charts to validate the value and execution of the development teams and project managers, making PLOR and team adjustments as necessary to execute on the deliverables that the business has given them.

Diamond Technologies is extremely pleased to be working with WFWV on this Business Analysis Professional Services project. We have provided a list of our Business Analyst resources who would be available to work in West Virginia alongside WFWV on this effort.



Ravekumaar Ramalingam

Summary

- Proven professional with over 17 years of experience in the field of Software Development in product and professional services as a Business Analyst, Business Systems Analyst, Project Coordinator, Implementer and Developer.
- Expert in financial service related to investment and payment processing systems.
- Expert in requirement analysis, requirement prioritizing and creating BRDs, FRDs, Technical Specification Documents, including Requirements Document, Design Document and Test Cases, to effectively document and communicate the customer requirements and to clearly specify the approach to the solutions for software development & testing resources.
- Strong experience in gathering requirements, interviewing senior client stakeholders to gather requirements for documenting project requirements and functional specifications.
- Strong knowledge in conventional and non-conventional requirement gathering techniques such as interviews, questioners, and JADs.
- Accountable for leading the business analysis portion of the project plan in collaboration with the project manager.
- Strong experience in JAD; UML; RUP; User Training; Usage Models (Prototypes/ Story Boards/ User Interface/ User Profiles/ User Stories/ Use Case)
- Good experience on SQL, OBIEE, SDTM, Microsoft Tools (Word, Excel, Access, PowerPoint and MS Project)
- Organized Joint Application Developments (JAD) sessions and Joint Requirement Planning sessions (JRP), walkthrough, Interviews, Workshops and Rapid Application Development (RAD) sessions with end-user/clients/stake holders and the IT group.
- Expert in managing and achieving stakeholder's expectations to accomplish target goals in time, budget and scope. Also have the ability to manage pressure situations, high levels of responsibility and client relations.
- Experience in **UI Wire Frames** and Involved in User Interface customization and Reports development.
- Proficient with various SDLC methodologies such as RUP, Agile (Scrum, XP etc.), Waterfall, etc.
- Extensive experience in working closely with clients in Government Agencies (Revenue, Transportation) and leading organizations in Commercial and Public Sector markets.
- Working towards CBAP certification.

Project Coordinator

- Project planning/ scheduling/ Specification/ Monitoring; Vendor/ Contract Management; Core HR/Time/Cost Estimations; Risk Analysis; Risk Management; Portfolio Management; Liability; Team Building/ Management; Conflict Management; SOW; WBS
- Vision Documents; Task Management/ Planning/ Prioritizing
- MS Project; MS TFS; PMI Standards; SCRUM Activities

Quality Assurance

- Test Scripts, Test Cases and Test Plans
- UAT; Regression; Integration; System Testing; Unit Testing

Technical Skills

- Languages** : C#, ASP.Net, Delphi, VC++, C++, SSRS, HTML, Crystal Reports.
- Database** : SQL Server 2012/2008/2005, Pervasive, SQL Reporting Services-SSRS.
- OS/Environment** : Windows Server 2012/2008, Windows 7.0/XP, Dot Net Framework.
- Version Control** : WinCVS, Rational Clear Case.
- Tools** : MS Office, MS Visio, MS Project, Rational Doors, XML Spy, Crystal Reports.

Education: Bachelor of Engineering (Electrical and Electronics), Barathiyar University, INDIA, 1996



Professional Experience

TransCentra, Inc. (formerly J&B Software, Inc.), Blue Bell, PA –from 2002 to 2015

A market leader in providing solutions for automated payment & remittance processing systems
Performed various roles like Business Analyst, Project Coordinator, Team Lead, Senior Developer, and Developer

Projects in TransCentra

Franklin Templeton Investments, St. Petersburg, FL (July 2014 to April 2015)

Senior Business Analyst / Project Coordinator

Electronic Clearing Suite Implementation: This project implementation provided the ability to image the transactions on transports at different sites, collate them at centralized Hub, match them up against backend GI system, flag for indexing and clear the eligible checks electronically through JPMC Bank. End of day Uploads, Reports and Image Exports are generated for the Deposits and On Hold transactions are carried over to next day.

- Responsible for Business strategic planning, Business Process Reengineering, developing vision and tracking the progress
- System Analysis, Requirements Gathering, Scope definition, Technical Documentation,
- Client interfacing and communications.
- Responsible for gathering requirements, performing gap-fit analysis and solution provisioning.
- Project Estimation, Planning & Scheduling, Onsite – Offshore Project execution, Delivery, Quality control, Monitoring & Status Reporting.
- Product Demonstration, System Implementation & Roll out, Customer training, UAT/ Production support, Project Transition & Closeout.
- Created reports using stored procedure. Involved in scheduling, creating snapshots and subscriptions for the reports (SSRS 2005/2008).
- Provided data modeling support for numerous strategic application development projects.
- Used MS Project to manage schedules, deadlines and resources and collaborate on the project.
- Interacting with the developers on resolving the reported bugs and various technical issues.

Environment: C#, ASP.NET, VB.NET, Java Script, Windows Server 2012, MS SQL Server 2012 SSIS, SSRS, MS Office suite (Word, Excel, Visio, Project), Waterfall/Agile

Department of Revenue, Harrisburg, PA (June 2013 to Sep 2014)

Senior Business Analyst / Project Coordinator

Revenue Processing System Implementation: This project implementation provided the ability to the State agency to sort & process 80 types of tax returns & payments on DP transports as Scannables or Non-Scans, validate, key enter the Scannables, assign DLNs based on tax year/tax type/sub type, annotate the images and process the checks into ECS system.

- Involved in multiple enhancements for system, including defining the solutions, implementation, testing and training.
- Product Demonstration, System Implementation & Roll out, Customer training.
- Major contribution on Scannables that are extracted & sent to AR system for accounting purposes and Non-Scans are exported to back end IDMS systems for keying and further processing.
- Creating Mockups/ UI wireframes and developing User Stories for IEP Build-Buy analysis
- Develop Business Requirements Documents, Use Case Documents, RTM, Test Strategy and Test Plan documents; Review and signoff technical documents and FRS documents
- Performed UAT; Involved in Unit Testing, End to End Testing and Integration testing

Environment: UAT, C#, ASP.NET, VB.NET, Java Script, Windows Server 2008, MS SQL Server 2008 R2, SSIS, SSRS, SharePoint, MS Office Suite (Excel, Access, Power point, Project, Visio)



Department of Transportation, Harrisburg, PA (Dec 2013 to July 2014)

Senior Business Analyst / Project Coordinator

Vehicle Registration & Driver's License Renewals Processing System Implementation:

This project provided the ability to the State agency to process the renewal applications and payments on new TMS 2011 platform built on latest technologies. The transactions will be captured on Quantum transports and ~~Opex~~ Eagle scanners, collated and staged by various services for CAR Recognition, Validation, Balancing, ~~Marksense~~ Detection and streamed to required data entry queues for correction. The transactions are then assigned WIDs based on Tran type / Class code and payments are cleared electronically through Wells Fargo bank.

- System Analysis, Requirements Gathering, Scope definition, Technical Documentation, Client interfacing /communications.
- Gather requirements; propose recommendations/ solutions, user training, troubleshoot related issues.
- Project Estimation, Planning & Scheduling, Onsite – Offshore Project execution, Delivery, Quality control, Monitoring & Status Reporting.
- Product Demonstration, System Implementation & Roll out,
- Customer training, UAT/ Production support.

Environment: WATERFALL, C#, ASP.NET, VB.NET, Java Script, MS SQL, MS Access, SSRS, MS VISIO, UML.

Preferred Mutual Insurance, New Berlin, NY (Feb 2013 to Sep 2013)

Senior Business Analyst / Project Coordinator

TMS Full Page Implementation: This project implementation provided the ability to image the Full Page documents on Panasonic scanners and payments on Unisys transports, merge the transactions, import them into batches for Data Entry viz. Reject Repair, Amount Entry & Balancing, balance the transactions, power encode & out sort the checks during second pass and generate EOD Extracts & Reports for reconciliation and accounting.

- Provide user trainings and ongoing support
- Project Status Metrics; Analyze open issues and change request on the project plan.
- Provide Recommendation/ Alternatives for documented Issues, Risks, Gaps
- Performed User Acceptance Testing (UAT).~~Project~~ Estimation, Planning & Scheduling, Onsite – Offshore Project execution, Delivery, Quality control, Monitoring & Status Reporting.
- Product Demonstration, System Implementation & Roll out, Customer training, UAT/ Production support, Project Transition & Closeout.

Environment: UAT, C#, ASP.NET, VB.NET, Windows Server 2008, MS SQL Server 2008 R2, SSIS, SSRS, SharePoint, MS Office Suite (Excel, Access, Power point, Project, Visio)

Ameriprise Financial Systems, Minnesota, MN (June 2012 to Apr 2013)

Business Analyst / Project Coordinator

BETA Payments Processing System Implementation: Involved in project implementation provided the ability to image the new accounts on IBML scanners and existing accounts on ~~Opex~~ 3690 transports along with the payments, collate and import them into TMS, capture the account and payment information using ICR technology, export into ECS, generate ICLs & transmit to Wells Fargo, and generate extracts & reports for reconciliation against the SSD in their legacy CATS system.

- System Analysis, Requirements Gathering, Scope definition, Technical Documentation, Client interfacing /communications.
- Project Estimation, Planning & Scheduling, Onsite – Offshore Project execution, Delivery, Quality control, Monitoring & Status Reporting.
- Product Demonstration, System Implementation & Roll out, Customer training

Environment: C#, ASP.NET, VB.NET, Windows Server 2008, MS SQL Server 2008 R2, SSIS, SSRS, SharePoint, MS Office Suite



Department of Transportation, Harrisburg, PA (Jan 2012 to Sep 2012)

Business Analyst / Project Coordinator

Opax Eagle Integration & Commercial Driver's License Implementation:

This project provided the ability to the State agency to integrate the high speed Opax Eagle scanners into their existing renewals processing platform and also to implement additional workflows to image and process commercial driver's license and generate required uploads to the EDMS system.

- System Analysis, Requirements Gathering, Scope definition, Technical Documentation, Client interfacing /communications.
- Gather requirements; propose recommendations/ solutions, user training, troubleshoot related issues.
- Project Estimation, Planning & Scheduling, Onsite – Offshore Project execution, Delivery, Quality control, Monitoring & Status Reporting.
- Product Demonstration, System Implementation & Roll out, Customer training, UAT/ Production support.

