



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

## Header 1

List View

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

Procurement Folder: 355577

Procurement Type: Central Master Agreement

Vendor ID:

Legal Name: SMART SHARED SERVICES LLC

Alias/DBA: RICH EDWARDS

Total Bid: \$565,760.00

Response Date:

Response Time:

SO Doc Code: CRFQ

SO Dept: 0210

SO Doc ID: ISC1800000001

Published Date: 7/24/17

Close Date: 8/3/17

Close Time: 13:30

Status: Closed

Solicitation Description:

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 355577

**Solicitation Description :** Addendum #1 Professional Database Administrator (OT18002)

**Proc Type :** Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-08-03 13:30:00	SR 0210 ESR08031700000000443	1

<b>VENDOR</b>
VS0000009860 SMART SHARED SERVICES LLC RICH EDWARDS

**Solicitation Number:** CRFQ 0210 ISC1800000001

**Total Bid :** \$565,760.00      **Response Date:** 2017-08-03      **Response Time:** 13:26:16

**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 Stephanie L Gale  
 (304) 558-8801  
 stephanie.l.gale@wv.gov

<b>Signature on File</b>	<b>FEIN #</b>	<b>DATE</b>
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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	Contract Service #1: Professional Database Administrator	2080.00000	HOUR	\$65.000000	\$135,200.00

Comm Code	Manufacturer	Specification	Model #
80111609			

<b>Extended Description :</b>	5.1.1 Contract Services #1 - Professional Database Administrator: The Vendor must provide a Professional Database Administrator to provide training and knowledge transfer to current employees working for the Office of Technology in SQL Database and Server Administration.
-------------------------------	---

**Comments:** We requested an extension of the bod opening as we are still working to gather all the required information.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Optional Renewal Year 2 - Cont. Svc #1: Professional DBA	2080.00000	HOUR	\$67.000000	\$139,360.00

Comm Code	Manufacturer	Specification	Model #
80111609			

<b>Extended Description :</b>	5.1.1 Contract Services #1 - Professional Database Administrator: The Vendor must provide a Professional Database Administrator to provide training and knowledge transfer to current employees working for the Office of Technology in SQL Database and Server Administration.
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**Comments:** We requested an extension of the bod opening as we are still working to gather all the required information.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Optional Renewal Year 3 - Cont. Svc #1: Professional DBA	2080.00000	HOUR	\$69.000000	\$143,520.00

Comm Code	Manufacturer	Specification	Model #
80111609			

<b>Extended Description :</b>	5.1.1 Contract Services #1 - Professional Database Administrator: The Vendor must provide a Professional Database Administrator to provide training and knowledge transfer to current employees working for the Office of Technology in SQL Database and Server Administration.
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**Comments:** We requested an extension of the bod opening as we are still working to gather all the required information.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Optional Renewal Year 4 - Cont. Svc #1: Professional DBA	2080.00000	HOUR	\$71.000000	\$147,680.00

Comm Code	Manufacturer	Specification	Model #
80111609			

<b>Extended Description :</b>	5.1.1 Contract Services #1 - Professional Database Administrator: The Vendor must provide a Professional Database Administrator to provide training and knowledge transfer to current employees working for the Office of Technology in SQL Database and Server Administration.
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**Comments:** We requested an extension of the bod opening as we are still working to gather all the required information.



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

State of West Virginia  
 Request for Quotation  
 34 - Service - Prof

Proc Folder: 355577

Doc Description: Addendum #1 Professional Database Administrator (OT18002)

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-07-24	2017-08-03 13:30:00	CRFQ 0210 ISC1800000001	2

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

Vendor Name, Address and Telephone Number:

Smart Shared Services  
 PO Box 7318  
 Cross Lanes, WV 25356

**FOR INFORMATION CONTACT THE BUYER**

Stephanie L Gale  
 (304) 558-8801  
 stephanie.l.gale@wv.gov

Signature X

FEIN # 47-1148168

DATE

8-2-2017

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

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: 15C180000001**

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

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

Smart Shared Services, LLC  
Company

Eva Kordusky  
Authorized Signature

8-3-2017  
Date

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

Revised 6/8/2012

**EXHIBIT B – Required Documentation Form**

**Documentation of Work and Educational Experience**

**Skillsets**

**4.1.1** The Vendor must provide a DBA Contractor with prior experience in the following applied knowledge and skillsets.