Environment: C#, ASP.NET, VB.NET, Windows Server 2008, MS SQL Server 2008 R2, SSIS, SSRS, SharePoint, MS Office Suite

California Franchise Tax Board, Sacramento, CA (Apr 2011 to Feb 2012)

Business Analyst / Project Lead

Tax Processing System Implementation: This project provided the ability to the State agency to import the tax payments captured on the legacy systems, data validate, generate uploads & mail the reports electronically at cut-offs and archive the processed batches into Netquery system for research purposes. A Carry-Over Utility was implemented to carry forward the unprocessed batches to future processing dates and a Data Migration Utility was implemented to migrate the historical data from their legacy system to the new TMS platform.

- System Analysis, Requirements Gathering, Scope definition and Technical Documentation
- Project Estimation, Planning & Scheduling, Project execution, Delivery, Quality control, Monitoring & Status Reporting.
- Product Demonstration, System Implementation & Roll out, Customer training, UAT/ Production support, Project Transition & Closeout.

Environment: WATERFALL, C#, Delphi 7.0, VC++, MS SQL, MS Access, SSRS, MS VISIO.

Boardwalk Bank, Linwood, NJ and Other projects from Nov 2002 to Mar 2011

Business Analyst / Project Lead

TMS Branch Capture Implementation: This project provided the ability to process the payments at the branch sites on NDM client machines, validate for IQA/IUA and eligibility for Check21 Image Exchange, transmit data and the images to the NDM server, collate the transactions from different branches, export to TMS System, perform data entry correction & validation and extract eligible items in X937 format for Image Exchange.

- Project execution, Delivery, Quality control, Monitoring, Project Estimation, Planning & Scheduling,
- System Analysis, Requirements Gathering, Scope definition, Technical Documentation, Client interfacing /communications.

Environment: C#, ASP.Net, Delphi, VC++, C++, SSRS, HTML, Crystal Reports, SQL Server 2012/2008/2005, Pervasive, SQL Reporting Services-SSRS, Windows Server 2012/2008, Windows 7.0/XP, Dot Net Framework, WinCVS, Rational Clear Case, MS Office, MS Visio, MS Project, Rational Doors, XML Spy.

Alcatel, India. September 1999 to September 2002

Lead solution & service in the field of Tele-Communication & Technology

Worked for Kirloskar Electric Company, Bangalore, India - a leading manufacturer of Electrical Machineries September 1996 to November 1998





Professional Experience

- Accomplished Project Lead with a verifiable track record of managing complex IT projects and exceeding expectations.
- 9 years of IT experience as a Business Analyst Expertised in Requirement Analysis, JAD sessions, Business and Systems reviews and working sessions to understand the requirements and system design with the Domain knowledge of Insurance, Banking and Retail.
- Worked for various projects from conceptualization to implementation. Excellent technical writing skills to create Business Requirements Document (BRD), Functional Specifications Document (FSD) and Use Cases Specifications.
- Well versed in Requirements/Change Management, Impact Analysis and Gap Analysis. Interviewed SMEs and Stakeholders to get a better understanding of client business processes and gather business requirements.
- Strong Analytical and Problem Solving skills, Multi-Tasking abilities, with proven experience in utilizing people and process knowledge to assist enterprises in making critical decision.
- Strong in writing SQL queries and reporting the results to the business team. Strong in creating Requirement Traceability Matrix mapping.
- Excellent Team player to work in conjunction with testers (QA), developers and other team members in validation and testing of complex project scenarios and in the maintenance of Quality Standards of projects.
- Creative and Enthusiastic Self-Starter with integrative thinking skill.
- Capable of forming and maintaining positive and productive working relationships in internal, external, independent and team environments.
- Project Management, Project Schedule, Project Tracking and Team Management
- Experience in leading a Mainframe development Project team.

Availability : **Immediately (As soon as H1B transfer is approved)**

Work Experience

- Cognizant Technology Solutions as Associate projects from Feb 2010 to till date.
- Deputed to Merrill-lynch (Bank of America) as Senior Software Engineer from Helios and Matheson, Chennai from June 2009 to Feb2010.
- Fidelity Investments, Chennai as Software Engineer from Sep 08 – June 09
- CSC Covansys Corporation, Chennai as Software Engineer from Feb 2006 – Sep 2008



Highlights

- Experience in Property & Casualty Insurance, Life Insurance, BFS and Retail Business
- Functional Requirements
- Management of Cross-Functional Teams
- Project Management, Cost & Resource Estimates, Project Risk & Scope
- SDLC
- Agile Methodology
- GAP Analysis
- UML Modeling
- Data Mapping
- JAD
- Tronweb
- Cobol, DB2, JCL & CICS

Education

Bachelor of Engineering May 2005 Batch
Sri Venkateswara College Of Engineering and Technology,
Specialized in Computer Science Engineering.

Project Experience

Name of the Company	Roles / Designation
Cognizant Technology Solutions Pvt. Ltd	Business Consultant

Project: TronWeb Sourcing Client: MAPFRE USA

MAPFRE Insurance Company is the largest Spanish insurance group and has a presence in 45 countries and is the largest Non-life Insurer in Latin America offering Home owner Insurance and Automobile Insurance to their Customers. TronWeb is MAPFRE's core Insurance Processing System. TronWeb is the enterprise wide project that will implement a single insurance processing system across all MAPFRE USA locations. It is a fully integrated Insurance processing system.

TronWeb usage is confined to Internal Users to create policies and Quotes.

Roles and Responsibilities

- Involved in requirements gathering and documentation for Reports module.
- Involved in scenario and test case reviews with testing team for all Report Process.
- Leading the BA team for state rollout Implementations.
- Involved in Onsite BA effort tracking and reporting activities.
- Requirement Gathering and Analysis for the Reporting Module.
- Preparing Requirements understanding documents.
- ASIS Study and Gap Analysis



GANESH GOPALAKRISHNAN

- Preparation of Requirement traceability matrix to bring requirement granularity for implementation purpose
- Conduct Requirement Document walkthroughs.
- Communicating the requirements to the dev and QA team.
- Also participated as defect prevention coordinator for the Few project with respect to defects pertaining to the requirement phase.
- Design Phase planning and follow up.
- Provide support in development and system testing phase.

Responsibilities as Project Lead

- Worked as the onsite transition Co-ordinator for Tronweb Application.
- Worked on more than 8 RFP's out of which Cognizant won 6 deals
- Anchor and Sole resource for the reporting module for all Auto related Projects.
- Handling a team of 6 (onshore / offshore)
- Hiring resources for onshore.
- Managing the allocation of all the resources into the projects
- Sole resource on-boarding activities
- Regular review / feedback for all the resources
- Yearly appraisals for all the resources of my team.
- Managing all the reports that are sent to the top management.

Name of the Company	Roles / Designation
Merrill-lynch- Bank of America	Business Analyst

Project: Employee Stock Purchase Plan (ESPP)

Client: Bank Of America

June 2009 – Feb 2010

The ML ESPP is a global Benefits Plan and it requires the HR Indicative and Payroll information from both US and international locations. The ML ESPP system maintains US associates under their US Social security number and it derives ESPP Search Key for international associates by using their ML Worker ID and Employee identification number.

- HR Processing for ML US associates will be moved to Fidelity HR Platform from ML HR system (OHRMS)
- ML US associates will be paid from Fidelity Payroll from 1/1/2010 and the current ML Integral Payroll will perform payroll processing for only International assignees
- BAC Person ID will be introduced in ESPP system to communicate both ML and Fidelity - BAC system

Roles & Responsibilities

- Preparing Requirement document.
- Impact Analysis.
- Communicated with the Business for the requirement clarification.
- Involved in the preparation of User Acceptance Test / System Integration Test.
- Preparation of weekly status report and update the same to Onsite leads.
- Also participated as defect prevention coordinator for the whole project.



GANESH GOPALAKRISHNAN

Name of the Company	Roles / Designation
Fidelity Investments	Software Engineer
Project: Commonwealth and Mutual Fund	
Client: Fidelity (In-house)	

Sep 2008 to June 2009

National Financial charges its correspondents a transaction fee for a predefined set of mutual fund orders. Today, brokers pass this charge on to their customers by manually entering the amount in the service fee commission field. As a result, the charge is categorized as a commission on the revenue reporting and clearing system, as well as the trade confirm. This is misleading, since the transaction fee is not a commission.

These limitations will be addressed by this project as follows:

1. Develop an automated process for assigning transaction fees at the time of the trade configuration.
2. Develop functionality that will enable brokers to waive transaction fees at the time of mutual fund order entry.
3. Provide the Transaction Fee, and whether it was waived, via Transmissions and Reports.
4. Display the Transaction Fee via Trade Confirms.

Roles & Responsibilities

- Preparing Requirements understanding documents.
- Impact Analysis.
- Involved in the preparation of the functional design and Technical Design
- Communicated with the Business for the requirement clarification.
- Involved in the preparation of User Acceptance Test / System Integration Test.

Name of the Company	Roles / Designation
CSC-Covansys Corporation	Software Engineer
Project: SCaN (Supply Chain Navigation)	
Client: Gap M & E	

This is a maintenance / development project executed for GAP USA.

The Gap is a specialty retailer, which operates stores selling Casual / Fashion apparel for men, women and children under five brand names like GAP, GAPKIDS, BABYGAP, BANANA REPUBLIC and OLD NAVY Clothing Co. GAP has outlets throughout the United States, Canada, United Kingdom, France, Germany and Japan. CSC-Covansys Corporation is responsible for the Maintenance and Enhancement of IT operations of GAP.

The key business processes of the S~~C~~aN are as follows:

Trade Route Setup, PO Shipment, Shipment Inquiry

Responsibilities:

- Enhancement and Modifications according to the Business need's
- Baseline Analysis and Problem Prevention.
- Investigation of Production Issues.
- Providing ADHOC reports.
- Coding, Unit and string testing of programs.
- Quality assurance.
- Study of Functional design Document provided by GAP/Covansys Inc.



GANESH GOPALAKRISHNAN

Environment: DB2, COBOL, JCL, MVS, CICS, VSAM, Endevor, via soft, File-Aid, File-Aid for DB2, Infox, Strobe.

Professional Activities, Certifications and Training

- Cognizant Domain Certificate for **INS21**.
- Cognizant Domain Certificate for **INS22**.
- **IBM Certified Database Associate** - DB2 Universal Database v8.0.
- **MCAD (Microsoft Certified Application Developer)** VB.NET, ASP.NET, SQL SERVER.

Accomplishments

- Certificate for **Excellent Performance** in the Project Directly By the Gap Clients(Business Partners)

Personal Details

Address.....: 376 Sunderland Road Apt 15B
Worcester,
MA-01604

Mobile No. : 508-250-5264

Visa Status.....: Active H1b Visa

E-mail.....: gopalan_ganesh@yahoo.com

Skype.....: [gopalan_ganesh](#)



Christina A. Cunningham, MA



Experience

BrickStreet Mutual Insurance

Charleston, WV 09/2006-present

Business Analyst

2013-present

Serve as Liaison between various business teams and IT.

Responsible for documenting business requirements.

Analyze and specify new business requirements or requirements changes.

Testsystem defects, enhancements and facilitate User Acceptance Testing.

Creating workflow diagrams tocompletebusiness process streamlining and improvement.

Underwriter Standard and Large Accounts

2010-2013

Analyzed, selected and profitably priced commercial risks of various complexities.

Determined terms and conditions of coverage for new and renewal business.

Applied state and regulatory underwriting rules, guidelines, insurance rates and law.

Strategized to accurately assess the needs of customers to formulate solutions.

Provided technical training to co-workers as the Technical Underwriting Liaison for the Argonaut product.

Developed client relationships and coordinated business team efforts.

Underwriter Tech. Large Accounts

2008-2010

Analyzed and evaluated risk to ensure profitable pricing.

Performed loss analysis reviews.

Conducted maintenance for premium audits.

Claims Adjuster Large Accounts

2006-2008

Planned and executed procedures regarding to claims management.

Investigated and evaluated workers compensation insurance claims.

Authorized medical treatment and payments.

Negotiated full and final settlements.

Vanguard Financial

Charleston, WV 05/2004-9/2006

Collections Agent/ Account Manager

Provided financial services for medical facilities.

Collections Account Manager for client, Thomas Memorial Hospital.

Supervised delinquent account collection and established terms of payment.

Managed accounts and developed reports to ensure compliance with policies.

Coordinated credit records with credit companies, banks, and loan organizations.



HealthCare Financial Service

Charleston, WV 04/1999-12/2003

Collections Agent

Financial liaison for patients of Charleston Area Medical Center.

Developed and analyzed reports of delinquent accounts and managed accounts receivables.

Consulted with customers to establish credit account resolutions.

Education

West Virginia State University

Institute, WV

Masters of Arts in Media Studies

Graduate 05/2010

Bachelors of Science in Communications/Market Research

Graduate 05/2002

WV Licensed Property and Casualty Agent

Acquired 05/2009

WV Licensed Claims Adjuster

Acquired 06/2007

Skill Areas

Ability to multi-task several assignments and meet established deadlines.

Critical thinking and analytical problem solving skills.

Experience and ability to work effectively within a team environment.

Ability to communicate effectively.

Detail oriented organizational skills.

Microsoft Excel

Microsoft SharePoint

Microsoft Visio

SQL for Oracle

Community Involvement

Alpha Kappa Alpha Sorority, Inc. / Program Chair

Dollar Energy Fund/ Advisory Council Member

Habitat for Humanity/ Selection Committee Member



SUMMARY

Self-motivated, quality-oriented analyst and technical writer with project leadership experience, a consistent record of accomplishment, and excellent oral and written communication skills and presentation abilities. Possess extensive experience in numerous industries including aircraft manufacturing, computer manufacturing, media, financial, food and beverage, medical devices, oil and gas, and semiconductor.

Experience in the analysis of business processes and hardware and software systems including requirements analysis, process and system specification, system design, system implementation, system testing, writing, preparing, compiling, proofreading, grammar checking, and maintaining complex documentation such as flow charts, process flows, system specifications, feasibility studies, and functional requirements specifications.

Seek challenging opportunity where I am limited only by my own abilities and initiative.

PROFESSIONAL EXPERIENCE

ALLEGIAN'T TRAVEL, BAKERSFIELD CA, OCTOBER 2012 - PRESENT

BUSINESS ANALYST

As part of Allegiant's information technology team, provide business analysis expertise for the improvement of existing software and procedures and the development of new software and procedures to support Allegiant's travel business.

Environment: Windows 7, Microsoft Office 2010, MS Visio, Adobe Acrobat

CHEVRON, BAKERSFIELD CA, SEPTEMBER 2012 - OCTOBER 2012

SYSTEMS ANALYST/TECHNICAL WRITER (TEMPORARY POSITION, W2)

As part of Chevron's Audit Remediation team program, reviewed department standard operating procedures (SOP) and updated as required to ameliorate findings from internal audit.

Environment: Windows 7, Microsoft Office 2010, MS Visio, Adobe Acrobat

NESTLÉ DREYER'S, BAKERSFIELD CA, JULY 2012 - AUGUST 2012

SYSTEMS ANALYST/TECHNICAL WRITER (TEMPORARY POSITION, W2)

As part of Dreyer's enterprise wide business and plant process documentation program, reviewed maintenance department current standard operating procedures (SOP) and work instructions (WI) to determine what additional SOPs and WIs required creation or updating. SOPs and WIs were developed or updated for the following maintenance groups: utilities, facilities, process, production, shop, and the automated storage and retrieval system (ASRS).

Environment: Windows Vista, Microsoft Office 2007, MS Visio, Datastream 7i-Computerized Maintenance Management System (CMMS), Adobe Acrobat, Adobe Illustrator, Adobe Photoshop, Intellex Document Control Software.

OCCIDENTAL PETROLEUM, TUPMAN CA, DECEMBER 2011 - JUNE 2012

SYSTEMS ANALYST/TECHNICAL WRITER (TEMPORARY POSITION, W2)

Occidental's Gas Operations group required the development of an enterprise wide Preventive Maintenance (PM) Program. As a systems analyst, wrote the "Program Development Process Plan". This plan described how the enterprise PM program functioned. In addition, developed business analysis flow diagrams, document control procedures, standard operating procedures (SOP), preventative maintenance procedures, and job plans for the Gas operations maintenance division. Also performed audits of all procedures to ensure compliance with SOPs and technical requirements. Maximo was used extensively as research tool and configuration management tool for all maintenance procedures. Wrote SQL scripts to generate reports from Maximo Oracle database.



Environment: Windows 7, Microsoft Office 2007, MS Visio, MS Project, MS SQL, XML, IBM Maximo Asset Management Software, Nuance PDF Converter

ST JUDE MEDICAL, SYLMAR CA, MARCH 2011 – NOVEMBER 2011

BUSINESS ANALYST/TECHNICAL WRITER (TEMPORARY POSITION, W2)

St. Jude Medical was in the process of an enterprise wide development of requirements for the selection of a next generation manufacturing execution system (MES) and the upgrade of an existing MES. As a business analyst/technical writer developed system requirements specification (SRS), hardware and software configuration documents, interface specifications and other documents for the Information Technology department in support of their current MES and their next generation MES.

Environment: Windows XP, Microsoft Office 2007, MS Visio, & MS SharePoint Server 2007, MS SQL, XML, IBM Rational DOORS, PLM/PDM tool Teamcenter, and PROMIS MES system.

NESTLÉ DREYER'S, BAKERSFIELD CA, AUGUST 2010 – MARCH 2011

SYSTEMS ANALYST/TECHNICAL WRITER (TEMPORARY POSITION, W2)

Dreyer's had just begun an enterprise wide design of information architecture to support the documentation of business and plant processes. As a systems analyst, perform analysis of plant process to determine what procedures and work instructions to document and the priority order to proceed. As a technical writer, developed standard operating procedures (SOP) and work instructions (WI) for the maintenance department. SOPs and WIs were written for the following maintenance groups: utilities, facilities, process, production, shop, and the automated storage and retrieval system (ASRS).

Environment: Windows XP, Microsoft Office 2007, MS Visio & MS Project, MS SQL, Datastream 7i-Computerized Maintenance Management System (CMMS), Adobe Acrobat, Adobe Illustrator, Adobe Photoshop.

SELF EMPLOYED, BAKERSFIELD CA, NOVEMBER 2008 – AUGUST 2010

BUSINESS ANALYST/TECHNICAL WRITER (1099 TEMPORARY POSITION)

Provided business analysis and technical writing services for media advertising sales. Services provided included but were not limited to the following:

- Prepared project research, planning, training and technical documentation
- Developed and wrote business proposals
- Reviewed and recommended improvements for sales proposal presentations
- Developed marketing collateral including brochures, flyers, presentations, business cards, etc.
- Wrote Visual basic macros for Excel calculations of business financial applications
- Provided business development, marketing, and technical consultant services.

Environment: Windows Vista, Microsoft Office 2010, MS Visio, MS Project, MS SQL, MS Publisher, Adobe Acrobat, Adobe Pagemaker, Adobe Illustrator, Adobe Photoshop, and PDF Converter Professional.

HONDA AIRCRAFT COMPANY, GREENSBORO NC, APRIL 2008 - OCT 2008

SYSTEMS ANALYST/TECHNICAL WRITER (TEMPORARY POSITION, W2)

Systems analyst and technical writer at Honda Aircraft Company supporting the design and development team working on the new HondaJet light business jet aircraft. Performed technical review of FAA certification plans, Flight Test Plans, and Test Cases. Extensive use of PLM tool Teamcenter. Teamcenter was used for the management of aircraft manufacturing data and the configuration management and release of technical documents. SAP was used to assist in creation of Material Master Records.

Environment: Windows XP, Microsoft Office 2003 & Visio, SnagIt, MS SharePoint Server 2007, Adobe Acrobat, Teamcenter Product Lifecycle Management (PLM) Software, SAP Enterprise Resource Planning (SAP ERP), IBM Rational DOORS



**SELF EMPLOYED, GREENSBORO NC, OCTOBER 2007 – MARCH 2008
BUSINESS ANALYST/TECHNICAL WRITER, (1099 POSITION)**

Provided business analysis and technical writing services for media advertising sales.