Check mark the skillsets the DBA Contractor has prior experience and applied knowledge in:

- Scribe Console - 7.6.2.38821
- Scribe Workbench - 7.6.2.38821
- Time Matters - 9 & 15
- PowerShell- Windows PowerShell 3.0 & 4.0
- CRM 2011 - 05.00.9690.3911
- CRM 2013 - 6.0.0003.0106
- Availability Groups - SQL Server 2012/2014
- SAN Configuration - Power Path Admiration/Console (version 5.7 SP4 build 607)
- System Center Monitoring pack for SQL Server 2008 R2/ SQL 2012/ SQL 2014
- SQL Sentry Plan Explorer PRO
- Resource Governor - SQL Server 2012/2014
- Master Date Services - SQL Server 2014
- Data Importing from other database sources into SQL Server
- Advance Database Query rewriting for OIS and Time Matters to utilize advanced lookup methodology
- SQL Server Management for handling specific resource utilization
- Job Editor Tool - 5.0.9690.3236
- EMC Avamar - 6.1.101-87
- Red-Gate Data Compare - 11.5
- SQL Server 2008 - 10.00.6000
- Windows Server 2008 R2 - 6.1
- Windows Server 2012 - 6.2
- SQL Server 2012 - 11.0.6020
- SQL Server 2014 - 12.0.4100.1
- SQL Management Studio - 12.0.2000.8
- SQL Server 2008 R2/2012 Reporting Services - 10.50.6000/11.0.6020.0



Still working on compiling this information.

**EXHIBIT B - Required Documentation Form**

**Section 4.1.2 - Correctional System**

Previous Project:

Project Start Date:

Date Completed:

Project Description:

Contractor's Role:

Skillsets Utilized:

Location:

Project URL:

(if applicable)

Project Manager / Supervisor:

Phone Number:

Email Address:

*Note: If more room is needed then attach remaining information on a separate sheet.*

Still Working on Compiling This information.

**EXHIBIT B - Required Documentation Form**

**Section 4.1.2 - Government**

Previous Project:

Project Start Date:

Date Completed:

Project Description:

Contractor's Role:

Skillsets Utilized:

Location:

Project URL:

(if applicable)

Project Manager / Supervisor:

Phone Number:

Email Address:

*Note: If more room is needed then attach remaining information on a separate sheet.*

**EXHIBIT B – Required Documentation Form**

**Educational Experience**

- 4.1.3 The Vendor must provide a DBA Contractor with a Bachelor of Science degree from an accredited college or university in computer science or related field including but not limited to designing, implementation, administration, monitoring, tuning, backup, migration, and support of the initial architecture database.
  - 4.1.3.1 If the Vendor is providing a DBA Contractor with a Bachelor's of Science degree in Computer Science, then they must submit their diploma.
  - 4.1.3.2 If the Vendor is providing a DBA Contractor with a Bachelor's of Science degree related field, then they must provide transcripts highlighting the applicable courses.
- 4.1.4 The Vendor must provide a DBA Contractor with the following Microsoft certifications and provide a copy of documentation with bid response.
  - 4.1.4.1 Microsoft Certified Professional
  - 4.1.4.2 Microsoft Certified IT Professional: Database Administrator 2008
  - 4.1.4.3 Microsoft Certified Technology Specialist: SQL Server 2008, Implementation, and Maintenance

**Application Experience**

4.2. The DBA Contractor must have experience working on the following applications:

Check mark and provide date range for the following applications the DBA Contractor has experience working on.

- 4.2.1 WV Offender Information System
  - 4.2.1.1. Knowledge of how data issues are being resolved using Scribe Insight.
  - 4.2.1.2. Knowledge and expertise in VINE (Victim Information and Notification Everyday) integration process and securely transferring WV Offender Information System CRM DOC data to Appriss Inc.

Start Date: 3-23-2009

End Date: Present

**EXHIBIT B – Required Documentation Form**

**4.2.2 Case Management System**

4.2.2.1 Experience and knowledge in the Time Matters 15 application integrated into a Citrix environment.

Start Date: 3-23-2009

End Date: Present

**4.2.3 Controlled Substance Monitoring Program (CSAPP)**

4.2.3.1 Knowledge of technical and logical workflows wherein calculate Morphine Equivalent Daily Dose (MEDD) score value to determine patient's opioid intake per day.