Environment: Windows XP, Microsoft Office 2007, MS Project, MS SQL, MS Publisher, Adobe Acrobat, Adobe Pagemaker, Adobe Illustrator, Adobe Photoshop

**DELL COMPUTER COMPANY, ROUND ROCK TX, AUGUST 2007 - SEPTEMBER 2007
BUSINESS ANALYST/TECHNICAL WRITER (TEMPORARY POSITION, W2)**

Provided business analysis and technical writing expertise as member of Dell Customer Email Automated Response Team responsible for review of automated email response success or failure and make corrections to artificial intelligence engine to improve first time email response success percentage.

Environment: Windows Vista, Microsoft Office 2007, Proprietary AI Programs

**SAMSUNG SEMICONDUCTOR, AUSTIN TX, FEBRUARY 2007 - JULY 2007
PROJECT COORDINATOR/BUSINESS ANALYST/TECHNICAL WRITER (TEMPORARY POSITION, W2)**

Performed project coordination activities, technical writing, and preparation of employee training material and delivery of training for Samsung Austin Semiconductor during a new FAB startup in Austin, Texas. Also assisted with the entry of purchase requisition, purchase order, and receipt of material information into SAP.

Environment: Microsoft Office 2003, Microsoft Project, MS Visio, MS Project, MS SQL, Adobe Acrobat, SAP Enterprise Resource Planning (SAP ERP)

**SELF EMPLOYED, RIVERSIDE, CA & AUSTIN, TX, JULY 2001 THROUGH FEBRUARY 2007
BUSINESS ANALYST/TECHNICAL WRITER (1099 POSITION)**

Provided business analysis and technical writing services for various clients in the media (Moon Broadcasting, Meximerica Media (RUMBO), ESPN Deportes), and financial industries (CashPlus) include the following:

	Moon	Rumbo	ESPN	CashPlus
Prepared project research, planning, and technical documentation	X	X	X	X
Prepared sales and marketing training material and delivered training seminars				
Developed and wrote business proposals	X	X	X	X
Developed marketing collateral including brochures, flyers, presentations, business cards, etc.	X	X	X	X
Provided business development, marketing, and technical consultant services	X	X	X	X
Gathered and documented project requirements	X	X	X	X
Researched and identified markets for products and services	X	X	X	X
Performed marketing and business development activities for identified markets	X	X	X	X
Created an effective process for management of product marketing				X
Managed marketing relationship with supplier				X

Environment: Windows XP, Microsoft Office 2003, & Lotus Notes, MS Project, MS Visio, MS Publisher, Adobe Acrobat, Adobe Pagemaker, PDF Converter Professional



CONEXANT SYSTEMS, NEWPORT BEACH CA, SEPTEMBER 2000 - JULY 2001
GROUP LEADER/SYSTEMS ANALYST/TECHNICAL WRITER (FULL TIME POSITION)

Managed a team of automation engineers and contract personnel responsible for the requirements definition, project development, maintenance and support of factory automation for manufacturing execution systems (MES) and supply chain management (SCM).

- Documentation of solution architecture, requirements gathering, solution design, implementation process, test plans, test cases, test results, project final reporting, development of user guides and training material.
- Manage multiple projects using Conexant and contractor personal. Developed intranet web site for display and management of project data. Web site included management and help tools.
- Conexant used a Service Oriented Architecture (SOA) as the basic design for all in-house business and engineering system. This allowed them to wrap legacy applications for use with new systems and other Internet and Intranet applications.
- Configuration management of automation software and supporting technical documentation. Proprietary software used.
- Developed Supply Chain Management (SCM) processes for tracking work-in-process inventory

Environment: Microsoft Office 2003, & Lotus Notes, MS Project, MS Visio, MS Publisher, Adobe Acrobat, Adobe Pagemaker, PROMIS Manufacturing Execution System (MES), Distributed Network (WAN/LAN) and Mainframe Environments (UNIX, Windows XP)

TRW, ALBUQUERQUE NM, OCTOBER 1988 - SEPTEMBER 2000
PROJECT LEADER/SYSTEMS ANALYST/PROGRAMMER/TECHNICAL WRITER (FULL TIME POSITION)

TRW Manufacturing Solutions provided implementation and systems integration services to discrete manufacturing organizations worldwide from the shop floor to the enterprise and the extended enterprise.

As project leader, lead teams responsible for the requirements analysis, design, development, implementation, test and startup phases of complex systems projects for factory automation, enterprise resource planning and supply chain management.

As systems analyst/programmer/technical writer was responsible for analysis, design, implementation, testing and documentation, and training on projects covering many different technical subjects including:

Engineering Requirements Definition	Engineering System Design
Engineering System Test Plans & Test Cases	Business Process Improvement Plans
Industrial Modernization Program Plans	Preparation and Delivery of Training Programs
Real-Time Software Development & Documentation	Factory Automation S/W Development & Documentation
Agile Development Philosophy	Configuration Mgt of Project Life Cycle Documents

Environment: Microsoft Office 2003, & Lotus Notes, MS Project, MS Visio, MS Publisher, Adobe Acrobat, Adobe Pagemaker, Framemaker, BASIC, C, C++, Assembler, FORTRAN, COBOL, Manufacturing Execution Systems (MES) including WorkStream DFS & FAB 300, FACTORYworks, PROMIS, Camstar's MESA and InSite, Manufacturing Resource Planning (MRP) System CA MANMAN, Distributed Network (WAN/LAN) and Mainframe Environments (UNIX, Windows XP, VAX/VMS)

INDUSTRY EXPERIENCE

Travel: Allegiant Travel

Oil & Gas: Chevron, Occidental Petroleum

Medical Devices: Medtronics, St Jude Medical

Food & Beverage: Nestlé, Mars

Semiconductor Manufacturing

Advanced Micro Devices

Intersil

International Rectifier

Mitsubishi Silicon America

Motorola



Media:

Radio: Moon Broadcasting, ESPN Deportes, Que Pasa

Publishing: Meximerica Media (RUMBO), Que Pasa

Aircraft Manufacturing: Honda Aircraft

Computer Manufacturing: Dell Computer Company

Automotive: Ford

Flat Panel Display: Candescent Technologies

Electronics Manufacturing

Ford Aerospace

Smith Industries

Canadian Marconi

US Navy & Air Force

SEMATECH

Vitesse

Conexant Systems

LSI Logic

National Semiconductor

Samsung Semiconductor

Sumitomo

Sony Microelectronics

Semiconductor Equipment Suppliers

KLA/Tencor

Macronics

Kulicke and Soffa Industries

SpeedFam/IPEC

Matrix Integrated Systems

EDUCATION

Graduate Study, Computer Science, New Mexico State University, GPA 4.0

BS, Mathematics, University of New Mexico, GPA 3.2

REFERENCES

Bob Symonds

Project/Program Manager

Dell Computer Corporation

5921 Stone Meadow Dr.

Plano, TX 75093

Mobile: 972 375-3502

rjs@robertsymonds.com

Anita Goswami

Senior Manager

St. Jude Medical, CRMD

15900 Valley View Ct

Sylmar, CA 91342

Mobile: 818-359-2029

agoswami@sjm.com

James Eklund

Maintenance Supervisor

Nestlé Dreyer's

7301 District Blvd

Bakersfield, CA 93313

Mobile: 661-431-0578

james.eklund@us.nestle.com



Ryan Shepherd



OBJECTIVE

To use my knowledge and experience within the IT field to increase adoption, use, and productivity of those using the devices within a respected fields. Provide timely and adequate customer services to the end user, while ensuring all staff and end users are in compliance with departmental and government policies and best procedures.

EDUCATION

University of Phoenix • Phoenix, AZ • 2011-2012

Masters in Information Systems

West Virginia University • Morgantown, WV • 2007-2010

Bachelors of Science in Management Information Systems

West Virginia University • Morgantown, WV • 2002- 2006

Bachelors of Arts in Criminology minor in Economics

Nazareth Regional High school • Brooklyn, NY • 1998- 2002

College Prep

WORK EXPERIENCE

Department of Defense - Inspector General • 4800 Mark Center Dr. Alexandria, VA 22350 • June 2013 to Present

Business Analyst/Acquisitions Specialist/Project Manager

- Responsible for collecting, analyzing, asses, and articulating requirements and business needs
- Work with customers to understand/identify inadequacies and deficiencies within the current infrastructure
- Provide support to Enterprise Architect in determining how best to meet customers' need via "COTS" or developing in house
- Responsible for creating use cases diagrams, Capability Need Statements, and Analysis of Alternatives for all requirements
- Assist with determining industry best practices for customer request
- Monitor footprints ticketing system for software/hardware request
 1. Determine if software/hardware request is valid
 2. Route request to the appropriate service desk
 3. Determine number of licenses available
 4. Create change request for Change Control Board approval
 5. Create required documentation for GPC purchases below \$3k
- Direct line of communication between the customer and agency for all IT requests
- Provide updated project status and contract renewals to the appropriate parties
- Responsible for working contracts for cradle to grave
- Responsible for creating documentation for all GPC purchases above \$3K
- Placed in charge of projects
 1. Field Site Collapse (responsible for creating project plans, schedules, charters, time lines, coordinating with site point of contacts, and providing weekly/daily status updates)



- 2. Windows 8.1 (responsible for creating project plans, charter, schedules, timelines, and allocating resources as needed)
 - 3. Teammate (responsible for creating timelines, and project plan)
- Helped with the creation of the new Project Management Board, Requirements Analyst workspace, AWG and Change Control Board along with all required documentation for new processes
 - Conduct Market Research for all purchase requests above \$3K

Transportation Security Administration - Integrated Logistics • 2001 Jefferson Davis Drive, Arlington, VA, 22202 • August 2010 to June 2013

Integrated Logistical Systems Analyst/ IT Administrator

- Develop recommended solutions to manage, control objectives
- Update, track and reports the status of those actions with the guidance of TSA
- Assist the Security Technology Integrated Program (STIP), Remote Maintenance and Monitoring (RMM) to develop and implement a test strategy for MTA
- Maintain and update the government-furnished Integrated Logistics Support Plan
- Aid in defining training requirements and plans for Radiation Leak Surveys (RLS)
- Ensure all machines have required RLS on file for a fiscal year, along with ensuring they remain within FAA regulations for radiation readings
- Assist with writing a Statement of Work (SOW), Statement of Purpose (SOP) and Request for Proposal (RFP)
- Review Engineering Change Proposal (ECP), Request For Deviation (RFP), and Request For Wavier (RFW) to ensure form, fit, or function and operational availability of the machine were not affected
- Placed in charge of all IT related issues
- Assist with the implementation and monitoring of office information systems, policies and programs
- Troubleshoot computer/network/server issues
- Responsible for maintaining the SharePoint Site

Sam's Club - Retail Store • 6001 University Town Centre Morgantown, WV, 26501 • October 2007 to November 2008

Electronics Assistant

- Assist customers with information regarding computers, TVs, and Sound Systems
- Troubleshoot and resolved customer's problems regarding various electronics
- Consulted with customers in the photo lab to meet service needs and expectations
- Responded to customer inquiries about cameras and camcorders
- Facilitated the daily process of zoning the store

City of Charleston Parks and Recreation - Parks and Rec • 200 Baker Lane, Charleston, WV 25302 • May 2003 to August 2006

Playground Director

- Mentored and monitored "at risk" youth, ages 6 - 16
- Planned and coordinated daily activities including field trips, learning exercises, and arts and crafts
- Responsible for planning and the implementation of Kids Fest 2004 sponsored by the City of Charleston
- Selected as Director of the Year by playground supervisor
- Responsible for the safe transportation of children
- Implemented and delivered lunch for the lunch program
- Transported children to and from field trips

SKILLS

- Knowledge and experience with BlackBerry handheld devices (1 year)
- Excellent written and oral communication skills
- Experienced in utilizing, installing, configuring, and patching Microsoft Office 2000/XP/2003 and Windows 98/2000/XP/7/Server 2003/Server 2008 (3 years)
- Extensive experience in SQL, C#, HTML, XML, CSS, ASP.net, JavaScript



- Extensive experience in customer support via phone and in person (6 years)
- Extensive experience maintaining inventory and supply levels in a professional environment (3 years)

CERTIFICATIONS

Department of Defense Certifications: *including Personal Identifiable Information, Information Assurance Training*

ACQ 101 *Fundamentals of Systems Acquisition Management*

ITIL Foundation V3

ICAgile Certified Professional

LOG 101 *Acquisition Logistics Fundamentals*

Department of Homeland Security Secret Security Clearance

Certified Scrum Master



Shirish Patel

Sr. Business Systems Analyst

CAREER SUMMARY

- Business Analyst with over 10 years of experience in gathering requirement, functional solution design, documentation and requirements management.
- Functional experience with **Government, Healthcare and Insurance** sectors.
- Experience in coordinating with business and IT across all phases of software development life cycle.
- In-depth knowledge of Software Development Life Cycle (SDLC) methodologies like **Waterfall & Agile**.
- Expertise in gathering, analyzing and documenting **business requirements** and developing **Business Requirement Documents** and **Functional Requirement Specifications**.
- Fluency in **SQL** and understanding of relational data models
- Thorough understanding of **database** and **data warehousing**
- Strong data / problem analysis skills and ability to **multi-task**
- Strong **problem solving** and **research skills**
- Expertise in writing and implementing **Test scenarios, Test cases, System testing, Regression testing** and maintaining **Traceability Matrices** for **baseline documents**.
- Excellent experience in Network Planning, Implementing, Configuring, Troubleshooting and Testing of networking system.

SKILL SETS

- JAD sessions
- Functional and non-functional requirements
- Application Prototypes and screen mock-ups
- Graphical representations of complex business processes
- VISIO, MS office
- Good presentation skills and communication skills

SOFTWARE SKILLS

Database	Oracle, MS Access, SQL Server, Teradata
SDLC Methodologies	Waterfall, Agile, Scrum
Documentation Tools	Rational Requisite Pro, Visio, MS Word, MS Excel, MS PowerPoint
Reporting Tools	Cognos, ERWIN, Birt Reporting
Application/Web Server	Web Logic Tomcat/Apache
Language	SQL, SQL Plus, HTML, Visual Basic, Java, Java Script
Testing	Mercury Test Director, Rational Clear Quest, Bugzilla, QTP 8.0/8.2, Win Runner, Load Runner 8.1
Project	MS Project, VISIO, MS Office
OS	Windows 95/98/2000/XP, Windows NT, UNIX

EDUCATION

MBA with specialization in Information System, 2007
International Technology University, Sunnyvale CA, USA



PROFESSIONAL EXPERIENCE

State of Indiana, DWD-UIM Project, Indianapolis, IN
Role: Sr. Business Analyst

Mar 11 – Current

Projects: Indiana Unemployment Modernization (UIM)

Indiana's unemployment insurance system currently runs on an archaic framework of patchwork technology. The modernization project will help to automate IDWD's processes for both claimants and employers. This modernization effort is expected to save taxpayer dollars by reducing overpayments and improve customer service by making the unemployment insurance system more accessible. When the project is complete, Hoosiers will have round-the-clock self-service access to unemployment information.

Responsibilities:

- Understand and maintain requirements documentation utilizing the existing approach.
- Prepared complex, mission critical project documentation including meeting agendas/minutes, process analysis documents, workflow diagrams, and work products.
- Facilitate daily scrums, stakeholder meeting and Work with Cross Functional Groups and reporting JAD Sessions.
- Evaluated information radiators and Scrum issues on daily basis.
- Identify and differentiate defects from non-defects.
- Analyze and develop possible root causes for identified defects.
- Assist developers in understanding the nature of defects and necessary corrective actions.
- Implemented critical business rules underpinned by foundational application of logical processes, effective security policy, and efficient change reviews.
- Manage requirements traceability information using the existing project approach.
- Track status of requirements and/or defects providing updates as necessary.
- Create process flow diagrams using Microsoft VISIO
- Assisted other Business Analysts in developing and/or formatting functional specification documents and BPMN process flowcharts.
- Escalate defect issues to the Senior Developer.
- ~~Assisted developers in understanding the functional nature of emergent defects from test, and then facilitated necessary corrective action to fix the defects.~~

Environment: Rational ClearCase, MS Visio, SQL, Rational ClearQuest, Rational TestManager, MS Word, Excel, Birt Report, JAVA.

State of Indiana, Medicaid Project, Indianapolis IN
Role – Business Systems Analyst and Quality Assurance

Mar 08 – Feb 11

Projects:

- (1) **Indiana Medicaid** - Implementation of enhancements to the Indiana Medicaid Management Information System (MMIS).
- (2) **Integrated Testing Facility (ITF)** - Access to environments with appropriate permissions and conduct Regression testing. Update diagrams and flow charts to show how the environments are set up, how programs and data progress from one environment to the next and how peripheral functionality (i.e. imaging, DSS, EDI, translator, EVS) relate to each environment. Identify resources that will be used in different phases of testing. Develop procedures and controls for testing environments (includes reporting, testing, data, version control and promotion, and billing)

Responsibilities:

- Work with customer to gather high level and detail level requirements
- Create business requirement documents and manage requirements



- Complete requirement and design documents
- Walkthrough with BAs, Team and Customer to get signoff and start business design
- Create process flow diagrams using **Microsoft VISIO**
- Work with **cross functional** group and create functional specification documents
- **Create Test Plans and Test Cases in Quality Center**
- Create Test Script in Quick Test Professional tool (QTP)
- Performed Batch, **GUI and Regression Testing** on various Modules
- Performed data quality testing using **SQL**
- Train BAs and SEs on QTP and Quality Center

Environment: MS Visio, SQL server .Net, Quality Center, QTP, MS Word, Excel.

HUMANA, Louisville, KY

July 06 – Oct 07

Role: Healthcare Business Systems Analyst

Project: Health Trends (healthcare data reports)

Health Trends is Humana reporting initiative for large group customers. Health Trends help create reports from Data-warehouse. Used Oracle for data warehouse and Micro strategy was used as a front end-reporting tool. The report helps large group customer (more than 500 employees) review statistical information like popular providers and hospitals among employees, chronic condition (CAD, Diabetes, Asthma etc) in age group, demographics by states and insurance utilization.

Responsibilities:

- Work with our staff and architect to facilitate new and improved technology initiatives to create electronic customer reporting solutions
- Propose recommendations and helping to determine optimal solution
- Create process flow diagrams using **VISIO**
- Create detail business requirement documents
- Work with **cross functional** group and **JAD session**
- Create functional specification documents
- Converted business requirements into technical requirements
- Developed reporting procedures, standards, guidelines, models and practices germane in particular business protocols and coding structure
- Facilitate reporting standards for uniqueness and consistency
- Make appropriate recommendations to department managers and project/team leaders as needed for reporting, data sharing and studies
- Work with a group of Micro-Strategy programmers to create predefined reports
- Guide Micro-Strategy programmers with business issues and data issues
- Define **test strategy** and **test bed**
- **Create Test Plans and Test Cases in Quality Center**
- Performed Development **Integration, System Integration, End to End and User Acceptance Testing**
- Performed Batch, **GUI and Regression Testing** on various Modules
- Worked extensively with SQL, **SQL Plus (Oracle)**, and **Access**
- Contribute to training modules for newly developed systems

Environment: Visio, Teradata, Oracle 9i, .Net, SQL Reporting, Quality Center, XML, Microstrategy

Low Equity Corp, Aurora IL

Dec 05 – May 06

Role: Business Systems Analyst – Sales support

Project: 3S (Sales Support System)

Low Equity is a real estate company focusing on home buying, selling, financing and property listings. The agents of the company can list the information accessible to the agent group only and not



accessible to public. This information once approved by the group head is released to all the users (Agents).

Responsibilities:

- Interface with sales team to understand data needs and design solutions accordingly
- Work with developers and Team Lead to cater IT needs of business in efficient way
- Work with Cross Functional Groups and reporting JAD Sessions
- Based on needs design and create snapshot reports to calculate data using raw numbers
- Create business requirement documents and manage requirements
- Ensure data accuracy based on general business understanding
- Provide technical support to interpret data
- Creating and reviewing strategic IT documents such as Test matrix and Release Notes
- Created and maintained requirements tractability matrix for entire project.
- Verify and **validate of data model** with changing business information and rules
- Suggest corrections to existing data model and test new data model for validity
- Created **Test cases** from the business user requirements specifications.
- Performed data quality testing using **SQL** and **MS Access**
- Executing Manual Test cases and automating test scripts on different releases and validated the actual releases against the expected results

Environment: Test Director 7.2, IIS and SQL Server 2000, MS Access, ERWIN

US Health Group, Fort Worth, TX

Jan 05 - Nov 05

Role: Healthcare Business Systems Analyst

Project: e-Quote Advisor (healthcare premium quotation)

The 'e-Quote Advisor' system is a set of Web based applications for US Health sales representatives to get healthcare premium quotation for health insurance and customer management. By entering the client's information in the application, the tools aid the sales representatives to help potential clients provide quotes and find products meeting individual client needs.