Start Date: 3-23-2009

End Date: Present

REQUEST FOR QUOTATION  
Professional Database Administrator (DBA) for Offender Information System (OIS)

11.1.4. Failure to remedy deficient performance upon request.

11.2. The following remedies shall be available to Agency upon default.

11.2.1. Immediate cancellation of the Contract.

11.2.2. Immediate cancellation of one or more release orders issued under this Contract.

11.2.3. Any other remedies available in law or equity.

**12. MISCELLANEOUS:**

**12.1. Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Eva Kordusky

Telephone Number: 855-807-6278 x229

Fax Number: 888-680-6555

Email Address: eva.kordusky@sssi1c.com

**EXHIBIT A – Pricing Page**  
**Professional Database Administrator for Offender Information System - OT18002**

Contract Item	Description	Unit of Measure	Estimated Quantity*	Unit Cost	Extended Cost
5.1.1	Contract Service #1: Professional Database Administrator	Per Hour	2080	65.00	135,200.00
5.1.1	Optional Renewal Year 2 for Contract Service #1: Professional Database Administrator	Per Hour	2080	67.00	139,360.00
5.1.1	Optional Renewal Year 3 for Contract Service #1: Professional Database Administrator	Per Hour	2080	69.00	143,520.00
5.1.1	Optional Renewal Year 4 for Contract Service #1: Professional Database Administrator	Per Hour	2080	71.00	147,680.00
<b>Total Cost</b>					<b>565,760.00</b>

\* All quantities / estimated hours are estimates and do not obligate the State of West Virginia or WVOT to this amount.

Vendor Signature: Eva Kowalsky

Date: 8-2-2017

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

Eva Kordusky / VP of Business Operation  
(Name, Title)  
same as above ↑  
(Printed Name and Title)  
405 Capital St  
(Address)  
855-807-6278 / 888-680-6555  
(Phone Number) / (Fax Number)  
eva.kordusky@sssllc.com  
(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that 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.

Smart Shared Services, LLC  
(Company)  
Eva Kordusky, Eva Kordusky, VP of Bus. Ops.  
(Authorized Signature) (Representative Name, Title)  
Eva Kordusky / VP of Bus. Ops.  
(Printed Name and Title of Authorized Representative)  
8-2-2017  
(Date)  
855-807-6278 888-680-6555  
(Phone Number) (Fax Number)

## 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-3-5B 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: Smart Shared Services LLC Signed: Eva Rodusky  
 Date: 8-2-2017 Title: VP of Bus. Ops.



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: Smart Shared Services

Authorized Signature: Rich Edwards Date: 8-3-2017

State of WV

County of Kanawha to-wit:

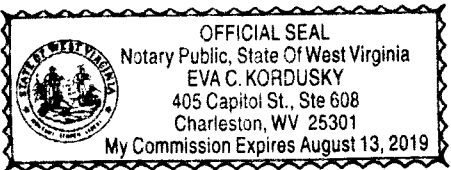
Taken, subscribed, and sworn to before me this 3 day of August, 2017

My Commission expires August 13, 2019.

**AFFIX SEAL HERE**

**NOTARY PUBLIC** Eva Kordusky

*Purchasing Affidavit (Revised 07/01/2012)*





**Suman Gurrapu**  
SQL Server Database Administrator

**Microsoft  
CERTIFIED**  
*IT Professional*

Database Administrator

**Microsoft  
CERTIFIED**  
*Technology  
Specialist*

SQL Server 2005

**SUMMARY**

- 16+yrs of experience in SQL Server Database Administration and Development performed with DBA duties in 24/7 Production, QA & Development environments.
- **13+yrs** of extensive experience in Business Requirement Analysis (SDLC), Implementation, Production Support and Project Management methodologies.
- Expertise in SQL Server installation, configuration, administration, database backups and disaster recovery procedures.
- Proficiency in Enterprise Manager, Query Analyzer, DTS, SQL Server Management Studio, Integration Services, Analysis Services, Reporting Services, SQL Server Profiler and SQL Server Agent.
- Instrumental in designing transactional relational databases (OLTP) and multidimensional (OLAP) schemas, maintaining referential integrity constraints and database normalizations.
- Implemented high availability SQL Server solutions including Log shipping, Database Mirroring, Replication (Snapshot, Merge and Transactional strategies) and SQL Server Clustering.
- Experience in SQL Server performance tuning, Query Optimization, troubleshooting, Client/Server Connectivity, and Database Consistency Checks using DBCC Utilities.
- Expertise in validation and implementation of T-SQL, PL/SQL, Stored procedures, triggers, functions & packages.
- Extensive experience with Dynamic management views and functions to monitor the health of a server instance, diagnose problems, and tune databases and servers for better performance.
- Good in planning and allocating Storage Capacity structures and security architecture residing databases on SAN storage.
- Extensive experience with Bulk copy utilities and disk configuration using RAID technology.
- Good at analyzing query plans, managing indexes, locks and troubleshooting deadlocks using Performance Monitor.
- Created and maintained database instances and objects and users with roles and levels of security.
- Experience in Configuring Web Servers using IIS 6.0/5.0 and integration of MS SQL Server.
- Good Knowledge of front-end .NET development and Unified Modeling Language methodology (UML).
- Designed and maintained database and system documentation in a client server environment.
- Strong logical and problem solving skills and ability to quickly adapt to new technologies.
- Excellent analytical, interpersonal and communication skills and a versatile team player.

**CERTIFICATIONS:**

Microsoft Certified Technology Specialist - SQL Server 2005  
Microsoft Certified IT Professional – Database Administrator  
(Microsoft Certified Professional ID: **5701696**)

**TECHNICAL SKILLS**

<b>DBMS</b>	SQL Server 7.0/2000/2005/2008/2008R2, Oracle 9i & 11g, MS Access
<b>BI</b>	SQL Server Reporting Services (SSRS), Analysis Services (SSAS), Cognos 7, Crystal Reports
<b>Data Integration Languages</b>	DTS, SQL Server Integration Services (SSIS), Informatica7
<b>SQL Server Tools</b>	T-SQL, MDX, PL/SQL, VB.Net 2.0 SQL Server Enterprise Manager, Management Studio, Profiler, Database Tuning Advisor, Redgate SQL Doc, SQL Compare, SQL Data Compare, Quest LiteSpeed, Idera SQL Diagnostic Manager
<b>Web Technologies</b>	ASP.Net 2.0, HTML, CSS
<b>GUI</b>	Visual Studio 2005, Visual Source Safe (VSS)
<b>OS</b>	Windows Server 2000/2003, Windows 98/00/NT/XP, MS- Dos
<b>Protocols</b>	TCP/IP, HTTP
<b>Web Servers</b>	IIS5.0/6.0, Tomcat 4.1.x

## **PROFESSIONAL EXPERIENCE**

**State of West Virginia, Department of Administration,  
Office of Technology, State Capitol, Charleston, WV**

**March 2009 – Present**

### **SQL Server DBA Contractor**

## **PROJECT DESCRIPTION**

As a SQL Server/Oracle data base administrator (DBA) in the Application Development Center (ADC) of the WV Office of Technology (WVOT) providing database base support on numerous projects and agencies.

### **List of West Virginia State Agencies (Production Support on SQL Server and Oracle RDBMS using HEAT ticketing software)**

- Public Defender Services (Time Matters Application & Web Billing Project)
- Consolidated Public Retirement Board (CPRB)
- Board of Registered Professional Nurses
- Secretary of State
- West Virginia Department of Health & Human Resources (DHHR)
- West Virginia Department of Transportation
- Volunteer West Virginia
- Division of Banking
- Board of Medicine
- Surplus Property
- WV Development Office
- Business for West Virginia
- Governor's Office
- WV Public Employees Insurance Agency (PEIA)
- Division of Natural Resources (DNR)
- IT Dashboard (Oracle Primavera P6 Enterprise Portfolio Management system describes Primavera's approach to managing projects )

Volunteer WV – This system was written for West Virginia Commission for National and Community Service. This system allows organizations to post volunteer opportunities and individuals to track the amount of hours and cost incurred while volunteering for those opportunities.

Time Matters 9 – This system is used in 23 Public Defender offices in 23 different counties as a case management, calendaring, document storage, word processing and time-keeping tool. Data from Time Matters is used for annual reports to the WV Legislature.

Registered Nurses Licensing Application – This system track the license information for registered nurses for the State of West Virginia. This system includes a client server application to all the Board of Nurses to enter and maintain the license information along with other web applications that allow the nurses to renew their license.