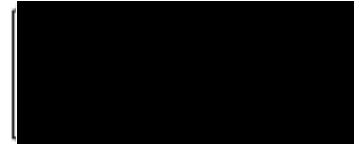
Responsibilities:

- As a analyst create report prototype by working with business
- Work with developers to ensure the design is detailed and comprehensive so that the build is of good quality and accurate
- Ensure the delivered enhancement meets the requirements of the **business** and can be used effectively by end users
- Support effective and efficient **business** processes in partnership with other software and reporting development teams
- Write quality specifications for applications, system enhancements and bug fixes
- Design and help implement automated test scripts for existing, plus new applications and system enhancements
- Ensure that information needs and **business** rules are in compliance with enterprise policies and standards.
- Identify ownership and accountability for enterprise reporting information

Environment: Visio, Oracle 8, Test Director 7.0, Java, JSP, JavaScript, HTML, Tomcat



Boris Yanovskiy



CAREER AT A GLANCE

Business Analyst with exceptional record of delivering cost effective, high performance technology solutions to meet challenging business demands. Extensive qualifications in all facets of information systems methodology from conceptual design through documentation, implementation, user training, quality review, and enhancement. Worked extensively with Fortune 1000 companies.

Familiarity with Business Domains:

- Banking
- Finance
- Insurance
- Software Development

Skills

- **Data base:** MS SQL Server 2000,2005,2008, 2012; Oracle 9i, 10i, 11i, DB2,
- **Analytical tools:** SAS, R
- **Web development and Scripting languages:** HTML, CSS, Java Script, ASP, .Net,
- **Software:** MS Project, MS Visio, MS Access, MS Excel, MS PowerPoint
- **Reporting Tools:** Crystal Reports, SSRS, Business Objects, Cognos
- **Wire-framing & Modeling:** MS Visio, Pencil, BalsamiQ, Smart Draw,
- **UML**
- **Business intelligence:** Data Dictionary, Data Mapping, Data Mining,
- **Business applications:** PeopleSoft, SharePoint, JIRA,
- **Programming languages:** VB.Net, Visual Basic, C#, Java, PHP, C++
- **Banking applications:** Optimal Blue, Encompass, Calyx Point, Lending
- **Space**
- **Methodologies:** Waterfall, Iterative, Agile (Scrum master certification)
- **Special licenses and skills:** FINRA series 6, 63, NMLS

PROFESSIONAL EXPERIENCE

Genpact Headstrong Capita Markets Principal Lead Business Analyst

January 2014-Present

Client: Morgan Stanley
Length of the Project
Location

November 2014-Present
New York, NY

As a Principal Lead Business Analyst conducted project feasibility study for the Exception Management System. This system assists Operations team to trace and correct exceptions which appear on Wealth Management report as a result of a certain business conditions.

This exercise assumes the following activities and responsibilities:

- Architecture of the system and its collaboration with the existing platform in order to insure reusability and decrease an overall cost of the project
- Created BRD and SRS as result of elicitation sessions and preliminary requirement analysis
- Conducted Data analysis and data mapping
- Created Metadata determination and logical schema
- Created GUI and system use cases based on business requirements and architecture.
- Defined User Acceptance Conditions and specifications in terms of quality of data, data sources, and data types



Boris Yanovskiy

- Created Wireframes and Prototypes of the proposed solution
- Created preliminary documentation for the future QA phase

Client: JPMorgan Chase & Co

Length of the Project

Location

January 2014-October 2014

Dublin, OH- New York, NY

As a Principal Lead Business Analyst, have to gather & analyze business requirements from multiple business teams for various kinds of reports used by business team/investigation analysts in Financial Crime & Fraud Detection and Transaction Monitoring team. The role consisted of several aspects:

1. Analytical: I had to elicit requirements for the new proposed reports. This task consisted of interviewing various business stakeholders in order to determine the necessary datasets and filtering criteria as well interviewing technical stakeholders for appropriate data source. As an output of this effort a report had to be created, documented, and presented to the business. Creation of SLA and FRD for the approved reports.
2. Data delivery support analysis: The role assumed a necessity to create FRD for the 54 reports. The mentioned reports were currently in production, but unfortunately the only existing documentation was in a form of run-book for the developer(in the majority of cases) which has given a step by step instruction how to execute a certain report, but the description of the business process, business necessity dependencies, constrains and the expected outcome were missing. So I had to interview technical stakeholders, perform a reverse engineering process, perform data mapping and create data dictionaries for the reports. In more than a few cases I had to gather requirements from the business stakeholders in order to explain a described business process and requirements for this process.
3. Future implementation and change control processes: The process of Data delivery support analysis has served also a purpose of the future implementation Oracle Mantos. With the created set of the documents for the reports it became possible to transfer this reporting process on to a new platform

This exercise assumes the following activities and responsibilities:

- Analyzed the business requirement and produced various documents as per company process
- Worked as a liaison between business and technical team, decomposed Business Requirements into Functional Requirements & System Requirements and documented them in the form of Functional Requirements Specifications (FRS) and design flow documents in a clear, complete, correct and concise manner.
- Modeled Process Flow Diagrams using MS Visio to describe the end-to-end business/data flows and detailed System Interaction between various other systems
- Participated in ongoing business analysis, provided business performance management, organizational design, & business risk management capabilities in order to formulate pragmatic, forward facing & actionable business transformation plans.
- Managed change control processes with various stakeholders as change management agent
- Analyzed source data based upon required business rules and technical validation rules



Boris Yanovskiy

Tavant Technologies Inc.

Business Architect
Client: Redwood Trust
Length of the Project
Location

April 2013 –December 2013

June 2013- December 2013
Mill Valley, CA

Satisfied the business requirement to add a new line of business: conforming mortgages. The business needed to have visibility into loan review and collateral conditions for Conforming loans. The Sellers needed to have an ability to review their conditions. The goal of the project was to include Conforming loans and their conditions into existing reports, create new reports needed for the business in order to get conforming collateral conditions into Lending Space.

This exercise assumes the following activities and responsibilities:

- Gather client requirements for Conforming Products reports
- Performed data mapping for the necessary reports' data set
- Created detailed BRD for the needed reports
- Created user acceptance testing road map
- Created data dictionary
- Performed data collaboration between 4 different applications and databases

Client: NMI Holding (National Mortgage Insurance)

Length of the project:
Location

April 2013-June 2013
Emeryville, CA

Participated in project estimate exercise and feasibility study which has determined the possibility of enhancements of the current system as well as addition and compatibility of the three new proposed modules: certificate administration, billing, and payment to one.

This exercise assumes the following activities and responsibilities:

- Gathered client / end user requirements and converted them to use cases and helped in the developing of technical specification.
- Prepared User Activity diagrams and Business Process diagrams
- Prepared wireframe modeling and mock-ups of the application screens.
- Prepared user stories
- Prepared data dictionary

Presidents First Bankers

Sr. Business Analyst
Location

July 2012- March 2013

Melville, NY



Boris Yanovskiy

The responsibilities described below are reflecting an attempt to of the client to utilize Optimal Blue engine's secondary market ability to price, lock and rate a loan as well as compliance necessity to include Dodd-Frank law and regulations into the current business flow process.

This exercise assumes the following activities and responsibilities:

- Conducted Joint Application Development (JAD) sessions with stakeholders throughout SDLC to resolve open issues.
- Implemented Project management methodologies and standards to adhere the quality of the banking application
- Prepared BRD and FRD based on the requirements gathered from user.
- Optimal Blue integration into existing architecture
- Designed and documented for Email notification process as a part of workflow management in the application.
- Designed multiple application modules in the banking application such as customer accounts, wire transfers, loan application, and automatic payment systems.
- Prepared diagrams and data mapping with Visio and Microsoft Excel to capture credit derivative models.
- Developed a Loan life cycle process and prepared a power point presentation.
- Created a multiple Test Cases using Use Cases as a source.
- Documented workflow, Designed UI and results of business analysis and obtained sign-off from client on specifications.
- Designed and generated Incentives reports for the client based on requirements created documentation for training and Help Desk team
- Work with project team on: planning, analysis, requirements, design & testing and training for production implementations.

MetLife
Sr. Business Analyst
Location

December 2010- July 2012

New York, NY

Reengineering of the previously existing MetWins portal and transferring of the application to the new .NET platform.

This exercise assumes the following activities and responsibilities:

- Liaised with business and functional owners during risk engineering and high-level review sessions to derive and execute action plans, meeting deadlines and standards.
- Defined and documented clear and complete detailed business requirements and functional specifications using the SDLC methodology from the Business team.
- Organized meeting with business users to prepare and update Business Process Requirements and System requirements
- Created test cases and test scripts.
- Ensured all artifacts complied with corporate SDLC Policies and guidelines.
- Prioritized outstanding defects and system problems, ensuring that accuracy and deadlines were met.
- Performed GAP analysis of business rules, business and system process flows, user administration, and requirements.
- Applied change requests, versions, and addendum.
- Developed use cases, work flow, screen mock-ups, and conversion requirements.
- Conducted risk engineering to derive and execute action plans on time.
- Prioritized business and systems problems; analyzed legislation and conducted impact analysis.



Boris Yanovskiy

- Prepared business process models; used Visio to create use case diagrams and business process flows.

Aton capital group

Sr. Business Analyst

Location

March 2010 –December 2010

New York, NY-Moscow, Russia

Architecture, Creation and implementation of a new platform which has enabled a client to trade Non Registered securities to the institutional investors on the territory of the United States.

This exercise assumes the following activities and responsibilities:

- Facilitate meetings between all business stakeholders and technology group
- Coordinate testing deliverables with Brokerage (including the QA team in Russia).
- Conduct daily meetings with the testing team to track testing task progress, mitigate risks, take corrective actions, resolve issues with parties involved and escalate as needed
- Facilitate defect review meetings with project team stakeholders to discuss issues found during testing and the current statuses
- Develop and manage project plan, scope, schedule and implementation of tests.
- Provide project status reports to management on regular basis.
- Define test objectives, strategies, standards and metrics.
- Support test participants in troubleshooting exercises

Somerset Investment Bankers,

Sr. Business Analyst

Location

April 2009- March 2010

Melville, NY

- Project lead creating requirements, analysis, and implementation plans for multiple lines of business focusing on gap risks.
- Captured technology and business requirements ensuring agreement among stakeholders.
- Developed enhancements to the budgeting and corporate planning tool set.
- Implemented financial transparency processes: data analysis process to ensure data quality across multiple business units.
- Performed ad-hoc fundamental financial analysis across equity and fixed income utilizing excel, and outside data sets.
- Developed, and presented project demos and trained to pertinent business groups

Rover Classic

Business Analyst

Location

May 2008-February 2009

Brooklyn NY

- Determined user, business and functional requirements,



Boris Yanovskiy

- Created vision, scope and use cases
- Business process model
- Architecture of the project
- Participated in database development and back-end functionality implementation
- Internet marketing and web promotion.

Concord Mortgage Bankers.

April 2005 - March 2008

VP of Sales

Location

Melville, NY

- Managed the whole sales team of 31 loan officers and 15 telemarketers
- Managed processing staff.
- During that period I organized sales of conforming/non-conforming, FHA and VA loans, and reverse mortgages
- Implemented a new tracking system (a client/server application via LAN), which allowed establishing of immediate control over the status of the file, outstanding conditions on one, as well as activity on it. This innovation took a significant load of responsibilities from the shoulders of the processing team and allowed them to be more productive.

Aspen funding, LLC.

November 2005 - March 2008

Branch manager, Jr. Partner

Location

Brooklyn, NY

- Managed a new office with 11 loan officers and in house processing.
- Have taught classes on R.E financing in the office for new employees as well as for the students of New York Real Estate Institution.
- Conducted quality control for closed files, prepared them for annual Banking department audit.
- Interviewing and recruiting
- Business development via multiple different referral sources and advertising campaign

Loan Officer

March 2004 – November 2004

- Arranged and implemented sales of conforming/non-conforming conventional mortgages
- Pre-Qualified and interviewed potential borrowers, originated and accepted loan applications
- Submitted loan applications and followed up to ensure documents required for processing
- Provided information to borrowers about loan options, documents and other requirements necessary to close the loan.
- Developed and allocated direct marketing material
- Promoted business by developing relationships with realtors and builders
- Analyzed and reviewed new loan guidelines, updates, programs and changes
- Addressed and resolved pre/post close issues to ensure availability and integrity of loan funds

Infinity Software Development Inc.

July 2002 – February 2004

Sr. Programmer Analyst

Location

Tallahassee, FL



Boris Yanovskiy

Performed business process analysis and project development on the ALIS Re-engineering project. This was a major redesign of a mission critical system used to track agent business and demographic information for the Florida Department of Insurance and Financial Services. The effort produced an efficient browser-based application that is fast, scalable, user-friendly. Overall this effort and simplified and standardized a decision-making process.

Fidelis Care NY

September 2000 – May 2002

Sr. Programmer Analyst

Location

Rego Park, NY

Participated in every aspect of the development of PDMS system. This application was developed primarily with the Client-server architecture, but it has limited web functionality for internet access. It is a multi-task application for providers with a heavy emphasis on reporting and letter generation for Provider Relationship Department.

Merrill Lynch

April 2000-September 2000

Programmer Analyst

Location

New York, NY

Participated in conversion of the commodity evaluation tool. The tool was for commodity trading department and was converted from MS-Access- VBA architecture into Oracle- VB .6 standalone application.

Evolve Business LLC

July 1998-April 2000

Programmer Analyst

Location

New York, NY

Participated in the development of apparel distribution and tracking system. Developed Bulk Order Generator – ActiveX dll responsible for parsing of incoming E-Commerce individual orders into SQL server back-end, business data validation and generating of EDI compliant documents.

Education

- Johns Hopkins University, Bloomberg School of public health, Baltimore, MD
Data Scientific Statistical Analysis –Certificate of completion
12/2014-02/2015
- SAM Consulting Career Center, New York, NY
Scrum Master Certification Program
04/2010-08/2010
- Hunter college, CUNY, New York, NY
Windows NT Network Training Program
06/1997 – 09/1998
- Hunter college, CUNY, New York, NY
Major: Computer Science
09/1992-06/1996
- Odessa State Technological Institute, Odessa, Ukraine
Major: Electronics and Computer Science

Special skills:

Speaks Russian, Ukrainian, (Native proficiency), Polish (working proficiency) Spanish (elementary)



Boris Yanovskiy

proficiency)

References

Available upon request



Clarence Wheeler III

Senior Business Analyst / QA Analyst

Summary

Highly skilled Senior Business Analyst with over 12 years of SDLC process execution experience on complex IT projects. Agile experience includes: sprint planning and development, creation of product backlog items and user story development for: (www.vetgovpartner.com, www.ed.gov, www.g5.gov, www.mris.com, www.freewebs.com, www.edgar.gov and www.gsa.gov). Significant experience in all phases of QA/Test including: test strategy development, test planning, test script development and test cycle execution and reporting. Strong interpersonal skills, highly adept at facilitating discussions and negotiations with stakeholders.

8 Years of Business Analyst experience includes; driving requirements gathering sessions with the customer and other stakeholders. Skilled in the creation of epics, user stories and story narratives to support development of product features. Provided support to the Scrum Team through creation and confirmation of Scrum Team iteration test plans. Acted as the primary point of contact for all customer communication during the requirements and testing phase. Developed and managed the UAT cycle during the SDLC process. Project documents produced included; requirement specification documents, wire frames, process diagrams, UML models and use cases.

12 Years of QA Analyst experience includes: Test strategy implementation, test plan and test script development using Scrum, Agile and RUP methodologies. Developed and applied CMMI Level II and III practices. Applications tested included large enterprise, n-tiered Web/Internet applications and COTS applications. Tools used included Rally, VersionOne, Rational Enterprise Suite, SharePoint, TFS, Doors, and HPQC.

Experience

BizComp Technology Services

03/13 to present

Phase One Consulting Group – USDA (08/14 to 12/14)
Agile Business Analyst

Project: Database migration and associated views for USDA web application.

- including project timeline and schedule. Directed Agile project activities
- to develop requirements and user stories. Worked with product owners
- acceptance criteria(s). Assisted in development of
- user stories and tasks in Rally. Maintained product backlog,



- meetings. Facilitated sprint commitment
- plans and test cases. Developed test strategy, test
- and defect status. Reported on test case execution

CareFirst – (03/14 to 4/14)
Business Analyst

Project: Update Provider Portal Data Elements for Health Information Exchange.

- health information exchange standard. Identified requirements using
- portal website to insure compliance with HIPAA standards. Wrote use cases for provider
- Requirements Document) Updated the SRD (System

Capital One – (10/13 to 12/13)
Business Analyst

- cases and reviewed existing use cases for accuracy. Led development of new use
- product features during daily scrum. Managed and updated status for
- from product owners for future releases. Elicited client requirements
- VersionOne. Maintained all artifacts in

AINS, Inc. – GSA Inspector General Office
Senior Business System Analyst

10/12 to 02/13

Project: Using Agile methodologies, charged with implementing a COTS web based audit tracking system (eCase) for GSA Inspector General Office.

- Assisted in development of sprint plan and schedule.
- Developed, documented and prioritized product backlog items.
- Designed UI mockups and workflow diagrams.
- Conducted interviews with clients to document current business processes and procedures.
- Created user stories, epics and themes.
- Maintained all project artifacts using SharePoint and TFS.
- Charged with development of test strategy, test plans and test cases.

Halfaker Associates through Abacus (1099 contract)
Senior Business System Analyst

04/12 to 07/12



Project: www.yetgovpartner.com – A business social networking site that allowed potential partner businesses to interact with the Veteran’s [Administration Technologies](#) used include: Ruby on Rails, XML and Java/J2EE. This was an Agile-based project requiring quick turnaround.

- Assisted PM in project management of [Agile](#) web site project for Veteran’s Administration.
- Participated in daily Scrum and sprint planning.
- Developed metrics that showed user interactions with the site.
- Gathered requirements for admin tool that showed user metrics in a dashboard format.
- Tasked with user story development.
- Responsible for updates to SRD (Software Requirement Document).

**[ActioNet](#) and IBM – U.S. Department of Education
Senior Business System Analyst**

01/11 to 04/12

Project: www.ed.gov - The main portal site for the U.S. Department of Education. Technologies used include: [Agile](#), [Drupal](#), [Java/J2EE](#) and [Flash](#).

- Served as Business Analyst and Test Lead for U.S. Department of Education’s [www.ed.gov](#) and [Drupal CMS](#).
- Led JAD sessions to determine system and functional requirements for [www.ed.gov](#) content management tool. Used [Drupal](#) reporting functions to show dashboard of how content was being managed and maintained.
- Worked with System Architect to determine data structure, data properties and data organization.
- Implemented dashboards using business intelligence and data warehousing concepts.
- Charged with development of metrics to show user’s interaction section.
- Developed and maintained requirements using [Requisite Pro](#).
- Managed 3 member test team; developed test plans and test cases.
- Defined and tracked user requirements based on input from web tracking analysis reports.
- Created requirements traceability matrices to assist in test case management.

Project: www.G5.gov – Grant Management System for U.S. Department of Education

- Served as Business Analyst lead for Grants Management program at the U.S. Department of Education.
- Led JAD sessions to derive use cases.
- Tasked with updating the System Requirements Statements.
- Utilized Rational Enterprise tools ([RequisitePro](#), [TestManager](#), [ClearCase](#), [Clear Quest](#)) for requirements activities.
- Charged with maintaining all requirements and matrices in [Requisite Pro](#).

Consultant – DC Department of Education and [MRIS \(1099 contract\)](#) 10/10 to 01/11

- Developed and maintained requirements for web portal applications.
- Created and executed test plans and test cases. Responsible for defect tracking and reporting.



AFSCME(1099 contract)
System Business Analyst

06/10 to 08/10

- Developed user manual for web-based membership application.
- Worked with stakeholders to development requirements for grievance tracking system. Outputs included requirement specifications documents and Requisite Pro database.
- Responsible for validation of release notes and test execution of weekly releases.