Surplus Property Inventory Application – Surplus Property has an inventory of items that is sold to the general public and state agencies. This application will allow Surplus property to inventory the items, track the sale of the items, and create invoices.

### **Responsibilities:**

- Provided support for all SQL Servers development through production.
- Developed SQL 2005 implementation plan and strategy for upgrading SQL Server 2000 servers to SQL Server 2005.
- Developed trending and Diagnostics platform to monitor production database environments utilizing Idera's Diagnostics Manager.
- Conducted hardware requirements and storage capacity planning for production servers for scalable database growth □

- Installed, Configured and Upgraded SQL Server 2000/2005/2008
- Performed database backups ensuring that all databases are backed up on a regular basis by monitoring full, differential, transaction log backups for OLTP, Warehouse, and business object repositories
- Re-engineered and performance tuned code to utilize more set based processing and accordance with best practices.
- Worked with the help desk personnel to support end user PC software configurations and connectivity to the servers for client server based applications utilizing TCP/IP and Named Pipes Protocols.
- Created database backups using Quest LiteSpeed tool.
- Created and managed databases, schemas, tables, views, indexes and declarative integrity constraints
- Developed and created T-SQL scripts, stored procedures, triggers and functions for databases
- Worked with software development team to assess the impact of database changes on system performance
- Created partitions on tables, indexes and placed on a designated filegroups
- Restored and troubleshooted databases with data consistency/torn page problems
- Scheduled and monitored all maintenance activities of SQL Server 2000/2005 including database consistency check, index defragmentation using DBCC commands, Maintenance Plan Wizard and SQL Server Agent.
- Developed disaster recovery plans for production servers
- Implemented and maintained required level of security integrity controls (logins/roles) for all production and test databases
- Responsible for database monitoring, troubleshooting, performance tuning, high-availability strategies with SQL Server 2000 and 2005 in a production environment
- Maintained high availability by using Snapshot and Transactional replication between database servers
- Installed and maintained database applications to improve processing performance including applying upgrades, patches, and bug fixes in all database instances
- Used performance monitor and SQL profiler to identify performance problems on servers experiencing bottlenecks.
- Responsible for Configuration and Importing and Exporting Data from MS SQL Server using Data Transformation Services (DTS) and SSIS packages.
- Set up ORACLE client installation and automated Oracle startup and shutdown procedures.
- Created Oracle PL/SQL packages and procedures.
- Used Notification services to generate error messages and send them to the user through e-mails
- Created and maintained database documentation of SQL server standard operations and procedures using Red gate SQLdoc.

#### **Implementation of Communication skills, Analysis skills and Team Lead experience in Office of Technology**

- Translated complex technical information into easily understandable language/documentation.
- Reviewed systems analysis documents and created a logical and physical database design.
- Worked in a team environment (supported peer-DBAs, systems analysts, and application developers in order to design and develop the most efficient databases possible for the organization).
- Accepted a variety of assignments, including analysis and maintenance, with equal enthusiasm.

#### **Environment:**

We currently have 8 SQL Server Instances in a clustered environment with more than 150 databases that will have to be supported and maintained. Included are databases created and maintained by Office of Technology. Excluded 7 other SQL Server Instances with more than 80 databases supported and maintained by IT staff at other agencies.

SQL Server 2008, SQL Server 2005, SQL Server 2000, SQL Server Profiler, Oracle 11g, Oracle 9i, Windows 2003 Server, Windows 2008 Server, Windows XP, IIS 6.0, Red Gate, Primavera P6, Quest LiteSpeed, IBM Tivoli Storage Manager, Idera SQL Diagnostic Manager, Microsoft Visio and HEAT ticketing system software

**Vertrue Inc. Group, Adaptive Marketing LLC**

**Omaha, NE**

**SQL Server DBA**

**May 2008 – October 2008**

#### **Responsibilities:**

- Production Infrastructure DBA Support - Responsible for administration of almost a hundred instances comprising of several hundreds of databases with sizes up to 1 Terabyte.