Keane Federal Systems
Onsite at U.S. Securities and Exchange Commission (SEC)
Senior System Business Analyst

08/08 to 01/10

Project:<https://www.sec.gov/edgar/searchedgar/companysearch.html>- The main portal site for the Securities and Exchange Commission. Technologies used include: Agile, Drupal, Java/J2EE and Flash.

- Prepared UAT test plans and test scripts for SEC's stock issuance public facing web application (EDGAR).
- Implemented business intelligence process using web analytics to show public interaction with the web site.
- Coordinated user acceptance testing with SEC business users.
- Developed SQL queries for data validation of SEC user interface inputs.
- Agile methodologies used to communicate during JAD sessions; outputs included requirements specifications, wire frames, diagrams, and use cases for a Drupal CMS solution. Tools used were RequisitePro, Visio and Rational Rose.
- Led organization in implementation of HP Quality Center. Developed test team processes for HP Quality Center. Served as HP Quality Center administrator.
- Developed manuals and appropriate documentation describing test procedures, test data, expected outcomes, software versioning information, release notices, and update procedures. Serena Dimensions CM tool was used to store testing artifacts.

CNSI – Census Bureau(1099 contract)
System Analyst

02/08 to 05/08

- Developed and performed UAT test processes for Census Bureau .NET windows based wireless device. Tools used were Visio and Rational Rose.
- HP Quality Center and Rational ClearQuest were used for test plan, test case and defect management.
- Responsible for development and review of release notes. Assured test scripts were properly versioned. ClearCase was the tool used.

Alon, Inc - National Archives II(1099 contract)
System Analyst

08/07 to 11/07

- Responsible for writing and executing manual test scripts. HP Quality Center was used for test case



- management. The application was a CMS solution used to digitize and convert all archive artifacts.
- Worked with users to develop use cases to insure testable requirements.
- Created SQL queries and stored procedures for back end testing of Oracle database. Toad was used for SQL queries.

Transactis(1099 contract)

06/07 to 08/07

QA Consultant

- Wrote test plan and test scripts for .NET-based web banking application.
- Established defect tracking process and implemented system using Bugzilla.
- Conducted usability tests and made recommendation to increase application's "user friendliness".

Freewebs

08/06 to 04/07

QA/Business Analyst Lead

- Agile based environment defined, managed and executed the UAT testing strategy for all Freewebs Product Releases. www.freewebs.com is a social networking site comprised of complex web applications that used .NET, XML, DHTML, AJAX and Oracle.
- Assisted with Web/GUI interface development. Led user sessions to prototype new Web/GUI.
- Responsible for development, maintenance and execution of all CM and change control procedures. This included use of ANT for automated builds. CVS was the CM tool used.
- Developed use/test cases and data sets to ensure defect free products.

Clavency - Fannie Mae(1099 contract)

02/06 to 05/06

QA Consultant

- Created manual test scripts for Java/Struts rules based mortgage application.
- Helped implement Rational ClearQuest and Rational TestManager for test management activities.

Washington Post(1099 contract)

07/05 to 01/06

System Business Analyst

- Led user sessions to define testable requirements. Outputs of these sessions included requirement specifications document, process diagrams and use cases. Tools used were RequisitePro and Visio.
- Led quality assurance initiatives in testing, requirements management, configuration management, change control and quality measurement. Tools used include MKS and Quality Center.
- Responsible for management of seven-member test team for SAP/R3 implementation.
- Created and led accurate execution of test cases, requirements management, tracking processes and defect/issue status.

BAE Systems

07/04 to 02/05

Senior QA/Business Analyst

- Led team in development and use of QA/Business Analyst "best practices" for Bureau of Labor Statistics PPI division.
- Responsible for all UAT activities; including development of test planning documents and test cases.



- Developed CM and Change Control procedures for all test artifacts. Tool used was ClearCase.
- Created requirements documents and database using Requisite Pro.
- Deployed and configured Rational's RequisitePro, ClearQuest and TestManager used to trace test cases against known requirements and defects.

EASTBANC Technologies (1099 contract)
Senior QA Consultant

12/03 to 03/04

- Responsible for development of test scripts and procedures for a business rules-based Medicare Eligibility web application.
- Implemented Rational TestManager to manage and document test scripts and test plans.
- Developed performance testing methodology and creation/execution of test cases. Load Runner was the tool used.

AETEA - Fannie Mac (1099 contract)
Senior QA Analyst

06/03 to 12/03

- Worked with software developers to develop functional test scripts and test data.
- Ensured that product release bugs and changes were tracked, managed, and resolved using Rational ClearQuest and Mercury Test Director.

Digicon - NIH (1099 contract)
QA/Test Consultant

02/03 to 03/03

- Developed test strategy and test scripts for adherence to 508 compliance standards.

ARC Consulting (1099 contract)
QA Test/Consultant

09/02 to 11/02

- Responsible for requirements gathering, bug tracking, software testing for .NET applications, and general managing of user needs and concerns for www.nsbe.org.
- Conducted the user acceptance testing and directly interfaced with the developers on user comments.

Path Technologies - Fannie Mac (1099 contract)
Senior XML QA/Business Analyst

09/01 to 07/02

- Served as QA lead for implementation of a business rules-based e-mortgage XML SMARTDOCS application.
- Responsible for creation of requirements documents and requirements database using Rational RequisitePro.
- Installed, implemented and used Rational ClearQuest and Visual Source Safe for defect tracking and



change control.

Education and Training

- University of MD University College, B.S. Computer Studies (completes March 2015).
- Montgomery College, AA degree, Computer Science.
- Mastering the Management of Iterative Development, BAE Systems 2004.
- Requirements Management with Use Cases, Commerce One, 2000.
- Project Management, Commerce One, 2000.
- Six Sigma, GE Global Exchange Services, 1997.
- Technical Project Leadership, GE Global Exchange Services, 1997.



Ambrose King

Business Analyst

Objective

A resourceful Business Analyst with Nine years of demonstrated experience in information gathering, requirement development and implementation of industry acceptable policies in solving business needs. Effective negotiator and team player with exceptional eyes for details.

Seeking a full time Business Analyst Position within an organization where my skills and experiences would be put to effective use while developing towards greater responsibilities through hard work

Service-driven and dedicated Desktop Support Specialist skilled in workstation configurations, laptop/desktop migration, end-user, network and peripheral support. Characterized as talented and customer focused, will do whatever is necessary for problem resolution. Accustomed to working under tight deadline, pressure and consistently met deadlines and quality goals. Productive in both team-based and self-managed projects. Reputation for creative problem solving and effectiveness in resource management and cost control. Meticulous attention to details, excellent interpersonal, written and verbal communication.

Professional Experience

Globalex consulting, LLC June 2013 to Present
Business Analyst

- Working with the business and technical teams to obtain detailed functional, business requirements, user's requirements, and business rules that will help make to system development easier for the technical team.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decomposed high level information into details, abstract up from low level information to a general understanding.
- Serves as the conduit between the customer's community internal and external customers and the software development team through which requirements flow.
- Supported configuration management team with software release information or enhancements, managed and maintained all the project artifacts.
- Provided reports on the schedule to the project manager, as well as supporting other team members to ensure project success.
- Plans and conducts meetings including, but not limited to application development sessions, design reviews, documentation review meetings etc
- Analyzed customer's needs, and determined requirements to anticipate and resolve issues and find solutions by means of automated systems.
- Participated in (JAD) sessions with project stakeholders for defining business requirements for various system redesigns.
- Coordinated and modified user requirements in terms of existing and projected computer capacity.
- Developed and documentation business requirements, technical requirements, test plans and test cases for the image processing applications.
- Help facilitate the solution selection in the decision making process and provided the necessary information to enable the business to make an informed decision.
- Independently interacts regularly with the clients of varying associate and management levels to gather and analyze business requirements.
- Collaborate with developed and subject matter experts to establish the technical vision and analyzed traceability between usability and performance needs.
- The effort to effectively communicate and collaborate with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed: functional Requirements Documentation, Business Requirements Documentation, Use cases, and Process Flow diagrams.



- Worked with end users to interpret the customer's business needs and translate them into application and operational requirements.
- The joint application development (JAD) sessions with project stakeholders in order to capture business rules, processes and system requirements for loan application system.
- Served as the subject matter expert for the software change request process (SCR) in order to effectively manage all change requests to the application.
- Administered requirements change request process (RCR) for effectively managing all software change requests.
- Gathered and documented the architectural plans for migrating loan processing system from a legacy platform to (SDLC) architecture.

Lightworld Systems

November 2012 to May 2013

Desktop Support Analyst

- Installed and configured various software per user requirement.
- Resolved user connectivity issues by phone, in person or via remote access.
- Performed desktop/laptop workstation migration, upgrades and updates.
- Troubleshoot and repaired laptops, printers, mobile devices and projectors
- Migrated workstations from Windows XP to Windows 7.
- Installed, configure and troubleshoot applications and hardware.
- Provided customer support and training on PCs and peripherals.
- Implemented and supported logon issues, printers, connectivity, and email.
- Responsible for research, acquisition, and configuration of all new software and hardware.

NASA Education Services

March 2011 to June 2012

Desktop Support Analyst

- Ensured the fast and efficient transition from Windows 2000 to Windows XP.
- Deployed and set up desktop computers to connect to the network.
- Assisted NASA staff in problem resolution relating to hardware, software, and communication issues
- Set up network printers, email, Internet access, and hardware peripherals.
- Responsible for System upgrades, system documentation, daily administration and problem resolution.
- Dismantled and set up computers for end users in their new locations.
- Resolved network connectivity issues, user rights and network file access.
- Created Norton ghost packages for migration of desktops and laptops.
- Performed PC refresh, upgrading memory, hard drive, and device drivers.

Knowledge & Skill Areas

- Technical & End User Support on desktops, laptops, hardware and peripherals.
- Software installation, training and upgrades.
- Hardware installation, troubleshooting, maintenance, training and upgrades.

Education

- University of the District of Columbia Washington, DC 1989
- BA. Computer Information and Systems Science
- VONEZY HIGH LEVEL INSTITUTE
- Skills;
- Caliber requirements management tool, Microsoft office Access, Excel, Outlook, and power point Doors requirements tool