- Installed, Configured and Upgraded SQL Server 2000/2005.
- Performed database backups ensuring that all databases are backed up on a regular basis by monitoring full, differential, transaction log backups for OLTP, Warehouse, and business object repositories.
- Restoring databases as requested. Recover/restore as necessary, troubleshooted databases with data consistency/torn page problems.
- Responsible for database monitoring, troubleshooting, performance tuning, high-availability strategies with SQL Server 2000 and 2005 in a production environment.
- Scheduled and monitored all maintenance activities of SQL Server 2000/2005 including database consistency check, index defragmentation using DBCC commands and Maintenance Plan Wizard.
- Developed disaster recovery plans for production servers.
- Running of performance monitor, SQL profiler to identify performance problems on servers experiencing bottlenecks.
- Planned and implemented long-term capacity planning and infrastructure changes to maximize performance for all database components.
- Responsible for Installing, Monitoring and maintaining cluster servers.
- Set up IIS 6.0 on windows servers.
- Provided 24X7 on call support for database issues.
- Wrote and maintained database documentation of SQL server standard operations and procedures.

**Environment:** SQL Server 2005, SQL Server 2000, Windows 2003 Server, Windows XP, IIS 6.0, Red Gate, Spotlight.

**AXIS Capital, Alpharetta, GA**  
**SQL Server Production DBA**

**August 2006 – May 2008**

**Responsibilities:**

- Developed and created T-SQL scripts, stored procedures, triggers, views, indices and functions for databases
- Managed multiple SQL Server instances across various networks using SQL Native Client and ODBC Data Source Names configurations.
- Managed SQL Server Agent on SQL Server 2005 to back up the Database.
- Installed and Configured SSRS on SQL Server 2005 and performed administration tasks using Reports Manager.
- Automated report delivery through a standard subscription and set report presentation preferences.
- Enabled Web parts for report viewing in a Microsoft Share Point Portal and integrate with a report server deployment.
- Deployed report project solutions from Report Designer, uploading it through Report Manager or SQL Server Management Studio.
- Performed database backups ensuring that all databases are backed up on a regular basis by monitoring full, differential, transaction log backups for OLTP, Warehouse, and business object repositories.
- Installed and maintained database applications to improve processing performance including applying upgrades, patches, and bug fixes in all database instances.
- Created database roles and managed in granting of access to operational and developmental application system databases.
- Maintained the required level of security for all production and test databases.
- Used Notification services to generate error messages and send them to the user through e-mails.
- Worked with software development team to assess the impact of database changes on system performance.
- Provided 24X7 on call support for database issues.
- Wrote and maintained database documentation of SQL server standard operations and procedures.

**Environment:** SQL Server 2005, SQL Server 2000, Windows 2003 Server, Windows XP, IIS 6.0, MS Visual Studio 2005, VB .Net 2.0, DTS, SSRS

**Dominion Virginia Power, Richmond, VA**  
**SQL Server ETL DBA**

**Oct 2004 – June 2006**

**Responsibilities:**

- Upgraded SQL Server 2000 to SQL Server 2005
- Perform and schedule DBA administration tasks (Backup, Restore database, Automated the DTS Package, Retrieve logs, create users, monitor performance and run database consistency checker.)
- Managed and created databases, schemas, tables, views, indexes and declarative integrity constraints.

- Designed DTS/SSIS Packages to transfer data between servers, load data into database, archive data file from different DBMSs using SQL Enterprise Manager/SSMS on SQL Server 2000/2005 environment, and deployed the data.
- Generated the weekly, monthly, and quarterly reports by using Crystal Reports and SSRS.
- Responsible for extracting and exporting the data into various formats like CSV and XLS based on business requirement.
- Designed and constructed DTS data workflow for real-time data transformation between heterogeneous databases by using DTS packages.
- Worked with developers to setup databases and coordinate the schemas and procedures deployment on staging and production.
- Created and developed the stored procedures, triggers, and UDFs to handle complex business rules, history data and audit analysis.
- Troubleshoot system issues, monitored scheduled jobs and set up maintenance plans for proactively monitoring the performance of SQL Server databases.
- Maintained data consistency and synchronization with other branches using Transactional, Merge and Snapshot replication strategies.
- Configured securities to access the product databases of SQL Server 2005/2000 in Windows 2003 Server.
- Performed Query tuning and optimization through T-SQL.
- Developed distributed transactions to access databases.
- Maintained high availability by using SQL Server clustering, and Log shipping.
- Developed and managed asynchronous messaging applications using Service Broker in SQL Server 2005.
- Performed business requirement analysis to derive function specification and use cases.
- Worked with development teams in the design of physical databases and in modification.

**Environment:** SQL Server 2000 , SQL Server 2005, Windows 2000 Server , Windows 2003 server, IIS 5.0, SQL Server Reporting Service, Crystal Reports XI.

**Client Profiles, Atlanta, GA**  
**SQL Server DBA/Developer**

**Dec 2003 – Sep 2004**

**Responsibilities:**

- Created, developed, and modified ASP web pages for the user-interface as well as the administrator site.
- Implemented and maintained complex databases with all database aspects including access methods, access time, validation checks, protection and security, device allocation, database organization, documentation, and statistical methods.
- Created scripts and T-SQL jobs to facilitate database backup and recovery, server and data processing monitoring and alerting.
- Responsible for scheduling and monitoring the non-production database code and SQL Server activity through profiler.
- Managed the products and development databases including capacity planning, SQL Server clustering.
- Created alerts, notifications, and emails for system errors, insufficient resources, fatal database errors, hardware errors, and security breach.
- Conducted hardware requirements and storage capacity planning for production servers for scalable database growth.
- Reduced systems downtime risk through automatic offsite backup and recovery over network.
- Managed the products and development databases Log shipping, database mirroring and database security configuration.
- Generated test data and tested database to meet the functionalities deliverables in the project documentation and specifications.

**Environment:** SQL Server 2000, Windows 2003 server, IIS 5.0, SQL Server Reporting Service, ASP.Net2.0

**MELLON UNITED NATIONAL BANK**  
**Ft.LAUDERDALE, FL**  
**SQL Server DBA**

**March 2002 – Nov 2003**

**Responsibilities:**

- Installed and configured MS-SQL Server 2000
- Migrating Data, Tables, Stored procedures and other Objects from SQL Server 7.0 to 2000
- Responsible for database design for the ASP & VB6 web application.
- Maintained SQL Server database on production and development servers for day-to-day activities.
- Design of ETL/ DTS package using Informatica PowerCenter 7
- Developed and created data dictionary, tables, views, indexes, functions and advanced queries for databases using Query Analyzer and Enterprise Manager.
- Conducted database management, performance measurement and performance tuning for new databases and existing databases by using SQL Profiler.
- Monitored De-fragmentation of Table spaces/Indexes/Tables for various databases accordingly.
- Designed and implemented the stored procedures and triggers for automating tasks.
- Resolved dead locks issues with the Databases/Servers on a real-time basis.
- Worked on connectivity to different databases through an ODBC driver.
- Created two-node cluster using an Active/Passive configuration.
- Maintained & improved high availability and disaster recovery strategies for the database and fail-over methods.
- Provided comprehends instructions to the team and completed the tasks as directed.
- Received feedback from DBMS group members indicating the quality of performance and comprehension.

**Environment:** SQL Server 2000, Windows 2000-Advanced Server and Windows NT, .Net Frame Work, ADO.Net, VB.Net, ASP.Net,VB6,VB Script, Visual Source Safe,Cognos7 and Informatica7.

**Mobile Application (Shopping Framework) on Nokia 9500**  
**IDEA LABS, A.P, INDIA**  
**SQL Developer**

**Feb 2001 – Jan 2002**

**Responsibilities:**

- Participated in all the Life Cycle phases including requirement analysis, Client Interaction Design, Coding, Testing, Support and Documentation.
- Created Functional Specification document and High-level design document.
- Developed Oracle Stored Procedures, Functions and Packages to effectively incorporate Business rules.
- Worked extensively with Composite data types, Cursors and Dynamic SQL.
- Tuned SQL queries for Oracle database systems.
- Involved in SQL Tuning by creation of indexes, rebuilding Indexes using Explain Plan, SQL Trace and TKPROF Tools
- Configuring ODBC connectivity for new instances and clients.
- Re-organization of databases and managing the databases for optimum performance levels.
- Developed and Implemented database objects like table spaces, segments, sequences, tables, views, stored procedures, functions and packages.
- Developed triggers to enforce Integrity constraints, cursors for data extraction and to carry out updates of new fields, and exceptions for run-time error handling.
- Partitioned very large database tables using list partitioning to improve performance
- Created Use Case diagrams and Sequence diagrams using UML

**Environment:** Oracle9i, J2ME, UML, Nokia 9500 Mobile, WI-Fi Technology.

**Suman Kumar Professional References:**

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